LIBRARY AND LEARNING CENTRE

ACHIEVEMENT REPORT

2023–2024

VANCOUVER COMMUNITY COLLEGE

We acknowledge that Vancouver Community College (VCC) is located on the traditional unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səl̓ilw̓ətaʔɬ (Tsleil-Waututh) peoples who have been stewards of this land from time immemorial

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MAIN ACHIEVEMENTS

In May, the Library completed a year-long service renewal process, employing a "key questions" framework to address critical areas such as Indigenization and Decolonization, Accessibility, Collections, Technology, and more. Data gathering included both qualitative and quantitative approaches, including four surveys:

- Student Textbook Affordability (October 31, 2023; 243 respondents)
- Student Library Space (October 31, 2023; 814 respondents)
- College Staff Survey (October 6, 2023; 128 respondents)
- College Faculty Survey (May 30, 2023; 126 respondents)
- All-Library employee meeting (October 23, 2023)
- Environmental scan of relevant accessibility standards across Canada
- Two Talking Circles with Indigenous students (Downtown Talking Circle - February 7th, 2024 ; Broadway Talking Circle - February 8th, 2024) with six students, facilitated by Toni Gladstone, Senior Indigenous Engagement Advisor
- Internal and external statistics, with extensive comparisons to similar BC institutions primarily using data gathered annually by the Council of Post Secondary Library Directors

This led to 43 recommendations, which have been refined into 39 actionable items. The renewed focus has energized our staff and we are eager to implement the changes to improve our services and better serve our community.

All-Library employee meeting on October 23, 2023 (Photos by Andrea Melton)

Services

- ran a one-year pilot project with IT to host in-person IT Support at the VCC libraries to assist students with technical issues such as account login problems and Multi-Factor Authentication (MFA).

- updated all booking forms to streamline user access and improve efficiency. The revised forms include Booking Library Tour / Research Class, Booking A/V Equipment, Booking an Appointment with a Librarian, Booking a Group Study Room, and Booking a Computer, as well as the Give Us Feedback / Suggest Purchase form.

- expanded and improved our Digital Lending Program by piloting new laptop imaging techniques, such as DaaS and DeepFreeze. We undertook a comprehensive re-inventory of all laptops, separating them from peripherals, and acquired additional devices as needed. To further refine our program, we conducted a laptop usage survey and reviewed our loan policies to ensure they align with the College Equipment Lending policy. The library laptops are extremely popular and circulated 844 times last fiscal.

- updated our video tutorials and created new content to better support VCC students: Microsoft 365 Tutorial and an MFA (Multi-Factor Authentication) Demonstration.

- expanded technology lending program to include noise cancelling headphones, wireless chargers 3-in-1 (Samsung, Apple), meeting owl for video conferencing, webcams, digital voice recorders, wireless speakers, CD Player (MP3), tripod for phones and tablets, and stylus pen.

Accessibility

- conducted an accessibility scan to identify best practices and strategic priorities for improving access for students, faculty, and staff. The resulting report includes a review of accessibility initiatives from other regions, such as Ontario, Manitoba, and Nova Scotia, to establish priority areas and best practices. It also evaluates the VCC Library's collection, space, and services against these best practices and provides recommendations for actions to reduce barriers for individuals with disabilities in the VCC community.

Open Education Resources

- introduced an OER Adoption Self-Reporting Form to build a comprehensive inventory of all Open Educational Resources (OER) used by VCC faculty. This data has improved reporting internally and to provincial entities, such as BCcampus. In the Fall 2024 term 3,200 copies of freely accessible OER textbooks were used, replacing costly traditional textbooks.
- created and distributed a bimonthly OER newsletter that highlighted news, events and new publications in the open access sphere curated for the VCC community.
- developed the *OER by Subject inventory*, an internal tool for Librarians assisting faculty, which supports OER discovery and information dissemination. This inventory has been shared and used by VCC's Centre for Learning, Teaching and Research.
- conducted the Textbook Affordability Survey, and shared the Textbook Affordability Report.

