

**CPSLD Newsletter**

**Fall 2012**

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**CPSLD**

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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### **CPSLD Fall Meeting at Thompson Rivers University**

Many thanks to Kathy Gaynor (Interim University Library Director) and everyone at TRU for hosting the fall meeting of CPSLD. The meeting was held in the International Building on campus, in the appropriately named “Panorama Room” – what a spectacular view, captured in the photo above. We appreciated the hospitality, and enjoyed the tour of the new Brown Family House of Learning. A selection of tour photos is included in the Thompson Rivers University section of this newsletter.

“Copyright and Ares” was the topic of the PD session at the meeting. Special thanks to Scott Blackford (TRU) and Inba Kehoe (University of Victoria) for providing this useful session and for sharing their findings.

And a final thanks to all of you, for contributing such interesting reports to this issue of the newsletter. Happy holidays everyone!

## Reports

### BC Institute of Technology

*submitted by David Pepper, Director, Library Services*

#### **Creating a LEGACY**

BCIT's Legacy Club announced the winners of the Club's recent photography competition. The winning entries have become part of a permanent exhibit in the Library's Learning Commons. Sandra Matsuba, Library Technician, and David Pepper, Library Director, joined the panel of judges to select the winners.

The Legacy Club is dedicated to gathering students from everywhere on the BCIT campus together to leave a legacy of some kind every year.

"The black and white photography contest was created to showcase all the cool things that are done at BCIT and by the different programs around campus," said Kathleen Bird, the Club's initiator. "The Legacy Club is all about having the chance to practice leadership qualities, getting to know people outside their own program ...."



#### **Book those rooms!**

Room booking software is being piloted by the Library in the Fall term, and will be available to students in January. Students will be able to book from their computers or mobile devices. Development was in direct response to feedback on the 2012 Library Services Student Survey which indicated that 75% of students preferred an

automated room booking system to an in-person one.

#### **Upgrade those rooms while you're at it ...**

Thanks to generous donations from BCIT Alumni and employees, BCIT students are basking in the glow of a shiny new 80" flat screen monitor recently installed in one of the ehPod's group study rooms. The monitor is just one of the features being added to upgrade and improve Library study space with new plug and play technology. Six smaller monitors have recently been installed.

"We've made group studying that much easier for our students. They can book the rooms and prepare for presentations 24/7/365. With the plug and play technology, they have the option of using their own laptops, a laptop or iPad borrowed from the Library, or one of the computers installed in the rooms," according to Mei Young, Library Operations Manager.

#### **BCIT Library goes live on YouTube**

BCIT Library's innovative approach to services and space utilization was the focus of a video (<http://youtu.be/-h0jhXHJQJ0>) produced by the iSchool@UBC as part of a new assignment in the LIBR 501 course – Foundations of the Information Professionals and Information Organizations. "Envisioning, planning, storyboarding, filming and editing short videos is a relatively new literacy for many students ...." said Lisa Nathan, the course developer and Assistant Professor at SLAIS.

#### **BCIT Librarian sharing knowledge with librarians across the globe**

This summer, BCIT Librarian, Ana Maria Ferrinho, travelled to Cabo Verde, off the coast of West Africa as part of an international collaboration between the BCIT Library and the Institute of Hygiene and Tropical Medicine (IHMT) in Portugal. Ana Maria taught at the Center for Specialized Medical Education in a technical training program in health information for Portuguese-Speaking African Countries (PALOP)

"Medical facilities in the PALOP countries have grown from just 2 ten years ago to 16 today", says Ana Maria. "There is a shortage of skilled librarians."

To ensure access to essential online quality health resources, and to assist librarians in providing quality service to researchers and students, Ana Maria introduced the participants to practices in Canadian libraries and led the group in developing sample LibGuides.

“We want these librarians to be able to look for relevant information so that hospital staff and users can make informed decisions,” says Ana Maria. The motivated delegates were encouraged by the possibilities. Sandra Teixeira, librarian at the National Library of Cabo Verde, enthusiastically stated: “We were given a vision for the future of our libraries.”



## Camosun College

*written by Annette Hansen for Sybil Harrison*

This September, Camosun Libraries welcomed new librarians, Gwenda Bryan and Serena Ableson. Gwenda completed her Master’s in Library and Information Studies at the University of Western Ontario this summer, and has worked for a number of years at North Island College. Serena joins Camosun after a ten-year career at the University of Victoria.

Nancy Henwood, librarian at Camosun since 1992 and Chair since 2006, retired in October. Nancy has been an extraordinary proponent for personalized service to students. In twenty years, not a day has gone by that she hasn’t shown her commitment to helping students. As well, Nancy managed the library’s video collection to the benefit of faculty and students. When it became clear a renovation of our libraries was needed, Nancy proved a fierce advocate, and she provided much leadership during the library review process.

The Victoria Writer’s Festival was a sensational event hosted by Camosun Libraries this year. Readings, signings, workshops, and the always fascinating Carol Shields Lecture drew crowds to the campus on October 12-13. Presenters included Bill Gaston, Susan Musgrave, and Jan Zwicky. Soft lighting and a jazz ensemble added atmosphere and fun on Friday night before participants got down to Saturday’s full menu of learning and writing, writing, writing. College Librarian Sybil Harrison was on hand to welcome all and get the party started.

Camosun celebrates diversity in ways as unique as its students. This term, the library sponsored a story challenge. Students were invited to share their experience of diversity for a chance at one of six prizes of \$200. Judges chose the winner by the story’s power to inspire. Titles included “Taya’s Story,” “Why Lego is Packed in Boxes,” and “Ghoomar Girls.” The heartfelt and clever stories proved to Camosun’s community how strong our differences make us.

