



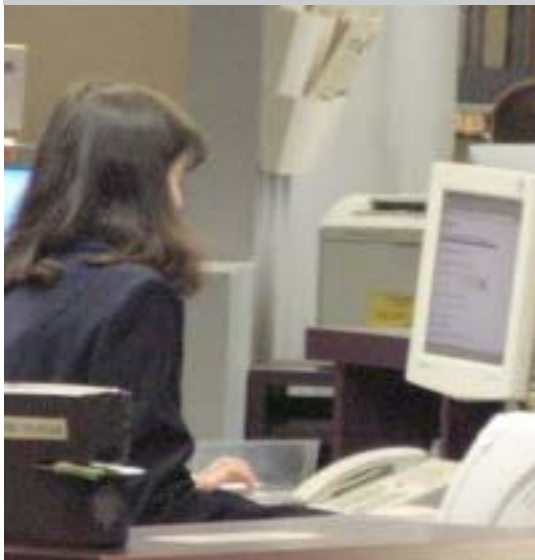
K W A N T L E N  
U N I V E R S I T Y  
C O L L E G E  
L I B R A R Y



A N N U A L  
R E P O R T  
2004



Our Library...a dynamic centre dedicated to successful learning



## Online Access

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### New & Improved Web Site

You may have noticed a new look to the library website. The enhanced design was implemented in September of 2004 to increase functionality and create an arrangement of links to facilitate student research and incorporate search methods librarians teach during orientations. In addition to all the quick links available previously, the new site now offers:

- “What’s New” area on the front page for fast information updates
- Student self serve area
- Online orientations booking for faculty
- Enhanced searchable Journal Titles database
- Quick link to search Course Reserves
- Online booking module for library study rooms

Feedback about the site from students and from librarians teaching orientations have been very positive.



### Database Expansion

The library now subscribes to over 30 research databases covering the wide range of subjects taught at Kwantlen. These databases provide easy retrieval of quality information resources which can be fully accessed both on campus and from remote locations. In 2004 alone the library added the following electronic resources:

- Cambridge Journals Online
- Criminal Justice Abstracts
- Gale's Literature Resource Centre
- JSTOR Scholarly Journal Archive
- MLA International Bibliography
- Oxford English Dictionary
- Online Encyclopedia of BC
- PsycArticles
- Social Sciences Index Full Text

*“The Library’s physical environment optimizes effective learning, working and teaching.”*

## High Tech Hardware

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### Lab Renovations

The Richmond library computer lab underwent a complete renovation in December of 2004. The end result has expanded the size of the room and increased the number of workstations from 20 to 36. These changes along with installation of new equipment and furniture, including flat screens and under the desk CPUs, has enlarged the workspace for library users as well as the library’s capacity for student orientations. Since its opening the new computer lab has been at full capacity most times of the day, and feedback from students has been very positive.

### Smartboards

A re-arrangement of workstations at the Langley lab earlier in the year has improved students’ visibility during orientations. At the same time we were able to install a new white board with smartboard technology. The board, linked to the instructor’s computer, provides several touch-screen options allowing more engaging and interactive teaching options for librarians. The library hopes to add smartboards to our Surrey and Richmond library labs as well.



### Kiosks

Because of the high demand for our computer lab and OPAC terminals, information kiosks were installed at our Richmond and Surrey campus libraries at the end of 2004. The computer additions provide access to the library catalogue and Kwantlen websites during peak periods when all of the library computers are in use. These terminals have been successful in providing quick and easy access to library collections during the busiest service times.

## Fostering Partnerships

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### **SFU**

Kwantlen University College library now has reciprocal borrowing privileges with Simon Fraser University. We are happy that through this relationship our libraries can facilitate ease of access to our resources, greatly benefiting students at both institutions.

### **COPPUL**

Kwantlen library now has affiliate membership in COPPUL (Council of Prairie and Pacific University Libraries). This membership allows the library to take advantage of consortium pricing on electronic resources, which is a tremendous advantage as the library looks to enhance database subscriptions in support of Kwantlen University College's new BA programs.

### **BC Hydro**

Thanks to a generous donation from BC Hydro the library was able to purchase over 60 reference works for our print collection and a subscription to the Oxford English Dictionary online database. BC Hydro has also offered permanent annual funding so the library can continue to renew the subscription to this popular electronic resource.

*“We facilitate learning through expert targeted instruction.”*

## Visions for the Future

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### **University 1100**

Librarians will be participating in classroom teaching of a credit course for the first time at Kwantlen. Debuting in the 2005 summer session, University 1100 will be a required course for BA qualifying students and recommended for students in the BA program. The aim of this course is to provide students with the tools they need to succeed in a demanding academic setting. Librarians will be responsible for developing curriculum, evaluation tools, and teaching the section covering information literacy which will account for several hours of the course. We are enthusiastic at this opportunity to move into the classroom and the time it provides to allow teaching in-depth research skills to Kwantlen students.

### **Decidedly Undergraduate**

September 2005 will see four new BA programs beginning at Kwantlen. The University College will be offering Bachelor of Arts degrees in Psychology, Criminology, General Studies, and a Double Minor in two of the following subjects: Criminology, Psychology, English and/or History. The library has prioritized collection development in 2005 with the goal of increasing the breadth and depth of our print and electronic collection to meet the needs of these new upper level students.

