

A circular logo with a maroon background and a white dotted border. The number '30' is written in large white font, and the word 'Years' is written in smaller white font below it. The logo is set against a grey ribbon-like background.

30
Years

1981-2011
Anniversary edition

coast capital savings library
annual report
2011/2012



**KWANTLEN
POLYTECHNIC
UNIVERSITY**

KWANTLEN CUTS ITSELF FREE!



“For your information as of May 4, 1981, the materials at Douglas College Libraries and Kwantlen College Libraries will be officially divided...

...The “SPLIT” means that the computer files, from which the old DC microcatalogue is produced must be divided. The resulting separate files will be used to produce new and separate library microcatalogues for DC and KC. These microcatalogues will appear in September.”

Kwantlen College Newsletter

April 30, 1981

Improved Service

Improved Service

APRIL 2011-MARCH 2012

1,006,181

PEOPLE ENTERED THE LIBRARY



“The rapid development of the micro computer option for library automation has opened many avenues to the library...”

Kwantlen College Annual Report,

1982-1983

PayPal Your Fines Away

After much collaboration with IET, the Library was happy to finally offer an online payment option for students as of April 2012. When accessing their bills & fees list through the My Library Account link on our website, students have the option to create a PayPal account and take care of their fees online. Since overdue bills at the library can prevent registering for classes and the release of transcripts, we anticipate this being a popular new service option, *allowing students to clear their account anywhere, anytime.*

Langley Campus Library: Now Open Sundays

Beginning September 2012 Langley will be offering library services on Sundays, in line with our Richmond and Surrey campus libraries. *Extended hours are a continual request on Library student surveys.* These new hours will not only provide improved access to library resources for our students living in the more eastern parts of our catchment area, but also improve access to our nursing and health collections for Community and Health Studies students, as their classes are relocated to the Langley campus in the Fall of 2012.

Summon Better Search Results

At the start of 2012, the Library implemented Summon discovery layer technology. Summon indexes most parts of the Library’s collection, including our library catalogue and research databases, so library users can *search everything indexed with one search.* Results can then be narrowed down by selecting date, format, subject terms and other limiters. The Summon search box can be found in the center of the Library homepage. It has proven very popular with both students and faculty as its “one stop shopping” approach dramatically speeds up search time, particularly if the searcher is not sure where to look, or the topic is well covered in more than one resource or format.

1986-1987

335,000

PEOPLE ENTERED THE LIBRARY

“At Kwantlen, a nascent virtual library provides access to a growing number of information sources and the possibility of tapping into them from terminals throughout the University College. In the next phase, which we hope will come soon, you will be able to consult Kwantlen’s online resources from your home or office.”

Inside
Kwantlen University College

November, 1996

First Search via WorldCat

Our recent subscription to First Search makes Kwantlen’s Library collection visible in OCLC’s WorldCat, the world’s largest library catalogue, with more than 72,000 participating libraries in 170 countries and territories. The catalogue interface offers search options similar to Summon (see the write up on the previous page). It also allows you to create lists to broadcast or link in an email, provides a citation tool and Google book preview when available. Because it is a union catalogue, it also searches to see if any nearby libraries carry the items you are searching for. Kwantlen WorldCat not only provides the above added search features for our users, but also *exposes our collection to the open web*, helping to facilitate the location, acquisition, cataloguing, lending and preservation of library materials world wide.

LibAnswers: Library FAQs

The Library is in the process of building up a new FAQ database, now available though our website. Here you can search for answers to commonly asked questions about the library. Everything from “Does the library offer scanning services?” to “How do I place an interlibrary loan?” The database allows you to submit new questions, so will continue to grow over time. Library users will also have the option to live chat, phone, or email a librarian from this site if they can’t find an answer to their question. This new service should allow people to *quickly and easily answer their library related questions* if they are not sure where to find it on our website.

“In a time increasingly called the Information Age the use of library and information services has assumed new importance for students, both in support of their current studies and in preparation for a lifetime of learning.”

Kwantlen College
Annual Report

1986-1987

LibGuides: Guiding Students Through Their Research

In 2012, Kwantlen librarians began converting our Subject Guides and some of our other research tools into a new format called LibGuides (short for Library Guides). The *new interface provides a more intuitive way for students to access information resources* available in their area(s) of study. We introduced this new tool as part of our “Library A-Z” Professional Development sessions, and the reception was enthusiastic. Many faculty thought their students would find them useful and intend to incorporate some of them into their Moodle sites.



