



Assisting a student at the New Westminster campus information desk.

Douglas College Libraries 2001-2002

HIGHLIGHTS

Douglas College Library continued to meet the challenges of changing technologies with the ongoing implementation of new systems and electronic resources in 2001—2002.

Starting with the installation of advanced keyword searching in the OPAC last summer, work has been ongoing to implement Innovative's Millennium Acquisitions, Electronic Reserves, and with fine tuning of the Serials Module. A number of training sessions by Innovative trainers ensured staff proficiency in using the new systems. As well, with Ministry funding, all colleges have installed Ariel Inter-Library Loan software. Douglas College has the software and scanners installed in the libraries at New Westminster and Coquitlam to facilitate sending and receiving articles for Inter-Library Loans.

PEOPLE

Again, all library employees have been the backbone of this intensive systems work, ensuring that the development of applications is seamless and transparent to the user. The work ranged from cataloguing music scores, to the presentation of a user-friendly on-line catalogue, to the systematic work that is undertaken constantly updating web resource pages on the library's website.

Eleven librarians were involved in the development and delivery of the instructional sessions that are an integral component of the library's educational mandate. These sessions ranged from course-specific information to the more specialized sessions presented to OADM, Student Success, and Print Futures students.

LIBRARY STATISTICS 2001-2002

572,221

Individual entries to the library

150,000+

Library materials circulated

6818

Students attended library instructional sessions

22,024

Reference questions answered

1,736,135

Hits on the library website

8000+

Videos in the collection

7338

Print and electronic journal titles

5240

Holds placed on library materials

444.5

Hours of library instruction to students

Outside the Bill Hughes Family Library, New Westminster campus, mid-winter.



Professional development sessions proved popular, with Sandra Hochstein's session "Detecting Plagiarism" being timely and well-received. Jean Cockburn offered several sessions for Health Sciences faculty on the use of health-related electronic resources.

Joan Wenman and Jean Cockburn gave presentations to classes at Langara's Library Technician Program and the School of Library, Archival and Information Studies at UBC respectively.

TRENDS and CHANGES

Circulation of materials continued to rise again this year, exceeding 150,000 transactions. This represents an increase in gross numbers but a slight drop in relation to the number of student FTEs.

Illustrative of the trend to use the library's electronic resources, the number of hits on the library's web site increased 242%, from 700,000 in 2001 to over 1.7 million in 2002. Again showing an increase was the student use of electronic resources such as on-line databases, and web forms such as the E-Reference Desk "Ask a Librarian".

There was a slight decrease in the number of reference questions asked at the reference desks in 2001 – 2002 but this was countered by yet another increase in the number of on-line reference questions asked and answered.

Another area of change occurred in the library instructional sessions. This year the number of classes and students involved in the instructional sessions decreased, but the total teaching hours increased to almost 450 hours. Longer classes allowed librarians to provide in-depth sessions on topic-specific resources and information evaluation.

BUDGET IMPACT

Learning Resources has been fortunate in not losing any positions nor suffered cuts to its budget following from the overall college budget reductions this Spring. One change, though, has entailed the addition of the audio-visual equipment services to the library's activities at the David Lam Campus. Scheduling of staff to the David Lam Campus has been ongoing over the summer and will become a five day per week service in Fall 2002. Structural changes to the New Westminster and Coquitlam circulation areas will be completed over the summer to provide consolidated service points.

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Douglas College Library services include

- Information and reference services provided by librarians
- Instructional sessions on library research skills
- E-mail reference service — "Ask a librarian"
- Inter-Library Loans
- Electronic Library Facility
- Website services
 - Electronic resources including online databases and journals
 - Selected web resources by subject, e.g. mathematics
 - Selected electronic reference resources
 - On-line catalogue accessible 24 hours a day
 - On-line renewals
 - On-line guides and tutorials on research skills
 - New acquisitions list by subject area
- Intercampus loan deliveries
- Audio-visual software and equipment loans
- Off-campus access to electronic resources
- Books, print journals, audio-visual materials, electronic databases, and more