The success of this year was made possible through the dedication, creativity and professionalism of Kwantlen’s exceptional library employees.

—quotes from the 2007 Student Survey—

- Excellent librarians- they really know their stuff!

   --Kwantlen Library is one of the best libraries I have been in!  
   - We also had a class with a librarian about accessing scholarly journals. It was very helpful!

- Never had any problems finding what I needed.

   --Super awesome greatness!

   - I would not be able to complete my class assignments without the Library resources.

   - Library collection is great because it caters to a wide variety of subjects.

- I am extremely pleased with the ‘ask a librarian’ section on the Library website. They were able to find two articles I didn’t think were available through Kwantlen.

   --The Library website is very helpful!

   - I’m pleased that we are still able to access information about book holdings and online journals even if we are not at school.
Improved Services for Students

Cloverdale Library
With the rest of the Kwantlen community, the Library was incredibly excited to see the completion of the new Cloverdale Trades and Technology campus in 2007. The opening of the Library on campus allowed us to once again provide on-site full service access to all Kwantlen trades and technology students and faculty. During the summer and fall semesters alone, a total of 23, 293 Library users came through the doors.

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A SAMPLE OF DATABASE USEAGE

PROQUEST DATABASES
CBCA COMPLETE
Number of searches 21,642
Full-text articles retrieved 11,930
CRIMINAL JUSTICE PERIODICALS
Number of searches 18,055
Full-text articles retrieved 4,911
CANADIAN NEWSSTAND
Number of searches 24,763
Full-text articles retrieved 22,400

EBSCO DATABASES
ACADEMIC SEARCH PREMIER
Number of Searches 144,045
FullText Articles Retrieved 105,999
BUSINESS SOURCE PREMIER
Number of Searches 36,304
Full-Text Articles Retrieved 29,686
PSYCHINFO
Number of searches 103,552
Full-text articles retrieved 7,160
JSTOR
Number of Searches 42,097
Full-text articles retrieved 48,654

NEW PERIODICAL SUBSCRIPTIONS STARTED IN 2007
911 Magazine
Acres USA
Appliance Service News
Archives of General Psychiatry
Blue Line Magazine
Bookforum
Canadian Emergency News
Canadian Firefighter & EMS Quarterly
Canadian Garden Centre & Nursery
Canadian Journal of Education
Canadian Metaworking
Canadian Security
Car & Driver
Car Craft
Child Development Perspectives
Children’s Literature
Children’s Literature Association Quarterly
Chronica Horticulturae
Clothing & Textiles Research Journal
Conflict Resolution Quarterly
Consciousness & Cognition
Constitutional Forum
Construction Canada
Construtional Canada
Costume
CPPC NBC Communicator
Directions / Canadian Race Relations Foundation
Emergency Medical Services
Emergency Number Professional
Explore
Frontline Security
Gazette
Geographies
Green Places
Green Planet
Historia Mathematica
Historical Archaeology
Horticulture Review
Horticulture Week
Hort Technology
Human Rights Quarterly
India Perspectives
Journal of Communication Inquiry
Journal of Conflict Resolution
Journal of Peace Research
Journal of Postcolonial Writing
Mission Critical Communications
New (Surrey Now newspaper)
OHS Canada: Occupational Health & Safety Canada
Philosophy Today
Plants & Gardens News
Prospect
Public Culture
Public Safety Communications
Report on Small Business
Science, Technology & Human Values
Sikh Formations: Religion, Culture, Theory
Sir
Studies in Political Economy
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Tree Care Industry
Tree Service Canada
Twentieth Century British History
USCG Green Section Record
Wavelength
World Today

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Norma Frick Chair; Organizing Committee Members Ruth Mullane & John Potter-Smith

Kwantlen Library Contributions to the Kwantlen Community and Beyond

PSSSC Kwantlen hosted the 2007 PSSSC (Provincial Post-Secondary Support Staff Conference). This year’s conference was spearheaded by Langley Campus Library Supervisor Norma Frick, Chair of the Organizing Committee. Norma and many other Kwantlen volunteers – several from the Library – worked together to create an unforgettable experience for the over 320 participants who attended this popular annual event.