Cathy MacDonald, Surrey Campus Library
Kwantlen College Annual Report 1991-1992

QUESTIONS ANSWERED

APRIL 2011-MARCH 2012

41,378

1982-1983

13,000

Outreach

Outreach

“The library has successfully completed the first stages of automation, including the installation of the online circulation and cataloguing module. As well, the library has bar-coded the entire print collection. Other new technologies which were introduced in the library during the year included a CD ROM system.”

Kwantlen College
Annual Report,
1989/1990

The Library Hosts ACCOLEDS 2011

The annual ACCOLEDS (A COPPUL Consortium of Library Electronic Data Services) conference this past winter was hosted by the Library. ACCOLEDS is a committee of COPPUL (the Council of Prairie and Pacific University Libraries) whose membership consists of representatives from academic libraries in Western Canada which are members of Statistics Canada's Data Liberation Initiative (DLI). As hosts, we were able to offer a limited number of seats to KPU faculty at four of the conference workshops, so those with a particular interest in statistical and data research were able to attend. The *success of this 3-day conference* is due in large part to Research Support & Data Services Librarian, Chris Burns and Reference Services Librarian Denise Dale who coordinated Kwantlen Library's hosting of this important event.

STUDENTS TAUGHT IN RESEARCH CLASSES

APRIL 2011-MARCH 2012

8,997

RDA Training Continues

Kwantlen Technical Services Librarian Linda Woodcock continues to present workshops at BCLA (British Columbia Library Association) on RDA (Resource Description and Access). RDA signals a change in cataloguing, completely revamping the standard that has been in place in North America for the last several decades. Though it will remain largely invisible to users, this substantive back-end change will *increase accessibility and search ability of library holdings in an online, multi-format information environment*. Linda continues this professional work as a member of the Pan Canadian Working Group creating training modules to educate Technical Services Librarians and Staff across Canada. She is at the forefront of this cataloguing standards change, which will be of great benefit to Kwantlen Libraries as RDA is set for full implementation across Canada in 2013.

“All first year English and communications classes will be scheduled for library orientations. Instructors will be notified of dates and times by campus memos...”

Kwantlen College
Newsletter,

**January 11,
1982**

Embedded Information Literacy

A team of KPU Librarians, led by Information Literacy Librarian Mirela Djokic, implemented *integrated information literacy modules* into Kwantlen’s Public Policy BA degree curriculum. These modules consist of Librarians teaching for one week per semester in one first year and one third year course. This embedded information literacy pilot project was featured at the 41st annual 2012 WILU (Workshop for Instruction on Library Use) National Conference as part of a larger poster session featuring: “A Sampling of Post-Secondary Integrated Information Literacy Programs in BC”.

STUDENTS TAUGHT IN RESEARCH CLASSES
1991-1992

5,300





“I’m very appreciative of the great help that the reference librarians have given my students, and of the personalized work that they do...”

Library Survey of Faculty,
Staff and Administrators

Spring 2012

Making the World Better

Whether weeding books out of the collection that are worn or out of date, or handling book donations that are not of use in our collection, sometimes the Library has to get rid of books. Because books require particular processing to be properly recycled, we are unable to dispose of them through campus recycling systems. Collection development Librarian Linda Rogers started contributing our unwanted materials to Better World Books. Through BWB, these books are either sold or recycled; any proceeds from the profits are split between the donor library and various literacy charities around the world. As of January 2012, we have reused 161 books and recycled 143 books, *saving 415 pounds of books from going into landfills* while avoiding costly pickup and recycling fees.

Breaking Out Of Prison

Chris Burns, as part of her Criminology Liaison Librarian responsibilities, visited Matsqui Institution in support of the new “Inside-Out” program held at that correctional facility. In support of the Criminology Department’s work with inmates through this program, Chris and Interlibrary Loans Librarian Caroline Daniels were able to set up procedures so *prisoners at the institution could have access to academic resources* not available through the prison library.

Student Retention

Student Retention

APRIL 2011-MARCH 2012



Active Student 150

During the Fall of 2011, discussions took place among representatives from Student Life and Community, the Library, the Registrar's Office and IET to determine whether student access to computing and online services could somehow be standardized, replacing the existing overlapping and inconsistent date access students experience dependent on when a student registers and if they are currently taking classes. Active Student 150 refers to the number of days pre and post study times when a student will have uninterrupted access to a wide range of online resources at Kwantlen. Services directly related to the Library which students will now have available during this 150 day window include access to KPU computers and network, obtaining a student ID, Library borrowing privileges, booking library study rooms, and on-site access to subscription databases, ejournals and ebooks. Active Student 150 took effect in the summer of 2012, and we believe this *expansion of Library services* to new and graduated students as well as those taking a semester break, will facilitate access to KPU resources and lead to improved student retention.



