

# annual report 2010/2011



coast capital savings library



KWANTLEN  
POLYTECHNIC  
UNIVERSITY



# Library Roster 2010/2011

## **Administrators**

Cathy MacDonald  
Ann McBurnie  
Leslie Boone—Assistant

## **Faculty - Librarians**

Margaret Brown  
Susan Bruchet  
Chris Burns  
Denise Dale  
Caroline Daniels  
Mirela Djokic  
Lisa Hubick  
Sigrid Kargut  
Ulrike Kestler  
Jean McKendry  
Jan Penhorwood  
Allison Richardson  
Linda Rogers  
Elaine Samwald  
Colleen Van de Voort  
Linda Woodcock

## **Faculty – Type 1**

Celia Brinkerhoff  
Christine Conroy  
Diane Cruickshank  
Yasmin Jamal  
Paul MacDonell  
Adrian Mitescu  
Mari Paz Garcia  
Brenda Philip  
Angela Ryan  
Carolyn Soltau  
Tara Stephens

## **Supervisors**

Bev Boyd  
Margaret Giacomello  
Rob Jacobsen  
Andrea Page  
Jane Robinson  
Silvana Smith

## **Library Resource Technicians**

Ruth Mullane  
Debbie Smith

## **Cloverdale Staff – Library Technicians**

Marjorie Coey  
Judy Isaac  
Chris Pfahl

## **Langley Staff – Library Technicians**

Joanne Caplette  
Donna Haider  
Martha Hastie  
Angela MacLean  
Geraldine Wesley

## **Richmond Staff – Library Technicians**

Cora Chan  
Judy Johanson  
Elena Kapulnik  
Janet Lazare  
Lima Mendonca  
Jasmin Sangha  
Monica Wyllie

## **Surrey Staff – Library Technicians**

Vickie Effertz  
Nicole Foth  
Kathie Holloway  
Edna Kalfon  
Cheryl MacMillan  
John Potter-Smith  
Heather Shupe  
Jacinta Sterling

## **Surrey Staff—Technical Services**

John Alexander  
Adele Andrascik  
Paula Pinter

## **Staff - Auxiliary**

Dale Credico  
Teresa Czirjak  
Chantal Danielson  
Lana Demin  
Cora Fanucchi  
Gene Kreye  
Yvonne Lam  
Ginger Lu  
Robbie Mattu  
Brad Menard  
Jan Rennie  
Norma Stiles  
Maria Vandenberg  
Colleen Wall  
Dale West  
Beverly Whitcutt  
Michelle Yu

## **Student Assistants**

Sachi Adhikari  
Kelvin Cheng  
Melcia D'Souza  
Marilyn Duckett  
Greg Froese  
Homa Gharibshahi-Yazdi  
Mark Hurrell  
Elpiniki McKave  
Craig Morabito  
Pavlina Vagnerova  
Patricia White  
Angel Wong

# Table of Contents

<b>Teaching.....</b>	<b>01</b>
<b>Consortia and ROI.....</b>	<b>03</b>
<b>Catalogue Enhancements.....</b>	<b>04</b>
<b>Events.....</b>	<b>07</b>
<b>Crossing the Finish Line.....</b>	<b>08</b>
<b>New to the Collection.....</b>	<b>09</b>
<b>Accomplished Individuals.....</b>	<b>11</b>

Unless otherwise indicated, events and statistics cover April 1, 2010—March 31, 2011

**The Library Annual Report is produced by:**

*Lisa Hubick, Public Relations Librarian*

*Chris Pfahl, Media Production Technician*

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# Teaching

# 8,731

## students taught during library research sessions



01 Mirela Djokic, Richmond Library Teaching Lab—June 2011

### Embedded Information Literacy

Spearheaded by Information Literacy

Coordinator, Librarian Mirela Djokic, a team of

Librarians have been working with course developers for the new Public Policy BA Degree to integrate Information Literacy and Research Skills modules into the curriculum. So far these modules have been added to two courses in the degree program with an additional two scheduled for the near future. In the first course offering **librarians taught 2 weeks of classes including Research Skills Assignments worth 10-15% of the overall course mark.** The first of these courses started September 2011.