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Outreach Quickfacts
- During a pilot project in the fall of 2007, Librarians spent over 19 hours in Kwantlen Learning Centres providing research assistance to students.
- Requests from local high schools for tours and research sessions doubled this year.

WHIPPED SHORTBREAD

1 c. butter (room temperature)
½ c. icing sugar
1½ c. flour

Preheat oven to 350F. Stir all ingredients together until well combined. Beat on high speed for 10 minutes. Drop from teaspoon an ungreased cookie sheet. Bake for 12 minutes until bottoms are lightly browned. Dust with icing sugar if desired. Makes 3 dozen.

In September Kwantlen students and employees were challenged to tackle the Grouse Grind to raise money for the food bank. There were 60 participants in all, raising a total of $555 for the cause. More Library employees participated in this event than any other employee group at Kwantlen, winning the departmental challenge with 18 participants.

2007 Cookie Challenge 34 Kwantlen employees baked cookies which were then sold by donation, with the proceeds going to the Kwantlen Family Campaign in support of Student Awards and the United Way. The Library had 12 employees contributing cookies to the challenge, winning the departmental challenge. Collection Development Librarian Linda Rogers, won an Honorable Mention award for her Whipped Shortbread Cookies. Mmmm.

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Kwantlen University College Library participates in the following cooperative arrangements and alliances for the purpose of providing excellent service. Not only do these agreements improve services for our users, both students and employees, but also allow us to take advantage of cost savings and efficiencies.

**ELN (Electronic Library Network)**
- Kwantlen is a partner Library in the ELN, which is a partnership between the Province of British Columbia and its post-secondary Libraries that develops, facilitates and maintains the following initiatives that assist post-secondary institutions in meeting the expanding information needs of their clientele at the lowest possible cost:
  - **Research Databases**: ELN negotiates consortium licenses for research databases on behalf of partner Libraries. Licensing costs are shared among participating institutions.
  - **Outlook**: ELN coordinates the production of three union databases that, along with 239.50 links, provide a single point of entry to the serial, book and video collections of post-secondary and public Libraries throughout British Columbia. Users can search this database online to see which Libraries hold certain materials to facilitate the process of interlibrary loan requests.
  - **Impact/Online ILL**: operating in conjunction with the BC Union Databases, this service provides a structured environment for task-based processing of interlibrary loan requests.
  - **AskAway**: A provincial post-secondary virtual reference service developed by BC ELN and partner Libraries.

**MEC (Media Exchange Cooperative)**
- Kwantlen is a member of the Media Exchange Cooperative (MEC), an informal consortium of post-secondary media Libraries in British Columbia. MEC’s purpose is to facilitate cooperation among post-secondary Libraries and media resource centres in order to assist participants in building strong collections, communicating and sharing expertise, developing strategies for addressing media issues, and with an overall goal to facilitate cost-effective, equitable and timely access to audiovisual resources and service.

**DLI (Data Liberation Initiative)**
- In 2007, Kwantlen joined a group of over 70 Canadian post-secondary institutions which belong to Statistics Canada’s Data Liberation Initiative. The DLI program has grown over the past 10 years to include data from over 130 Canadian surveys and the Census which were previously available only through prohibitively expensive custom orders. Students, staff and faculty benefit from access to this rich resource for which the Library pays a modest annual license fee.

**B.C. SIRS CONSORTIA**
- Kwantlen University College, along with the Justice Institute, UCFV, Camosun, Capilano, College of New Caledonia, Douglas College, East Kootenay, Justice Institute, Langara, Malaspina, North Island, Northern Lights, Northwest Community College, Okanagan, Selkirk, University College of the Cariboo, Thompson Rivers, UCFV, VCC and SFU. Kwantlen also has reciprocal borrowing agreements that apply to Faculty only with UBC and UVic.

**CPSLD (Council of Postsecondary Library Directors)**
- Kwantlen’s Dean of Learner Resources belongs to CPSLD, a provincial association of Library Directors at post-secondary education institutions. CPSLD facilitates the exchange of information among Libraries as well as providing a forum for advocacy and collaborative projects which benefit students and stakeholders.

