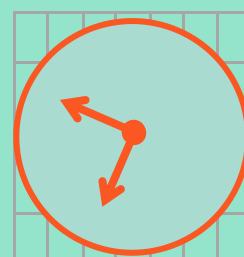
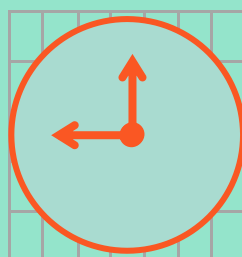
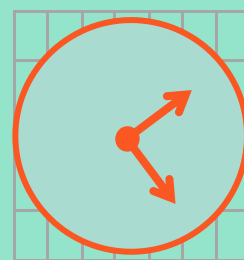
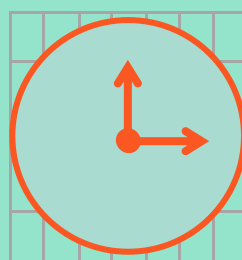


coastcapital<sup>®</sup>  
SAVINGS

LIBRARY

annual report 2013/2014

|           |           |
|-----------|-----------|
| monday    | 7<br>days |
| tuesday   |           |
| wednesday |           |
| thursday  |           |
| friday    |           |
| saturday  |           |
| sunday    |           |



All stats are from April 2013-March 2014, unless otherwise noted.

All quotations are from the 2014 Library Survey  
of Faculty, Staff and Administrators, unless otherwise noted.

# library catalogue

Items in the library catalogue  
(as of June 2014)



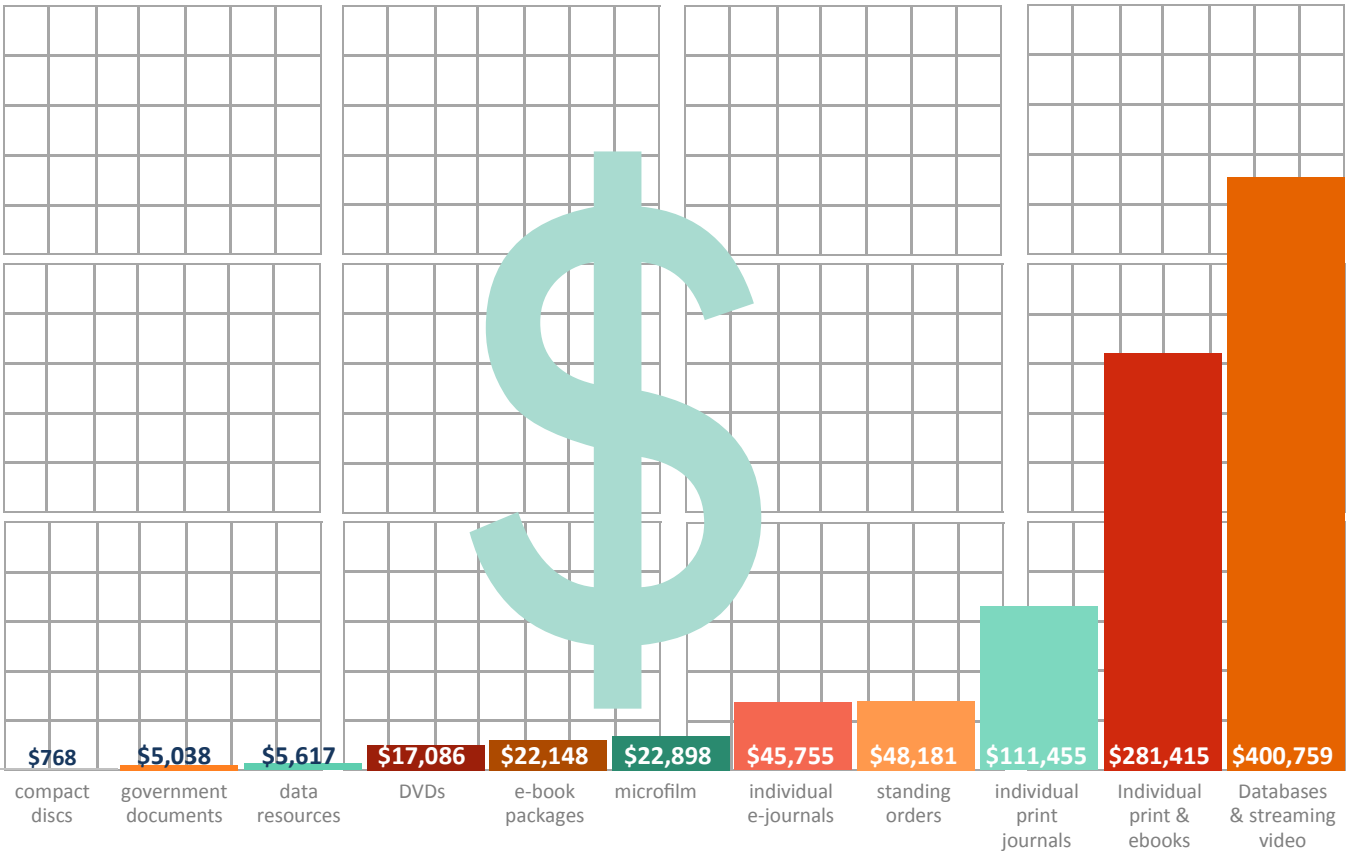
This includes

- books (print & electronic)
- video (hardcopy & streaming)
- music (hardcopy, streaming & scores)
- print journals
- non-journal serials
- web resources & microform