10/11

CLOVERDALE

RICHMOND

LANGLEY

SURREY

Increase over 09/10

Classes Taught

62

114

34

130

↑ 13%

Students Taught

944

3219

861

3707

↑ 19%

## **In Cooperation with The Learning Centre**

Librarians Mirela Djokic and Jan Penhorwood **taught research, plagiarism and citation workshops** at the Surrey campus Library during the Learning Centre's Sensational Saturdays in the Fall and Spring semesters.

## **Conferences**

During the Fall 2010, Technical Services Librarian Linda Woodcock, along with colleagues from other institutions, taught workshops through BCLA (British Columbia Library Association) on the new RDA cataloguing standard, serials cataloguing and the use of MarcEdit (software used to manage catalogue records). **These very technical sessions are in high demand and were well received, often with waiting lists.** To satisfy the demand, Linda taught another RDA session in April of 2011.

At the ACLR (Association of College and Research Libraries) 2011 conference Librarians Denise Dale and Sigrid Kargut presented a poster session on **Organizing Information Desks in a Multicampus Environment.**

## **TALK Sessions**

Two "sold out" **Search Savvy** sessions on internet searching were taught by Librarian Allison Richardson at the Cloverdale campus Library in the 2010 Fall semester.

**Introduction to Genealogy** was offered at the Cloverdale campus in cooperation with Genealogy Librarian Laurie Cooke from the Surrey Public Library in November and February. These **sessions were so popular an additional session was offered** in the Fall of 2011 at Richmond.

**Researching and Presenting on Current Issues** was a two part workshop taught by Librarian Jean McKendry in February at the Surrey campus Library on how to research and evaluate information to synthesize into a presentation.

Librarian Allison Richardson taught a popular session at the Newton Seniors Centre in March on technology issues including **Facebook, Twitter and privacy concerns.**

## **PDSS Sessions for The Centre for Academic Growth**

**Organizing Dilemmas Solved!** This session on strategies and tips for getting organized at work was taught in May by KPU Librarian Denise Dale, co-author of two books *At Your Fingertips in the Office: Information Management for the Small Business* and *At Your Fingertips! A Household Filing System that Works for You.* **This session was so popular The Centre for Academic Growth has received requests for Denise to repeat the workshop.**

**Zotero: Keep Track of Your Citations in a Wink** workshops were taught in May by Librarians Chris Burns and Ulrike Kestler. Zotero is multifaceted citation management software quickly gaining in popularity as a free option to subscription products like EndNote and RefWorks. **Participants found the step-by-step examples and extra after-class help extremely useful.**

**Marketing Statistics & Finding Census Data** workshops were offered by Kwantlen Librarian Chris Burns and Senior Communications Officer Marion Smith from the Education Services branch of Statistics Canada in May and June of 2011. **Attendees expressed appreciation for the extensive subject guides Chris created for these sessions.**

**Library A-Z** sessions offered by Librarians Caroline Daniels and Jan Penhorwood in May and August provided an overview of some of our services for faculty. Participants were **particularly interested in our chat reference service (AskAway)** and learning how to incorporate all the library services they learned about into their Moodle course websites.

# Consortia and ROI (Return on Investment)

## Chat at a Discount

AskAway is an initiative of BC's Electronic Library Network (ELN), of which we are a member. During the Fall and Spring semesters KPU librarians contribute 8 hours a week of service time and in the summer 3 hours a week, but our students have access to chat reference service 67 hours a week through the Fall, Spring and Summer semesters. And you can see the results.

1,693

kpu students  
on ask away  
chat service

10/11

Increase over 09/10

questions handled by kpu librarians

672

↑ 33%

kpu students using the service

1693

↑ 79%

## Interlibrary Loans: Cooperation Leads to Savings

We are able to provide students and faculty with the research material they need at a fraction of the cost we would incur if the Library were to purchase all the journal subscriptions and print books requested that are outside our current collection. ELN and COPPUL (Council of Prairie and Pacific University Libraries) memberships also facilitate billing and provide established costing models for participating institutions so the interlibrary loan process itself is less expensive and labour intensive than if we were to make separate borrowing arrangements with other libraries across BC, Canada and the United States.

