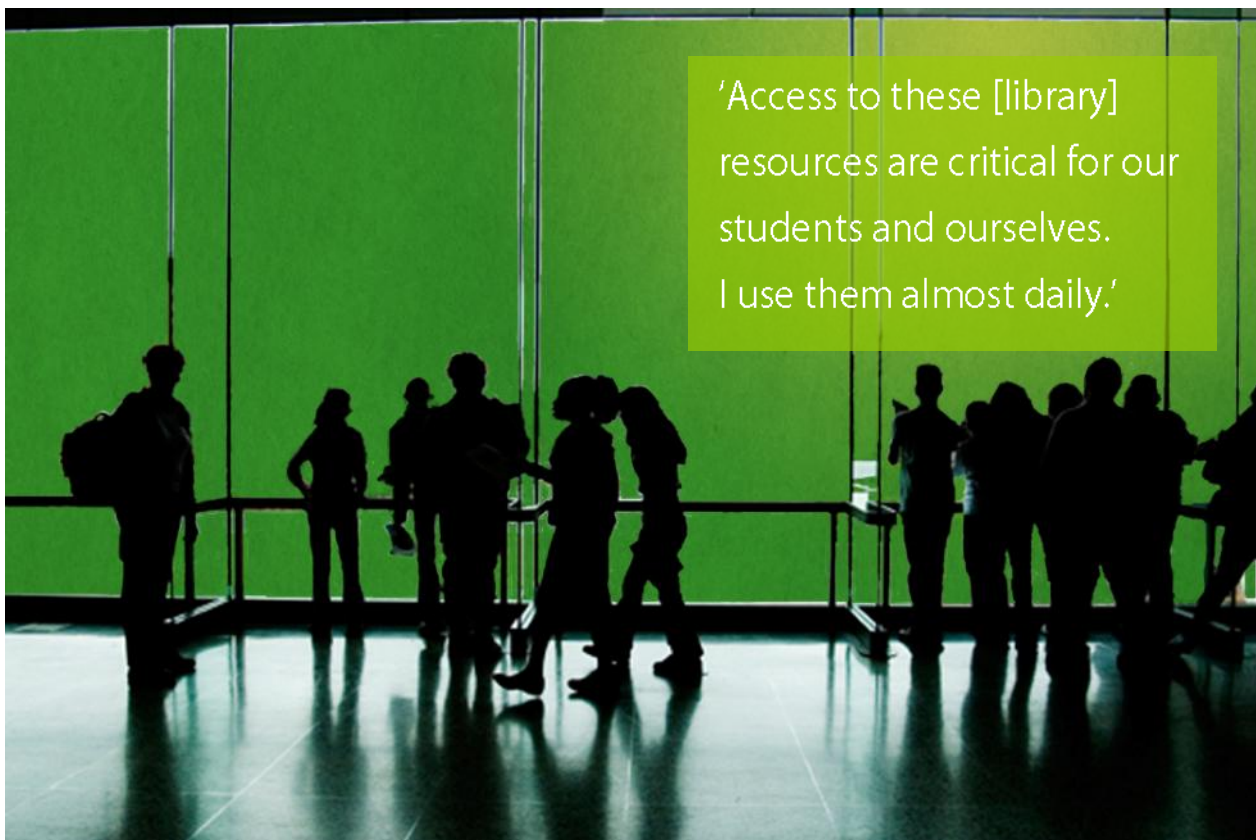


Coast Capital Savings Library ANNUAL REPORT 08/09



'Access to these [library] resources are critical for our students and ourselves. I use them almost daily.'

Quotes from the 2007 Library Survey of Kwantlen Employees

'I have been working on my PhD for the past 8 years and have found the resources and the library personnel excellent. Thank you all for contributing to my successful completion.'

