

VANCOUVER COMMUNITY COLLEGE

# Library and Learning Centre

2018-2019

# Annual Report

# TABLE OF CONTENTS

|   |    |
|---|----|
| A Message from our Dean .....   | 1  |
| Library Statistics .....  | 2  |
| Library Statistics Summary Report .....                                     | 3  |
| Learning Centre Statistics .....  | 5  |
| Learning Centre Education Services<br>Renewal .....                         | 7  |
| OER Update .....  | 8  |
| Queer Competency .....  | 8  |
| Public Services Training .....  | 9  |
| Evergreen .....   | 10 |
| Dashboard .....   | 10 |
| Researching the Changing Roles of<br>Academic Librarians .....              | 10 |
| Working Towards Reconciliation:<br>LC Presents at the LSAC Conference ..... | 11 |
| MemoryBC Project .....  | 12 |
| Remote Tutoring for Annacis Island Students .....                           | 13 |
| Weekly Study Groups .....   | 13 |
| Welcome to Allan MacInnis .....   | 14 |

# A MESSAGE FROM OUR DEAN

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It is my pleasure to present the 2018 Library and Learning Centre Annual Report. We had an exciting year, with 11 percent more visitors to our two campus locations and ongoing activities to improve services to students.

This year we focused on reviewing and improving our services. The Learning Centre completed their Education Services Renewal, a year-long process that included reflection by the team on their own services and a three-person external panel that visited and provided a report. From this renewal, the Learning Centre team has a series of actions planned that will guide improvements to their services over the next few years. The Learning Centre also began to offer remote tutoring for Annacis Island students, and set up weekly study groups. The Library Public Services team established monthly training sessions to maintain their knowledge and skills. All LLC employees attended an excellent queer competency training session helping us create a more inclusive learning environment.

The year also saw the arrival of a new Library catalogue and Integrated Library System. Evergreen is an open-source library system, allowing us to work with other libraries in BC and globally to develop new features and fix problems collaboratively.

We made progress on our other projects. We began an awareness campaign for Open Education Resources, working alongside the Students' Union provincial campaign. We listed our archival items in the provincial MemoryBC project and are progressing towards a College institutional repository. Emily Simpson, the Coordinator of the Learning Centre, presented on working towards reconciliation at a learning specialists' conference. Our projects reflect our desire to centre our students and to collaborate widely, both at the College and in the wider community.

We were fortunate to welcome Allan McInnis (\*English tutor) to the Learning Centre this year.

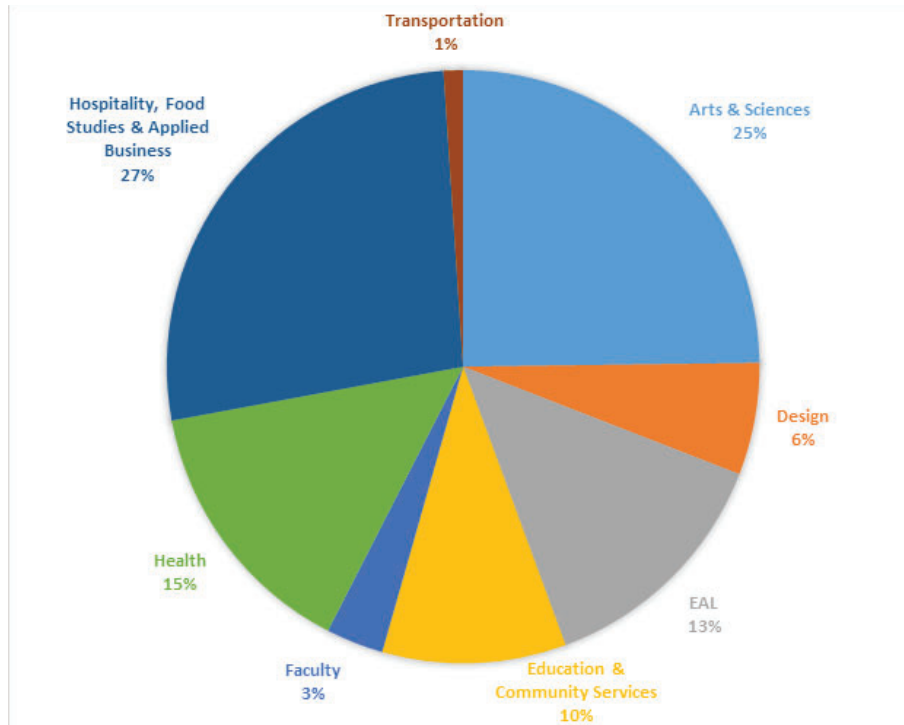
We are looking forward to another engaging and rewarding year serving the VCC community. Thank you for taking the time to share in our success in reading this report.