1,810

ill loans

10/11

Items Borrowed

articles/periodicals

1441

from other institutions

books

369

Total

1810

KPU Library Items

articles/periodicals

79

Loaned to other institutions

books

597

Total

676

# Catalogue Enhancements

## On Order and Available Soon

Catalogue searchers can now see books that have been ordered but not yet available. Previously, catalogue records were only visible once the items were catalogued and in the Library. Having the item records visible in the catalogue at this early stage **gives people the opportunity to place holds on items before they arrive, allows us to prioritize processing high demand items, and provides library users information about the status of these items** - ON ORDER (ordered but not yet received) and AVAILABLE SOON (received and in the process of being catalogued and processed).

## New Books, Videos & DVDs

When first entering the catalogue, searchers will now notice links on the right hand side to view New Books and New Videos & DVDs recently added to the collection. The audiovisual items are listed in chronological order, and the much longer book lists (which also include the videos and DVDs) are ordered according to subject/library call number, so **people can easily click on a list of new items available in a particular discipline area.**

18,553 April 2011  
**ebooks in the collection**

32,411 10/11  
**ebook pages viewed**

## Growing Electronic Resources

In addition to the e-books, and web documents accessible through the library catalogue, record sets for electronic documents from some of our databases are also continuously added, so library users can access these documents when performing a catalogue search on their subject of interest. **Over 7000 Early Canadiana Online records and 200 titles from Oxford Reference Online were added in 2010/11.**

# 33,913

**\*reference questions  
answered**

**10/11**

**increase over**

**09/10**

LANGLEY 9,219

**↑ 35%**

RICHMOND 8,233

**↑ 8%**

SURREY 15,058

**↑ 4%**

CLOVERDALE 574

**↑ 9%**

**\*(Including chat, email, phone and in person  
interactions at the Information Desk)**





21,835

print  
materials  
Loaned

10/11

18,203

audiovisual  
equipment  
Loans

10/11

20,612

study room  
Bookings

10/11

8,490

dvs, videos  
& slides  
Loaned

10/11

# Events

## Reading Link Challenge

Second annual hosting of the Fraser Valley Regional Library Reading Link Challenge at the Langley campus was a resounding success. **Over 200 people** came to watch teams of grade 5-6 students from across the Lower Mainland and Fraser Valley compete for the regional title. The Langley team won, going on to play their counterpart in Seattle.

## Lunchtime Lecture Series

During the Fall and Spring semesters the Surrey campus Library, in co-operation with the Learning Commons Partners in the Arbutus Building, hosted and organized a series of lunchtime lectures by Kwantlen faculty with the intention of **raising awareness of faculty research among KPU students.**



02

03

04

05

## In Stitches at the Library

Cloverdale campus Library once again hosted the Fashion students in the Library during the Skills Canada BC competition held on campus in March. **Sewing machines were arranged on tables and study rooms became ironing centers.** Competitors enjoyed the natural light in the Library and spectators were able to watch all the action through the hall walls of window.

## Comics & Caffeine

To promote our new graphic novel collection and in anticipation of the Write On Vancouver Writers Conference at the Richmond campus in May, the Library hosted a Comics & Caffeine event with comic book artist Jason Copland and comic book writer Ed Brisson. This **informal Q&A session with free coffee and displays of the Library's graphic novels** was popular among the writers, students and faculty in attendance.



01

01 The winning Reading Link Challenge medals were presented by Langley City Mayor Peter Fassbender, Delta Councillor Ann Peterson, Mission Mayor James Atebe, and District of Kent Councillor John van Laerhoven were also in attendance. (photo: courtesy of Fraser Valley Regional Library)

02 October Lecture: Daniel Bernstein "An Exploration of False Memory"

03 November Lecture: Stephen Peplow "Agent Based Computer Simulations of Real World Activities"

04 January Lecture: Brian Pegg "Archaeology of the Wild West"

05 February Lecture: Bruce Clayman "Performing Research, Ethically"

06 Comfortable seating area in the newly renovated Richmond campus Library. (page 8)

# Crossing the Finish Line

## KPU Librarians Address a Burning Need

Every year ALPS (Academic Librarians in Public Service – a group within the British Columbia Library Association) holds a “Burning Need” contest recognizing librarians who create outstanding instructional tools. In 2010 the **Grand Prize was won by KPU librarians** Diane Cruickshank, Allison Richardson and Mirela Djokic for *Web Evaluation Exercises Step-by-Step*, which is a thorough guide for critically reviewing the reliability and relevance of web resources across a wide range of subject areas.