The Obvious Way We Support Student Retention

The Library provides a *variety of materials for students on a wide range of topics* related to student retention and success which include: writing at the college level; test preparation (for tests such as: GED, language proficiency and various entrance exams); research methods; critical & creative thinking and problem solving; a wide variety of ESL resources (such as: visual dictionaries, pronunciation DVDs/CDs, grammar and vocabulary exercise books, easy readers and kits – which are multimedia/workbook combinations); guides to using computer programs (everything from Microsoft Office to SPSS); public speaking and how to prepare a presentation; time management; and study skills.

Added Assistance For Students With Added Challenges

The Library provides a full range of equipment to help students with disabilities succeed at Kwantlen. There are JAWS (voice activated screen reader software) and Zoomtext (screen magnification software) stations which assist students with visual impairments in accessing online resources. A wide variety of *adaptive technology for students with disabilities* is also available for loan through our AV department, including laptops, adjustable tables, and ergonomic chairs.

338

COMPUTERS IN THE LIBRARY
APRIL 2011-MARCH 2012

“Five **[5]** on-line Public Access Catalogues (OPACs) were added in Richmond with an increase to **13** in Surrey. This resulted in more time on OPAC instruction and a large increase in inter-campus requests (32 percent).”

Kwantlen College Annual Report

1991/92





 **Allison Richardson, Librarian**
Cloverdale Campus Information Desk

“I frequently direct students to librarians as ‘goddesses of information’”

Library Survey of Faculty,
Staff and Administrators

Spring 2012

The Information Desk

Because the Library is open more days a week and longer hours during the day than other KPU departments, our information desks serve as an *access crossroads to the University’s programs and resources*. The Library answers questions ranging from in-depth research queries, such as marketing research for business projects and tracking down case law for criminology projects to more general Kwantlen questions like "Where is my classroom?" and "How can I find out more information about this program I’m interested in?" During registration periods, new students also regularly ask for computer access and assistance enrolling in classes, often enabling students who might otherwise miss deadlines to register.

Our Webpage

This is a *24/7portal* to information, guidance and support for student research needs. In addition to the extensive portion of our collection which is fully accessible online, we also provide several guides and help sheets related to research strategy, critical analysis of web resources and related information literacy topics, citation styles and plagiarism – all of which is geared toward student development of academic research skills required to succeed in their studies. For those needing additional or individualized assistance, email and chat reference services are available as well. This online environment not only provides a wealth of easily accessible resources for our distance learners, but delivers assistance to all students at their point-of-need, when and where they need it.

Databases Jan-Dec 2011	Full Text Downloads
Academic Search Premier	111,895
Business Source Premier	45,006
Canadian Newsstand	10,658
Canadian Business and Current Affairs	11,644
Gale Literature Resource Centre	14,047
JSTOR	19,667
Science Direct	15,012
Sage Premier	14,410

↓ Information



Joe Blonde, Librarian
Langley campus Library Information Desk
Kwantlen College, 1992-1993

**The Only
Constant
Is Change**

The Only Constant Is Change

Embracing 'Polytechnic'

There has been much debate about the meaning of this word, and, in particular, what it means for Kwantlen as we move forward. Looking to the OED (Oxford English Dictionary) the etymological roots of the word: poly “many” and technic “relating to the arts or sciences”, echoes back to the original Greek origins: *πολύτεχνος* “*skilled in many arts*”. Being a body that seeks to serve the breadth of information needs in the Kwantlen community, this is a definition that resonates in the Library. Like those who first decided to leave the security of the known at Douglas College thirty years ago to start a fledgling post-secondary institution across the river, Kwantlen has a history of embracing the new: new technology, new ideas, and new opportunities - becoming “skilled in many arts” to better serve and teach our students and the wider community. This expansive, flexible, all encompassing definition seems an ideal model to embrace as we decide how we want to grow and move forward.

Speaking of Embracing the New...

Cathy MacDonald, University Librarian and long-time Dean of the Library retired in April of 2012. Cathy was among those first librarians who made the move from Douglas to Kwantlen thirty years ago, and was a committed and well liked member of the Kwantlen community. Though she will be missed, library employees are optimistic and excited about the appointment of *Todd M. Mundle* as our new University Librarian. Coming with a wide scope of professional knowledge and experience, Todd is well known and respected within BC’s academic library community and we expect his years of experience in a leadership role at SFU Library will be a considerable asset as we continue to transition from a college to a university model.