*"I am most satisfied with the alacrity with which the Librarian has responded to each and every request for new publications, which has enabled me not only to improve course content, but to be current in research."*

**\$961,120**  
SPENT ON THE COLLECTION

Show me the money



# books

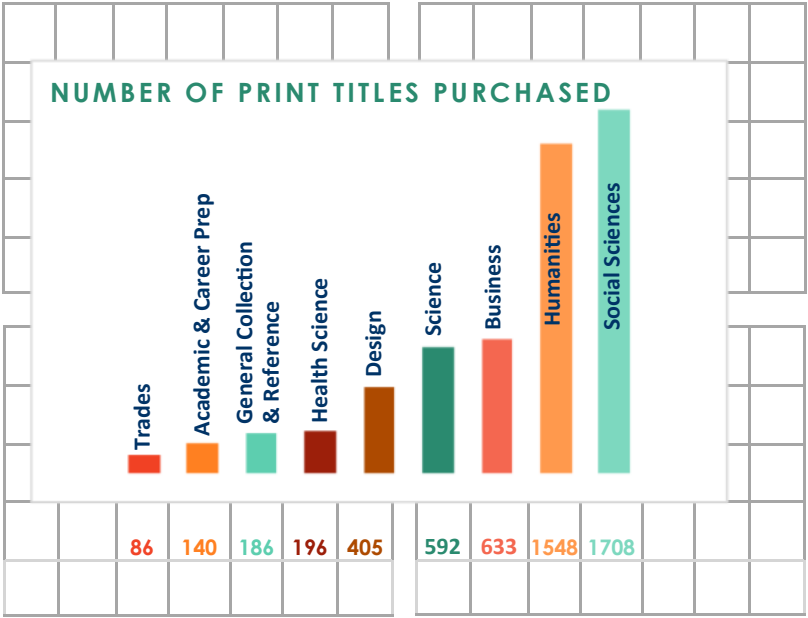
(this does not include packages, or subscription databases)

5,494 SINGLE TITLES PURCHASED

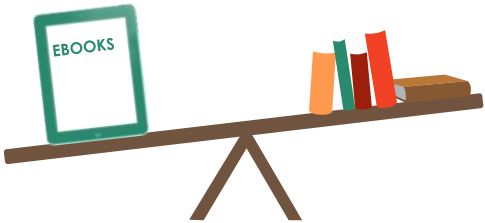
= 16 titles purchased every



*“The electronic book collections have been a great supplement to the monograph collection.”*



The Library now has more ebooks than print books



# journals

## 51,087 FULL-TEXT JOURNALS

(as of June 2014)



*"The range of online periodicals has improved greatly in the past few years, this helped my classroom preparation and research very much."*

## 39,819 NEW ARTICLES ADDED TO THE JSTOR DATABASE ALONE

### = 109

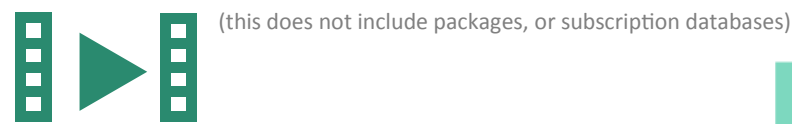
articles added to JSTOR every



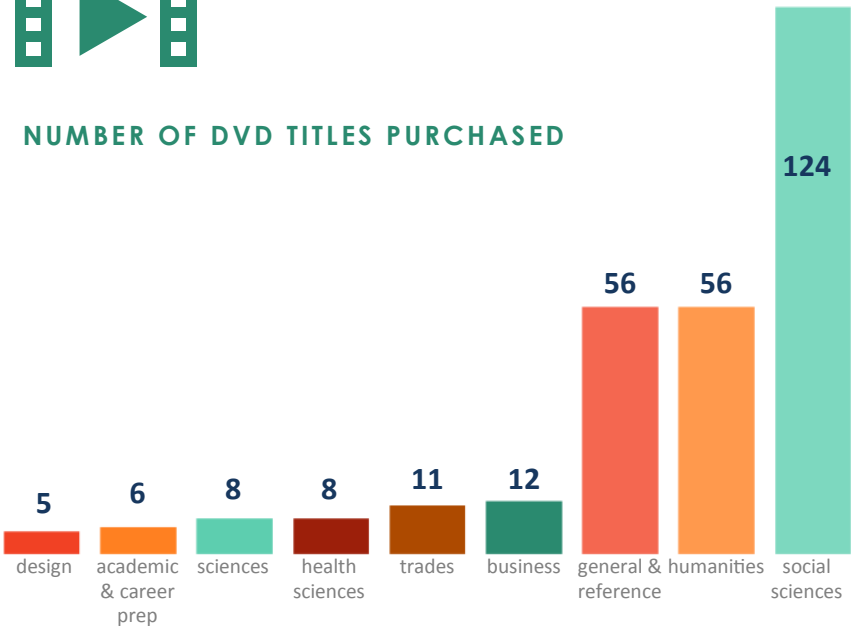
JSTOR is only one of our 70+ subscription databases, whose content continuously grows