### **Library Expansions**

With the Kwantlen Cloverdale campus set to open in 2006, planning for the new Trades library collection has begun in earnest. Preparation for its opening will be a primary focus for 2005. Kwantlen is also working on a plan for the expansion of the Surrey campus, which will include an addition to the campus library. We look forward to this added opportunity for new growth in Surrey, increasing our capacity to better serve the Kwantlen community.

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*“We provide accessible, relevant and timely resources and services that fulfill the needs of library users.”*

## Statistical Snapshot: We're Busy!

### Library Facts from the 2004 Fiscal Year

Campus libraries:	3
Reference transactions	29,984
Items borrowed	106,385
Reference items used in library	37,404
Interlibrary loans received	1,512
Interlibrary loans sent	1,303
Study Room Bookings	12,381

## That Was Then....This Is Now

Comparing the 2003 and 2004 fiscal years:	2003	&	2004	% Increase
Library users (gate count)	664,257		697,04	15%
Orientations taught	336		343	2%
Number of students taught	7,584		7,903	4%
Items in the collection:	158,143		163,120	3%
Print periodical subscriptions:	688		718	4%
Ask A Librarian e-mail reference questions	138		144	4%
Number of hits on the library web page	1,001,741		1,174,140	15%

*“We foster a supportive workplace where value for others, respect and trust are paramount.”*

## Learner Support

### Vice President

Derek Francis

### Learner Resources

#### Dean of Learner Resources

Cathy MacDonald

#### Administrative Assistant to the Dean

Ann McBurnie

### Employees

Caroline Daniels, SYSTEMS & WEB LIBRARIAN

Chris Burns, B.A. & RESEARCH SUPPORT

Colleen van de Voort, CIRCULATION & AUDIOVISUAL SERVICES LIBRARIAN

Denise Dale, PUBLIC SERVICES LIBRARIAN & ARCHIVES

Elaine Samwald, ACTING SYSTEMS & WEB LIBRARIAN

Jan Penhorwood, CHAIR & PUBLIC SERVICES LIBRARIAN

Lin Brander, PUBLIC SERVICE LIBRARIAN

Linda Rogers, COLLECTION DEVELOPMENT LIBRARIAN

Lisa Hubick, PUBLIC RELATIONS LIBRARIAN

Margaret Brown, GOVERNMENT DOCUMENTS & SERIALS LIBRARIAN

Mirela Djokic, PUBLIC SERVICES & WEB LIBRARIAN

Phyllis Liu, TECHNICAL SERVICES & RESEARCH DATABASES LIBRARIAN

Robert Gore, COLLECTION DEVELOPMENT LIBRARIAN

Sigrid Kargut, AUDIOVISUAL COLLECTION & PUBLIC SERVICES LIBRARIAN

Susan Bruchet, PUBLIC SERVICES LIBRARIAN

Adele Andrascik, SERIALS

Angela MacLean, AUDIOVISUAL/CIRCULATION/CILS

Bev Blair, SUPERVISOR-TECHNICAL SERVICES

Cheryl MacMillan, AUDIOVISUAL

Chris Pfahl, AUDIOVISUAL

Debbie Smith, LIBRARY RESOURCES TECHNICIAN

Donna Haider, REQUESTS/INTERLIBRARY LOAN

Geraldine Wesley, AUDIOVISUAL

Heather Shupe, INTERLIBRARY LOAN

Jacinta Sterling, CIRCULATION/ORIENTATIONS

Jamuna Venkataraman, CATALOGUING

Jane Robinson, SUPERVISOR-SURREY

Janet Lazare, ARCHIVES

Jasmin Sangha, SERIALS

Joanne Caplette, DOCUMENTATION

John Potter-Smith, AUDIOVISUAL

Judy Isaac, CIRCULATION/INTERLIBRARY LOAN/CILS

Karen Archer, SERIALS

Kathie Holloway, AUDIOVISUAL

Lima Mendonca, REQUESTS/RESERVES

Margaret Giacomello, INTERLIBRARY LOAN

Martha Hastie, SERIALS/RESERVES

Monica Wyllie, AUDIOVISUAL

Nancy Smith, REQUESTS/RESERVES

Norma Frick, SUPERVISOR-LANGLEY

Paula Pinter, ORDERING, PROCESSING

Ruth Mullane, LIBRARY RESOURCES TECHNICIAN

Silvana Smith, SUPERVISOR-RICHMOND

Vicki Effertz, ORDERING/PROCESSING

“I love the library, and would whole-heartedly support it in any way I can.”

“Librarians are very knowledgeable, helpful, and considerate. Thank you.”

2003 LIBRARY SURVEY OF STUDENTS  
96% OF RESPONDENTS SAID LIBRARY SERVICES  
WERE HELPFUL TO THEIR NEEDS

“When I was a program assistant the students in the program utilized the library. The staff in the library was very helpful and everything was run efficiently. The library seemed right up to date.”

“I am very impressed with the excellent services I have received over the years from library staff; always eager to please and doing their best to accommodate all my faculty requirements with great care, skill and perseverance.”

“Staff is wonderful!”...“outstanding!”...“super helpful and friendly”

2004 LIBRARY SURVEY OF FACULTY, STAFF & ADMINISTRATORS  
94% OF RESPONDENTS SAID LIBRARY SERVICES  
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[www.kwantlen.ca/library](http://www.kwantlen.ca/library)