**INTERLIBRARY LOANS**
- Students and employees of Kwantlen are able to request materials from other B.C. academic and public Libraries and this material will be sent via courier service to Kwantlen for them to borrow. Conversely Kwantlen loans materials to other institutions for their users in the same manner.

**COPPUL (Council of Prairie and Pacific University Libraries)**
- Kwantlen is an affiliate member of the Council of Prairie and Pacific University Libraries (COPPUL), a consortium of 22 Libraries located in Manitoba, Saskatchewan, Alberta and British Columbia. This membership allows Kwantlen to participate in consortia pricing for various electronic databases.

**ART Project (Academic Resource Toolbox)**
- ART is a multi-institutional project to develop online tutorials on core information literacy skills. Funded by a grant from BCcampus, it includes a team of librarians at Kwantlen, Okanagan College, SFU, and UVic who are developing the content modules.
2007 CALENDAR YEAR JANUARY-DECEMBER

**PEOPLE IN THE LIBRARY**

<table>
<thead>
<tr>
<th>Library Users (gate count)</th>
<th>567,120</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Study Room Usage (hours)</td>
<td>23,495.2</td>
</tr>
<tr>
<td>Items Borrowed</td>
<td>74,181</td>
</tr>
</tbody>
</table>

**CARDS CREATED**

<table>
<thead>
<tr>
<th>Student Cards</th>
<th>6384</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee IDs</td>
<td>526</td>
</tr>
<tr>
<td>Community Borrower Cards</td>
<td>197</td>
</tr>
</tbody>
</table>

**AUDIOVISUAL CIRCULATION**

<table>
<thead>
<tr>
<th>Audio Equipment</th>
<th>2170</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameras</td>
<td>23,054</td>
</tr>
<tr>
<td>Computers</td>
<td>11,776</td>
</tr>
<tr>
<td>DVD/Video Equipment</td>
<td>4542</td>
</tr>
<tr>
<td>Projectors</td>
<td>2096</td>
</tr>
</tbody>
</table>

**QUESTIONS ANSWERED**

<table>
<thead>
<tr>
<th>Information Desk</th>
<th>22,419</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation Desk</td>
<td>5,972</td>
</tr>
</tbody>
</table>

**TEACHING**

**IN THE CLASSROOM**

<table>
<thead>
<tr>
<th>Number of UNIV 1100 classes</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Students Taught</td>
<td>249</td>
</tr>
</tbody>
</table>

**IN THE LIBRARY**

<table>
<thead>
<tr>
<th>Number of Orientation Sessions</th>
<th>355</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Students Taught</td>
<td>8118</td>
</tr>
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</table>

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Canadian Garden Centre & Nursery
Canadian Journal of Education
Canadian Metaworking
Canadian Security
Car & Driver
Car Craft
Child Development Perspectives
Children's Literature
Children’s Literature Association Quarterly
Chronica Horticulture
Clothing & Textiles Research Journal
Conflict Resolution Quarterly
Consciousness & Cognition
Constitutional Forum
Construction Canada
Costume
CPRBNC Communicator
Directions / Canadian Race Relations Foundation
Emergency Medical Services
Emergency Number Professional
Explore
Frontline Security
Gazette
Gazettes
Green Places
Grandeurs
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Geotimes
Geo
Gender
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Geology
Geology Today
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DATABASE SUBSCRIPTIONS STARTED IN 2007

Allato (Cloverdale only)
Dan & Broadway Industry Norms and Key Business Ratios
Dan & Broadway Million Dollar Database
Canadian Census Analyst
CANSIM
Grove Art Online
HeinOnline
International Financial Reporting Standards
Safety Care Video Database (Cloverdale only)
Trade Analyst

DATABASE SUBSCRIPTIONS UPGRADED IN 2007

Canadian Newsstand – upgraded subscription now includes local community papers from around the province as well as the major dailies.
Dominion Law Reports – online subscription includes access at Richmond as well as Surrey. Langley now receives the print subscription.
JSOR – upgraded subscription now includes an additional Arts & Sciences module.
Oxford Reference Online – upgraded to the Premium subscription package which includes enhanced literature and Western Civilizations collections.
Quicklinker – upgraded subscription to allow an unlimited number of users and easier access without the previously required registration for personal password accounts.
The successes of this year were made possible through the dedication, creativity and professionalism of Kwantlen’s exceptional Library employees.

