coastcapital® SAVINGS **LIBRARY**

ANNUAL REPORT
2012-2013

KPU

CONTENTS

ACCESSIBILITY

MOBILE LIBRARY

The BookMyne app facilitates access to a variety of library services (such as placing holds and checking library accounts) for our smartphone searchers. A **mobile friendly** version of the website was created for the same purpose, making it faster and easier to manoeuver through our website using a handheld device. This more streamlined version of the site is automatically presented when the website is accessed via phone.

VIRTUAL REFERENCE

KPU students are now the third largest user group on AskAway, which provides **academic chat reference** assistance to post-secondary students in BC. As our students are such heavy users of the provincial service, all KPU librarians have received training and contribute to KPU's 8 hour a week commitment to providing service through AskAway.

Quotes from
KPU learners on
AskAway service

"I'm really grateful for this service, I've been trying to find research articles for a couple of hours with little results and was becoming super frustrated. The librarian that assisted me got me on the right track almost instantly."
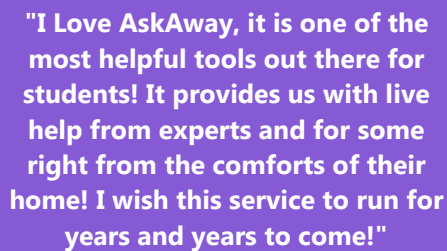
SAMPLING OF ASKAWAY USAGE APRIL 2012—MARCH 2013	NUMBER OF STUDENTS ACCESSING THE SERVICE FROM THAT INSTITUTION	NUMBER OF STUDENTS HELPED BY LIBRARIANS WORKING AT THAT INSTITUTION
British Columbia Institute of Technology	302	427
Camosun College	1,188	426
Capilano University	683	285
Douglas College	2,149	1,078
Kwantlen Polytechnic University	2,298	686
Langara College	916	610
Okanagan College	389	418
Simon Fraser University	4,813	1,989
Thompson Rivers University	759	610
Trinity Western University	37	461
University of British Columbia	2,525	3,496
University of Northern British Columbia	490	398
University of the Fraser Valley	892	877
University of Victoria	1,400	1,741
Vancouver Community College	344	372

IMPROVED SPACES AND SERVICES

- Print journals can now be borrowed for 1 week rather than 3 days.
- Free scanning services are now available at all campus libraries.
- Students can now renew items online 4 rather than 3 times if no one else has requested the item.
- There is no longer a fee for Community Borrower cards. Now anyone in British Columbia can obtain a card for free.
- CD, DVD, Blu-ray, game and software repair services are now available.

STREAMING VIDEO

In an effort to make our video collection more accessible the library has begun purchasing videos in streaming format. In addition to individual titles the library also subscribes to the video collections **Films on Demand** and the **NFB campus collection**. All essential VHS titles still in the collection, not available in any other format, are being converted to DVD. As we continue to develop our collection, streaming video will be the preferred format to provide improved 24x7 access.

> **"I Love AskAway, it is one of the most helpful tools out there for students! It provides us with live help from experts and for some right from the comforts of their home! I wish this service to run for years and years to come!"**

REDUCED TURNAROUND TIME

KPU is now lending more materials than we are borrowing from other institutions. Our collection is better serving students and faculty who do not have to search outside KPU for their research materials. In 2010 we implemented Relais (an automated interlibrary loans program that allows real time processing); this, combined with our ability to email pdfs of most journals articles rather than send paper copies, has allowed us to cut the time it takes to fill an interlibrary loan request.

