

Coast Capital Savings Library
Annual Report 2009/2010

Kwantlen
POLYTECHNIC
UNIVERSITY

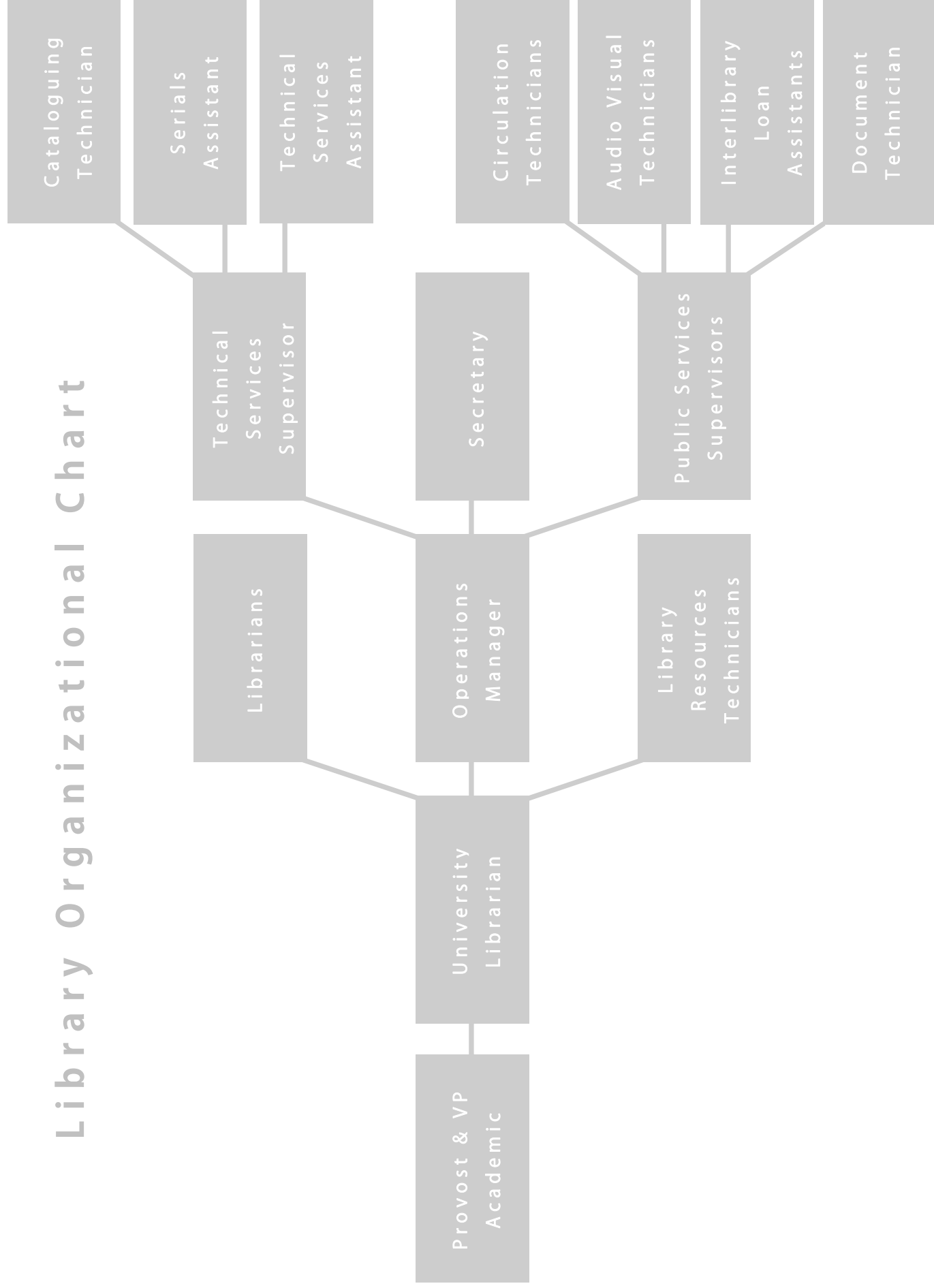
www.kwantlen.ca/library



Elaine Samwald,
Collection Development Librarian—

[Library] Staff and Faculty enjoy their
work and the students can sense that.
There is a palpable positive synergy.