On November 21, Camosun Libraries asked students, “What if 15 minutes could change your life?” Thirty living books were available for check out by students for a chat or Q & A session. Their careers include entrepreneur, golf pro, construction foreman, Navy electrician, yoga instructor, legal assistant and recreation programmer. Many living books are Camosun Alumni and come from high level positions, and few students would have access to them without this generous sharing of their stories. The interviews left students much better prepared for their futures in having the chance to ask up close and personal questions like, “How did you get your start?” or “What do you think my next move should be?” Modeled on other Living Library events around the world, this is the third such event for Camosun Libraries. Unfortunately due to job action the event was postponed until January.

Moonlight Sonata or Chopin’s Opus 9, anyone? Imagine an afternoon piano serenade wafting over an environment filled with earnest learning. Epic. A Baby Grand piano—enhanced by the sensational acoustics of the atrium outside Camosun’s Interurban campus library—is bringing daily delight to learners and staff, and gives our talented musicians practice time and a stimulating break from other studies. Much gratitude goes to Camosun’s Director of Ancillary Services, Kathryn Le Gros, for bestowing her piano on the college.



Camosun Celebrates Awards will go to two—yes, two—library superstars: Sybil Harrison and Margie Clarke. These peer-initiated awards will be presented at a gala on November 22. We are all very proud and not terribly surprised that Sybil has been this year's recipient in the category of Leadership Excellence. Margie will be one of two faculty recognized for Outstanding Contribution to the Student Experience. Margie's colleagues said they were so certain of her success that they'd booked the awards night free before the results had even been announced.

On October 15, VP Education John Boraas announced College Librarian Sybil Harrison's appointment as Director of Learning Services. In this new role, she assumed leadership for the Centre of Excellence for Teaching and Learning, in addition to her duties related to the College Libraries. The Centre has 3 distinct units: Distributed Education, Faculty Development, and Program Review Renewal.

## Capilano University

*submitted by Grace Makarewicz, University Librarian and Dalene Samborski, Circulation Services*

### **Northwest Commission on Colleges and Universities: Accreditation Visit**

Seven years ago Capilano embarked on a journey to gain accreditation from NWCCU. During October we had our last site visit (of four) from the accreditation team, which included a post-secondary library director from a US university, who spent a total of four contact hours with the library. The site visit members viewed our facilities, academic departments, and service areas. They also interviewed faculty, students, staff and various committee representatives.

The application process has been rigorous. We applied in 2005, prepared our first self-study in 2007, and the first site visit was in October 2007. In 2008 NWCCU granted Capilano status as a candidate for accreditation, which means we met the Commission's Eligibility Requirements and are progressing toward accreditation.

The library also participated in the 2012 and previous written Comprehensive Self-Evaluation Reports that addressed various standards.

Capilano University embarked on this journey for five principle reasons:

1. Build a pathway for continuous improvement
2. Peer review and benchmarking
3. Credibility as a teaching and learning university
4. Increased mobility for students
5. National and international recognition

It's my understanding that all American universities must be accredited but that there is no comparable Canadian framework for accreditation. The process was most useful in that we had to closely examine our operations and assessment methods. To better understand the process, the university librarian attended a 7-year evaluation workshop in Seattle last winter.

We hope that we will be successful in securing accreditation and will find out in January 2013. I believe we would be the first Canadian university to gain NWCCU accreditation.

### **Staff News**



Leanna Jantzi joined us in October as Electronic Resource Management (ERM) librarian. Leanna has additional duties as Business Liaison and in Copyright.

*Photo: Leanna with the NWCCU accreditation report*

### **Library Renovations**

Over the summer we made some modest improvements to the main floor space. By reducing the number of print periodicals and reference, we freed up space for additional student seating. We also created a self-serve Reserves area which has been very popular. We opened in September with a combined Library/IT service desk, which is working out very well. The IT department provides staff 8AM-4:30 Monday-Friday.



### ***New Student Orientation***

The library rocked out this year's new student orientation by setting up Rock Band PlayStation 3 and "Gleefully" attracted students to share information with. Even the president wigged up for a jam session. With such a great effort put forward by the library team it was no surprise when they won the "Best Booth" award and a free pizza lunch.



### ***Artist-In-Residence-Lynda Berry***

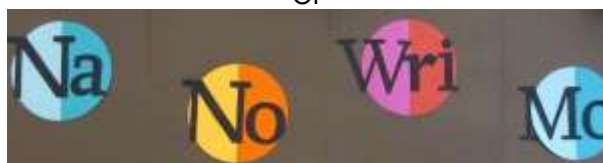
In September, CapU welcomed Lynda Berry as its inaugural artist-in-residence. The \$1 million gift for the artist-in-residence fund was generously given by Dorothy Jantzen, the former dean of Fine and Applied Arts. Lynda Berry is best known for her comic strip *Ernie Pook's Comeek* which ran for two decades in nonmainstream newspapers. The library celebrated her visit by creating a display and was delighted when she stopped in to admire it. The displays are changed regularly and other recent displays have celebrated October as Library Month and the infamous NaNoWriMo (National Novel Writing Month).



Or



Or



Or none .....

## **College of New Caledonia**

*submitted by Kathy Plett, Library and Media Services Director*

We continue to work on making our services and resources as accessible, useful and engaging as possible.

### ***Collections***

The Children's Collection VHS-to-DVD project was completed, thanks to Library Legacy Funds, Penny Drive and direct contributions from Early Childhood Education faculty/students. We purchased replacement DVDs in most cases, and de-accessioned some older VHS titles based on use.