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**Employees - Faculty**

Allison Richardson, Public Services Librarian
Angelo Raya, Contract Librarian
Annette Kramer, Contract Librarian
Caroline Djalto, Systems & Web Librarian (on-leave)
Carolyn Soltos, Contract Librarian
Chris Burns, B.A. & Research Support Librarian
Colleen van de Ven, Circulation & Audiovisual Services Librarian
Devie Dole, Chair of Librarians, Reference Librarian & Archives
Elaine Somerville, Collection Development Librarian
James Lottit, Contact Librarian
Jamie Anderson, Acting Systems & Web Librarian
Jon Pedersen, Public Services Librarian
Jean McFadden, Public Services Librarian
Linda Rogers, Collection Development Librarian
Lisa Mubuki, Public Relations Librarian
Margaret Brown, Serials and Public Services Librarian
Mirna Djidi, Public Services Librarian
Sigrid Rangel, Audiovisual Collection & Public Services Librarian
Susan Brochet, Trades & Public Services Librarian
Uttfrid Keeler, Public Services Librarian
Yasmin Jowel, Contract Librarian

**Employees - Staff**

Adela Andracchi, Serials Technician
Andrea Page, Audiovisual/Circulation Technician
Angela MacLean, Audiovisual/Circulation/CILS/Orientations Technician
Ann Ku, Auxiliary Technician
Bev Ricos, Supervisor-Technical Services
Casey Watkins, Archives Technician
Cheryl MacKillop, Audiovisual Technician
Chris Pfahl, Audiovisual Technician
Cora Chon, Audiovisual Technician
Dale West, Auxiliary Technician
Debbie Smith, Library Resources Technician
Donna Holder, Requests/Interlibrary Loan Technician
Edna Keflon, Auxiliary Technician
Elena Kapulnik, Archives Technician
Emily Cheng, Serials Technician
Geraldine Wesley, Audiovisual Technician
Heather Shupe, Interlibrary Loan Technician
Jacinta Sterling, Circulation/Orientations Technician
Jane Mitchell, Auxiliary Technician
Jane Robinson, Supervisor-Circulation
Joan Lazzaro, Interlibrary Loan Technician
Joanne Sangha, Interlibrary Loan Technician
Joanne Calemp, Documentation Technician
Jocelyn Stewart, Auxiliary Technician
Joe Scofe, Auxiliary Technician
John Alexander, Cataloguing Technician-Technical Services
John Patter-Smith, Audiovisual Technician
Joyce Ian, Circulation/Interlibrary Loan/CILS Technician
Karen Archer, Serials Technician
Kathie Hurlburt, Audiovisual/Circulation Technician
Kim Sible, Auxiliary Technician
Lindsey Bovat, Auxiliary Technician
Lisa Mendoza, Requests/Reserves Technician
Lisa Peters, Auxiliary Technician
Marc Lentile, Audiovisual/Circulation Technician
Margaret Giosanelli, Supervisor-Surrey
Marjiaye Coey, Circulation Technician
Mario Van Tol, Auxiliary Technician
Martha Hostie, Serials/Reserves Technician
Monica Wyller, Audiovisual Technician
Norma Frick, Supervisor-Langley
Norma Stiles, Auxiliary Technician
Paula Piter, Technical Services Technician
Ruth Muldowne, Library Resources Technician
Silvano Smith, Supervisor-Medical
Susan Henry, Auxiliary Technician
Teresa Cabaj, Auxiliary Technician
Vicki Effertz, Circulation/Interlibrary Loan/CILS Technician

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**Employees - Student Assistants**

Alas Elhag
Arebko Aljaz
Ching Hui Wong (Angel)
Ellen Bash
Jeffrey Rychman
Kate Maclaren
Kitty Li
Laurel Graham
Malte Mayete Cumba
Nadeel Desai
Mike Yu
Olga Brown
Tani Volka
William Covers
Xiao Chau Huang (Nina)

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**Work Experience-Kwantlen Students**

Ken Hsu
Tayyiba Ahmad