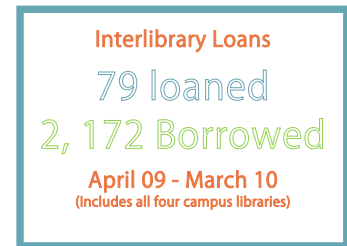
Library Organizational Chart



Innovation

Extended Hours

In the fall of 2009, the Surrey and Richmond campus libraries were able to expand open hours to 11pm Monday to Thursday and also open for four hours on Sundays. Extended hours are a frequent request on Library surveys, so we are happy to provide these long awaited additional hours which offer timely access to Library resources and facilities. Funding has been secured to continue these extended hours for the 2010/2011 academic year.



Rejuvenating with Relais

Interlibrary Loans or ILLs are student and employee requests to borrow material from other institutions. During this academic year, the Library significantly improved the quality of our ILL service by removing a previous geographical restriction so now we are able to fill requests made by students for material outside of British Columbia; this change has resulted in a greater depth of scholarly research available to our students when completing projects and assignments. And, after much work behind the scenes, we have implemented a new automated ILL program at Kwantlen called Relais. This live, real-time processing environment allows us to streamline some of our technical procedures, and provides Library users access to their own Interlibrary Loans account so they can monitor the status of their requests. The new system also requires ID and PIN authentication which creates a more secure online environment. We envision this automation providing even more user functionality as the program evolves and more features are added.

Shhhhhhh

In response to requests from Library users for completely quiet study areas at the Surrey campus, the third floor was made into a silent study area. This glass enclosed floor effectively blocks out the noise of students engaged in group study on the other two floors of the Library. Students are very grateful for this oasis of silence where they can more easily stay focused on their study and research.