# video

286 SINGLE TITLES PURCHASED



NUMBER OF DVD TITLES PURCHASED



# av equipment

6,624 EQUIPMENT BOOKINGS



- AUDIOCONFERENCING UNIT ● BOOMBOX ● DIGITAL VOICE RECORDER ● HEADSET ● PA SYSTEM ● USB SPEAKER ● CAMERA ● CAMCORDER ● LIGHT SET ● COMPUTER ● COMPUTER ON WHEELS ● PROJECTORS ● DOCUMENT CAMERA ● LAPTOP ● USB DRIVE ● WEBCAM ● SLIDE CAROUSEL ● REMOTE CONTROL ● PROJECTION SCREEN ● TV/VCR/DVD UNITS ● REMOTE PRESENTER ●

*“The availability of laptops has been a life saver for me, and the service and technology has been very good.”*

# library space

1,016,138

GATE COUNT



60,236

STUDY ROOM  
HOURS BOOKED



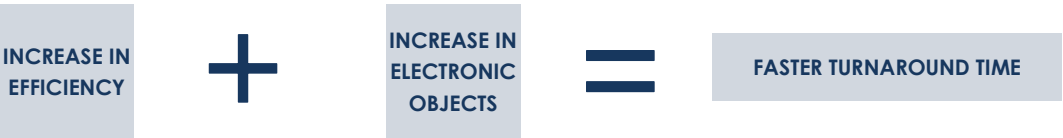
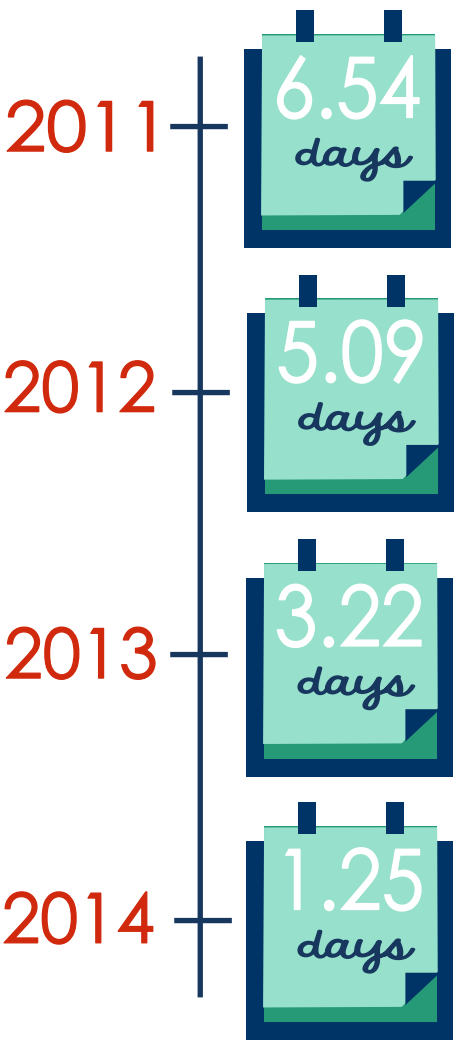
*"I was completing a graduate degree at UBC, and using their online library services was so painful and cumbersome that I always just used KPU's library services. I'm currently completing another graduate degree at a UK university, and though I do use their library services for the most part, it is not as intuitive as KPU's system, so when I have difficulties, I always go to KPU."*