Research

- further developed our RDM Strategy guide, in our continued effort to support effective research data management. This enhanced guide now includes expanded sections on planning, publishing, organizing, and sharing data, reinforcing our commitment to facilitating best practices in research data management and ensuring researchers have the tools they need for successful data stewardship.
- continued to develop myVCC Research to provide comprehensive research resources, updating a News & Events section bi-weekly allowing VCC employees to stay abreast of issues in research and access events and opportunities to enhance their knowledge and skills in research.
- hosted the annual Teaching, Learning, and Research Symposium's Student Showcase, highlighting research and learning from Dental Hygiene, Nursing, and Hospitality students. The event featured live lightning talks and digital posters. It was a successful occasion for celebrating and rewarding the exceptional academic achievements of our students.

Archives and Records Management

- made significant strides in preserving and enhancing our historical records by continuing to digitize historical program content guides and program review documents. These materials will be added to the VCC Digital Repository, ensuring that our valuable historical data is easily accessible and securely archived for future reference.
- undertook a project to process a series of boxes in the Downtown Records room that are likely to be valuable additions to our Archives. We are meticulously reboxing these materials and updating our tracking database to ensure accurate and organized record-keeping.

Students' Space

- completed renovations on Broadway Library Level 3 (fresh paint, new carpet) and added the eco tent, where sustainability meets learning. Inside, students can dive into resources on climate change and explore the United Nations Sustainable Development reading list while surrounded by eco-friendly vibes. This initiative was made possible by VCC Small Eco Grants.

Outreach

- promoted over 1,250 new items through over 210 promotional activities such as book displays, posts on VCC Digest, myVCC news, social media, student newsletters, events, posters, website sliders and carousels.
- created our first online Library Scavenger Hunt which received 67 submissions from students and staff in January 2024. The winner received a $50 gift card.
- received 374 entries to the *Guess How Many Items* contest at the Library table during Welcome Days in September 2023 and repeated the contest in January 2024 with 333 entries. The winners won the containers full of goodies.

STATISTICS

227
research classes and tours.

6,895
students participated in Library
research classes and tours
(in-person and online).

157
libguides.

67,961
libguide views.

204,472
people visited the library.

18,194
views of videos on VCCLibrary
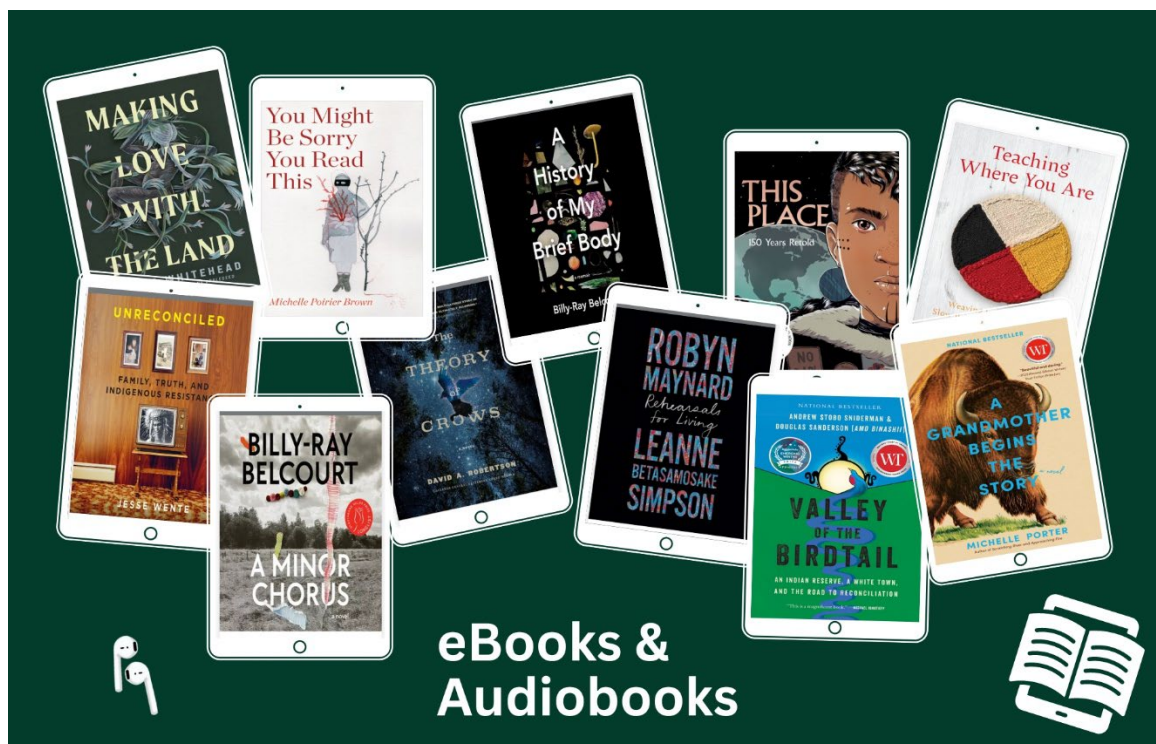YouTube channel.