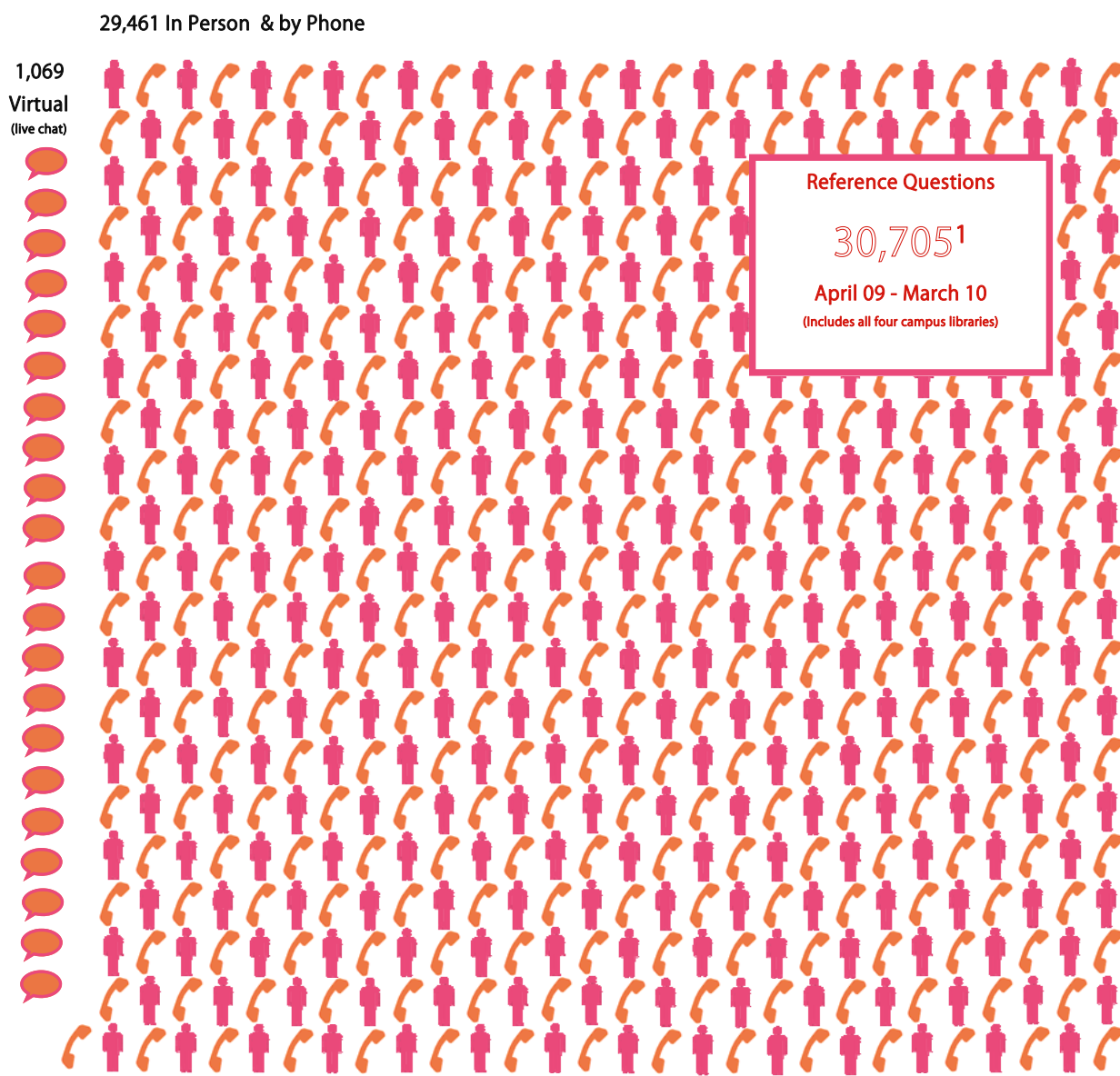
COPPUL Membership has its Privileges

In 2009, after Kwantlen obtained university status, the Library was able to become a full member of COPPUL (Council of Prairie and Pacific University Libraries). As a COPPUL member, Kwantlen is now part of the Canadian University Reciprocal Borrowing Agreement which means faculty, staff and students are eligible for in-person borrowing privileges from participating institutions across Canada. Having a COPPUL card not only provides access to post-secondary institutions across the country, but also streamlines the process for obtaining a free card at other BC universities like UBC and SFU.

More Innovation...

Ask Questions with Qwidgets

In 2009, qwidgets were incorporated into the Library website. A qwidget is a small chat box located on a website where visitors can type in a question and immediately initiate a live chat session. The qwidgets on the Library's website open a chat session with a post-secondary Librarian in BC. Previously, this AskAway virtual reference service was available through the Ask a Librarian link on the Library website, but we added these boxes to other areas of our website to raise awareness of the service, and allow Kwantlen Library users to obtain assistance at their point of need. Installing these qwidget boxes has dramatically increased the number of Kwantlen students using the online chat reference service. **In 2008/2009, there were 450 queries originating from Kwantlen, and in 2009/2010, there were over 1000.**



175 Ask a Librarian (email)

¹ Reference Questions Includes assistance via phone, email, live chat reference, and in person at Information Desks. Each icon represents 50 patron interactions.

Collection

Catalogue Upgrades

Several minor enhancements were implemented in our Library catalogue over the past year. One of the most interesting is a new permalink option. With a quick click on this button, the catalogue provides a permanent web link to the item in the catalogue. Now faculty need only cut and paste to create linked booklists or subject search results on course websites, which will take students directly to the catalogue records for these items.

Library Homepage Hits

339,771

April 09 - March 10

(Includes all four campus libraries)

We Are Now Google Books Friendly

Kwantlen's Library collection is now represented in the OCLC Worldcat database. Worldcat is a metasearch engine for Library collections around the world. Having our holdings in this catalogue increases the visibility of Kwantlen and our Library collection beyond the KPU website. One example is our presence in Google Books. Now, when you ask Google Books to find the nearest Library in which a book is located, Kwantlen is listed at the top with our contact information and a link to the item in our catalogue.

Get Your Books 24x7

To begin increasing our e-book holdings, the Library started subscribing to a business collection and an information technology collection through Books 24x7. Both the BusinessPro and ITPro collections have been popular among our users. Currently, we have over 17,900 electronic resources fully accessible through the catalogue, which includes all of our e-books as well as Naxos music files.

Items Borrowed

63,723

April 09 - March 10

(Includes all four campus libraries)

Streaming National Film Board

The Library has obtained a copyright license to allow all films available through the National Film Board website to be shown in classroom and educational settings at any Kwantlen campus. Over 795 English language films are currently available, and the topics covered are wide ranging from animation to zoological expeditions. Films can be accessed directly through the NFB website or through the Library catalogue.