Online collections: upgraded the Proquest platform; completed migration of Wilson databases to Ebsco with a new Art Full Text index; added the Gartner Research IT Industry database (funded by IT Services); and promoted the new NFB Campus streaming video collections with faculty.

Instructional guides: created new print/online instructional guides for Persistent Links, Peer Reviewed/Scholarly Articles, Creating Alerts in databases; updated APA, MLA and ICMJE/Vancouver Style citation guides based on feedback from faculty in Prince George and the region.

The SirsiDynix Catalogue was upgraded over the summer, with a popular new one-screen item details page, and a new permalinks feature.

### ***Engagement***

We've had great feedback on displays, contests and promotions for programs and student work: Summer Olympics (projected on a permanent new big screen installed in Media Services); S.T.A.A.R. Fort St. James Diversity exhibit; Fall Weekly Comedy Contests; Spirit of Vanderhoof display; Doggie Fashion Show; Halloween (Daycare visit, face painting by art students, staff "Rosie the Riveters" costume award); Remembrance Day; CNC Fine Arts Student Exhibit; Street Humanities Mosaic Tiles Exhibit; Chili Blanket; Salvation Army Teen Tree; and Food for Fines. Facebook photo galleries have been very popular, as was our first facebook contest (a pet photo contest for the SPCA).





Halloween - "Rosie the Riveters"



Fine Arts Student Exhibit



Food for Fines displays in Atrium and Library

## People

A warm welcome to Terry Hounsell (replacing Joan Maguire, who retired after 40+ years at CNC, in library office); Melinda Roy (replacing Terry at circulation); Darlene Fehr (replacing Carrie at circulation); and Katherine Watmough (leave replacement librarian in Public Services).

## CNC Press

Two new books were launched recently. For ordering information, please see the website at [http://www.cnc.bc.ca/Visiting/CNC\\_Press.htm](http://www.cnc.bc.ca/Visiting/CNC_Press.htm)

- ***Lheidli T'enneh Cemetery, Prince George***, by J. Kent Sedgwick, with contributions by J. Harris and W.J. Poser, was launched on Aug. 1, 2012 in the Aboriginal Resource Centre, with excellent media coverage. The book documents the history of the cemetery, a burial ground sacred to the Lheidli T'enneh Nation, and a legal Indian Reserve in Fort George Park.
- ***Taste of Culture Cookbook: a Compilation of Recipes and Stories From Around the World, Shared by Residents of Vanderhoof***. The latest in a series of books celebrating the richness and diversity of the community. Featured in a "Spirit of Vanderhoof" display in CNC Library, Aug. 27-Oct. 12.



## College of the Rockies

*submitted by Shahida Rashid, Manager of College Library Services*

### **Staffing**

The Library welcomes Sue Morin, library technician, who replaces Susan Fleming who is now COTR's Education Technologist. Sue Morin is not a stranger to COTR's Library; she has been an auxiliary since 2009 and has also worked in two term positions. Lynn Hughes is currently off on a medical leave and Sue has been helping out with some of Lynn's duties.

### **Information Literacy**

A full-slate of research skills workshops were held in September and October. One workshop for a Sustainable Business course was recorded using the College's NCast system and added to the course's Moodle site. Every day there is greater recognition of the need for more instructional materials and videos to support our growing number of online courses.

### *Academic Success workshop for International students*

A workshop was held at the start of the term to provide COTR's International students with practical strategies for academic success and general information about the Library, Writing Lab and Moodle. The workshops also touched on the expectations regarding plagiarism and citations.

Several dozen students attended one of the two sessions we organized. To make the second session more informal, homemade blueberry muffins were served. It has been encouraging that many of these students have subsequently been visitors to our Reference desk and/or the Writing Lab within the Library.

### **WriteAway, an Online Writing Service**

COTR is one of four BC post-secondary institutions participating in one year pilot project of WriteAway, started in summer of 2012. A high level of interest was indicated by COTR students during the Summer Pilot. COTR's ESL students took full advantage of the service and are anxiously waiting for its return. WriteAway is in addition to COTR's face-to-face writing lab as well as OWL (online writing lab). The pilot is expected to start up again in January 2013.

### **Electronic Resources**

The Library has subscribed to EBSCO's Academic eBook collection which has significantly added to the number of books available to our students and faculty. This database includes approximately 83,000+ titles that cover a wide range of subject areas from art to technology & engineering. The EBSCO Academic E-Book collection has been well received by students and faculty who have been requesting more electronic resources. Another new database added to the collection is SPORTDiscus, which offers comprehensive, bibliographic coverage of sport, fitness and related disciplines which will enhance our resources for the Kinesiology and Exercise programs offered at COTR.

### **Online Tutorials**

Library Services is now providing access to Lynda.com (<http://www.lynda.com/>), an online subscription library that teaches the latest software tools and skills through high-quality instructional videos. With more than 1,300 courses taught by industry experts, e.g. Adobe CS6, C++, ColdFusion, Microsoft Office, Moodle, SharePoint, Lynda.com tutorials have proven very popular with our faculty members. Users can even view it on their iPhone, iPad, Android phone or tablet, or other mobile device.

### **Collection Assessment**

Collection assessment continues on many areas of the collection. We are currently reviewing our video collection and hoping to update most valuable VHS titles in streaming video format whenever possible.

### **Inventory**

The summer was busy for staff at COTR Library. Staff at the library started the inventory last summer which hadn't been done since 2007. So far, 1,932 records in the database have been deleted. The project is in the conclusion phase and the database will be cleaned up by the end of this year.