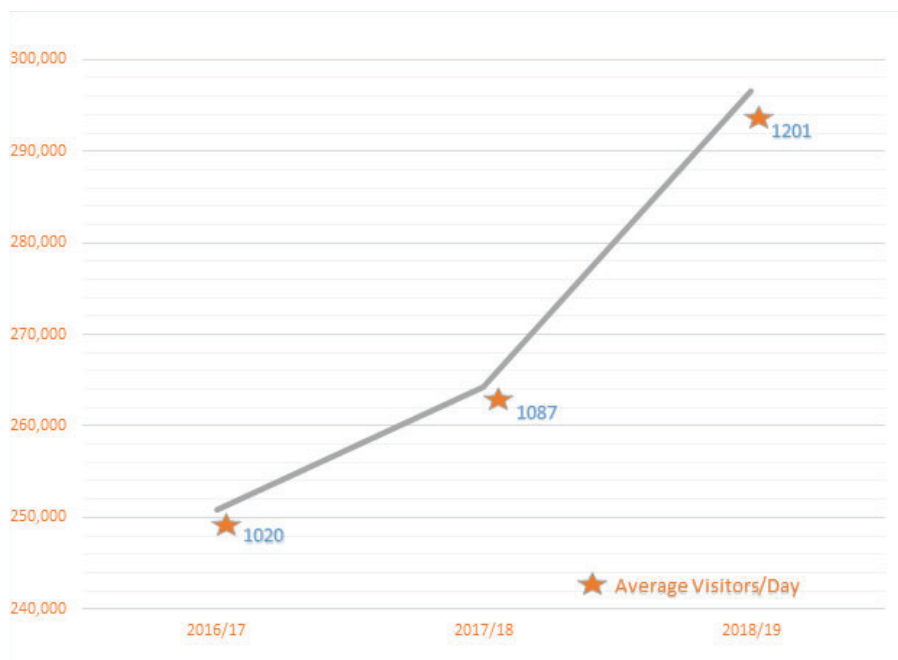
We acknowledge the traditional and unceded territories of the Musqueam, Squamish, and Tsleil-Wautush Nations on whose land we learn and work.

# LIBRARY STATISTICS, FISCAL YEAR 2018/19

## STUDENTS TAUGHT BY AREA



## LIBRARY GATE COUNT



# LIBRARY STATISTICS SUMMARY REPORT

## Facilities Stats

|  | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|
| Gate Count                                   | 250,905 | 264,243 | 296,651 |
| Days Open                                    | 246     | 243     | 247     |
| Average Visitors/Day                         | 1020    | 1087    | 1201    |
| Average Open Hours/Week<br>(September-April) | 58.25   | 58.25   | 58.25   |
| Seating Capacity                             | 411     | 461     | 482     |
| Public Workstations                          | 71      | 78      | 81      |

## Instructional Sessions

|                         | 2016/17 | 2017/18 | 2018/19 |
|-------------------------|---------|---------|---------|
| Total Classes           | 245     | 205     | 235     |
| Participants (Students) | 5293    | 4259    | 4437    |
| Library Tours           | 32      | 41      | 29      |
| Tour Participants       | 834     | 808     | 628     |