New Journal Subscriptions Started June 2009 to June 2010

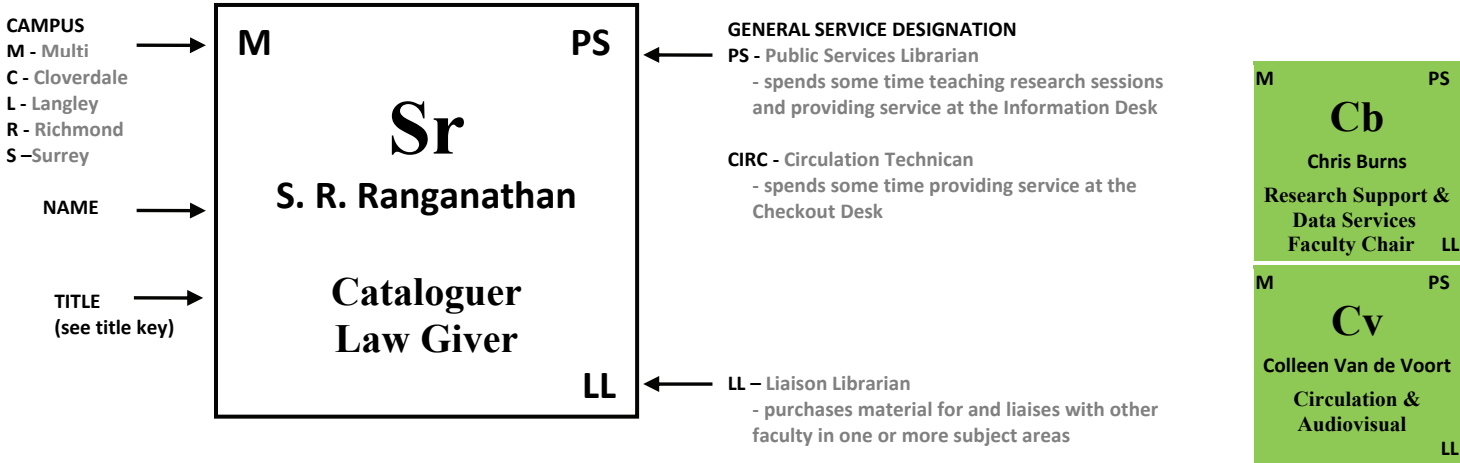
Afri-Can Magazine	SOCI	Surrey
Canadian Electronics	ELEC	Cloverdale
Canadian Journal of Plant Pathology	HORT	Online
Fingerstyle Guitar	MUSI	Langley
Journal of Family Theory & Review	SOCI	Surrey and online
Mehfil Magazine	GENC*	Surrey
New York Review of Books	GENC*	Surrey
Nursing Times	NURS	Surrey and online

*GENC are multidisciplinary titles of interest to more than one program or subject area.

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

HUMAN ELEMENTS* OF THE LIBRARY

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



C	CIRC	C	CIRC	C	CIRC	C	CIRC	M	CIRC	M	PS
Jr	Jane Robinson Supervisor	Cp	Chris Pfahl Audiovisual	Ji	Judy Isaac ILL, CILS, Requests & Reserves	Mc	Marjorie Coey Serials	Gl	Ginger Lu Auxiliary	Sb	Susan Bruchet Trades
S	CIRC	S	CIRC	S	CIRC	S	CIRC	S	CIRC	S	CIRC
Mg	Margaret Giacomello Supervisor	Cm	Cheryl MacMillan Audiovisual	Ve	Vicki Effertz Reserves	Jps	John Potter-Smith Audiovisual	Kh	Kathie Holloway Audiovisual	Js	Jacinta Sterling RS Support
L	CIRC	L	CIRC	L	CIRC	L	CIRC	L	CIRC	L	CIRC
Rj	Rob Jacobsen Supervisor	Gw	Geraldine Wesley Audiovisual	Am	Angela MacLean AV, CILS, RS Support	Dh	Donna Haider Requests, ILL	Mh	Martha Hastie Serials, Reserves	Jc	Joanne Caplette Documentation
R	CIRC	R	CIRC	R	CIRC	R	CIRC	R	CIRC	R	CIRC
Ss	Silvana Smith Supervisor	Ap	Andrea Page Supervisor Part Time AV, CILS, RS Support	Rm	Rob Mattu Audiovisual	Mw	Monica Wyllie Audiovisual	Nf	Nicole Foth Audiovisual	Lm	Lima Mendonca Requests & Reserves
R/TS		R/TS		R/TS		R/TS		M	CIRC	M	CIRC
Bb	Bev Boyd Supervisor	Ja	John Alexander Cataloguing	Pp	Paula Pinter Technical Services	Aa	Adele Andrascik Serials	Jj	Judy Johnason Auxiliary	Ld	Lana Demin Auxiliary

