

*Library*

**MAC EWAN**

## **MacEwan Library Annual Report**

**2009 – 2010**



## Message from the Chief Librarian

I am pleased to introduce the first annual report of the University Library which highlights our activity and some of the services delivered over the past year.

The year was ushered in by major organizational changes, following the retirement, after many years of outstanding service, of Joanne Kemp, Director, Learning and Instructional Services (LIS). Effective July 1, LIS was disbanded and the Library began reporting to the newly created Chief Information Office. The position of Director LIS was eliminated and a new position, Chief Librarian, was established. I was pleased and honoured to assume this position in an acting capacity to provide continuity during a time of significant organizational transition. An organizational chart appears at the end of this report which outlines the reporting structures that are in place.



It has been an exciting and busy year and the Library continues to be well utilized by the MacEwan community. New services and resources have been introduced and the collection has grown considerably as we progress toward our goal of becoming a comprehensive undergraduate university library. A position paper was presented to the University's Academic Leadership Team in April outlining funding challenges and opportunities we can anticipate in future years as we continue to support the University's strategic priority to "develop, implement and adapt baccalaureate and applied degree, diploma, certificate and post-diploma programs and delivery mechanisms as appropriate to a comprehensive undergraduate university." The paper was well received and a plan will be developed over the next year to ensure that appropriate funding is in place to enable the Library to support the academic goals of the institution.

Another notable activity completed this year was the development of a values statement for the Library which is appended to this report. Many staff participated in the development of this important document which takes its rightful place alongside our mission and vision.

In closing I would like to thank the MacEwan community for their support of the Library. In particular I would like to acknowledge the staff at all four MacEwan Libraries for their ongoing commitment to the delivery of high quality services.

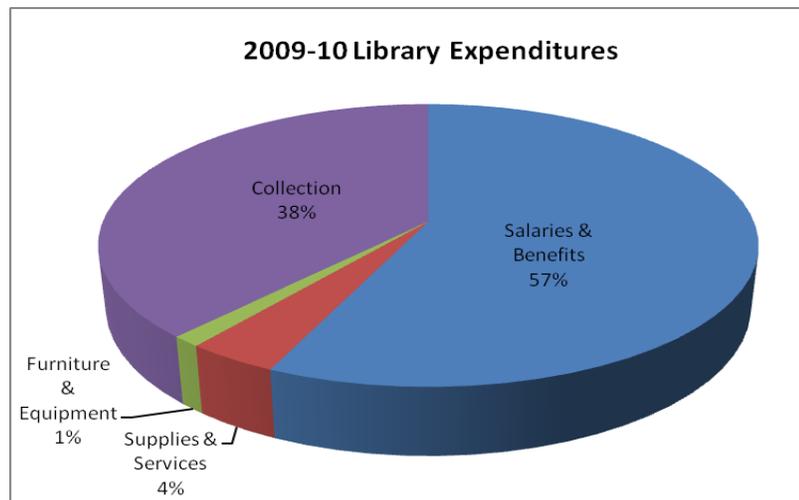
A handwritten signature in black ink that reads "Debbie McGugan". The signature is written in a cursive, flowing style.

**Debbie McGugan**  
**Acting Chief Librarian**  
**September 2010**

## EXPENDITURES

In 2009-10 Library expenditures totalled approximately \$6.6 million. The chart below provides an overview of how these expenditures were distributed.