# interlibrary loan

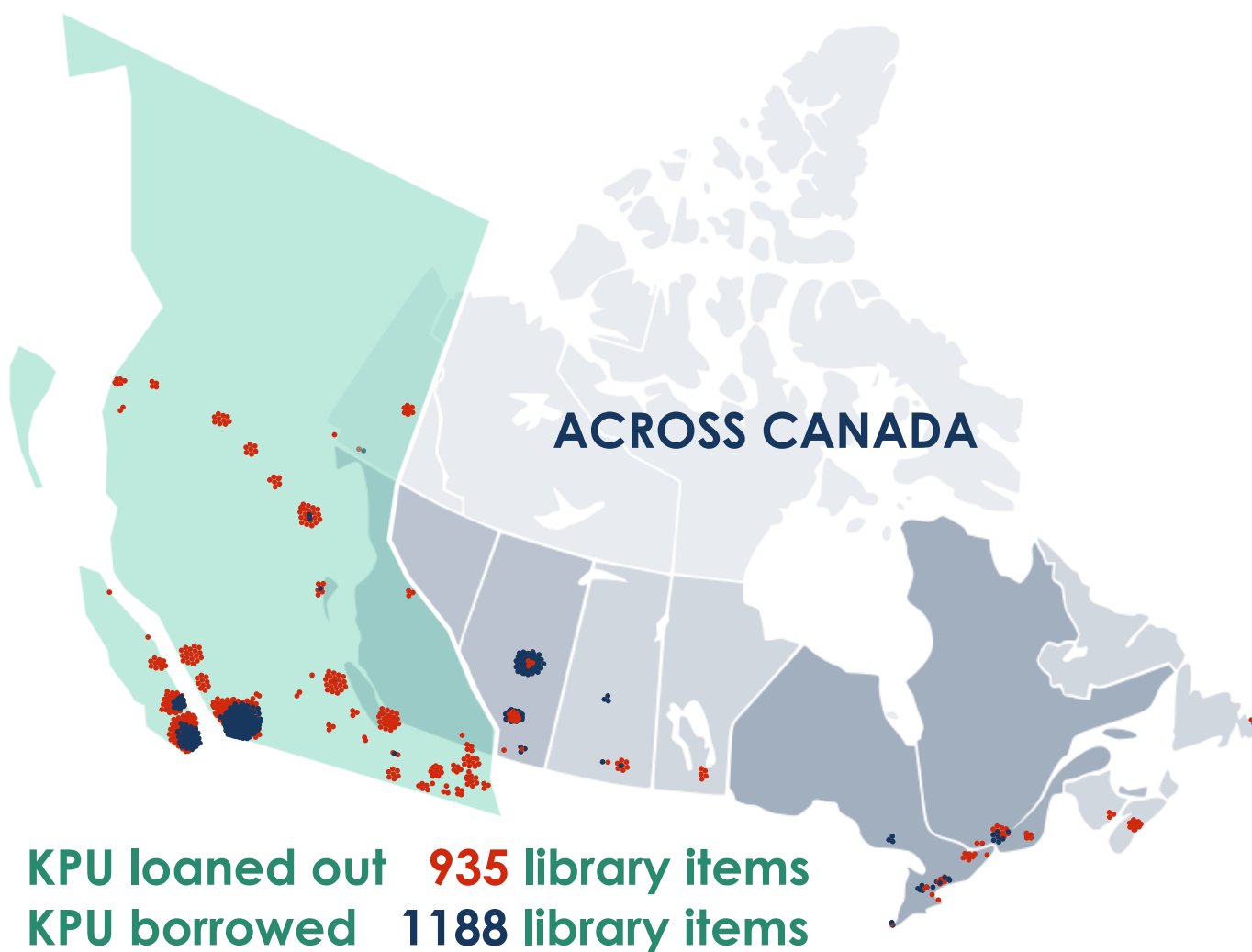
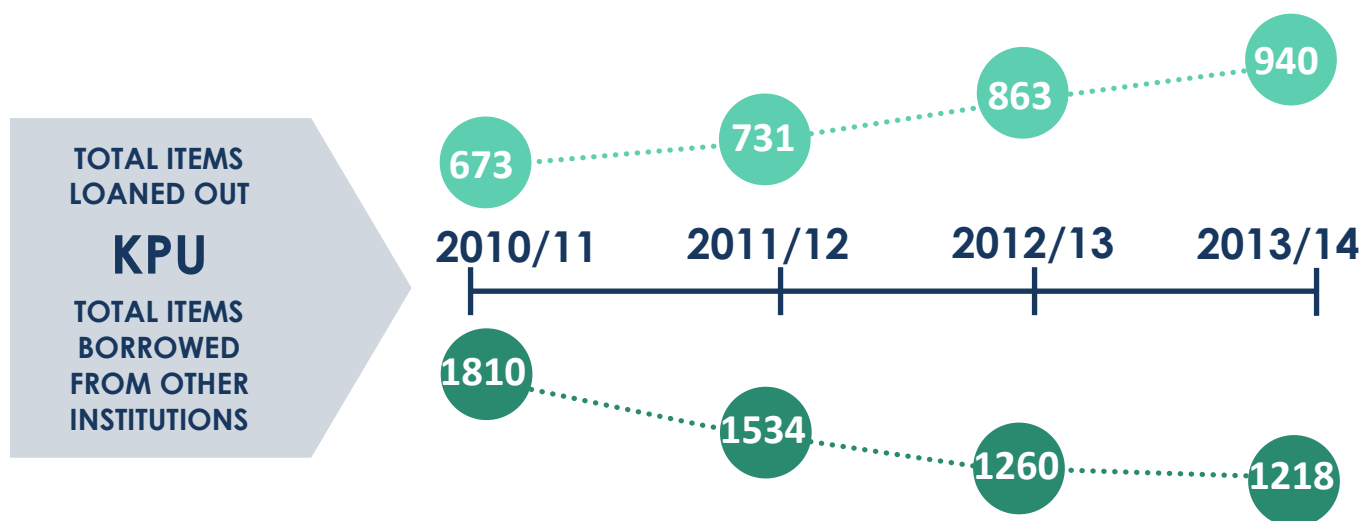
average time to fill an  
INTERLIBRARY LOAN  
(ILL) REQUEST FROM  
ANOTHER INSTITUTION