S	Al Ashley Lavoie	S	Dc Dilpreet Chhabra	S	Hg Hama Gharibshahi-Yazdi	S	Sa Sachi Adhikari	R	Cm Craig Morabito	R	Gf Greg Froese	L	Cd Cara Dukes	L	Wc William Cavers
M	PS	M	PS	M	PS	M	PS	M	PS	M	PS	M	PS	M	PS
Al	Annette La Fave Contract	Ar	Angela Ryan Contract	Cs	Carolyn Saltau Contract	Dc	Dianne Cruickshank Contract	Ja	Jamie Anderson Contract	Nb	Niki Bauman Contract	Mpg	Maria Paz Garcia Contract	Yj	Yasmin Jamal Contract

KEY

CILS - Audio book program for students with disabilities

ILL - Interlibrary Loans lent to and borrowed from other institutions

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

Workshops

Managing MARC at BCLA

Technical Services Librarian Linda Woodcock created a continuing education workshop for the British Columbia Library Association (BCLA) in February of 2010. It was a very technical session about using MarcEdit software to load catalogue records. MARC (Machine Readable Cataloguing) provides the formatting protocol computers apply to use and exchange bibliographic information. As anticipated, this course was very popular. Since organizers were forced to turn away many association members who wanted to take this course, Linda is offering another session later in the year.



TALKing in the Library

Public Services and Electronic Resources Librarian Allison Richardson prepared two workshops for Kwantlen Third Age Learning (TALK) members. One session focused on Facebook and privacy/security dangers; the second session was an introduction to blogging and twitter. Both sessions were well received and Allison was invited to be a guest presenter at several community seniors' computer clubs. The Library will be facilitating another TALK session later in the year.



The Library, Moodle & You

Back by popular demand, this course provided through the Centre for Academic Growth, teaches participants how to integrate Library websites and resources into course websites to improve the online learning environment for Kwantlen students. The workshop, taught by Web & Systems Librarian Caroline Daniels, does not just cover how to link to general Library websites, but also demonstrates how to make available more specific resources, like individual journal articles from our databases, or the AskAway chat reference box which provides students with immediate online access to a Librarian. Participants are always pleasantly surprised to discover how easily these resources can be integrated into their Moodle websites.



Are You Up to Date with APA?

Public Services Librarian Ulrike Kestler created this workshop offered through the Centre for Academic and Career Growth, to review the citation style changes in the 6th edition of the APA Manual, as well as review less common citation examples. Participants also learned how to use the DOI resolver and were introduced to Noodlebib Express. Through workshops like these, as well as our online style guides, the Library endeavors to make these stylistic changes as easy to adapt to as possible, for both students and faculty.



Teaching Students How to Reach Research Nirvana

This Research Nirvana course, offered to faculty through the Centre for Academic and Career Growth, focused on how to encourage students to understand, evaluate, integrate and think critically and strategically about information and research strategies. Librarians Mirela Djokic, Allison Richardson and Sigrid Kargut reviewed sample assignments, as well as strategies for collaborating with the Library to maximize student learning. We strive to ensure all Kwantlen students graduate with the information literacy skills essential to scholastic, career and life success.

The Centre for
Academic Growth
Kwantlen
POLYTECHNIC
UNIVERSITY

RDA Game On!

Librarian Linda Woodcock, along with colleagues from UBC and the University of Washington, lead this popular workshop at the BCLA (British Columbia Library Association) pre-conference in 2010. RDA (Resource Description and Access) is replacing the AACR2 (Anglo-American Cataloguing Rules, 2nd edition), which has been the cataloguing standard for libraries since 1978. This workshop focused on implementing RDA with a practical overview of rule and process changes.

R | D | A
RESOURCE DESCRIPTION AND ACCESS

Outreach

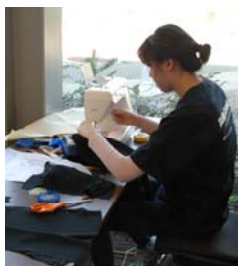
Teaching Research
300 classes
7,335 students
April 09 - March 10
(Includes all four campus libraries)

Arbutus Gallery

The foyer area of the Surrey campus Library has been opened up to Fine Arts students for display of their works; we have renamed this area of the building the Arbutus Gallery. The Library is pleased to be able to provide gallery space for the Fine Arts Department and Kwantlen students.