Upgrades in 2008

- All records in our library catalogue were extracted for off-site authority processing; this checking procedure corrects and updates name, subject and series headings ensuring more reliable and complete search results and improved indexing.
Want to see this improved indexing in action?
 - Perform a WORDS OR PHRASE search in the catalogue for *Fish***
Notice on the top right hand of the screen: Try these too... Fishes
Click on Fishes
Notice the right hand text box: Try these too, with suggestions for broader and narrower terms
Also notice at the center of the top bar between New Search and View the button X-Refs
Click on X-Refs to see more information about the authority heading Fishes
 - Perform a BROWSE SUBJECT search in the catalogue for *Beatniks*.**
Notice the browse list now contains "see" references: See related headings for Beatniks
Click on Beatniks and you will receive this message:
"Catalog Lookup by Cross Reference Search topics related to topical and geographic subject terms from all sources
Beatniks Beat generation"
Click on Beat generation
Again notice the right hand text box with: Try these too and the X-Refs button in the top bar
- The Library has implemented improvements to the group study room booking module, so the interface is more intuitive, clearer, and more graphical.
- Security for subscription databases is now strengthened by requiring both a username and password during off-campus use to secure authenticated access.
- Renovations continue to the original Library building at the Surrey campus. **After the new extension was finished there was a 112% increase in foot traffic during the month of September at the Surrey campus Library, compared to September of the previous year** (September 2007: 17,373 people / September 2008: 36,767). Library employees look forward with eager anticipation to the fall of 2009 when all renovations are expected to be completed.

GROUP STUDY ROOM RESERVATIONS

BOOKED DURING 2008:	11,192
---------------------	--------

2008 STATISTICS

CIRCULATION

Library Users (gate count):	664,576
-----------------------------	---------

Items Borrowed:	68,758
-----------------	--------

AV Equipment Borrowed:	30,155
------------------------	--------

NUMBER OF QUESTIONS ANSWERED

Information Desk:	26,091
-------------------	--------

Circulation Desk:	9,815
-------------------	-------

TEACHING IN THE CLASSROOM

Number of UNIV100 classes:	15
----------------------------	----

Number of Students Taught:	285
----------------------------	-----

TEACHING IN THE LIBRARY

Number of Research Sessions:	311
------------------------------	-----

Number of Students Taught:	7436
----------------------------	------

Years of Dedication

Library employees who received Service Recognition awards in 2008

Adele Andrascik	Staff	Technical Services & Serials Technician	10 years
Martha Hastie	Staff	Reserves & Serials Technician	10 years
Ann McBurnie	Administrator	Library Operations Manager	10 years
Linda Rogers	Faculty	Collections & Acquisitions Librarian	10 years
Karen Archer	Staff	Circulation & Serials Technician	15 years
Debbie Smith	Staff	Library Resources Technician	15 years
Geraldine Wesley	Staff	Audiovisual Technician	20 years

New Database and Article Index Subscriptions

These databases were added to the collection at no cost to the Library as part of a new EBSCO database bundling recently negotiated on behalf of all BC Libraries.

- ▶ **Consumer Health Complete** (health information written for non-medical professionals)
- ▶ **GreenFILE** (multidisciplinary resources covering human impact on the environment)
- ▶ **LISTA** (Library and Information Sciences & Technology Abstracts)
- ▶ **MasterFILE Premiere** (indexes more popular than scholarly journals)
- ▶ **Professional Development Collection** (professional resources for educators)
- ▶ **World Book Encyclopedia** (multimedia electronic version of the print series)

Additional EBSCO Databases Available Behind the Scenes

Several more databases were part of the new bundled database package mentioned above. Because this negotiation included public libraries, several databases were included which are not age appropriate or applicable to courses offered at Kwantlen so they are not directly linked on our databases web page.

However, you can still search these databases by clicking on Choose Database at the top of the search screen in any of our EBSCO managed databases (like Academic Search Premiere). From here you can select any combination of databases to search, including the new ones below:

- ▶ **EBSCO Animals** (animal descriptions for school children)
- ▶ **Funk & Wagnalls New World Encyclopedia** (for children)
- ▶ **Middle Search Plus** (research database for middle school children)
- ▶ **Primary Search Plus** (research database for elementary school children)
- ▶ **NoveList** (leisure reading fiction database)
- ▶ **NoveList – K-8** (leisure reading fiction database for elementary school children)
- ▶ **Regional Business News** (only small American publications)
- ▶ **Teacher Reference Center** (focus on K-12 teacher resources)

Database Upgrade

- ▶ **Oxford Art Online** (Formally the Grove Art Index)

This upgraded subscription now includes Grove Art, The Oxford Dictionary of Art, The Encyclopedia of Aesthetics and The Oxford Companion to Western Art.