Todd M. Mundle

University Librarian

Projects we are excited about and hope will come to fruition



- Beginning to grow a *Seed Library* at the Langley campus Library, in cooperation with the School of Horticulture and some input from local members of BC Seeds
- Launching Bookmyne, a library catalogue *phone app*
- Investigating the feasibility of providing *SMS text* reference services
- Implementing a *mobile website* option
- Assisting in the development of an *Institutional Repository* for Kwantlen research, where both student and faculty research can be accessed and promoted

The People

ADMINISTRATIVE SUPPORT

Leslie Boone – Secretary to the Univeristy Librarian
 Cathy MacDonald – University Librarian
 Ann McBurnie – Operations Manager
 Ruth Mullane – Library Resource Technician
 Debbie Smith – Library Resource Technician

FACULTY—Librarians

Celia Brinkerhoff
 Margaret Brown
 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 Librarians

Christine Conroy
 Yasmin Jamal
 Paul MacDonell
 Adrian Mitescu
 Mari Paz Garcia
 Angela Ryan
 Carolyn Soltau

SUPERVISORS—Library Technicians

Margaret Giacomello
 Rob Jacobsen
 Yani Mitchell
 Silvana Smith
 Judy Taylor

CLOVERDALE STAFF—Library Technicians

Marjorie Coey
 Judy Isaac
 Chris Pfahl

LANGLEY STAFF—Library Technicians

Joanne Caplette
 Martha Hastie
 Heather Shupe
 Geraldine Wesley

RICHMOND STAFF—Library Technicians

Cora Chan
 Judy Johanson
 Janet Lazare
 Lima Mendonca
 Andrea Page
 Jasmin Sangha
 Nicole Von Kledtke
 Monica Wyllie

SURREY STAFF—Library Technicians

Vickie Effertz
 Nicole Foth
 Kathie Holloway
 Edna Kalfon
 Elena Kapulnik
 Angela MacLean
 Cheryl MacMillan
 John Potter-Smith
 Jacinta Sterling
 Colleen Wall

The People

continued...

TECHNICAL SERVICES STAFF—Library Technicians

John Alexander
Adele Andrascik
Paula Pinter

STAFF AUXILIARY—Library Technicians

Helen Bulthuis
Dale Credico
Teresa Czirjak
Chantal Danielson
Ben Davis
Marilyn Duckett
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

Kelvin Cheng
Erica Chung
Greg Froese
George Ong
Mark Hurrell
Patricia White
Angel Wong

EMPLOYEE RECOGNITION AWARDS

Mirela Djokic
10 years



Chris Pfahl
20 years



Jean McKendry
15 years



Judy Isaac
25 years



Margaret Brown
20 years



Jan Penhorwood
20 years



IN MEMORIAM



In March 2012 longtime library employee Adele Andrascik passed away after a brief battle with cancer.

She is greatly missed.

Credits

Coast Capital Savings Annual Report 2011/2012

Text and Project Coordination by: Lisa Hubick, *Public Relations Librarian*

Archival Support provided by: Denise Dale, *Reference Services Coordinator and Archives Librarian*

Photos: Chris Pfahl, *Media Production Technician*

Page 6 (photo of Jan Penhorwood), Page 9 (photo of cellphone/hand), Page 11 (photo of Allison Richardson at Information desk), Page 17 (photos of Mirela Djokic, Jean McKendry, Margaret Brown, Chris Pfahl, Judy Isaac & Jan Penhorwood)

Design by: Joanne Caplette, *Documentation Technician*

1981

Events of

First IBM-PCs roll off the production lines

- *Prime Minister of Canada: Pierre Trudeau*
- *Wedding of Prince Charles and Diana Spencer*
- ***MTV begins broadcasting***
- ***First time Canadarm is deployed on the Space Shuttle***
- *Daylight savings time introduced in the Soviet Union*
- ***Attempted assassination of Ronald Reagan by John Hinkley***
- *Best selling book: Noble House by James Clavell*
- *France abolishes capital punishment*
- ***Pac-Man is introduced to North America***
- *First female US Supreme Court Justice: Sandra Day O'Connor*
- *Tom Cruise makes his acting debut*
- ***Calgary awarded the 1988 Winter Olympics***
- *Top grossing film: Raiders of the Lost Ark*