Awarding Efforts by the Library

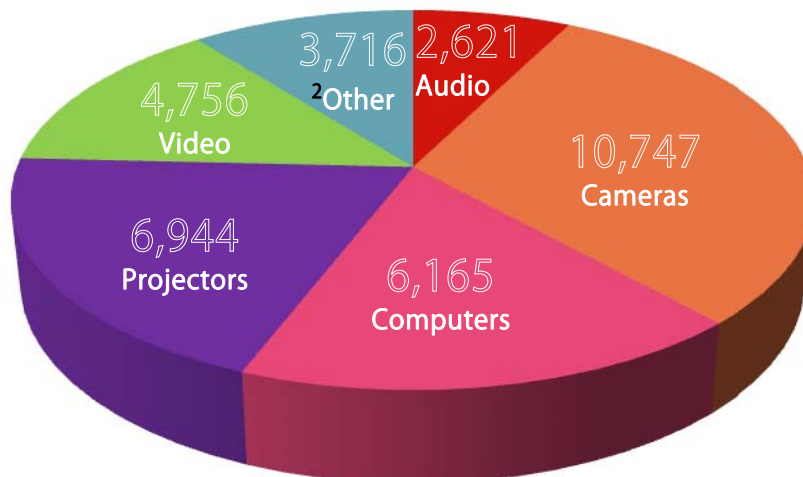
Since 2008, the Library has been working to raise money to create an Award for Kwantlen students. Many Library employees have set up automatic payroll deductions to grow this fund, but every year we also organize fundraising drives. This past year, in addition to our popular chocolate bar sales, the Library enlisted the help of the entire Kwantlen community with a pop can and bottle drive. As of Spring 2010, the Library Employee Bursary has raised over \$4,500. Every year brings us closer to our \$20,000 goal.



All Sewed Up in Cloverdale

During the 2010 Skills Competition at the Cloverdale campus, space is at a premium. At a loss for an appropriate space, the Library offered to host the Fashion Design competition for the day. Study areas were converted into cutting tables and ironing boards stood at the ready! Organizers of the competition were grateful for the natural light and the highly functional adapted working space. We look forward to hosting the fashion design students again next year.

**Audio Visual
Equipment Borrowed**
34,949
April 09 - March 10
(Includes all four campus libraries)



²Other AV Equipment includes:
Whiteboards, flipcharts, cords, cables, adaptors, and carts

Improvements

**Online Group
Study Room Bookings
(hours)**
35,996
Annual 09/10
(Includes all four campus libraries)

Richmond Renovation

Thanks to KIP (Knowledge Infrastructure Program), the renovation of the Richmond campus Library begins in the summer of 2010 and is scheduled for completion before the end of the year. Part of the renovation involves our Technical Services department moving from Richmond to the third floor of the Surrey campus. This will allow us to add much needed shelving, computer stations, and group study rooms, as well as welcome new learning partners into the Library – the Richmond campus Learning Centre and an IET service desk. We look forward to this expanded, learner-enriched space for our students and faculty.

Number of Visitors
825,270
April 09 - March 10
(Includes all four campus libraries)

Langley Feels the Revitalization Efforts

In 2009/2010, the number of interactions at Kwantlen Library Information Desks (this includes interactions by telephone, in-person, e-mail and live chat) went up across the system by 9% compared to the previous year. The areas responsible for the largest portion of this jump are virtual reference (140% increase) and the Langley Information Desk (31% increase). We are happy to see members of the Kwantlen community increasingly take advantage of the research expertise of our Librarians to enrich their information literacy and improve the research experience.

Vision 2010-2013

The Library is the heart of Kwantlen Polytechnic University.

We support the Mission and Mandate of the University by providing streamlined access to a wealth of research resources.

