2017-2018 Learning Resources Annual Report

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Enhancing Our Collections

Over the past year our collections have been shifting in response to e-publishing market changes, vendor content packages, and trends in collection use here at Douglas.

We've increased our streaming video collections with a range of new collections, and added two new significant e-journal collections. We've also expanded our equipment collection to meet growing demand.

Collection Highlights

- ✓ VHS to DVD transfer project completed
- ✓ Added AVON, Criterion on Demand, and three new Kanopy streaming video collections; 10,440 videos viewed/played
- ✓ New e-collections: Wiley Medical and Nursing Collection and American Antiquarian Society
- ✓ 168% increase in Scholarly Works deposited in the Douglas Open Repository (DOOR)
  - o Creation of Research Days Community in DOOR to highlight student research

Usage Trends

- ✓ Circulation up 17% this year over last; Reserves up 15%
- ✓ Equipment circulation up 46%
- ✓ EBSCO e-book collection usage increased by 68%
- ✓ ILL Borrowing up 9% with 539 items borrowed from other institutions
- ✓ ILL Lending 903 DCL items lent, up from 2016/2017

50,624 Full-text E-Journals	**19.34** Items Circulated Per FTE
30,654 Streaming Videos	**41,985** Equipment Circulation
273,491 Total Items in Collection	**219,821** Total Items Circulated

Improving Our Spaces

868,407 Visits to Library	**587,211** Library Web Site Visits
107.04 Visits to Library Per FTE	**72.38** Library Web Site Visits Per FTE

Space Highlights

In 2017/2018, we enhanced a range of our NW Library spaces. We renovated our teaching classroom and enhanced its configuration and technology setup. We designated a new quiet study room on the first floor in response to student feedback. New soft seating has also been added, as well as additional power.

The Hackerspace, an initiative led by David Wright wound down at the end of 2017. In 2018, the Library welcomed a new project management lab, under the supervision of Eammon O'Laocha, designed to support project management work being done by for community organizations/initiatives

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LEARNING RESOURCES

TRAFFIC

Student enrolment is up at Douglas College and our public services folks have been noting how busy it seems on desk. Our New West summer head count revealed a 20% increase from the previous year and 30% from four years ago. The traffic pattern is up!

Engaging Our User Community

Our primary mission here in the Library is to partner with faculty, staff, and students to advance their teaching, learning, and research needs. To this end we continue to offer a wide range of services.

Instruction

Our instructional program supported 7,886 students in 276 classes this year across disciplines.

Research Services

Our in person, email, and chat reference services have grown from last year, with a focus on citation support. This is mirrored by a growth in the use of our associated online citation guides.

- ✓ Research questions up 2%, with 22% of the total transactions citation related
- ✓ Guide use up 41%, with APA the top viewed at 113,396

Outreach & Engagement

Our relationships with college partners like Open Douglas, the Research Innovation Office, and the Douglas Student Union (DSU) continue to evolve to support open education, science literacy, community research, and student wellness.

- ✓ Collaborated with Learning Centre in provision of citation support and academic integrity education
- ✓ Partnered with Open Douglas on Open Education Week programs, including 2nd Annual Open Education Champion Reception
- ✓ Partnered in development of OER Incentive Grant Program
- ✓ Hosted National Science Literacy Week Wikipedia Edit-a-thon in partnership with BC post-secondary libraries across the province
- ✓ Partnered with DSU on another successful Food for Fines campaign

Refreshing Our Infrastructure

2017/2018 was a significant year for Learning Resources in terms of technology infrastructure. As demographics, technology, needs, and vendors change, we evolved as well.

We migrated our library system, Sierra, to the Amazon Web Services (AWS) this past year

- ✓ AWS came with 27 additional products/services. We reviewed each with care and chose to install 20 of them including:
  - o ERM (Knowledgebase)
  - o Interlibrary Loan
  - o Mobile Worklists
  - o Scheduler and Decision Centre

We refreshed our Library web site, resulting in improved search functionality, a new books carousel, as well as the real-time display of our laptop (one of our most popular items) availability. Now we're developing web site components which will enable our site to be responsive to our users and their devices of choice used to visit us online!

Our People

Incoming This year we welcomed:
Shannon Moist – Head of Reference
Trish Rosseel - Director, Learning Resources & Records Management
Myshkaa McKeen - Records Manager & Archivist
Alex Dobre – Outreach & Engagement

Outgoing This year we bid farewell to:
Susan Ashcroft; Debbie Schachter; Cathy Grant; Mary Matthews; Trish Ratcliffe.

Recognizing for their long years of Service: Mary Matthews 40; Susan Ashcroft & Jacqueline Ticknor 30; Christian Guillou 20; Marlene Dilley 15; Rory McIlvenna 10.