## Reference Questions

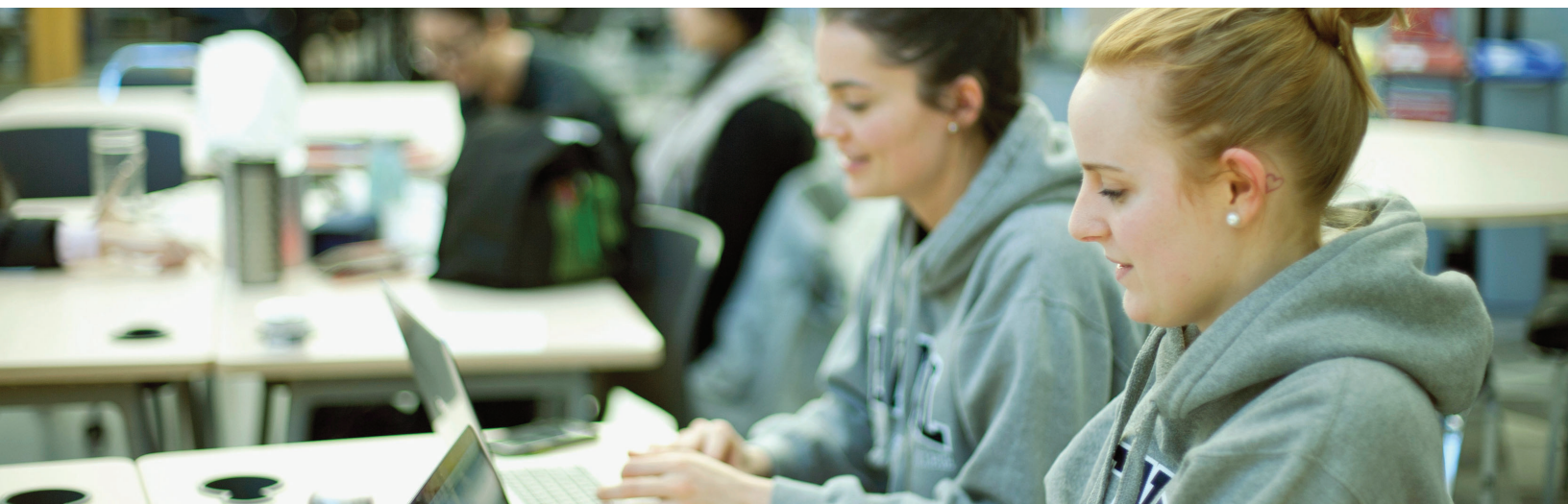
|                                      | 2016/17 | 2017/18 | 2018/19 |
|--------------------------------------|---------|---------|---------|
| Total Reference Questions Answered   | 15,911  | 16,661  | 16,243  |
| Total Directional Questions Answered | 4185    | 2657    | 2450    |
| Total                                | 20,096  | 19,138  | 18,693  |

## Physical Items Borrowed

|                    | 2016/17 | 2017/18 | 2018/19 |
|--------------------|---------|---------|---------|
| Checkouts/Renewals | 41,910  | 41,586  | 44,617  |

## Website and Computer Use

|                          | 2016/17 | 2017/18 | 2018/19 |
|--------------------------|---------|---------|---------|
| Libguide Views           | 57,701  | 63,772  | 60,648  |
| Website Views            | 247,720 | 242,144 | 272,832 |
| Discovery Layer Searches |         | 61,162  | 76,979  |
| Computer Logins          | 63,265  | 64,665  | 67,465  |







# LIBRARY STATISTICS SUMMARY REPORT CONT.

## Online Items Downloaded

|                    | 2016/17 | 2017/18 | 2018/19 |
|--------------------|---------|---------|---------|
| E-journal Articles | 84,216  | 90,446  | 89,426  |
| E-book Sections    | 4526    | 4326    | 4640    |

## Total Titles in Collection

|          | 2016/17 | 2017/18 | 2018/19 |
|----------|---------|---------|---------|
| Physical | 52,550  | 55,891  | 43,827  |
| Online   | 336,688 | 390,418 | 447,598 |

## Interlibrary Loans

|                             | 2016/17 | 2017/18 | 2018/19 |
|-----------------------------|---------|---------|---------|
| Obtained for VCC            | 502     | 440     | 457     |
| Provided to Other Libraries | 462     | 310     | 289     |
| Expenditures                | \$2314  | \$2632  | \$2404  |