2008 WEB LIBRARY STATISTICS

Hits on the Library Web Page:	1,922,311
Ask a Librarian E-Mail Questions:	219
AskAway Chat Reference Sessions:	336

2008 WEB DATABASE USAGE			
PROQUEST DATABASES		EBSCOHOST DATABASES	
CBCA COMPLETE		ACADEMIC SEARCH PREMIER	
Number of searches:	22,913	Number of searches:	60,259
Full-text articles retrieved:	10,067	Full-text articles retrieved:	94,703
CRIMINAL JUSTICE PERIODICALS		BUSINESS SOURCE PREMIER	
Number of searches:	15,701	Number of searches:	48,850
Full-text articles retrieved:	4,079	Full-text articles retrieved:	30,617
CANADIAN NEWSSTAND		PSYCINFO	
Number of searches:	25,957	Number of searches:	81,141
Full-text articles retrieved:	15,762	Full-text articles retrieved:	1,653
JSTOR DATABASE			
Number of searches:	57,912		
Full-text articles retrieved:	13,056		

Expanded Services

- The Library has added **streaming video and audio files** to the Library catalogue so sound and audio clips can be accessed directly from the catalogue.

Want to hear examples of streaming audio files?

Search in the Library catalogue for *1812 overture*.

You will see items that have NAXOS MUSIC AUDIO instead of a call number.

Click on the ONLINE ACCESS link and you will be connected to the Naxos Database.

Select the sections you want to hear and then click on PLAY SELECTIONS.

Want to watch examples of streaming video files?

Search in the Library catalogue for *streaming videos*.

Click on the URL link beside the item to view the video.

- In partnership with IET, a student focus group was organized to gain feedback on the Library website and the thin client computers installed at the Surrey Library. Useful insight was gained; we hope to rearrange and restructure certain aspects of the website in 2009 to better serve our student users.
- We've increased the loan out period for print journals from one day to three days.
- Community Borrower cards are now free for all Seniors (65+).
- Renewal limits have been increased so students can now renew items from the general collection up to three times.
- 3,400 titles were added to the Library's **e-book collection** through BC ELN via the netLibrary Publicly Accessible Collection.

Want to see examples of these titles?

Search in the Library catalogue for *project gutenber* or *electronic text center*.

You will see items that have the word EBOOK instead of a call number.

You don't need a special reader to access these books; simply click on the URL link and then on VIEW THIS eBook.

COMMUNITY BORROWER CARDS ISSUED IN 2008: 310

M

Da

David Atkinson
University
President

M

Jm

Judith McGillivray
Provost &
VP Academic

M

Cm

Cathy MacDonald
University
Librarian

M

Am

Ann McBurnie
Library Operations
Manager

M

Rm

Ruth Mullane
Library Resources
Technician

M

Ds

Debbie Smith
Library Resources
Technician

M

Mo

Melody Oshiro
Secretary to the
University Librarian

- KEY
- CILS - audio book program for students with disabilities
- ILL - Interlibrary Loans lent to and borrowed from other libraries
- RS – Research Session
- AV – Audiovisual
- RESERVES – materials set apart for a class by an instructor
- REQUESTS – materials travelling between campus libraries
- TS (TECHNICAL SERVICES) – orders, receives, catalogues and processes items added to the collection