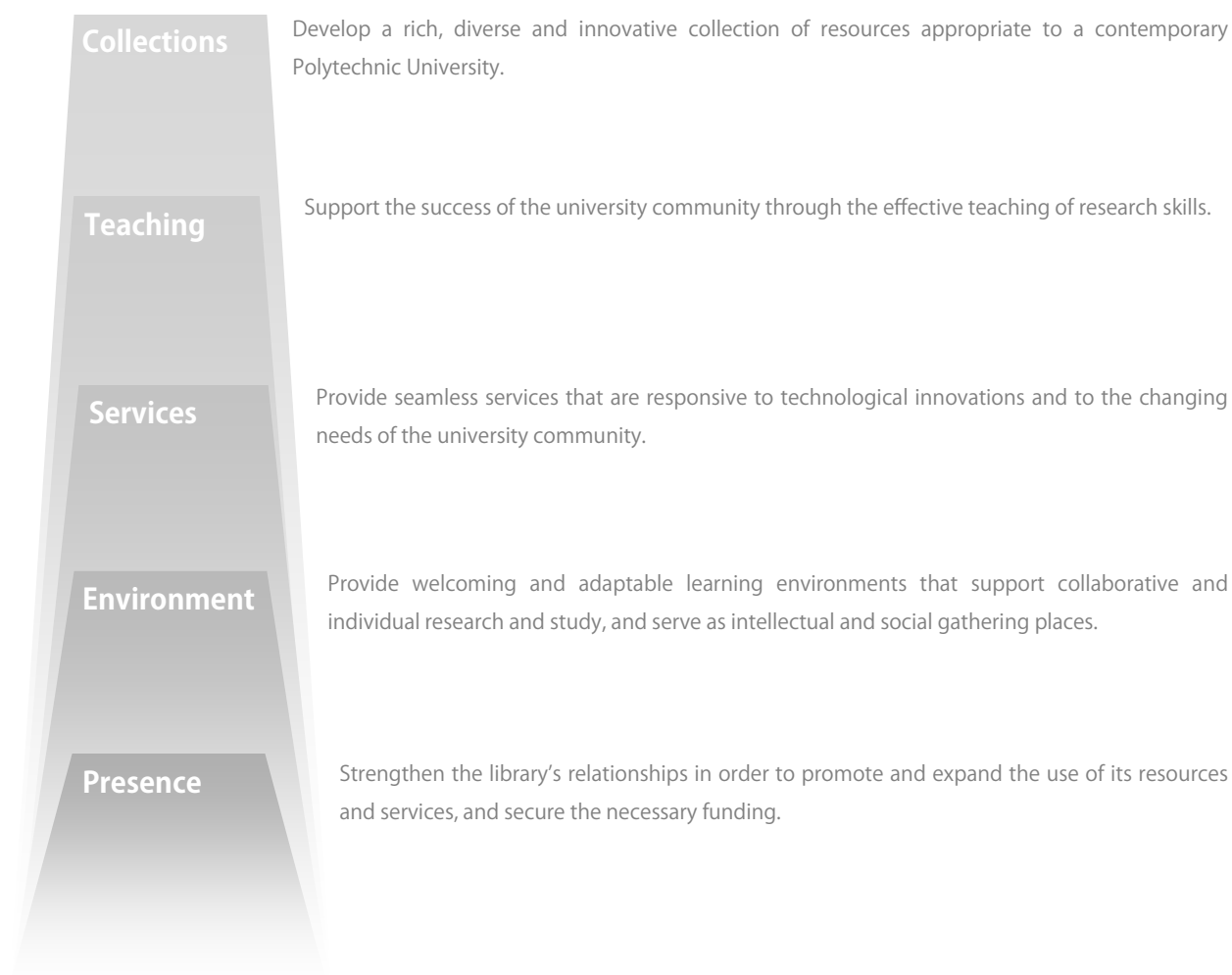
We teach our university community to discover, locate, evaluate and use research resources.

Our welcoming physical and virtual spaces stimulate research, collaborative and individual study, and serve as intellectual and social gathering places.

Our dedicated Library team delivers excellent services to support our dynamic learning environment.

Our Library values innovative and collaborative partnerships with internal and external communities.

Pillars and Purpose Statements



www.kwantlen.ca/library

Service Milestones in 2009

Susan Bruchet 10 years
Trades and Technology Librarian

Caroline Daniels 10 years
Web, Systems and ILL Librarian

Margaret Giacomello 10 years
Library Supervisor

Paula Pinter 10 years
Ordering and Processing Technician

Ruth Mullane 15 years
Library Resource Technician

Christopher Pfahl 15 years
Audiovisual Technician

John Potter-Smith 15 years
Audiovisual Technician

Jane Robinson 30 years
Library Supervisor



Andrea Page,
Library Technician—

I feel a great sense of joy each and every time we lead our patrons in the right direction towards finding what they need.