Average Time (Days) To Fill an Interlibrary Loan Request from Another Institution

6.54
2011

5.09
2012

3.22
**2013**
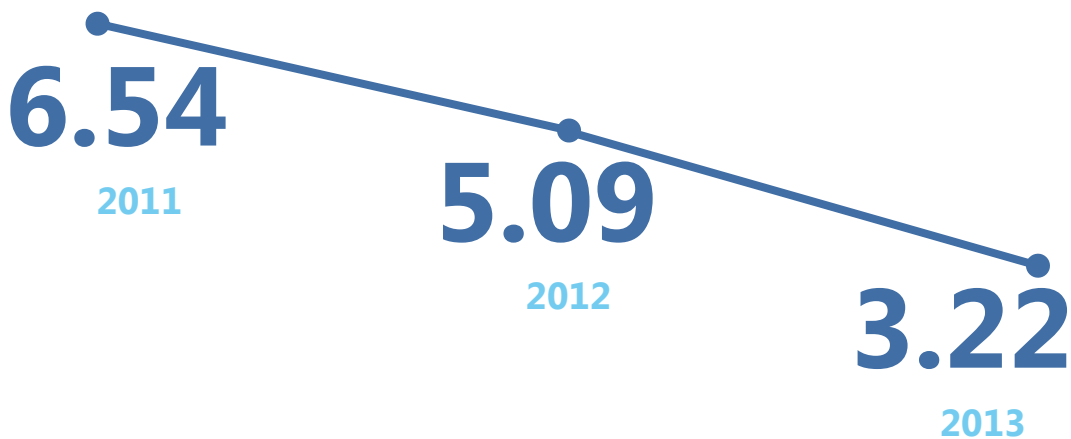
REFERENCE & RESEARCH

REFANALYTICS

A RefAnalytics module is now incorporated into our workflow to track reference service interactions. Informing us on the nature, time and amount of service we provide, these analytics allow us to **better match our services to the demands of library users**. This same module has recently been adapted to also track similar metrics on class research sessions taught by librarians.

Number of Questions Asked at our Service Desks April 2012-March 2013

Time of Day
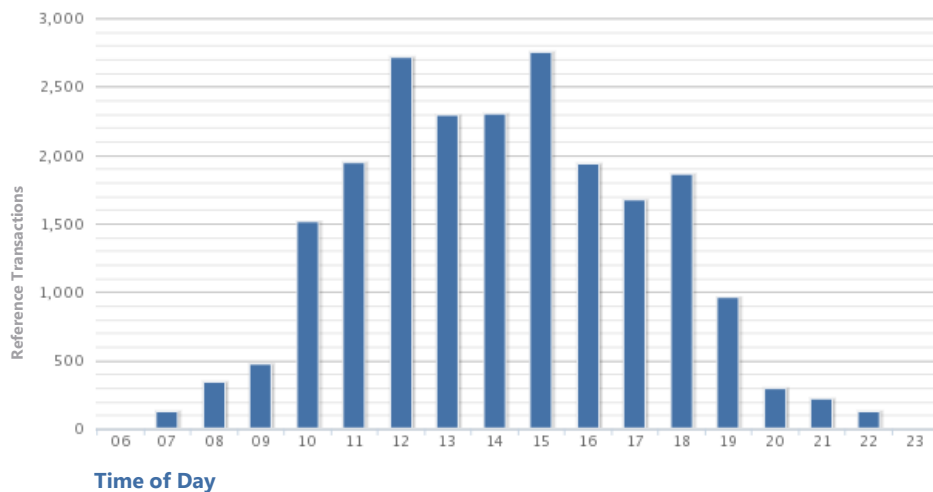
Who Asked The Questions   **April 2012—March 2013**