### **Faculty Portal & Research Guides**

The Faculty Services and Resources Portal has been developed which includes copyright information, collection development, course reserves, etc. The portal also provides new online forms for Faculty to complete and submit electronically. They can now submit electronically

requests for reserves, suggestion for new acquisitions, requests for workshop with our reference librarian, etc.

Library staff is busy developing the research guides with a goal to launch the guides early next year.

### **Renovations**

Renovations to the physical space have not yet started but renovation to the Library's website has. COTR's Webmaster is working closely with library staff to improve the library's website. The current website was created in 2007 and the re-design is in the planning stages. The goal of the new website is to create a more user-friendly website by simplifying the site's layout and navigation to make searching more intuitive.

### **Diversity Committee**

Three library staff members are participating with the COTR Diversity Committee with plans for a range of activities and events in the upcoming year. To start, we are hoping to organize some conversation circles loosely-based on the concept of the Human Library over the course of the winter term.

## **Douglas College**

*submitted by Debbie Schacter, Director of Learning Resources*

### **Learning Resources Engages**

A variety of initiatives are underway to help promote student and employee engagement. Some of the goals established during our summer brainstorming sessions are already in place, but for many the planning process continues as we await news of budget approvals.

So far we have:

- created a routing system for employees to launch their ideas to the decision makers;
- linked our overarching departmental goals to the college's strategic plan, giving each piece richer context and meaning;
- begun the development of a technology plan to correspond with the overarching library and college goals; and
- laid more of the ground work for partnerships within the common learning space we hope to achieve in the coming months.

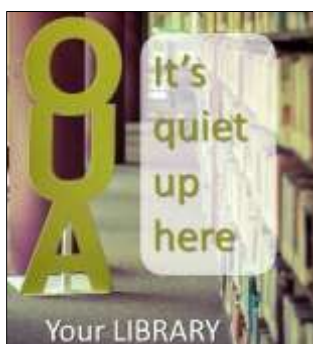
### **Learning Resources Partners**

This September, the Library has coordinated with the Centre for Education and Information Technology (CEIT) department's new Chief Information Officer, Ian McLeod, for a pilot of Help Desk in person support in the New Westminster Library. This service provided much needed relief for students needing to create accounts as well as those who simply needed to reset theirs. Student ID cards were also produced in this shared space. Feedback has been very positive and plans are now underway to establish a permanent space for the Help Desk service within the Library at New Westminster.



The Learning Centre welcomes Nancy Squair, a new half time online faculty member hired for **WriteAway**. Although the project has experienced a few delays, Nancy is putting this time to good use as she familiarizes herself with how the Learning Centre's online tutoring service currently manages their service.

The Learning Centre also welcomes David Guedes, as the online Service Coordinator, replacing Kim Tomiak who has left to pursue a PhD. Congratulations likewise go to Cathy Tremblay as she establishes her role as the new Supervisor of the Learning Centre.



The Library has begun to use Refanalytics to track reference statistics. We are also looking at implementing LibAnswers to develop the chat



service and to develop a knowledge base of commonly asked questions, and LibCal with its potential for booking our study rooms.

We've just completed a move of materials from New Westminster to our Coquitlam libraries in support of the relocation of the Child, Family and Community Services Faculty to the Coquitlam campus. This faculty will be fully relocated by 2014, and the increase in student and faculty presence at the Coquitlam campus warranted a new staff position in the Coquitlam library. We created a regular "Ask Me" public service position, held by Selina Tang, to support increasing student requests at the Coquitlam library.

The Library was gratified when librarians at Pacific Lutheran University in Tacoma and Texas A & M University in Corpus Christi asked permission to use two of our instructional videos posted on YouTube in their own information literacy courses. See all the Douglas College library videos at <http://www.youtube.com/user/DouglasCollegeLib?feature=watch>

Welcome back to Sandra Hochstein who returns after several years as DC Faculty Association President.

## Justice Institute of BC

*submitted by April Haddad, Institute Librarian and Farrah Little, Reference and Copyright Librarian*

### RefWorks

In September the JIBC Library introduced RefWorks to the JIBC community. Our Refworks subscription goes through the Canadian Scholars' Portal located at University of Toronto.

We continue to offer education sessions to students, staff and faculty.



### Library Video Launch!

The Library orientation video launched into cyberspace this November 2012.

Librarians Marjory Jardine and Farrah Little, along with colleagues from TELT (Technology Enabled Learning and Teaching) and our media department, produced this fun and informative introduction to our library services.



### New System for Course Reserves & Copyright Management

After writing and presenting our business case, the long-awaited purchase of Ares finally materialized this fall.

Ares is widely used by post-secondary institutions in the United States and is becoming increasingly popular here in Canada as a course reserves and copyright management system.

With the help of Ares, the JIBC Library will now be able to offer electronic as well as print course reserves and become the central copyright clearance point at JIBC. Copyright confusion will be forever banished!?



### ***New Leadership at JIBC***



Dr. Michel Tarko, JIBC's Vice-President Academic since 2009, was appointed as the new JIBC President this October. Jack McGee retired this September after 12 years as President. Read more at <http://tinyurl.com/bbkr3j2>

### ***iPad Lending***

In September, 5 new iPad 3's were made available at the Library for lending to students. The iPads come with a range of medical, legal, reference, social and productivity apps, all reviewed and selected by our Librarians with student and faculty input.

The iPads are available for a 24-hour loan period, and come with a hefty \$10 late fee.

So far it's proving to be a popular service, particularly among our Paramedic students.



*First iPad loan! Paramedic students with Rob Hooft, Library Tech, and Marjory Jardine, Librarian*

### ***Welcome Back to School!***

Our 2nd annual open house was a great success. On September 19th, students and faculty were welcomed back to another term with treats, prizes and lots of mingling.