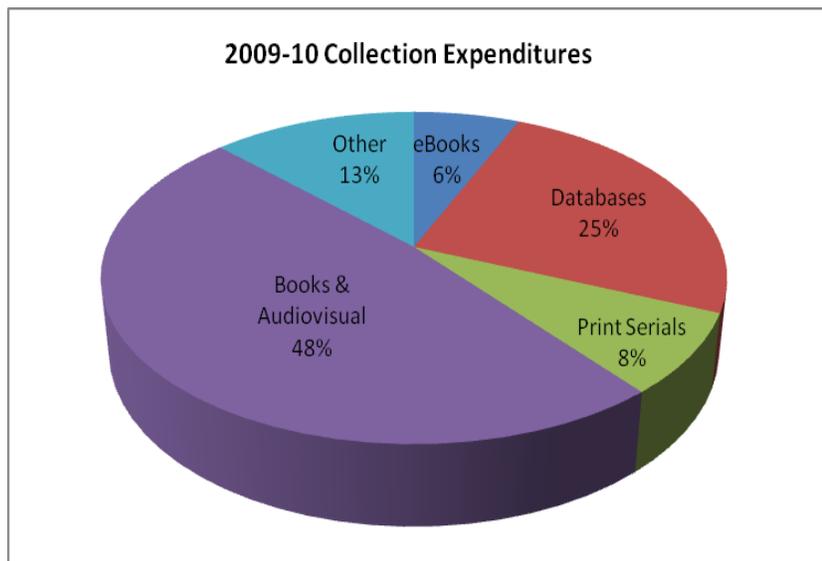
Funding received from the Student Technology fee for several projects of benefit to students is not reflected in the chart. Expenditures included \$70,000 for a project to stream selected titles from our DVD/video collection and \$24,000 to add a self-checkout unit at Alberta College Library.



## COLLECTIONS

### Funding

Expenditures for Library materials totalled about \$2.5 million, including one-time funds for the Nursing, Commerce and Science degrees. There were no substantive changes from the previous year (2008-09) in the distribution of expenditures on various types of materials, shown on the chart below.



During the year, one-time funding of \$120,000 was received from the Centre for the Arts and Communications for the purchase of library materials in support of programs on that campus. One-time funding of \$1.3 million was also allocated by the University to develop collections for the Bachelor of Science degree over the next three years.

The reduced provincial funding for the Lois Hole Campus Alberta Digital Library (LHCADL) resulted in a significant loss of licensed

content for post-secondary libraries in Alberta with the discontinuation of 31 databases in January 2010. Fortunately the Library was able to reallocate funds within the existing budget to restore about half of the databases.

## Enhancements

During the year 30,255 items were added to the collection, representing an overall growth of 8% from last year. A number of e-book collections were added, as well as some new databases and individual journal subscriptions. The number of full-text electronic journal titles increased by 21% with 5,000 additional titles added.

### Library Collection Holdings

	2007-08	2008-09	2009-10
Books (print & electronic)	263,351	311,363	339,655
Audiovisual Units	37,594	23,578	26,771
Periodical Volumes (print)	56,401	59,037	57,747
Print Subscriptions	1,234	1,271	1,274
Licensed Databases	134	139	168
Full-text Journal Titles (in databases)	19,681	22,908	27,896

Some other collection related projects were undertaken several of which are noted below:

- Converted over 300 of the most heavily used DVD's and videos to streamed format
- Signed a license with Audio Cine/Criterion securing the rights for faculty and students to show feature films in the classroom
- Catalogued 2,700 titles from the English as A Second Language(ESL) collection at Alberta College Library improving access for students
- Purchased a license for software which provides the capability to analyze our collection holdings and benchmark them against other North American libraries
- Initiated a project to study the feasibility of implementing an E-Reserve collection

## Usage

Circulation of print and audiovisual collections totalled 183,621, a sizable increase of 16% over last year. Interlibrary lending also increased by 24% with 1,202 books and 137 articles provided from our collection to requesting libraries across the country. According to the University's 2009 Student Satisfaction Survey, satisfaction with the Library collections is relatively high with 78% of respondents indicating they were "satisfied or very satisfied" with the Library collections. The results of the 2009 Baccalaureate Survey indicate a slightly lower satisfaction rate of 72%.