Transactions by Hour of the Day
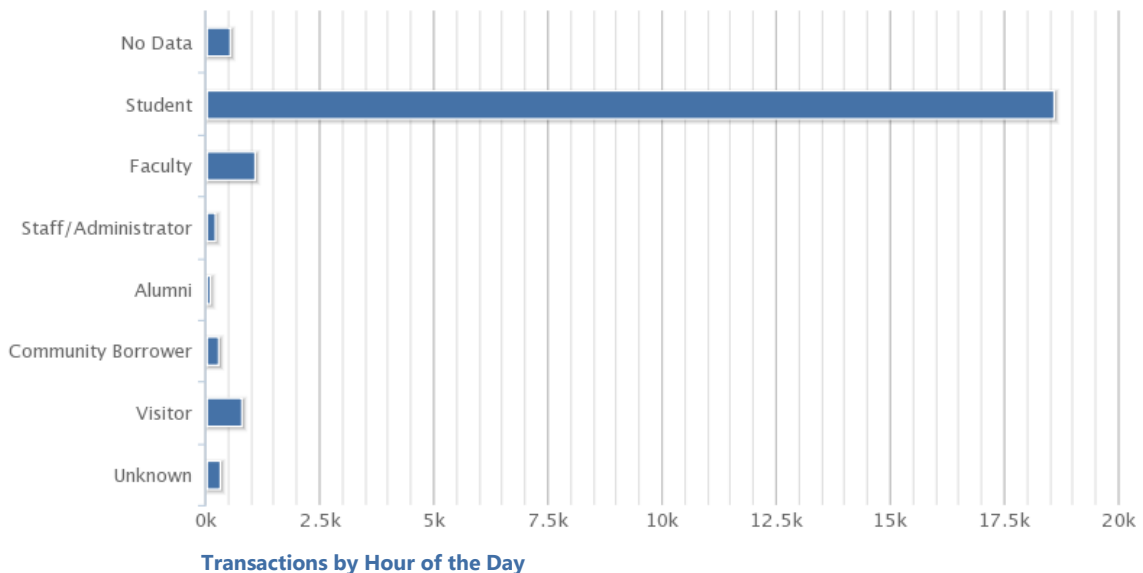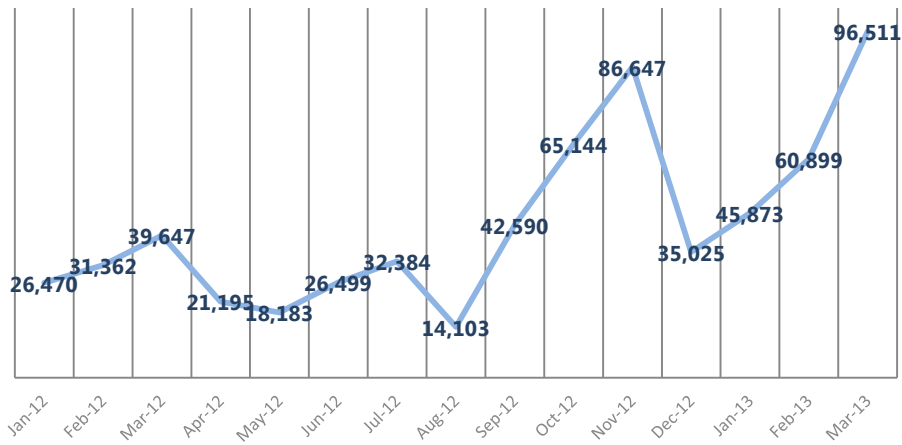
SUMMON

The Summon discovery layer (the search box on the library's homepage) allows users to **search multiple formats and information sources at once**, but it also provides an easier mechanism for pulling search statistics for Summon and database searches.