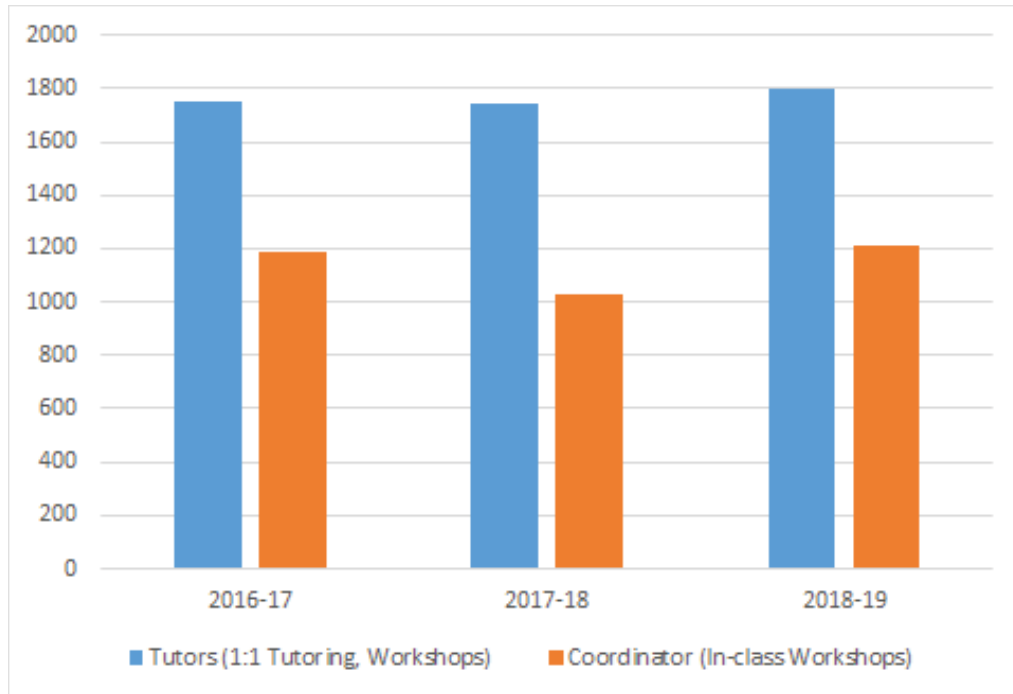
## Collections for Subject Areas

|                                | 2016/17     | 2017/18     | 2018/19     |
|--------------------------------|-------------|-------------|-------------|
| Arts & Sciences                | \$46,041.57 | \$46,162.04 | \$53,466.50 |
| Automotive                     | \$5,623.60  | \$7,912.61  | \$9,243.84  |
| Design & Technology            | \$18,298.42 | \$18,157.57 | \$16,565.73 |
| EAL                            | \$13,988.85 | \$19,801.54 | \$23,681.33 |
| Education & Community Services | \$7,924.70  | \$6,947.35  | \$10,525.37 |
| Health                         | \$64,134.49 | \$66,660.82 | \$64,935.25 |
| Hospitality, Food Studies, and |             |             |             |
| Applied Business               | \$38,469.52 | \$34,609.50 | \$39,662.87 |
| Multidisciplinary              | \$52,161.58 | \$54,274.58 | \$56,016.79 |

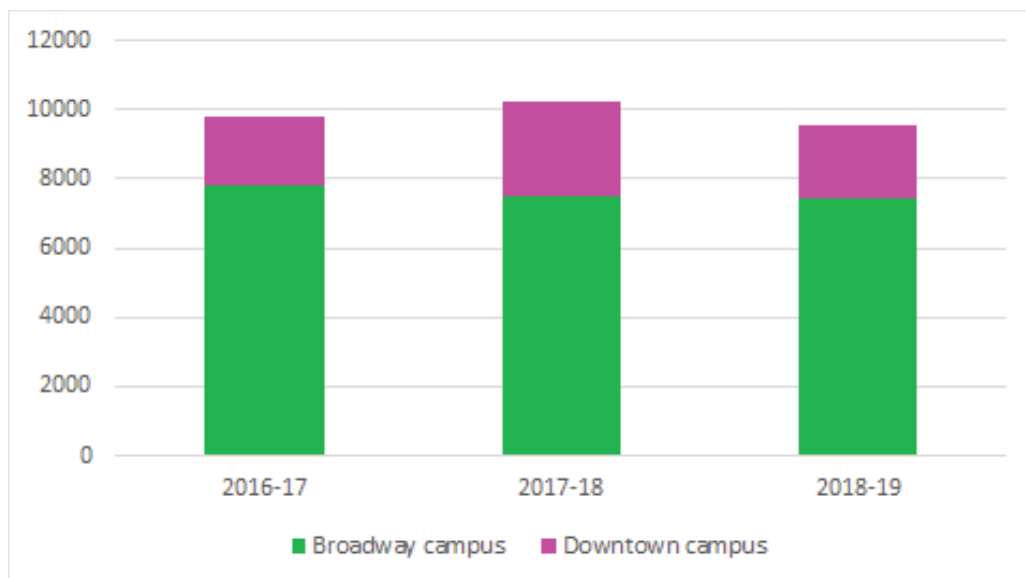
\*\*Statistics from fiscal years April to March