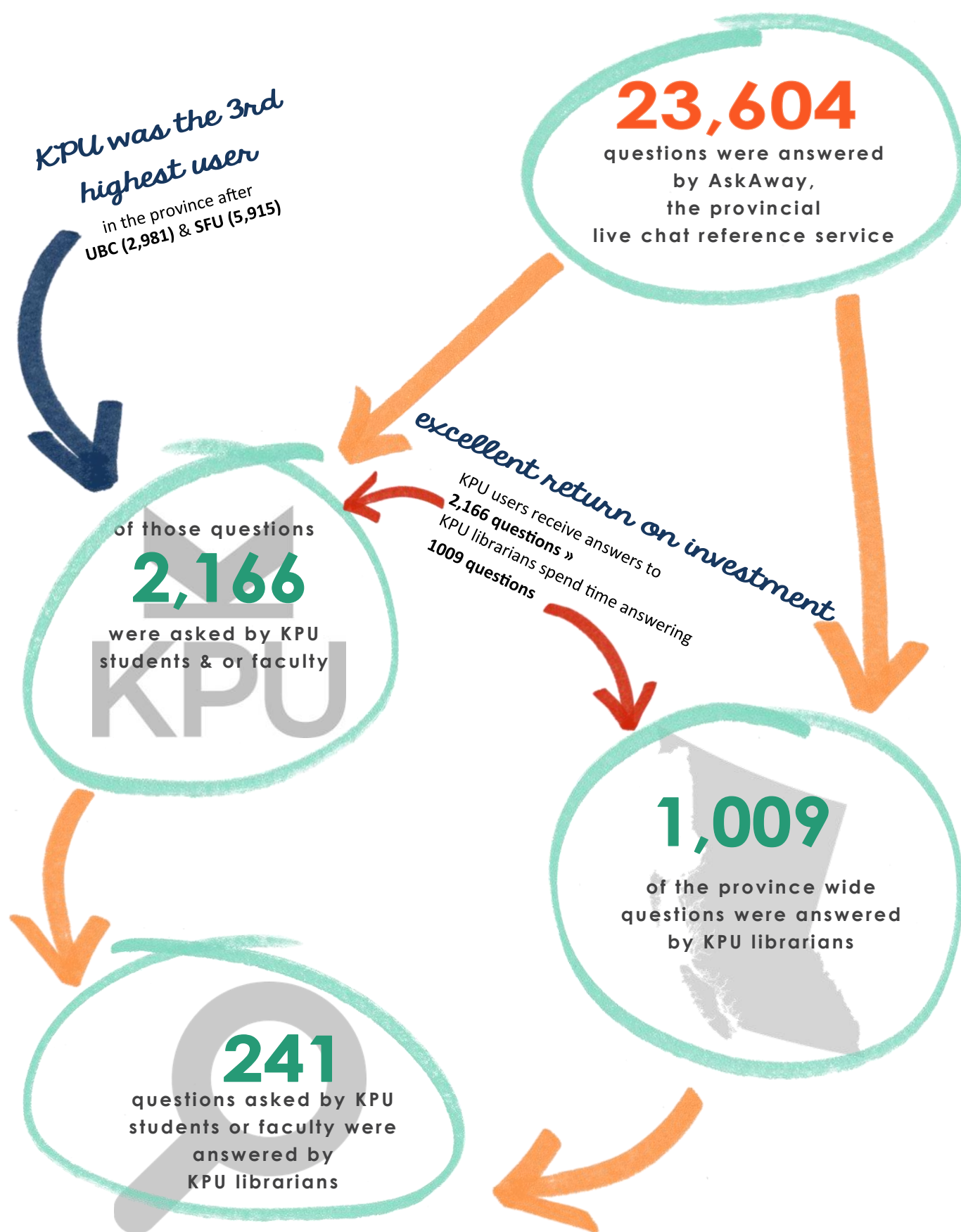
*“Although many of the articles I want are not available full text the system for getting them through interlibrary loan is easy and efficient.”*