## SERVICES

The Library continually strives to improve services in response to the needs of our users. Results of the University's 2009 Student Satisfaction Surveys indicated that 82% of respondents were "satisfied or very satisfied" with Library services, compared to an 84% satisfaction rate among respondents in the

Baccalaureate Survey. Library services continued to be well used over the past year, and a number of service enhancements were made as highlighted below:

### Reference

Staff answered 39,868 questions at reference service desks (excluding Technology Support Desks) and remotely via the chat and virtual reference service, representing a modest increase of five percent over last year. Other activities undertaken during the year included:

- An instant messaging reference service was launched in the fall extending real-time virtual service to the MacEwan community
- Writing and Learning Services (WLS) staff collaborated on a pilot project at City Centre Library extending citation assistance to students in the Library approximately ten hours a week during peak times in fall and winter. This project was a great success and we expect the collaboration to continue and the service to expand next year
- Several librarians participated in a pilot project which involved providing on-site reference service within “academic neighbourhoods” at City Centre campus

### Instruction

Instructional staff continued to be very busy providing information literacy classes to support student learning. The chart below highlights instructional activity which increased by 25% from last year with approximately 509 library classes and 24 library tours delivered. Over 12,500 students received formalized library instruction in a classroom setting over the course of the year.

### 2009-10 Library Instructional Activity

	City Centre	Centre for the Arts	South Campus	Alberta College	TOTAL
# of Instructional Sessions	391	35	65	18	509
# of Students	9,732	687	1,494	288	12,201
Contact Hours in Instruction	519.5	48.58	86.03	22	676.11
# of Tours	15	0	0	9	24
# of Students	402	0	0	154	556
Contact Hours in Tours	9.41	0	0	6.41	15.82
<b>Total # of Students for 2009/10</b>	<b>10,134</b>	<b>687</b>	<b>1,494</b>	<b>442</b>	<b>12,757</b>

Other activities undertaken in the area of instruction included:

- “Lib Guide” software was acquired which facilitated the development or conversion of over seventy web-based discipline specific library guides
- The Searchpath Information Literacy tutorial used by the English Department was revised and expanded in collaboration with library staff at the University of Alberta
- A yearlong information literacy project was initiated in June with the hiring of a project coordinator to develop a comprehensive information literacy strategy for the University

### **Interlibrary Loan**

The interlibrary loan service provides MacEwan students and staff with access to materials that are not available at our Library. In 2009-10 1,921 articles, books and audiovisual items were borrowed from other libraries, representing a slight decrease from the previous year. Installation and testing of the new Relais interlibrary loan management software began in the spring. As a result of this software, beginning in the fall of 2010, journal articles and documents that are obtained from other libraries through interlibrary loan will be delivered quickly and directly to the desktop of the requester.

### **Distance Delivery**

The Library experienced a significant decline in requests for collection materials from students and faculty in distance programs. Approximately 554 items were mailed out to distance students, a drop of 22% from last year. This decline can be attributed to the growing availability of digital resources and it is expected that the downward trend will continue. Distance students requests for photo identification cards and materials remained relatively stable, with 387 requests, representing a six percent decrease.

### **Photo Identification Cards**

A new MacEwan card was introduced in the fall featuring a larger, higher quality picture among other things. Existing cards were replaced by the new card and almost 11,000 were distributed during the first several weeks of the fall term. The Library partnered with the Student Association in the fall term, to assist with the distribution of the U-Pass at City Centre campus.

### **Library Catalogue**

The Library engaged in several activities to improve access to collections. A Request for Proposal was tendered and a vendor selected for a single, unified search interface for the catalogue and Library databases which the Library branded "1Search". The beta version service was launched in the fall and it is expected that a full launch will occur in January 2011. The Library also signed an agreement with University of Alberta to become a member of the NEOS integrated library system beginning in the summer of 2011.