Number of Searches in Summon—a federated search option on the library's homepage

Number of Searches Performed from a Sample of our 100+ Databases

1,509,966

**Total Number of Database Searches
April 2012—March 2013**
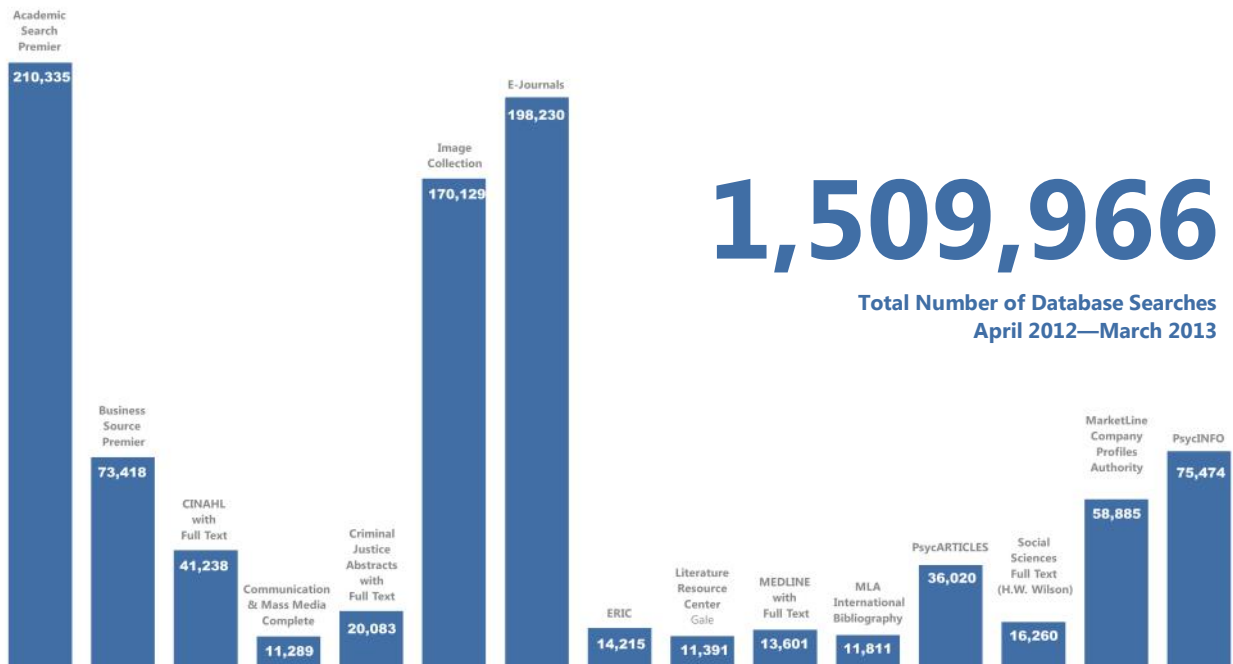
OUTREACH

TEACHING

Technical Services Librarian Linda Woodcock continued with her **cross-country workshops** on the new cataloguing standard RDA. RDA became the new official cataloguing standard in 2013; Linda is part of a professional working group tasked with the goal to create and present training modules to Technical Services Librarians and staff across Canada.

Public Services Librarian Ulrike Kestler taught two classes for KAWP (**the Kwantlen Academic Writing Program**), one focused on plagiarism, the other on citation styles. KAWP is a 9 week advanced writing program for Arts students, organized by the KSA.

Public Services Librarian Jean McKendry participated in the **Learning Centre's Sensational Saturdays** this year, teaching a class on the basics of library research for these sessions.

Incorporating Library resources into Moodle websites was the focus of several sessions offered by Web & Systems Librarian Caroline Daniels. One crafted specifically for Nursing Faculty teaching in **the online BSN Psych program** was offered in conjunction with former Heath Studies liaison librarian Margaret Brown.

TALK members participated in a workshop offered by AV Collection & Instruction Librarian Sigrid Kargut and Public Services Librarian Mirela Djokic. The three hour **Search Savvy session** focused on everything from interesting open access databases to finding sites and blogs of interest on popular topics using a variety of web search tools.

"Pleased and enlightened with the session."

"I was totally enthusiastic thru the whole seminar and I learned more about re-search. The class was easy to understand and a fun experience."

Circulation and AV Librarian Colleen van de Voort continued with her cross campus workshops to educate and answer any questions faculty and students have about the extensive changes made to the Copyright Act in 2012. Her copyright guide provides an **excellent overview of copyright dos and don'ts in an educational setting**.