# chat reference . . .

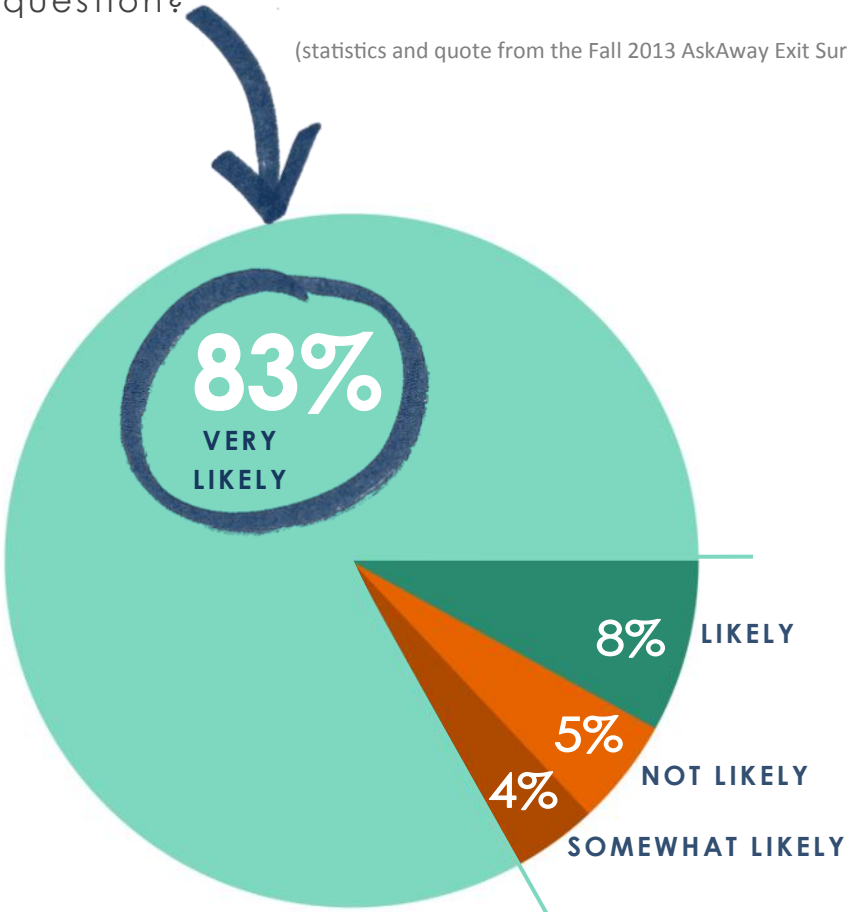


How likely is it that you will use AskAway again if you had another question?

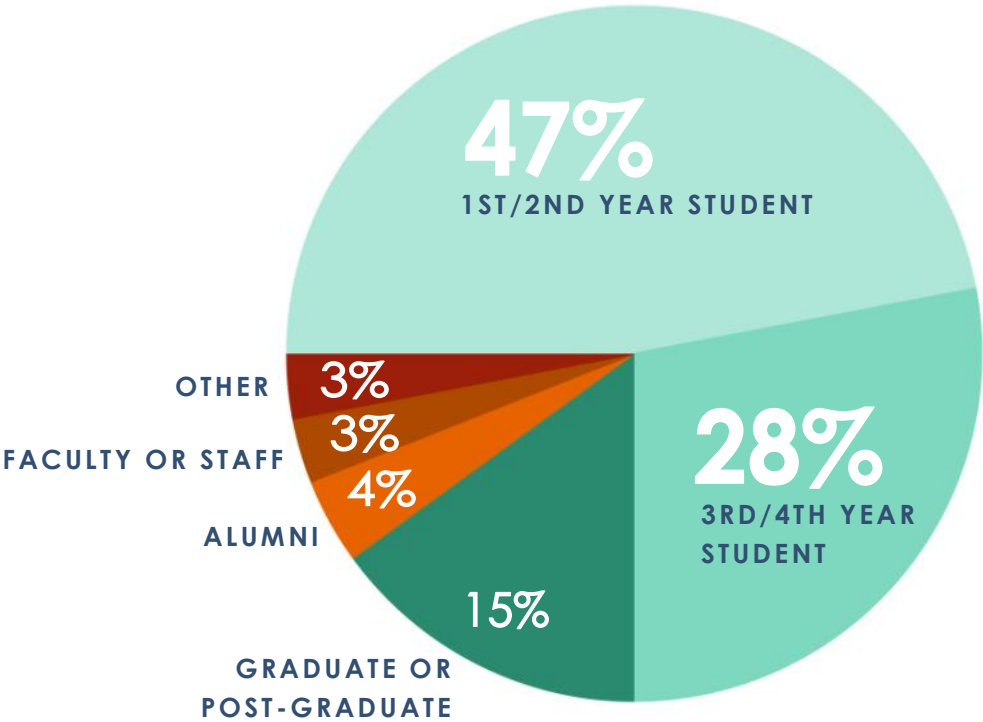
(statistics and quote from the Fall 2013 AskAway Exit Survey)

*“AskAway is an amazing way for students to get direct help from an expert, and help find [ing] what they are looking for! I love this service and it has helped me many times!”*

