STUDENTS FIRST!

GRANDE PRAIRIE CAMPUS

FAIRVIEW CAMPUS

DISTANCE LEARNERS
Dear Colleagues,

The Library Services team is proud to present you with our annual report featuring a highlight of our accomplishments from the previous year. And what a year it was!

We were ecstatic to see that with full-time tutors on the roster in the Academic Success Centre, the amount of coaching sessions provided to GPRC students more than doubled.

The Centre also offered workshops to build academic skills and confidence and led the Career Library event that connected GPRC Alumni with students during Stress Less Week.

Virtual tutoring was launched this year via Blackboard Collaborate. The software connected onsite staff with online and West Yellowhead students to assist with research and provide tutoring services. We look forward to connecting with more students as news of this service grows.

We continued recently initiated projects to gather feedback and data for evidence-based decision making, including the Library Student Satisfaction survey and Space Usage reporting. Snapshots of each are including in the following pages along with highlights of our key drivers and service points. We will continue to gather feedback from our users to further refine and drive our services.

The Library also participated in the development of a three-year Strategic Plan for the Division of Student Experience, which places the learner first. The plan was cross-referenced with the existing Library Strategic Plan to develop an Action Plan that will deliver you and our community relevant and scholastic programming and services aligned with the Campus Alberta Quality Standards and GPRC Values.

In closing, thank you for being a community that deserves our best. We look forward to delivering it to you!

Sheena Gardner, MLIS
Reference & Instruction librarian
Chair
RESOURCES ON SHELF & ONLINE

<table>
<thead>
<tr>
<th>ONLINE RESOURCES</th>
</tr>
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<tbody>
<tr>
<td>ITEMS ON SHELVES @ GRANDE PRAIRIE</td>
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<tr>
<td>ITEMS ON SHELVES @ FAIRVIEW</td>
</tr>
<tr>
<td>JOURNAL SUBSCRIPTIONS</td>
</tr>
<tr>
<td>LICENCED DATABASES</td>
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COLLECTION MANAGEMENT

- Our collections and online resources support the programs and courses offered at GPRC.
- We solicit and respond to faculty input so we can make the best decisions on how to manage our materials both on the shelves and online.
- We support student and faculty research.
- Our collections are continuously refreshed to contain up-to-date and cutting edge publications.

RESOURCE SHARING & COLLABORATION

- Consortium, supporting partners’ clients in a cost-effective manner by sharing of people, technology, and collections.
- Member libraries work together to offer access to more than 30 million resources.
- Centralized Interlibrary Loan Service agreement providing access to materials not available in the NEOS Consortium.
- The initiative provides 35 participating post-secondary institutions in Alberta with access to commercially licensed digital resources and newly created collections of unique digitized content.
- A cost-recovery initiative between the University of Alberta and the University of Calgary, extending access to electronic health research resources.

“*The GPRC Library is always there for student's success. A student just need to explore the resources needed to be successful in their studies. Whether in terms of books to borrow, research articles to download or to request from other libraries.*”

*Answer from Student Survey - Grande Prairie*
“The library is a nice quiet and helpful place for me. Definitely helps towards my programs.”

“The library is an amazing place, lots of resources there and a great place to study!”

Answers from Student Survey - Grande Prairie
# A Typical Week in the Library

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>Hours open</td>
<td>86.5</td>
<td>Largest number of users at a time</td>
</tr>
<tr>
<td>Items circulated</td>
<td>1600</td>
<td>Visitors walking through our gate</td>
</tr>
<tr>
<td>Items lent to partner libraries</td>
<td>270</td>
<td>Research questions answered</td>
</tr>
<tr>
<td>Items borrowed from partner libraries</td>
<td>100</td>
<td>Technical questions answered</td>
</tr>
<tr>
<td>Other requests filled by partner, Canadian or International libraries</td>
<td>150</td>
<td>Facilitative questions answered</td>
</tr>
<tr>
<td>Database searches</td>
<td>143,000</td>
<td>Live chat questions answered</td>
</tr>
<tr>
<td>Articles accessed from databases</td>
<td>4,150</td>
<td></td>
</tr>
</tbody>
</table>
“Having somebody come into my class to talk about the different citation styles and using them well was really helpful!”