183 people attended this year (35 more than last year!)



## **Kwantlen Polytechnic University**

*submitted by Todd M. Mundle, University Librarian*

### ***Services***

Kwantlen's Active 150 Solution has been implemented allowing students who take a semester off continued access the services they get when currently enrolled. In addition to the extended services, all enrolled students get access to the services on the first day of the month prior to the first day of classes. Services include access to: Kwantlen's wireless network, Kwantlen's Student Computer Network, library borrowing privileges, library study rooms and on-site access to subscription databases, ejournals and ebooks. Off-site access to subscription databases, ejournals and ebooks is limited to 30 days after the last day of the classes due to licensing restrictions.

### ***Teaching and Liaison***

66 library research classes were presented in **Summer** 2012 and reached 1774 students. In the **September-November** period over 200 classes were delivered. 5500+ students were taught representing an increase in the 10% range for this fall as compared to last fall.

Kwantlen librarians have begun to offer subject liaison services (including instruction) to students and faculty but are transitioning slowly into this academic model due to factors such as the multi-campus environment. We are still trying to find a balance between reference, teaching responsibilities and functional work.

## **Collections**

Kwantlen now has access to ebrary's Academic Collection as well as its Canadian Publishers collection.

A donation of over 5,000 books on early European history and other areas was made to Kwantlen by Barrie Brill, a history instructor at Langara College from 1968 to 2009. The generous donation reflects the working life of a professional historian and greatly enriches Kwantlen's library collection. The donation provides students and faculty with access to a greater diversity of scholarly material and a variety of fresh resources. Included in the collection are important primary and secondary works in medieval and early European history, art history, church history, economic history, politics and government, social history and representative literature.

## **Grants and Awards**

Surrey librarian **Ulrike Kestler** was successful in securing a 0.60% Faculty Professional Development Fund award of \$12,500 in support of her proposal to develop an Online Plagiarism Tutorial. While two other Kwantlen librarians have secured these funding awards before, Ulrike's proposal was one of thirty applications this year and was both unique and popular. The tutorial was strongly endorsed by members of the Criminology and Business faculty.

The 2nd annual \$1,000 Library Award for an English student was awarded.

## **Training and Professional Development**

**Linda Woodcock** was a co-trainer at two two-day workshops on Cataloguing with RDA (Resource Description and Access) in Victoria and Vancouver. RDA is the new cataloguing standard replacing AACR2 and will be officially adopted worldwide as a standard on March 31, 2013.

## **Internal**

Kwantlen moved a step closer to a learning commons model when it was announced in September that its Learning Centres now report to the University Librarian.

Kwantlen Libraries began using RefAnalytics in the summer to record reference transactions. A second instance will be procured to separate transactions between the Circulation and Reference Desks. We are also in the process of

installing LibAnswers and Springshare's mobile site.

With the move of the Faculty of Community and Allied Health Studies to the Langley campus, the Library moved its Health & Community Studies collection to the Langley campus library in the summer. While the move went smoothly, the modest upgrade of study furniture, additional computers and computer furniture has been slow to happen but should be done by the end of December. Due to the program move, the Langley campus library is now open Sundays 1-5pm.

Cloverdale campus librarian **Allison Richardson** is away on maternity leave (baby girl) and is replaced to August 2013 by **Angela Ryan**. Angela has been in the job for 3 months and has networked with the trade faculty and outside industries to support and strengthen Kwantlen's ties with the community. The KPU library through Angela is currently in discussions with a couple of associations within the welding and metal fabrication industry to create depository libraries at Cloverdale to augment and complement our existing depository library from the American Welding Society.

## **Langara College**

*submitted by Patricia Cia, Head of Library Services*

### **Strategic Visioning**

This summer we selected *Dysart & Jones Associates* to facilitate our Strategic Visioning initiative. *Phase One: Trends & Developments Influencing the Library's Future* began in September with staff meetings, faculty and student focus groups, and confidential interviews with key stakeholders around the College. We have received the trends report that gives us the "present" and are starting the next phase which is developing our strategic vision.

### **Engaging Students & Faculty**

This Fall we again participated in Welcome to Langara Day (Angry Birds live!) and won the 'Most Interactive Table' prize.

For Halloween, we screened scary movies in the entrance and partnered with the Writing Centre for ghost storytelling. We entered Langara's costume contest and won Most Original with "special



mention to "Frankie" for his superior interactive skills" – more photos available on Facebook.



We re-branded the Library's Facebook page at <https://www.facebook.com/langaracollegelibrary> and continue to use the page to highlight our events, services, and announcements.

We launched our Library Central blog at <http://tinyurl.com/cpy3zx8>. An open blog, we use it to share reports, articles, and posts on a variety of issues relevant to faculty and staff... as well as Library reports and collection highlights.

### ***Keeping Human Resources Busy***

**Patricia Cia** took on more roles as Head of Library Services and so **Ryan Vernon** transferred from CILS to the Library as Technical Services Librarian and **Tara Robertson** was hired to replace him. **Ngoc Le** permanently transferred from Borrower Services to Technical Services with **Mary Afonso** taking the full time position in Borrower Services. **Ophelia Ma** left at the end of August for maternity leave and **Lindsay Tripp** joined us as Reference Librarian.

In October we celebrated our achievements and hard work with a "Thank You" party; an informal affair which gave us an opportunity to relax and catch up with each other.