Kwantlen Polytechnic University Learner



Demographics



# finding information

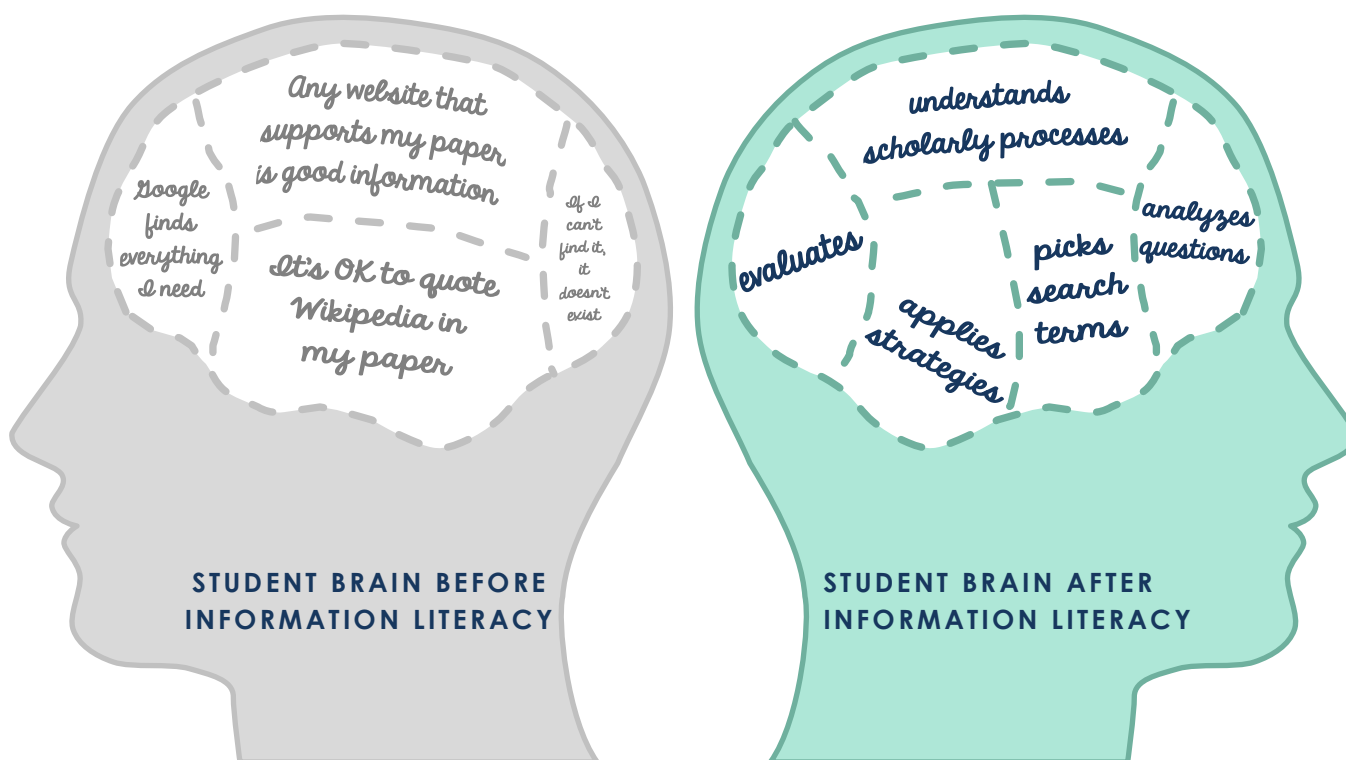
545,053 SUMMON SEARCHES



*"Summon finds materials  
I didn't know existed."*

THIS **GOOGLE**-LIKE SEARCH STRATEGY DOESN'T  
WORK FOR EVERY INFORMATION NEED SO...

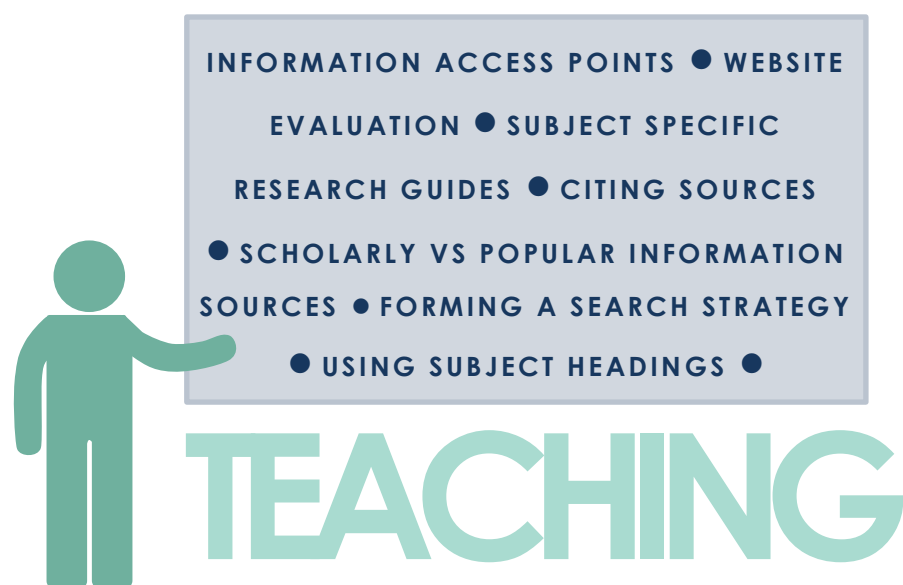
librarians teach  
INFORMATION LITERACY



# 9,056 STUDENTS TAUGHT IN 384 RESEARCH SKILLS CLASSES

|                    |                      |                     |                     |
|--------------------|----------------------|---------------------|---------------------|
| april 2013<br>10   | may 2013<br>19       | june 2013<br>20     | july 2013<br>7      |
| august 2013<br>7   | september 2013<br>88 | october 2013<br>45  | november 2013<br>47 |
| december 2013<br>1 | january 2014<br>56   | february 2014<br>33 | march 2014<br>51    |

*"The reference librarians are a big help and I love the library orientations/labs for my students. Fantastic resource. Thanks librarians and library staff!"*



# questions answered

(not including chat reference)