COLOUR CODE

President

Administration

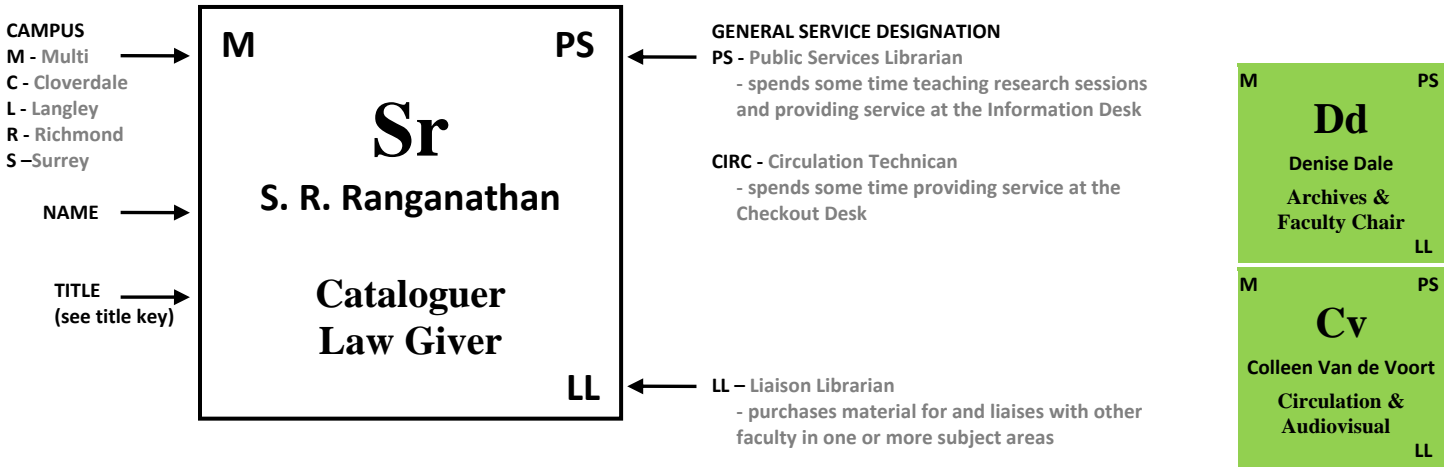
Faculty

Staff

Student Assistant

HUMAN ELEMENTS * OF THE LIBRARY

* THESE ESSENTIAL LIBRARY ELEMENTS COMBINE TO CREATE ALL LIBRARY RESOURCES, SERVICES AND SUCCESSES



	C	C	C	C	M											
	CIRC	CIRC	CIRC	CIRC	PS											
	Jr	Cp	Ji	Mc	Sb											
	Jane Robinson Supervisor	Chris Pfahl Audiovisual	Judy Isaac ILL, CILS	Marjorie Coey Circulation Serials	Susan Bruchet Trades											
					LL											
S	CIRC	S	S	S	S	S	S	S	S	S	S	M	M	M		
Mg	Cm	Ve	Jps	Kh	Js	Hs	Ek	Ek	Ka	Cb	Md	Uk				
Margaret Giacomello Supervisor	Cheryl MacMillan Audiovisual	Vicki Effertz Audiovisual	John Potter-Smith Audiovisual (on leave)	Kathie Holloway Audiovisual	Jacinta Sterling RS Support	Heather Shupe Requests	Elena Kapulnik Reserves	Edna Kalfon Serials	Karen Archer Serials (on leave)	Chris Burns Research Support & Data Services	Mirela Djokic Electronic Resources	Ulrike Kestler Public Services				
										LL	LL	LL				
L	CIRC	L	L	L	L	L	M	M	M	M	M	M	M	M		
Rj	Gw	Am	Dh	Mh	Jc	Lh	Jm	Jp	Ar	Ak	Ar	Yj				
Rob Jacobsen Supervisor	Geraldine Wesley Audiovisual	Angela MacLean AV, CILS, RS Support	Donna Haider Requests, ILL	Martha Hastie Serials, Reserves	Joanne Caplette Documentation	Lisa Hubick Public Relations	Jean McKendry Public Services	Jan Penhorwood Public Services	Allison Richardson Electronic Resources	Annette Krammer Contract	Angela Ryan Contract	Yasmin Jamal Contract				
						LL	LL	LL	LL							
R	CIRC	R	R	R	R	R	R	R	R	M	M	M	M	M		
Ss	Ap	Cc	Mw	Nf	Lm	Js	Jl	Ec	Sk	Ja	Sp	Dc				
Silvana Smith Supervisor	Andrea Page Supervisor Part Time AV, CILS, RS Support	Cora Chan Audiovisual	Monica Wyllie Audiovisual	Nicole Foth RS Support	Lima Mendonca Requests & Reserves	Jasmin Sangha ILL	Janet Lazare ILL	Emily Cheng Serials	Sigrid Kargut AV Collection & RS Coordinator	Jamie Anderson Contract	Shane Plante Contract	Dianne Cruickshank Contract				
									LL							
R/TS	R/TS	R/TS	R/TS	R/TS	R/TS	M	M	M	M	M	M	M	M	M		
Jt	Bb	Ja	Pp	Aa	Lw	Mb	Cd	Lr	Es	Nb	Mpg	Cs				
Judy Taylor Supervisor	Bev Blair Supervisor (on leave)	John Alexander Cataloguing	Paula Pinter Technical Services	Adele Andrascik Serials	Linda Woodcock Technical Services	Margaret Brown Serials	Caroline Daniels Systems & Web	Linda Rogers Collection Development & Acquisitions	Elaine Samwald Collection Development & RS Coordinator	Niki Bauman Contract	Maria Paz Garcia Contract	Carolyn Saltau Contract				
						LL		LL	LL							