### ***Learning Commons opens***

Developed as a one-stop location for students to access support services, the Langara Learning Commons is now open with most of the

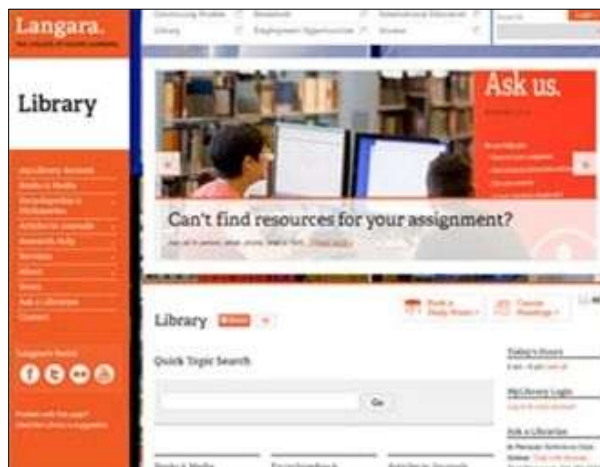
renovations completed. On the 1st floor of the Library, the space offers new group work spaces and spacious computer tables.

The south end includes the Writing Centre and Tutoring area with special spaces to allow consultation and discussions. The drop-in peer tutoring service piloted with Biology, Chemistry, Computer Science and Accounting academic departments.



### ***Technology***

The Library Website was successfully migrated into Langara's Content Management System. We ensured our related web services such as Encore and WebPAC had a consistent look and took this opportunity to review our pages and study guides.



This summer Langara moved to Desire2Learn. Lindsay Tripp's first job was to help transition our online courses to the new platform.

We participated as an active development partner for Innovative's next generation library system

called Sierra and went live in August with minimal impact on workflows and productivity.

### **Reference & Journals Changes**

The reference and print journal collections saw the most changes over the summer. We completed an eight month weeding project that involved consultation with all subject librarians. The results include increased flexible study and work spaces for students, and a more dynamic first floor.

We moved the remaining Reference print titles into a new location on low shelving. This summer we evaluated our print journals, retaining those that were not available online or provided a better experience in the print format. These journals are now housed in a refurbished and very welcoming room on the first floor.

### **Opportunities to be Stars**

For New Student Orientation this year, C&M produced a video for each of the Student Services areas around campus. The Library was featured as one of these areas. The video is available on our "Services page" at <http://tinyurl.com/b7qeznq>

Dr. Lisa Nathan commissioned a video for her use in LIBR 501: Introduction to the Information Professions at UBC. Although we discussed many things, the final cut focused on our evolving building and specifically, our Learning Commons. Crew filmed on August 1st, the day we moved our Reference collection  
<http://www.youtube.com/watch?v=Unz3kXUjLfg>



## **Nicola Valley Institute of Technology**

*submitted by Warren Weir, Dean of Academic Programs, for Linda Epps, Librarian*

In March, 2012 Linda Epps was hired as our current Nicola Valley Institute of Technology (NVIT) Librarian. Linda, who is from the Nicola Valley, is NVIT's first First Nations librarian. Linda feels fortunate to have a library co-ordinator (Sherry Garcia, below), who has been with NVIT for 25 years. Sherry has been a great benefit in assisting Linda with her transition to NVIT.



*Linda Epps: Librarian NVIT Merritt and Burnaby Campus, Sherry Garcia: NVIT Merritt Library Coordinator, Cassandra Morgan: Student Worker, NVIT Library*

After Linda was hired, there was the transition to Sitka Evergreen, which went well. One of the main challenges was the duplication of bar codes, and 1,200 books had to be re-barcoded. This summer project was completed by the Library Co-ordinator, with the assistance of a student worker.

In addition, approximately 500 books were pulled and removed from the catalogue and will be recycled. The removal of these books has allowed the library to re-organize their shelves, making more room for student access. In line with an open learning concept, which is currently being planned for NVIT, the library has added several comfortable chairs for students, and several computers were installed. This has afforded the library to create a 'quiet zone' for students.

The 2012 Fall Session began with the hiring of Emily Smith, NVIT's Library Co-ordinator for the Burnaby Campus. In addition, NVIT has hired a number of additional student workers. Linda has provided a number of presentations to students on the use of the library and has been introducing

students to the library, and library databases and Ebrary. Linda has also created specific materials for instructors (for example information literacy sheets), as requested. Students who did not have library instruction last fall have been provided one-on-one assistance and maintaining the administration of the library are other tasks that keep the librarian busy.



*NVIT's Burnaby Campus Library Co-ordinator, Emily Smith (on left), with student worker, Vanessa Melle*

A fall display was created providing students with access to books about how to study, read and write research papers. An information literacy area was also designated and students have access to that information on a daily basis.



*Photos of student workers Mark Coutlee, Cecillia Onyari, and Cassandra Morgan, with Linda Epps (in red vest)*



Of course, life is not just always about work. This Halloween student workers decorated the library and hosted a troop of munchkins from NVIT's day-care to come and trick-or-treat in the library. They will be decorating the library once again for the holiday break, and on November 23rd, Linda participated as one of three members on a panel judging the parade floats in Merritt's Country Christmas Parade.



*Halloween photo credit: Kevin Griffins*



## North Island College

*submitted by Mary Anne Guenther, Coordinator,  
Library Services*

In May, Comox Valley staff, along with a UFV library technician practicum student, undertook a periodicals weeding project; back issues were moved into storage in Technical Services, shelving was disassembled, current issues were re-located and space was re-claimed; we worked with Facilities to create two small break-out rooms to accommodate groups of 2-4 students. In addition, a seventeen foot counter was mounted along an opposing wall, with stools added for additional seating. The biggest challenge we've faced is managing bookings to accommodate the demand. We are investigating online options to streamline the process.