20,291 QUESTIONS ANSWERED



## BY THE HOUR

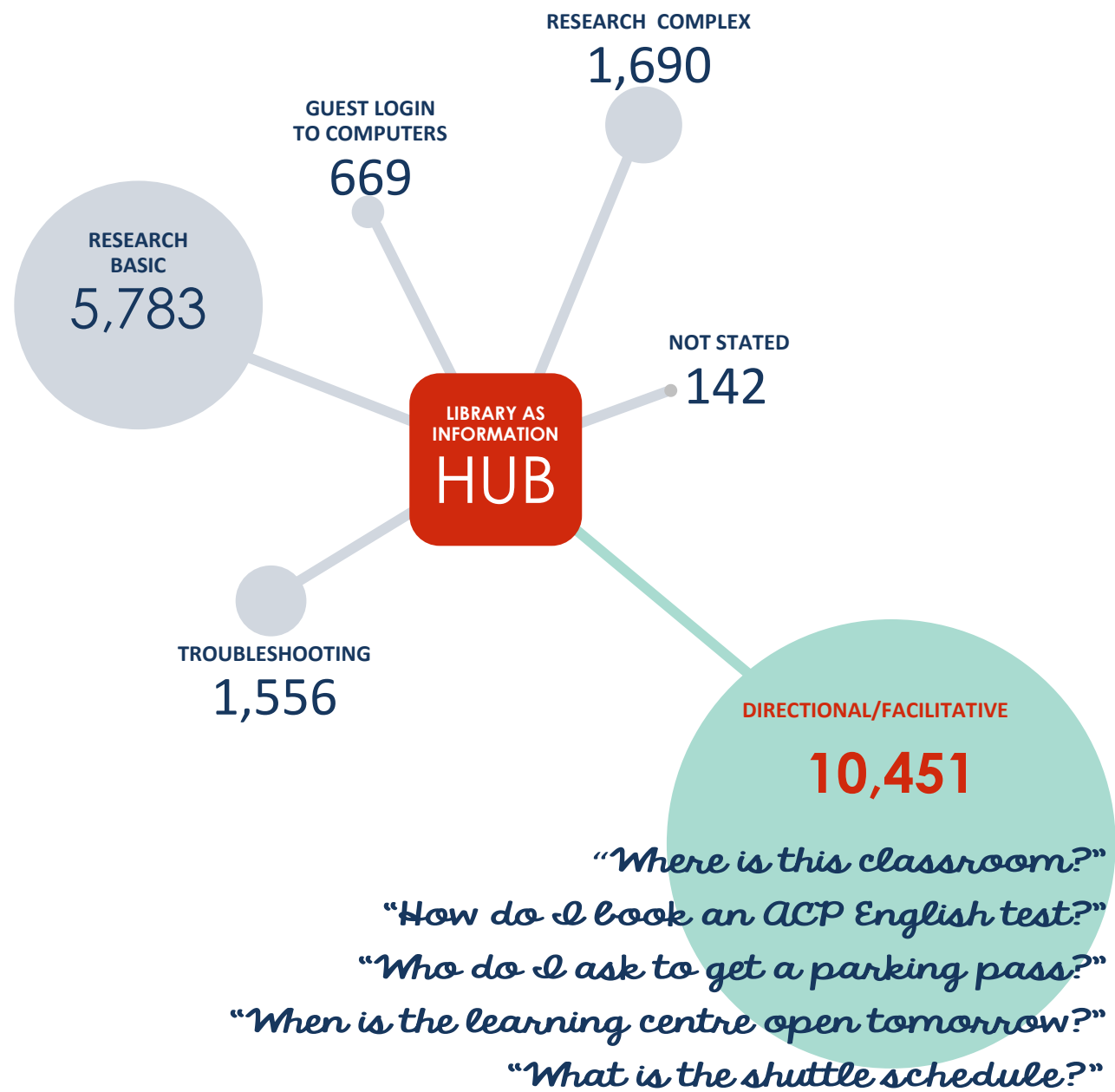
|             |      |
|-------------|------|
| 7 am-8 am   | 30   |
| 8 am-9am    | 116  |
| 9 am-10 am  | 336  |
| 10 am-11 am | 1302 |
| 11 am-12 pm | 2017 |
| 12 pm-1 pm  | 2592 |
| 1 pm-2 pm   | 2270 |
| 2 pm-3 pm   | 2259 |
| 3 pm-4 pm   | 2521 |
| 4 pm-5 pm   | 1898 |
| 5 pm-6 pm   | 1595 |
| 6 pm-7 pm   | 1815 |
| 7 pm-8 pm   | 922  |
| 8 pm-9 pm   | 298  |
| 9 pm-10 pm  | 153  |
| 10 pm-11 pm | 74   |
| 11 pm-12 am | 77   |

| DAILY BREAKDOWN |           |
|-----------------|-----------|
| mondays         | thursdays |
| 4,221           | 3,825     |
| tuesdays        | fridays   |
| 4,609           | 2,075     |
| wednesdays      | saturdays |
| 4,370           | 765       |
|                 | sundays   |
|                 | 426       |

*Front counter staff are  
always friendly and helpful.  
Even though sometimes they don't  
know the answer right away, they  
don't mind going ahead and  
find[ing] it out for you.*

# asked & answered

(not including chat reference)



# who's asking?



## *Saving the planet one donated book at a time*

Books given to Better World Books are a combination of older titles weeded from the collection, & books donated to the library that we have decided not to add to the library collection.