SCHOLARSHIP

KPU Public Services Librarian Mirela Djokic co-presented with Jennifer Finlay (Okanagan College) a poster session at the **5ᵗʰ International Conference on Qualitative and Quantitative Methods in Libraries**, held this year in Rome. The session, "A sampling of post-secondary integrated information literacy programs in BC", was also co-authored by Sigrid Kargut (KPU), Colleen Bell (UFV), and Jennifer Brownlow (VIU). KPU's portion provided the history and scope of information literacy, including classes and students impacted; it also provided an overview of integrated information literacy modules taught as part of the Public Policy BA Degree curriculum.

COMMUNITY

Public Services Librarian Lisa Hubick taught workshops through the **Richmond Public Library** for high school students on Academic Research and Citations & Academic Honesty. Both sessions were fully booked. One of the high school teachers who attended now brings her English 12 classes to the Richmond campus every semester for an Academic Honesty class and a library tour.

The Library & the Faculty of Academic and Career Advancement held a **Scrabble Spellabration** event to raise funds for a new student scholarship. KPU employees and students as well as community members - including **KPU alumna Stephanie Cadieux (MLA for Surrey-Cloverdale)** - participated. Teams of 4 played 3 one hour games and additional money was raised as participants could purchase help from experts and word/letter cheat sheets.

AWARD WINNING

"I am a positive thinker who doesn't let anything get in my way." Fatima Hamado is the 2012 recipient of the **Library Employees' Award for English**. She is an academic high-achiever who plans to pursue her dual passions for writing and teaching. We are happy our award will help Fatima on her path to achieve her academic & professional goals. Awarded annually through the Foundation, this award is funded by the donations and fundraising efforts of library employees.

Quotes from the TALK Search Savvy class feedback forms

"Well organized. Excellent info. Lots of handouts. Assistance from "helpers" was excellent. Questions were encouraged."

AUGMENTED COLLECTIONS & SERVICES

SEED LIBRARY

Kwantlen's new Seed Library is a growing repository where the community can borrow and donate seeds to encourage the preservation of plant varieties and raise awareness about food security. Begun as an idea between Gary Jones from the **School of Horticulture**, Sheila Poznikoff from the **Glen Valley Organic Farm Cooperative**, and KPU Public Services Librarian Celia Brinkerhoff, the project was soon taken on by the **Sustainable Greenhouse Student Club** at the Langley campus. This Seed Library lives at the Langley campus library but often goes on the road as club members attend numerous community events to recruit seed donations and promote the collection.

NEW DATABASE SUBSCRIPTIONS

New database subscriptions include **PsycTESTS**, which provides access to tests, measures, surveys and other psychological assessments; **Material ConneXion**, provides detailed descriptions of over **7,000** products used in art, industrial, fashion, interior, product and graphic design, as well as construction and landscape architecture; Upgrade of Business Source Premier to **Business Source Complete** provides over **1,500** more full-text journals, 800 more full-text books and **2,300** more market research reports; **Films on Demand** provides access to thousands of academic, technical and career oriented streaming videos; **digital microfilm versions of the National Post and Vancouver Sun** from 2011 onward for researchers who need to access back issues online in their original print format; **Academic Library Complete** and **Canadian Publishers Collection** subscriptions triple our e-book collection.

With our newest database acquisitions, KPU has full-text access to over 60,000 print and online journal titles (this does not include Open Access titles, which are also indexed and available when using the Summon search box on the library's homepage).

TRADES AND TECHNOLOGY DEPOSITORY

Trades and Technology Librarian Angela Ryan has obtained Depository Library status for Kwantlen from both the **Canadian Institute of Plumbing and Heating** and the **Canadian Welding Bureau**. These fundamental plumbing and welding resources are now catalogued and available at our KPU Tech campus library. Depository status ensures the library automatically receives new publications from these professional associations, with the understanding that **our library is an official resource for any trades practitioners** needing to access this information.