# LEARNING CENTRE STATISTICS

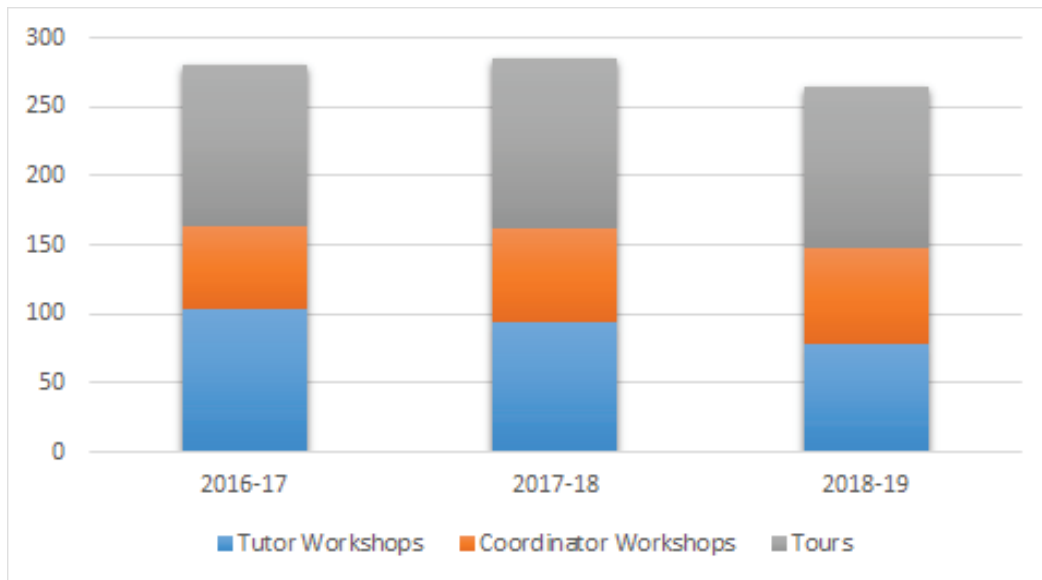
## UNIQUE STUDENTS SUPPORTED BY LEARNING CENTRE



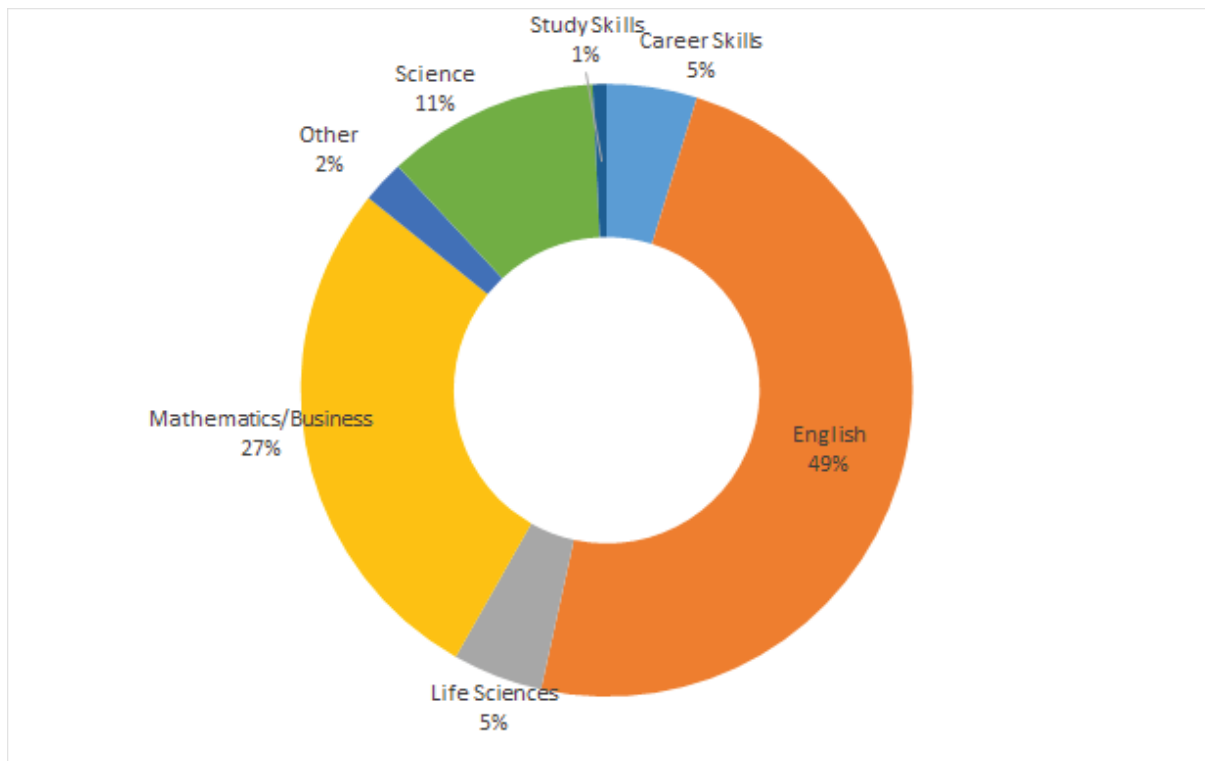
## NUMBER OF 30 MINUTE TUTORING SESSIONS



# WORKSHOPS & TOURS PROVIDED



# TYPES OF LEARNING SUPPORT PROVIDED 2018-2019





# LEARNING CENTRE EDUCATION SERVICES RENEWAL

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The Learning Centre began its education services renewal process early in 2018. The renewal committee consisted of Emily Simpson (Coordinator), Rachel Gysbers (Life Sciences tutor), Kari Karlsbjerg (English tutor), and Shirley Lew (Dean). During the year, we completed a thorough reflection on our mission and values, operational model, and best practices in comparison with other institutions and national standards. We also surveyed students, staff and faculty on their awareness of and experience with LC services.