57
videos on VCCLibrary
YouTube channel.

237,209
video/music streaming &
eBook/audiobook use.

123,541
article database uses including
legal and transportation.

eBooks &
Audiobooks

Circulation

Items	2022-2023	2023-2024
Books	11,250	13,514
Equipment	2,170	1,723
Reserves 24-hour	525	1,602
Term Loan	1,250	1,274
Reserves 7-days	224	321
DVD/CDs	276	267
Periodicals	87	112
Reserves 120-days	73	37
Alternate formats	9	18
Total	**15,864**	**18,868**

Technology Loans

Items	2022-2023	2023-2024
Library Equipment	621	1,723
Reserves 2 hours	703	1,285
Laptops	582	844
iPads	253	384
Games	11	112
Total	**2,170**	**4,348**

Image: Meeting Owl 3, https://owllabs.ca/

LEARNING CENTRE

MAIN ACHIEVEMENTS

- In December 2023, a facilities refresh was completed on the upper level of the Broadway Library. The Broadway Learning Centre team was temporarily moved to other parts of the library/college and returned to the space in January 2024.
- In early 2024, we initiated SIEF-supported training focused on skill-building to support neurodiverse learners.
- We revived our collaboration with Indigenous Education and Community Engagement to have Learning Centre tutors in the Gathering Spaces at both campuses on a weekly basis.
- We initiated a review and renewal of the Learning Centre video for our website's home page under the leadership of VCC Marketing, as well as a review and renewal of the resource area of our website.
- Our resource accessibility project continued under the leadership of one of our math/science tutors, Darren Rigby.
- Participation in the nation-wide Procrastination Awareness Week (PAW) and hosting of a PAW study hall.
- In-house staff training focused on 1) handling difficult conversations and privacy concerns and 2) UDL & neurodiversity in tutoring contexts.

STATISTICS

7,389

students received tutoring support from the Learning Centre tutors and coordinator in English, math, science, life sciences, business math, economics, accounting, basic technology skills and academic coaching.

52.3%

of these appointments were online.

47.7%

of these appointments were in-person.

75

group workshops were delivered by the tutors in math, English, and life sciences.

45

workshops were delivered by the coordinator on study skills and academic success strategies.

259

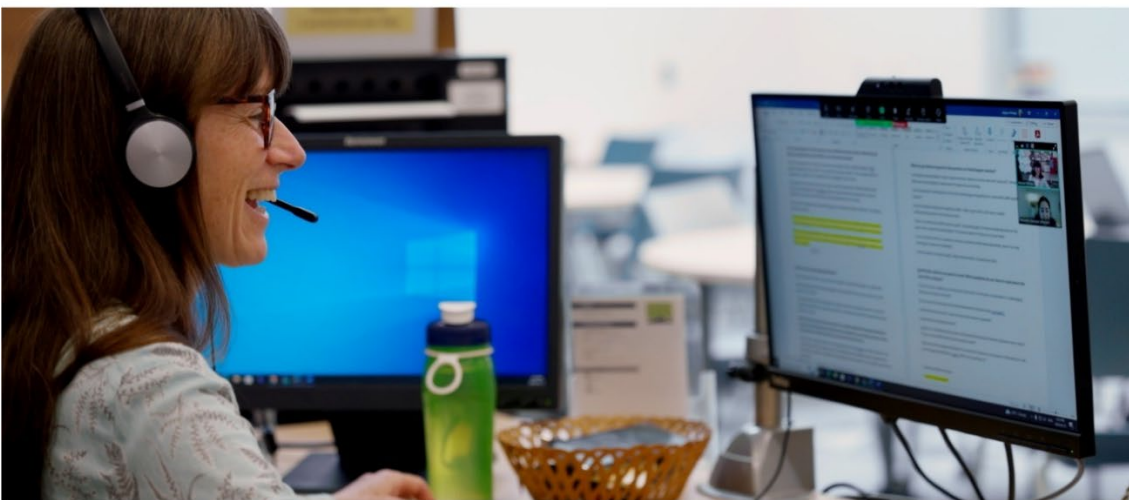hours of WriteAway feedback service were contributed by tutors.