Answers from Student Survey - Grande Prairie

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**DEPARTMENTS USING LIBRARY INSTRUCTION**

- 34% Arts and Education
- 17% Business
- 17% Academic Upgrading
- 11% PEAK
- 9% Nursing
- 4% Science
- 2% Office Administration
- 2% Fine Arts
- 2% Early Learning and Childcare
- 2% Animal Health

**TOPICS COVERED IN INSTRUCTION SESSIONS**

- Finding Journal Articles
- Internet Source Evaluation
- Finding Books / Ebooks
- Wikipedia
- Writing my paper
- Citing Sources
- Scholarly vs. Popular Sources
- Academic Integrity
- Library Tour
- Computers

<table>
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<tr>
<td>Finding Journal Articles</td>
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<tr>
<td>Internet Source Evaluation</td>
<td>29</td>
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<tr>
<td>Finding Books / Ebooks</td>
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<tr>
<td>Wikipedia</td>
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<tr>
<td>Writing my paper</td>
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<tr>
<td>Citing Sources</td>
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<tr>
<td>Scholarly vs. Popular Sources</td>
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<tr>
<td>Academic Integrity</td>
<td>4</td>
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<tr>
<td>Library Tour</td>
<td>3</td>
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<tr>
<td>Computers</td>
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</tr>
</tbody>
</table>

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**INDIVIDUAL, PERSONALIZED HELP WITH RESEARCH ASSIGNMENTS:**

BOOK A LIBRARIAN!

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165 Individual research appointments

47 Library instruction sessions

1034 Student participants
ACADEMIC SUCCESS CENTRE

HELPING STUDENTS DEVELOP THE SKILLS AND CONFIDENCE TO BECOME SELF-SUFFICIENT IN THEIR CHOSEN AREA OF STUDY

15 Participants

Academic Bootcamp
- Fall Semester
- Winter Semester

707 Appointments

Tutoring
- Grammar & Writing

729 Appointments

Tutoring
- Math & Science

77 Participants

Writing Workshops
- 17 workshops offered

34 Participants

Math Workshops
- 4 workshops offered

30 Papers submitted

Online Writing paper review

"The tutor was able to explain Chem in a way that I understood it."

"Very clear instructions."

"Took time to explain questions step by step."

Answers from Student Feedback - Academic Success Centre

Peer Tutoring

Accounting
Psychology

Trade Students
Fairview Campus

Study Hall

Career Library

Professionals available

7

Participants

Appointments

Appointments

Participants

Participants

Papers submitted
WE ASKED & YOU ANSWERED

DOES THE LIBRARY SUPPORT YOUR NEED TO SUCCEED?

- 89% 😊😊😊😊😊😊😊😊😊😊
- 10% 😐
- 1% 😞

HAS THE LIBRARY PLAYED A PART IN YOUR STUDENT SUCCESS?

- 70% 😊😊😊😊😊😊😊😊😊😊
- 24% 😐 😐 😐
- 6% 😞

“I am very grateful for the library staff as they have been very helpful in finding research materials for my papers! THANK YOU! Always fast and friendly service!”

“I am very grateful for the library. I am greatly appreciative that it exists. It also brings me out of my house and encourages me to socialize.”

“I am very grateful for the library staff as they have been very helpful in finding research materials for my papers! THANK YOU! Always fast and friendly service!”

“I spend 90% of my time in the library...I appreciate all it has to offer :)

“Love the staff that works at the library! They are always so friendly and are willing to help any way they can! I have nothing but positive things to say about them!”

“Love the staff that works at the library! They are always so friendly and are willing to help any way they can! I have nothing but positive things to say about them!”

“I spend 90% of my time in the library...I appreciate all it has to offer :)

“The library is essential to my studies. I am greatly appreciative that it exists. I also brings me out of my house and encourages me to socialize.”

Answers from Student Survey - Grande Prairie
LIBRARY TEAM MEMBERS

Sheena Gardner
Librarian, Chair

GRANDE PRAIRIE
780.539.2939
library.gprc.ab.ca

Chris Murphy
Library Technician

Eden Murray-Black
Library Technician

Katalin Ormay
Library Technician

Nicole O’Connor
Library Technician

Brenda Zimmerman
Circulation Coordinator

Mandy Botham
Circulation

Tanya Ironside
Circulation

Dean Lorenz
Shelving

FAIRVIEW
780.835.6641
library.gprc.ab.ca

Monica Macdonald
Patron Services

Erika Thompson
Library Technician

Marjorie Doll
Casual Assistant

Joan King
Casual Assistant

Neos,
Library Cat