## Award Benchmark Achieved

Over the past several years the Library has been engaging in various fundraising campaigns to fund our Library Employee Award for English. This year we hit a minimum amount which now allows us to **offer a \$1000 award annually to KPU students** through the Kwantlen Foundation. We are happy to be able to give tangible financial support to one of our students every year, enabling them to reach their academic goals. Library employees will continue fundraising efforts to grow the amount of money we can offer through the award.

## Put Your Money Where Your Mouth Is

From February 20-26 the Library instituted a **Food for Fines policy** to help the KSA grow their KPU student Food Bank. Students were given the option to erase \$2.00 of Library overdue fines for every non-perishable food item donated. The Library was able to donate 80 items to the KSA Food Bank through this initiative.

## Renewed in Richmond

Renovation of the Richmond Library was completed in the summer of 2011. The Library was opened up to provide a more welcoming and comfortable space for students. Expansions include much needed **increases in the number of shelving bays, computers, group study rooms, study tables and comfortable seating**. With the move of our Technical Services department from Richmond to the third floor in Surrey, we were also able to welcome the Learning Centre and incorporate an IET service desk into the Richmond campus Library’s new Learning Commons.



06

# New to the Collection

**science direct\***

January-April 2011

Searches Run

2,276

Articles Viewed

4,762

## Databases

**Best Case** is essentially an upgrade of our existing online subscription to *Dominion Law Reports*, with more content and better online access.

**Early Canadiana Online** is a rich, full text, searchable historical collection comprised of more than 3 million pages of digitized print materials that document Canada's heritage.

**Project Muse** is considered a core resource for the humanities, comprised of full-text articles from over 400 scholarly titles; its content focuses on a broad listing of humanities and social sciences disciplines.

**Sage Journals Premier Collection** is an interdisciplinary collection of over 570 scholarly, peer reviewed journals covering a wide range of subjects in the humanities, social sciences, business, science and technology, nursing and health sciences.

\* **Science Direct Freedom Collection** encompasses more than 1,700 scholarly journals, mainly from the science and health sciences disciplines with some coverage of social sciences and humanities.

**Wiley Journals Online** is comprised of over 1,700 scholarly journals covering a wide range of subjects in the humanities, social sciences and sciences.

It is only through KPU's membership in CRKN, (Canadian Research Knowledge Network) that we can afford to subscribe to these high quality academic research databases (Early Canadiana, Sage, Science Direct and Wiley). Because of their extensive journal title content, **the Library was able to stop subscriptions to a number of individual print and electronic journal titles which can now be accessed through these databases.**