On average, 94% of students reported that they were satisfied or very satisfied with the tutoring received in the Learning Centre. Over 78% of students affirmed that tutoring helped them to stay in VCC. Of faculty and staff respondents, 96% felt the Learning Centre was an important service for student success and retention.

Our external panel of three Learning Centre directors/coordinators (Lyn Benn (KPU), Holly Salmon (Douglas), Cynthia Wright (SFU)) brought their years of expertise to a review of our service renewal report and conducted a full day site visit at the end of October. They met with the LC team, a student focus group and a faculty focus group. After receiving their report at the end of the year, we planned a department retreat to discuss recommendations and consider our next 5 year strategic plan.

Based on student feedback about Broadway Learning Centre, we are working with facilities to rearrange the tutor desks and study tables to reduce noise between tutoring sessions. This will also provide more study space around the math/science tutors. We are testing software for online appointments and discussing the possibility of evening hours at Downtown campus.

We are grateful for the support of Shirley Lew, Corinna Luk, Todd Rowlett, Andy Sellwood and Elle Ting, along with the entire LC team and external panel. It's been a truly rewarding and inspiring experience!



# OER UPDATE

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The fall semester marked the launch of the Library's awareness campaign around Open Educational Resources (OER), spearheaded by the Library's own OER group. Unlike traditionally copyrighted resources, OER are educational materials licensed to be shared and, often, adapted, free of cost.

With help from BCcampus, a taxpayer-funded initiative promoting open textbooks at BC postsecondary institutions, we took an email inventory of open textbooks currently being used in VCC courses. Thank you to all faculty that met with or contacted us. Most reported adoptions are in Adult Basic Education; open textbooks are also used in Hospitality Management and the Samsung Tech Institute.

In November, our revamped guide to OER went live. It includes links to select online OER collections, an evaluation checklist, and information on OER adoption, adaptation, and licensing. The 'OER Research and Support' tab provides instant access to current research on open education, and links to upcoming events.



# QUEER COMPETENCY

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In April 2018, faculty in the Library and Learning Centre applied for PD funding to bring in a facilitator from Qmunity (BC's Queer Trans and Two Spirit Resource Centre) to lead a queer competency training workshop for Learning Centre and Library employees. The initiative was driven by a desire to expand education and awareness to create a more inclusive learning environment for LGBTQ2S+ students and employees.

During the workshop, we explored spectrum models of gender identity, gender expression, biological sex and sexual orientation. We worked with LGBTQ2S+ terminology, and practiced respectfully asking about personal pronouns and use of non-binary pronouns in conversation. The workshop concluded with discussion on building inclusive environments and continuing to develop allyship. A majority of both departments attended the training session and from the questions and conversations, it was clearly a valuable, enriching experience.



Visit <https://qmunity.ca> for more information

1170 Bute Street, Vancouver, BC V6E 1Z6  
Monday to Friday, 10 a.m. - 6 p.m.

General and referral inquiries  
[reception@qmunity.ca](mailto:reception@qmunity.ca)  
604-684-5307 ext. 100





# PUBLIC SERVICES TRAINING

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**F**or 2018, the Public Services Department decided to implement thirty minute workshops or tours as part of our regularly scheduled meetings. These workshops/tours included departments from Counseling Services, Disability Services, Safety & Security, Culinary Arts, Jewellery Art and Design, Interpreting Services and a field trip to Emily Carr University & the library. There were also training sessions with Bill and Kristina on EAL, LINC & Pathways, which help keep us connected with the students and our reference skills fresh.

One staff's favourite workshop was with Maija Wiik from Counseling Services. Maija taught us how to handle patrons experiencing high levels of stress and expressing strong emotions and when we should refer patrons to Counseling Services. We also learned helpful phrases such as, "I believe you, but I am not trained to help you in that," emphasizing that the person's distress is acknowledged and taken seriously while setting boundaries of what services PS can provide.

These workshops and tours have provided valuable insight in learning about other VCC departments and how to access these services, which, in turn, has enabled us to better serve our patrons. We look forward to continuing connections and learning opportunities in 2019.