## **STAFF**

Although staffing levels remained relatively stable this year, a new term Research Librarian position was established in support of the research mandate of the University. Our staff, which numbered 53.7 FTE in 2009/10, continued to demonstrate excellence and dedication in the provision of high quality service and support to the MacEwan community. According to the University's 2009 Student Satisfaction Survey, 83% of respondents were "satisfied or very satisfied" with the helpfulness of the Library staff and in the 2009 Baccalaureate Survey the rating was similar at 82%. Enthusiastic and committed staff continues to be the greatest strength of our Library.

A few activities that staff participated in during the year in the areas of scholarship, community service, and professional development are highlighted below:

### Recognition

Several employees retired this year and a number reached significant milestones in terms of service to the University.

Employee	Position	Milestone
Joanne Kemp	Director	Retired
Marlene Baltare	Library Technician	Retired
Vanessa Bangay	Library Technician	15 years service
Glenna Helm	Manager, Library Administration	15 years service
Karen Hering	Librarian	10 years service
Iris Chu	Library Technician	5 years service
Nicolle Lemay	Librarian	5 years service
Jessica Knoch	Librarian	Awarded continuing status
Eva Revitt	Librarian	Awarded continuing status

Joanne Kemp retired in September, after 29 years of service with the Library. She was recognized with the award of “emeritus status” at the MacEwan Day celebration on February 11<sup>th</sup>.

### Training and Development

Staff engaged in a variety of professional development activities both at MacEwan and externally throughout the year.

- Most participated in customer service workshops held in February
- A number of vendors visited the Library providing on-site training and demonstrations of new or enhanced library software and hardware products
- Librarians Sonya Betz and Melinda Spears participated in the faculty mentoring program, the first time the Library has participated in this program
- Judy Moore successfully completed the Chair Academy program in June

Staff benefitted from attendance at more than 60 conferences and training events within Canada and the United States some of which are highlighted below:

- Canadian Library Association Conference, Edmonton
- Information Literacy in Academic Libraries Workshop, Camrose
- LOEX of the West, Calgary
- Annual Conference of ExLibris Users, Fort Worth
- Internet Librarian, Monterey
- Workshop for Instruction in Library Use (WILU), Hamilton
- Library Design, Boston
- Ontario Library Association Annual Conference, Toronto
- Art Libraries Society of North America (ARLIS) Annual Conference, Boston
- Access Annual Conference, Charlottetown
- Alberta Library Conference, Jasper
- Netspeed Annual Conference, Calgary

### Conference presentations

The following chart shows library staff who contributed to the profession by presenting at external library conferences and workshops:

Staff member/s	Event	Subject	Date
Bertrand, Gord & Cameron, Jennifer	NEOS Miniconference, Edmonton	Video streaming at MacEwan	Jun 11
Betz, Sonya, Hering, Karen & Nelson, Jody	Loex of the West Conference, Calgary	Searchpath Information Literacy Tutorial	Jun 11
Bertrand, Gord	Canadian Library Association Annual Conference, Edmonton	Video streaming at MacEwan	Jun 5
Hayman, Richard	Alberta Library Conference, Jasper	Open Education & Libraries	Apr 30
Hayman, Richard	Canadian eLearning Conference, Edmonton	Open Education: Current Issues and Future Directions	Jun 24
Hering, Karen	Alberta Library Conference, Jasper	Designing Labs for Information Literacy Instruction	May 1
Knoch, Jessica	Alberta Assn of College Librarians, Edmonton,	Roving Reference at MacEwan	Nov 26
Knoch, Jessica & Stift Sandy	Alberta Library Conference, Jasper	Roving Reference at MacEwan	May 1
Moore, Judy	Camosun College Library, Victoria	Customer Service Workshop	Feb 19
Hering, Karen	McMaster University, Hamilton	Good, Better, Best - Peer Learning	May 13
Spears, Melinda	NEOS Miniconference, Edmonton	The Human Library	Jun 11

### Publications

Hayman, R. (2009). Human rights software: Information support solutions for social justice. *Information for Social Change* 29, 44-67.