M	CIRC	M	CIRC	M	CIRC	M	CIRC	M	CIRC	M	CIRC	M	CIRC	M	CIRC	M	CIRC
Ak	Cw	Dw	Ddg	Fsyk	Gl	Jm	Js	Jj	Mvt	Nf	Ns	Sp	Tc				
Ann Kuo Auxiliary	Colleen Wall Auxiliary	Dale West Auxiliary	Daniel de Groot Auxiliary	Fion Sau Yin Ko Auxiliary	Ginger Lu Auxiliary	Jane Mitchell Auxiliary	Jessica Siemens Auxiliary	Judy Johnason Auxiliary	Maria Van Tol Auxiliary	Nicole Foth Auxiliary	Norma Stiles Auxiliary	Sarah Preston Auxiliary	Teresa Czirjak Auxiliary				
S	S	S	S	S	S	R	R	R	R	R	L	L	L				
Ae	Aw	Lg	Mmc	Nd	Tw	Dt	Fh	Sd	Lc	Sw	Kh	Ob	Wc				
Alaa Elhag	Ching Mui Wong (Angel)	Laurel Graham	Maite Mayeta Cumba	Neeshith Desai	Tanvi Walia	Desirae Tew	Farzad Hendi	Sayedra Dharsi	Zhen Cai (Lance)	Ziya Wu (Sunny)	Karl Heimersson	Olga Brown	William Cavers				

Professional Workshops & Presentations at Kwantlen and Beyond

Libraries Connecting with Communities

The International Federation of Library Associations and Institutions (IFLA) held a satellite conference in Vancouver in the summer of 2008. The theme was Multicultural to Intercultural: Libraries Connecting with Communities. Along with tours at Richmond and Surrey Public Library branches, Librarians and Staff at the Richmond campus Library gave this international group a tour and presentation on the cultural diversity within Kwantlen's catchment area, and some recent initiatives – both institutional and Library specific – which reflect the diversity of our students and the community.

Inspiring Spaces

Kwantlen Librarian Jean McKendry and University Librarian Cathy MacDonald participated in a session at the Canadian Library Association (CLA) conference held in Vancouver in 2008. The "Inspiring Spaces" workshop focused on using practical design ideas to optimize space and flow as well as innovative ideas on how the transformation of library services and technology is reflected in current academic library design. Kwantlen Librarian Colleen van de Voort's powerpoint presentation "Life cycle of a trades campus library," illustrating the creation of the Cloverdale campus Library, was also featured.

Multiple Media Information Literacy

Librarian Jan Penhorwood, in partnership with Alissa Ehrenkranz from the Learning Centre, facilitated a PD session at Kwantlen to explore how faculty can work together to improve the quality of student research for term papers and assignments by incorporating the information literacy standards set out by ACRL (Association of College & Research Libraries).

Getting Your Information In Order

The Archives Association of British Columbia held its annual conference in Victoria in 2008; this year's theme was "Future Evidence, Past Record." Kwantlen Librarian Denise Dale, in partnership with Librarian and Information Management Consultant Sandie Bradley, presented a session on managing personal records, aptly named "It Starts at the Desktop."

Re-energizing Space

Kwantlen Librarian Jan Penhorwood was convener of a panel session at the British Columbia Library Association (BCLA) 2008 Conference. The theme of this year's conference was "Off the Shelf and Out of the Box: Creativity in Libraries." The session she convened dealt with applying the positive qualities of public space to re-energize library space; one of the panel members was Kwantlen Librarian, Jean McKendry.

Search Secrets of Google

Kwantlen Librarian Allison Richardson created a PD session offered through Kwantlen's Centre for Academic Growth in 2008. This session focused on how Google works, and some of the search engine's lesser known advanced and scholarly research features. With the assistance of several other Librarians, this popular course was offered at all four campus libraries during the month of May.

IFLA Fast Facts

- Founded in Edinburgh Scotland in 1927
- Recognized as the leading international body representing libraries and their users
- 1600 members in 150 countries
- Headquartered at The Hague

CLA Fast Facts

- Founded in Hamilton Ontario in 1946
- Serves as the national voice of the Canadian library and information community
- Dedicated to the education of its members
- Advocates for principles strongly held by library professionals, such as access to information and intellectual freedom

ACRL Fast Facts

- Formally founded in 1938
- Largest division within the American Library Association
- A professional association of academic and research libraries and librarians
- The Mission: to enhance the effectiveness of librarians to advance learning, teaching and research in higher education

Donations to the Library

Presidential Honours

When David Atkinson arrived at Kwantlen, he made a generous donation of books from his personal collection. The donation spans an impressively wide range of subjects. Most books have become part of the general collection, but a few precious volumes will live in the soon to be completed Research & Special Collections Room at the Surrey campus Library. We are grateful for a donation which so enriches and diversifies our print collection.