# EVERGREEN

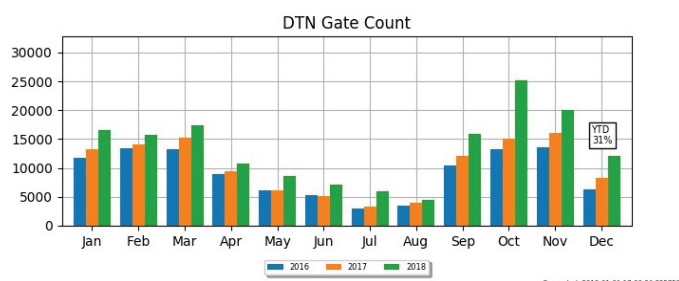
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The VCC Library has begun migrating to a new catalogue system, also called an ILS, or Integrated Library System. This system encompasses most of the day-to-day functions of the library such as the catalogue, circulation, holds and reserves, and our financials. Our new system, called Evergreen, is an open-source library system hosted by the BC Libraries Cooperative, a BC-grown cooperative of libraries across Canada. This new system will have many new features, and is less costly and more modern than our existing system. By using an open-source system, VCC Library can work with other libraries both in BC and around the world to fund and develop new features and fix problems more quickly. VCC is proud to become part of the Evergreen community.

# DASHBOARD

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Over the past year, we have developed an automated statistics portal. Previously, library staff manually collected data from many data sources, manually cleaned and aggregated them, and formatted them. We fully automated this process using Python code and specialized data tools called Pandas and Luigi. Data is aggregated from the library's catalogue system, statistics databases, and many other places where data is collected by the library and learning centre. The system normalizes the data and generates a series of graphs. The library and learning centre team can use these graphs to assess service usage and help allocate resources.



# RESEARCHING THE CHANGING ROLES OF ACADEMIC LIBRARIANS

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In 2016, Alicia wrote a research proposal to explore the professional identity of academic librarians in response to institutional and professional changes. In 2018, returning to work after maternity leave, Alicia began to re-examine the 19 interviews that she conducted with librarians at five B.C. post-secondary libraries.

Each participant took the time to reflect and share the narrative of their experiences, revealing their devotion to what they feel matters most about their roles. Alicia is fascinated by the diversity of experience and incredible range of knowledge these individuals possess.

Many academic librarians have reported a desire to get ahead of trends and changes, to be less reactive and more strategic. Other commonalities include an interest in extending the reach of librarians and the library, being viewed as educators rather than service providers, collaborating and forming new partnerships, and a common view of technology as a tool and relationships as fundamental to the work.

In 2019, Alicia plans to draw on her background in discourse analysis, to transcribe, analyze, and prepare at least one paper for publication.

# WORKING TOWARDS RECONCILIATION

LC Presents at LSAC Conference

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**A**t the December Learning Specialists Association of Canada (LSAC) Pacific regional conference on "Breaking Barriers; Serving Diverse Students," Emily Simpson (Coordinator) presented on the journey the Learning Centre has taken over the last year to begin learning about Indigenous history in Canada and responding to the TRC's calls to action. The session started with the question "What role do Learning Centres have in reconciliation/decolonization/indigenization?" Responses included: the need to create safe spaces, serving Indigenous students better, targeted hiring of Indigenous staff, embedding Indigenous ways of knowing and being into our practices, and advocating for changes that respond to the TRC's calls to action on an institutional level.

Emily shared how the VCC Learning Centre engaged with the Indigenous Education Protocol for Colleges and Institutes (IEP). Conference participants to consider how their work aligned with (or could align with) the IEP. The three top principles identified as related to LC work were:

- Supporting students and employees to increase understanding and reciprocity among Indigenous and non-Indigenous peoples
- Establishing Indigenous-centred holistic services and learning environments for learner success

- Build relationships and be accountable to Indigenous communities in support of self-determination through education, training and applied research

Emily then shared some actions VCC's Learning Centre has taken in response to the IEP including paid staff time to participate in reconciliation/decolonization/Indigenization events, networking with IECE to advertise jobs in the Learning Centre, increased Indigenous posters in the Learning Centres, and territorial acknowledgement in the Coordinator workshops.

Participants shared initiatives toward reconciliation, decolonization and Indigenization from their own institutions along with identifying supports and barriers. The presentation concluded with a call to action:

What one action toward reconciliation, decolonization, or Indigenization will you commit to?





# MEMORYBC PROJECT

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This year, the Library has undertaken to make its archival collections discoverable online, to both the VCC community and the public at large. Descriptions of its archival holdings will soon be searchable in the MemoryBC portal, a database containing descriptions of the collections in almost 200 archival repositories in British Columbia.