### Committee and Service Activity

Library staff members continued to actively participate in committee and service work both at MacEwan and within the library community. Examples of these service activities included:

- Several librarians hosted a booth at a library career fair sponsored by U of A's School of Library and Information Science (SLIS) in February
- A number of librarians hosted library science students for a day of job shadowing as part of the SLIS Partners Day program
- Several staff were appointed to standing committees of The Alberta Library, Yvonne Rezek, to the TAL Licensing Committee and Debbie McGugan to the TAL Governance Committee

## ASSESSMENT & ACCREDITATION

A number of activities occurred during the year in the areas of assessment and accreditation as highlighted below:

- A pilot project was conducted in the fall, to assess the information literacy skills of incoming students. Nine programs participated, with 341 students completing the Standardized Test for Information Library Skills
- Several student focus groups were conducted in March to gather feedback on Library services at CFAC
- An assessment of the Library needs of faculty and students in Nursing was completed culminating in a comprehensive report which was presented to the Nursing department
- Documentation was submitted to the Association of Universities and Colleges of Canada (AUCC) in preparation for a preliminary site visit June 1 which included a Library tour
- Documentation was developed in preparation for a site visit with external reviewers for the Bachelor of Communication Studies which occurred April 27th

## FACILITIES AND INFRASTRUCTURE

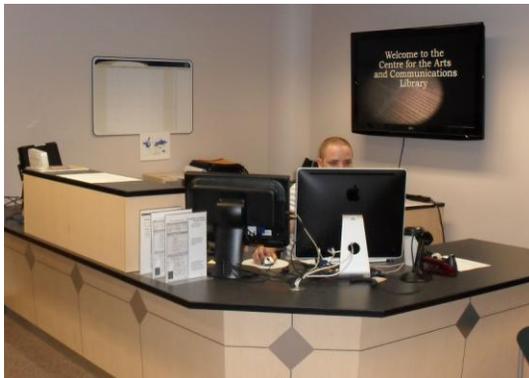
A number of enhancements were made to Library space during the year.

### Alberta College Library

- New self check unit, security gate and some shelving added (right)



### Centre for the Arts and Communications Library



- Sunwapta Collection was dismantled and a new 8 seat group study room was created in the space
- New CD shelving was purchased as well as 125 new chairs which replaced worn seating
- New Technology Service Desk installed (left)

### City Centre Campus Library

- Cataloguing and Acquisitions area renovated, facilitating consolidation of Library Technology staff and several Instructional Media and Design staff within the area
- Fifty new study carrels as well as new lounge furniture added
- Several spaces created with new furnishing and additional power, enhancing wireless capacity for the use of laptops and mobile devices (right)
- New directional signage erected throughout the facility and variable noise zones implemented to differentiate collaborative study space from quiet study space



## OUTREACH AND SPECIAL EVENTS

A successful academic library not only provides access to quality resources and services, but also engages actively in the life of the campus and beyond. Throughout the course of the year, the Library engaged in many outreach activities and special events, a few of which are highlighted below:

- In August a delegation of library staff from University of British Columbia-Okanagan campus visited with City Centre Library staff
- Inaugural biannual Library newsletter “The Word” launched in January
- The City Centre Library was a venue for a number of art exhibits throughout the year including the Adopt-a-Painting exhibit, a wood form exhibit featuring the work of MacEwan alumnus Cesar Alvarez. In conjunction with Global Awareness week, the Verge Magazine Global Heroes photo exhibit was displayed at City Centre while South Campus Library featured a photo display as well
- Meetings of the Post-secondary Library Directors of Alberta were hosted by MacEwan Library on August 31 and February 22, as well as the NEOS Library Directors meeting May 28. The NEOS Library Consortium Miniconference, was also held at MacEwan on June 11
- On June 2 MacEwan Library hosted a tour of the City Centre Library for delegates of the Canadian Library Association Annual conference which was held in Edmonton
- The Library at South Campus hosted a half day “Human Library” program featuring 15 human books which were checked out by students
- A reception for the Wall of Fame installation for the 2009-10 MacEwan Book of the Year “The Cellist of Sarajevo” was held at City Centre Library on February 5
- City Centre Library was a venue for 7 public author readings during the winter term as part of the Canadian Author Series sponsored by the English Department
- The Library partnered with the Information Management and Technology program, supporting an assignment which required students in INFM 152 to observe at Library reference services desks throughout the winter term
- Edmonton Public Library and MacEwan Library partnered for a job shadowing day whereby staff who were interested had an opportunity to spend a day at each other’s libraries