Coast Capital Savings Fast Facts

- Canada's second largest credit union
- Over 380,000 members
- 51 branches in Metro Vancouver, Fraser Valley and Vancouver Island
- Named one of BC's top 50 employers
- Named one of Canada's best managed companies
- Recipient of the Canadian Co-operative Association Innovations in Co-operative Governance Award
- Designated a Caring Company by Imagine Canada

One Million Dollars

Coast Capital Savings donated one million dollars to Kwantlen Polytechnic University to signal the beginnings of a collaborative partnership between the two institutions. It marked the largest single donation received by Kwantlen, and in recognition of this generous investment all four campus libraries have been renamed **Coast Capital Savings Library**.

Teja Singh Fast Facts

- Earned his MA in English Literature from Harvard (1908-1911)
- During his studies he traveled to BC to assist early Sikh pioneers
- Promoted inter-faith dialogue between Asian Indian and Anglo-Saxon Canadians
- Helped establish the first Sikh organization in Canada (The Khalsa Diwan Society)
- Worked to change immigration policy to allow Asian men to sponsor wives and children

Alumni Generosity

BC Foundation for the Study of Sikhism donated a gift of \$20,000 to purchase library materials to support Sikh and Punjab studies. This donation was facilitated by the founder of the organization, Kwantlen alumni Jaswinder Sandhu. The donation is intended to honor the memory of Teja Singh (1877-1965), a man who played a pivotal role in the history of Canada's Sikh community. All books purchased with this donation have a name plate to honor Mr. Singh and the BC Foundation for the Study of Sikhism.

Shastri Indo-Canadian Institute Fast Facts

- Established forty years ago
- Named after Lal Bahadur Shastri, Prime Minister of India (1964-1966)
- Provides internships and fellowships in both countries
- Funds research and hosts seminars to create binational links
- Supports sustainable development to achieve gender equity and reduce poverty

Membership has its Rewards

Kwantlen Polytechnic University recently became a member of the Shastri Indo-Canadian Institute, an organization that fosters the study of India. One of the benefits of joining this organization is a monetary donation for the purchase of any materials published in India. The Library has been able to purchase reference and general collection titles across a wide breadth of subject areas; and, because a certain amount of funding is guaranteed annually, a few journal subscriptions will also be purchased.

Donations by the Library

The Library's Donation

In 2008 Library employees decided they wanted to create a bursary fund to provide an award for Kwantlen students. With help from the Foundation - which will match every dollar we raise - The Library Student Award has begun to grow. Several employees have signed up for payroll deductions, and additional money is being raised through the work of a very dedicated committee. Their money making ideas so far have included the sale of holiday decorations and spring bulbs among Library employees. As of January 2009 the Library had raised \$1,231, well on the way towards our \$10,000 goal.

Cleaning Up Your Act

In an effort to contribute to the community beyond Kwantlen's parking lots, each of our campus libraries have adopted a street near campus. Library employees are volunteering for time slots when we walk the area, assisting the municipality with cleaning up litter. We hope our participation in this project will help keep our environment and communities clean and beautiful.