The descriptions include the title, date, physical description, scope and content, administrative/biographical history, and subject access points of VCC's archival collections. A search of VCC's holdings through MemoryBC will provide researchers with details about the types of records and information they can find in the VCC Archives.

The VCC Archives currently contains approximately 46 collections, made up of textual records, photographs, slides, negatives, CDs, cassettes, and VHS tapes, and covers the period from VCC's establishment in 1965 to its current operations today.

Discover unique materials in the Archives, such as records documenting the history of the old King Edward Campus; digitized photographs spanning from the 1940s to 1990s; various artifacts, including an old bell and a film

reel from the 1960s; calendars and program content guides dating back to the 1960s and 1970s; Nursing and Pharmacology teaching materials from the 1990s; and, more recently, graduation photographs (with negatives) from the 2000s.





# REMOTE TUTORING FOR ANNACIS ISLAND STUDENTS

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After discussion with the Student Development Team about enhancing support for students at Annacis Island, the Learning Centre launched remote tutoring in September 2018. Students had a private room with a computer station to enable video and audio chat via Skype Business. In planning with the heavy duty transport schedules, tutoring sessions were strategically offered during coffee and lunch break times on communication skills, study skills, and resume/cover letter skills.

During the fall term, 4-5 tutoring sessions per week were provided. Despite significant advertising including a full department orientation to remote tutoring for all staff and students, there was very little uptake. Only 2 students accessed the service.

With no usage in January, we decided to discontinue the service until we can better assess what academic skills support students at Annacis need.

Student Development drew from our pilot offering to provide their own remote service in 2019. Our work together on this pilot was beneficial in strengthening our relationship and finding more effective ways to orient Annacis students to VCC services .

We are grateful for the support from Jane Shin (AVP, Student Success), Emily Bach (program assistant), the IT department, Allan MacInnis (English tutor), and Dave Stevenson (Student Conduct and Judicial Affairs).

## WEEKLY STUDY GROUPS

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This past summer, Math/Science Tutor Darren Rigby and Life Sciences Tutor Rachel Gysbers experimented with weekly facilitated study groups for two challenging university transfer courses. An interesting learning centre trend is the targeted growth of group study sessions as a more effective way to both enhance student learning and provide increased service. These sessions were modelled on supplemental instruction (SI) design which was developed at University of Missouri-Kansas City. SI sessions improve student success by providing regular review through active strategies including

group discussions, and problem-solving.

Darren held study groups throughout the summer for the compressed Calculus courses (Math 1100 and 1200). Nicknamed "Math Club" by one of the students, an average of five or six students attended each week. Every session featured a vocabulary and concept review, discussion questions and games. The overall goal was to foster better understanding of the reasoning behind calculus concepts, and how to use the material in a practical way.

- continued on page 14

## From "Weekly Study Groups" on page 13 -

The Learning Centre plans to run this series again in the Spring 2019 term.

Rachel led study group reviews for Anatomy & Physiology (Biology 1120) as there was high student demand for content review. The objective was to support student-directed activities and discussion, with the tutor acting as a guide. Review activities included creating and labelling flowcharts and diagrams, matching games, and topic discussion of particular questions. At one point, Rachel borrowed an iPad from the library that students passed around to help quiz each other. A total of seven study sessions took place with an average of six students per session. Rachel is looking forward to leading these study sessions again next year and trialing new techniques to help students better understand and recall course content.

"I am glad VCC provides these [Learning Centre] services as it motivates me to keep learning! It has helped me be comfortable while studying, compared to other institutions I have attended in the past." – VCC Student

# WELCOME TO ALLAN MACINNIS

Allan MacInnis joined the LC team in July 2018 as an English/EAL tutor. He is a Vancouver-born, long-time EAL teacher with teaching and tutoring experience both in Japan and in private colleges and the LINC program in Canada. He also is an internationally-published freelance journalist who specializes in interviewing musicians and filmmakers. He has been published everywhere from the Georgia Straight in Vancouver to Germany's Ox Fanzine to Japan's Eat Magazine (and many, many other magazines, fanzines, and papers). The Learning Centre is thrilled to have his expertise in piloting remote tutoring, providing online tutoring through WriteAway and in face to face support for VCC students.



Reports by:  
Jennifer Bancroft, Alicia Copp,  
James Fournie, Rachel Gysbers,  
Pamela Harrison, Shirley Lew,  
Melanie Primeau, Emily Simpson

Stats created by:  
Todd Rowlett, Emily Simpson

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VCC Marketing & Communications

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from QMUNITY website (<https://qmunity.ca/>)

Photos used in [MemoryBC Project](#) from VCC  
Archives Digitization Project and MemoryBC  
website (<https://www.memorybc.ca/>)

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