At the Campbell River campus, we weeded and moved an underutilized reference collection to provide a comfortable, welcoming space with casual seating. The location is bright and inviting and students are loving it. Over the next few months, an attached classroom will be converted into bookable break out rooms.



*Campbell River library reading lounge Fall 2012*

The annual College employee recognition event is being held on November 23rd. Three library staff members are being recognized, two for five years of service and one for 20 years of service.

Two regular full-time CUPE positions have been unfilled since September; we've been fortunate to re-call one retired staff member and place other staff on temporary contracts while we recruit.

The Comox Valley library will be open prior to and during exams on week-ends, commencing December 1st. Week-end hours during exams in December 2011 and April 2012 were piloted and

proved to be popular. While we continue with the "cram" theme, we are also promoting a quiet study space with signage – "Exams ahead. Quiet Zone."



*Posters announcing week-end hours, Dec 2012*

## Northern Lights College

*submitted by Janet Beavers*

This year Northern Lights re-opened the campuses in Atlin and Dease Lake where we are giving classes in trades but also career/college prep (aka Adult Basic Ed.) We're working with the campus staff and the community to expand library services in towns that don't have a formal public library. Online resources are definitely the way to reach our remote communities.

Along with our new campuses and an increase in online courses through our D2L system, we see that our expanded online book and video collections have been heartily welcomed. Our stats for the Films on Demand collection show 3636 searches. Since we loaded the Marc records for the EBSCO collection in August, our use adds up to 336 for this term so far.

Use of the databases continues to grow with over 13,000 searches since January. The most popular databases have been Academic Search Premier, PsycArticles, and ERIC.

Our 44 Libguides have also been very popular with the top 3 subjects in use: Career and College Prep (3,336), English – Writing Resources (724) and Practical Nursing (354). The main "navigational" libguides have been Databases and E-Reference (11,635), Subject Guides portal (1,342) and Guide to Library Services (494). Many students bookmark it in their online courses as

their starting point for their research. They are also used as our outline in information literacy classes.

Since we opted out of the Access Copyright license and tariff some time ago, we have been monitoring the use of published materials carefully at NLC especially in the online courses. We work directly with publishers where royalties may be due. Now that the changes in copyright law, etc. have been proclaimed, we're looking into establishing better tracking practices and hope that a provincial license to ARES might be forthcoming.

The Fort St John Library has been setting up displays to highlight lesser known collections within the larger collection. Here is a photo of their latest, some of their numerous SciFi offerings.



The Dawson Creek campus continues to host rotating displays of art work from our Visual Arts program. Yes that is a scaled-up model of a whisk. I had not realized the mathematics that our students have to understand in order to do scale models.



## Northwest Community College

*submitted by Melanie Wilke, Coordinator of Library Services*

In order to better meet the needs of the entire student, we formed a partnership with the Terrace Public Library to circulate a portion of their feature film DVD collection through the NWCC Library. The Public Library is signing out 80-100 of their DVDs to the College Library at a time; we then create short records for the items and circulate them to our students. This has proven to be a win-win situation for both libraries. The Public Library receives circulation statistics, as their material reaches a new group of users and the College Library increases circulation, without a financial investment in new materials. This idea is also of particular benefit for our dorm students who find travel into the downtown challenging. Everyone is pleased with the arrangement.

We realized that our Reference Collection was not receiving as much use as we would like, so we made a decision to move the bulk of the Reference Collection and interfile it into the regular Stacks. About 2/3 of the material that has been moved to the Stacks has been changed to circulating material, and the other 1/3 has remained as non-circulating, but is now housed in the Stacks. In making this move, students are more likely to find relevant research material as they are browsing the shelves.

We have had two authors visit the Terrace campus. UNBC instructor, writer and poet Sarah de Leeuw read from her new book of poetry, *Geographies of a Lover*. This reading was followed by a stimulating discussion about feminism, sexuality and societal opinions. The second reading was a return visit from UNBC's Author in Residence, Maggie de Vries. Maggie offered a writing workshop and then followed up with one-on-one meetings with aspiring authors from our College and the community. What an amazing opportunity for these writers to receive feedback on their work.

For the tenth year, the NWCC Library co-hosted NorthWords Creative Writing retreat with the Terrace Public Library and local bookstore, Misty River Books. This year's character development retreat included a session with author Betsy Trumpener, the acting talents of the Terrace Little Theatre troupe, writing exercises and a sleepover at the library. This will be a very hard year to top!

## Okanagan College

submitted by Ross Tyner, Director of Library Services

### New faces

**Margaret Hodgins** is replacing **Jennifer Sigalet** as Vernon Campus Librarian while Jennifer is on extended study leave. During her leave, Jennifer is visiting several university libraries in Canada, the US, and the UK, and was most recently heard from at Cardiff (Wales) University Library.

**Yasmin Jamal** is a new Reference & Instruction Librarian on the Kelowna campus.

**Lindsay Willson** has been hired as Public Services/Business Liaison Librarian, replacing **Leanna Jantzi**, who began her new job with Capilano University on October 1st.

**Katherine Kasatkin** has begun her job as part-time sessional Circulation Clerk on the Penticton campus.

**Stacey Davidson** is working as a Circulation Clerk on the Vernon campus, replacing **Jim Harris**, who is on leave.

### New technology

The Library's OCTopus search engine (EDS) enhanced its visual presence with an avatar designed by Graphics staff in the College's Public Affairs department.



Using Springshare's Mobile Site Builder, Web Services Librarian **Roën Janyk** developed a mobile website for the Library (<http://libguides.okanagan.bc.ca/mobile/3660> - best viewed on a mobile device). The mobile site includes a mobile version of the Voyager catalogue, a mobile-friendly Ebsco Discovery Service, mobile-optimized LibGuides, and a mobile version of the Library's A-Z e-resource list (thanks to CUFTS CRDB).