## MacEwan Library values statement

### Exceptional service.

We value exceptional library services and respond to individual needs, always with courtesy and kindness. We strive for continuous quality improvement in all that we do.

### Open and honest communication.

We actively listen and strive to understand all perspectives. We take ownership of communication by ensuring it is “two way” and that decision making is transparent.

### Respect and Collegiality.

We foster an affirming culture that respects the skills, strengths and perspectives of our diverse University community. We recognize one another’s efforts and contributions.

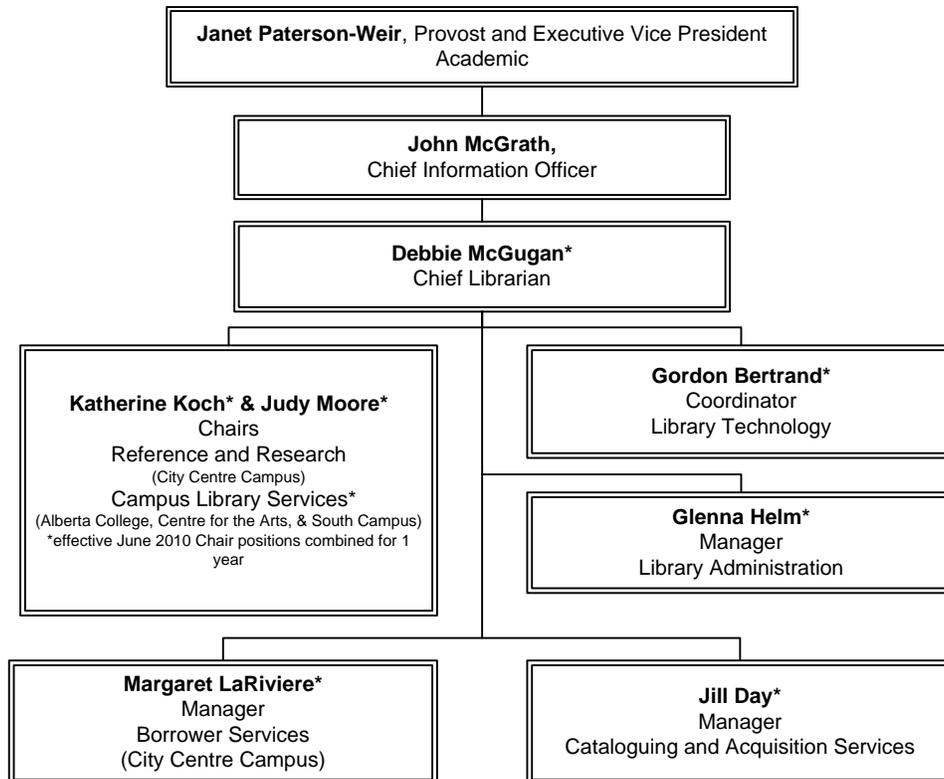
### Learning and the creation and sharing of knowledge.

We recognize our strength is our highly skilled staff. We value continuous learning, and the sharing of ideas and knowledge. We encourage cooperative efforts at every level and are committed to personal and professional growth.

### Creativity and innovation.

We are committed to excellence in implementing innovative approaches and harnessing the creative energies of staff.

## Library Organizational Chart 2009-10



\* members of the Library Leadership Team (LLT)