273

students writing assignments received feedbacks from tutors on WriteAway.

122

Learning Centre orientation presentations/ tours were delivered by tutors and coordinator.
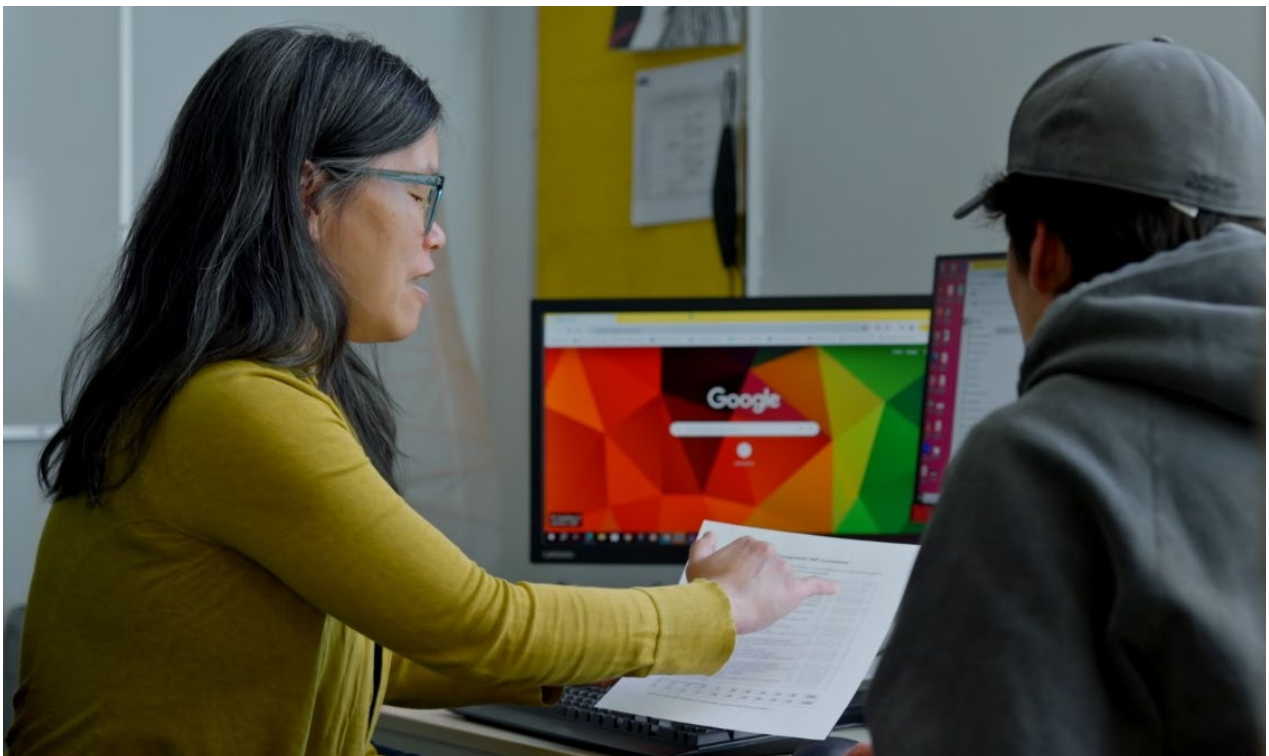
Learning Centre coordinator (Photo by VCC Marketing)

Learning Centre tutors (Photos by VCC Marketing)

Vancouver Community College
Library and Learning Centre
Achievement Report 2023–2024

Data from April 1, 2023-March 31, 2024

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