New Journal Subscriptions Started in 2008

CHARLESTON ADVISOR	LIBR	ONLINE
COMMON SENSE PEST CONTROL	HORT	L
DISASTER MANAGEMENT CANADA	PSCM	C + ONLINE
EDUCATIONAL POLICY	EDUC	S
ELLE DÉCOR	IDSN	R
ETHICS	PHIL	S
FILM QUARTERLY	ENGL/SOCI	S + ONLINE
GEO WORLD	GEOG	S
GREEN LIVING	ENVI	R + S
GREEN SOURCE	IDSN	R
INTERNATIONAL PHILOSOPHICAL QUARTERLY	PHIL	R
INTERNATIONAL SECURITY	POLI	ONLINE
IPM PRACTITIONER	HORT	L
JOURNAL OF DEMOCRACY	POLI	ONLINE
JOURNAL OF INTERNATIONAL MIGRATION & INTEGRATION	SOCI/POLI	ONLINE
JOURNAL OF LIGHT CONSTRUCTION	CARP	C
JOURNAL ON ACTIVE AGING	HSRC	L
LANDSCAPE SUPERINTENDENT & MAINTENANCE PROFESSIONAL	HORT	L
MASTHEAD	JRNL	R
MP & P: METALWORKING PRODUCTION & PURCHASING	MILL	C
NURSERY MANAGEMENT & PRODUCTION	HORT	L
PHILO	PHIL	R
PHILOSOPHICAL QUARTERLY	PHIL	S
PHYSICS WORLD	PHYS	S
PUBLIC ART REVIEW	FINA	S
REVIEW OF CONSTITUTIONAL STUDIES	CRIM/POLI	S
REVIEW OF METAPHYSICS	PHIL	S
SOCIAL ISSUES & POLICY REVIEW (C/W J OF SOCIAL ISSUES)	SOCI	L + ONLINE
TODAY'S PROFARRIER	FARR	C
TRADETALK	TRADES	C
VERGE	GCOL	S
WWD (WOMEN'S WEAR DAILY)	FASN	R
WORLD OF WHEELS	AUTO	C

Award Winning

Laud a Librarian

Every year ALPS (Academic Librarians in Public Service) awards Laud a Librarian prizes. Librarians from around the province identify exceptional guides and learning objects created by Librarians in BC in an effort to highlight outstanding teaching tools and share them with colleagues. This year Kwantlen Librarian Ulrike Kestler won for three documents she created for the Library's citation styles web page: APA Citation Style Guide, APA Title Page Example and the information sheet on Digital Object Identifiers (DOI).

We Like Worms

The School of Horticulture sold vermicomposting bins in an effort to reduce waste and green up Kwantlen employees. A Sustainability Challenge was issued, with prizes offered to the department whose employees purchased the most compost bins by April 19th, 2008 - the Library won. Each employee who purchased a bin received a Green Zebra coupon book and a beautiful hanging flower basket.

We also Like Cookies

In 2008 Athletics and Recreation sponsored another cookie challenge and bake sale to raise funds for the Kwantlen Family Campaign. Although we didn't win the departmental prize this year, Library employees won second and third place in the cookie contest. Melody Oshiro, University Librarian Secretary, placed second with **Almond Rocca** and Librarian Allison Richardson placed third with **Buttery Pecan Rounds**.

ALMOND ROCCA

1 package soda crackers
1 $\frac{3}{4}$ cups brown sugar
2 cups chocolate chips
1 teaspoon vanilla extract
1 teaspoon caramel extract
1 cup sliced almonds
1 pound butter

1. Spray the bottom of a cookie sheet with cooking spray. Cover with layer of soda crackers.
2. In a saucepan bring brown sugar and butter to a rolling boil and then add the extracts. Boil for 4-5 minutes, stirring constantly to avoid burning.
3. Remove from heat and stir in almonds. Pour mixture over cracker base.
4. Bake at 350 for 5 minutes. Remove from oven and sprinkle chocolate chips over top. Place back in oven until chips start to melt (10-20 minutes).
5. Cool, then cut into squares or break into pieces.

Note: This freezes very well too.

BUTTERY PECAN ROUNDS

1 cup plus 2 tablespoons sifted all-purpose flour
1/2 teaspoon table salt
3/4 cup unsalted butter
2/3 cup firmly packed dark-brown sugar
1 large egg yolk
3/4 cup chopped pecans
36 pecan halves, for decorating

1. Preheat oven to 325 degrees. Sift together the flour and salt; set aside.
2. Beat butter and sugar together on medium speed until light and fluffy. Add egg yolk, and beat to combine. Add flour and beat on low speed until well combined. Beat in chopped pecans.
3. Drop batter by tablespoonfuls on to prepared baking sheet. Press a pecan half into the centre of each cookie.
4. Bake until golden, 10-12 minutes.

Kwantlen receives \$1 million from Coast Capital Savings



(From left to right) David Atkinson, President of Kwantlen Polytechnic University, and Lloyd Craig, Coast Capital Savings' President and CEO, celebrate a Kwantlen-Coast Capital partnership, including a \$1 million gift from Coast Capital Savings and naming rights to all four Kwantlen libraries. (See page 7 for more Coast Capital Savings facts.)