access

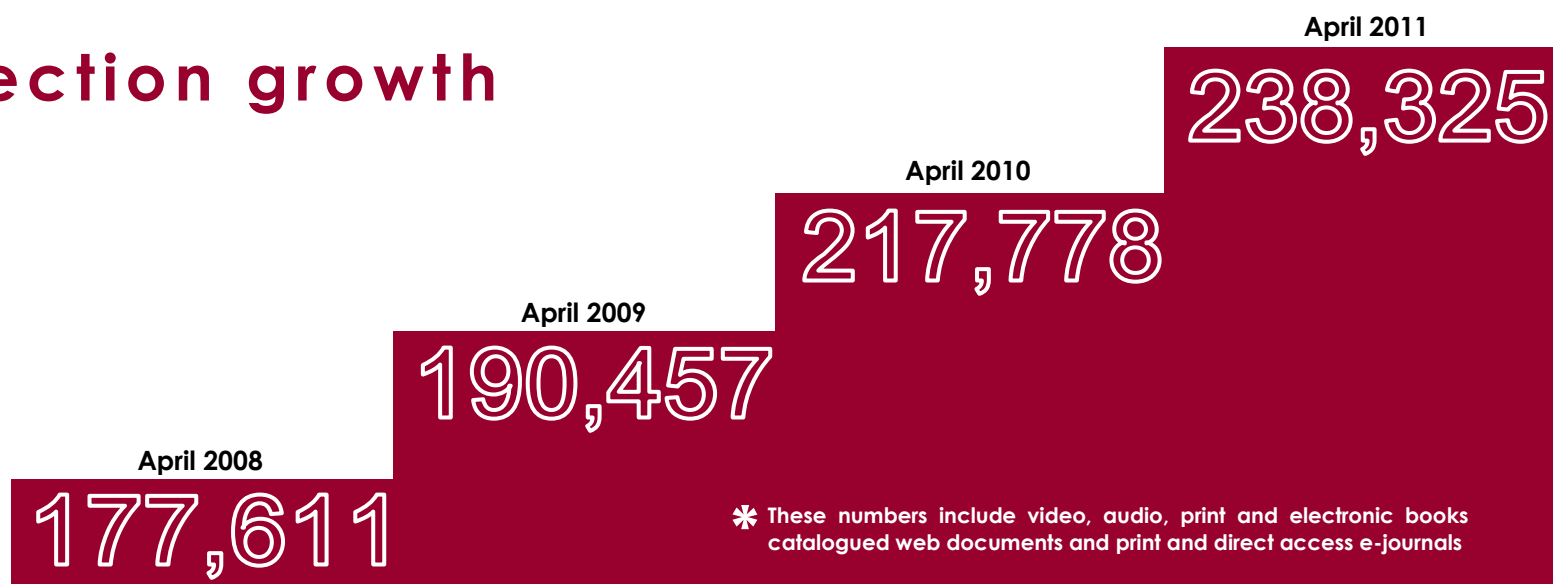
32,000+

full text journals  
online April 2011

#### NEW JOURNAL SUBSCRIPTIONS STARTED IN 2010/2011

Academic Leader	GCOL	online
Canadian Journal of Soil Science	HORT	online
ELT Journal	ELST	Richmond + online
Green Manufacturer	MFAB	Cloverdale
Journal of Agriculture, Food Systems, and Community Development	HORT	online
Journal of Chinese Cinemas	MAND	online
Journal of the Canadian Historical Association	HIST	online
TESOL Journal	ELST	online
TESOL Quarterly	ELST	online

## library collection growth



# Accomplished Individuals

## 2010/11 Employee Service Recognition Awards

### 10 Year Recipients:

Cora Chan – Audiovisual Technician  
Denise Dale – Reference Services Coordinator and Archives Librarian  
Vicki Effertz – Library Technician  
Lima Mendonca – Library Technician  
Andrea Page – Audiovisual Circulation Technician/Supervisor  
Jasmin Sangha – Inter-Library Loan Technician  
Heather Shupe – Library Technician

### 15 Year Recipients:

Susan Bruchet – Trades and Electronic Resources Librarian  
Caroline Daniels – Systems, Web & Interlibrary Loan Librarian  
Paula Pinter – Technical Services Assistant  
Bev Boyd – Technical Services Supervisor  
Joanne Caplette – Documentation Technician  
Martha Hastie – Library Technician  
Kathie Holloway – Audiovisual Circulation Technician  
Jan Penhorwood – Public Services Librarian  
Linda Rogers – Collection Development Librarian  
Jacinta Sterling – Library Technician

### 20 Year Recipient:

Debbie Smith – Library Resources Technician

### 29 Year Recipient:

Donna Haider – Library Technician

## Retirements



01



02



03

01 Susan Bruchet—Trades Librarian, Cloverdale  
02 Jane Robinson—Supervisor, Cloverdale  
03 Donna Haider—Requests Technician, Langley  
04 Owen Cheng—7 days old

## Births

In April 2011 Library Technician Emily Cheng gave birth to Owen Cheng (8 lbs.)



04



1,005,504  
through the gates

## breaking the million mark

10/11

gate count

increase over  
2009-10

CLOVERDALE

90,547

↑ 12%

LANGLEY

98,878

↑ 24%

RICHMOND

327,994

↑ 19%

SURREY

576,257

↑ 44%

 coastcapital®  
SAVINGS

**LIBRARY**