Roën also developed a Library block for Moodle, which recently replaced Blackboard as the College's learning management system. The block, pictured here, includes an OCTopus search box and links to Library services.



OC Library block in Moodle

Thanks to the efforts of **Leanna Jantzi** and programmers from the College's IT Services department, the Library now has its own in-house Interlibrary Loan system, which facilitates ILL borrowing for both Library users and ILL staff, who previously depended solely on email to track requests.

### New directions

The Library has adopted a strategic plan for 2012-16, *Partners in Learning* (posted at <http://www.okanagan.bc.ca/AssetFactory.aspx?did=26143>). Implementation has begun with the creation of eight working groups, each of which will work toward implementing a particular key direction identified by the plan.

### Other news

Several librarians presented sessions at the College's in-house employee learning conference, Connections 2012. Librarian-led sessions included *10 Things You Never Knew the Library Could Do for Employees*, *The Citation Struggle: Seeing the Forest for the Trees*, and *What's New with Copyright?*

The 2012 *Library Profile* is available on the website - <http://tinyurl.com/b9eyvbq>



## Royal Roads University

*submitted by Rosie Croft, University Librarian*

In staffing news, Natalia Morrison has returned from maternity leave, resuming her position as Library Assistant, Copyright as of the beginning of September. Currently helping out in the Copyright office on contract is Annie Smith, who filled in for Natalia during her leave and we are grateful to have her continuing on with us to the New Year. We are also working on adding a co-op opportunity in the Writing Centre for the winter term – stay tuned for the results!

Archivist Caroline Posynick has finished the work of putting together the digitized images of the Royal Roads Military College yearbooks into online flipbooks – see <http://tinyurl.com/aj3uulc>. This project was generously funded by the IKB BC History Digitization program, the Military Heritage committee of RRU, and the Friends of Hatley Park. We are also currently making an application for further funding for a companion digitization project for the RRMCM class logbooks that further illustrate student life at RRMCM. Many thanks also to the CFB Esquimalt Naval and Military Museum and former RRMCM Commandant David Bindernagel for their invaluable support of this project. Please see the full press release for more information at <http://tinyurl.com/aolzjei>



As a result of our Distance Library Services 2012 conference presentation, librarian Jessica Mussell and I had a lovely invitation from Serials Solutions to do a webinar about Summon and its effect on information literacy session design. The October 16 presentation was titled “‘Start with Summon’: Information Literacy in the Age of Web-Scale Discovery.” The archived presentation is available online at <http://bit.ly/QEYVfU>

Jessica Mussell and Writing Centre Coordinator Theresa Bell have developed two online, asynchronous modules that holistically present information literacy instruction and writing support from the perspective of the student when s/he is given a writing assignment. They developed both a guide to writing a graduate level essay (<http://library.royalroads.ca/writing-centre/how-write-graduate-level-essay>) and a guide to writing an undergraduate level essay (<http://library.royalroads.ca/writing-centre/how-write-undergraduate-level-essay>). The two guides immediately garnered very positive feedback from faculty and staff after their recent release.

RRU has won awards in years past in its fundraising efforts for the United Way, and we hope to achieve that level of contribution to the cause again this year. The Library’s big event is the annual book & bake sale held this year on October 30 & 31. This was our highest grossing year ever for this event, raising \$1249.18.



With our recent increase in international students, RRU enjoyed many wonderful international education week events starting November 12. A couple of the events were held at the library, including a pronunciation workshop to help people with their Mandarin and Arabic effectively.



In other Royal Roads news, the university concluded bargaining with its unionized employees by the end of October. Also, our recent branding campaign has won a Lotus Award for Advertiser of the Year. The Lotus awards celebrate the best in BC advertising - <http://www.royalroads.ca/news-releases/royal-roads-wins-advertiser-year-award>. The RRU campaign also won national awards over some formidable corporate competitors - <http://www.royalroads.ca/news-releases/more-creative-awards-royal-roads-campaign>

## Thompson Rivers University

*submitted by Kathy Gaynor, University Library Director (Interim)*

### Staffing changes: Hello, Goodbye!

#### Hello

- Paula Adkin – Circulation Clerk
- Jody Lipsey – Circulation Clerk
- Mike Purcell – Systems Librarian
- Audrey Yin – Circulation Clerk

#### Goodbye

- Ashlynn Harris – Circulation Clerk

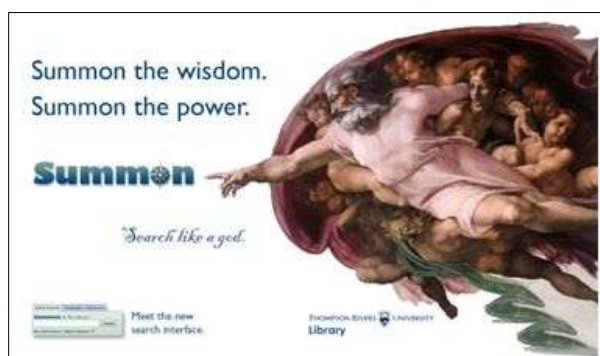
### Actualizing our Strategic Plan

One of the principle values that the TRU Library identified in our Strategic Plan 2012-2015 is the concept of “user centredness”. User centeredness is the philosophy of taking into account the needs, wants and constraints that our end users (students, faculty and staff) have in the Library’s planning, implementation and evaluation of services and resources. With that in mind, the Library launched Summon this Fall and refreshed

our website – reducing barriers and making the Library’s valuable and expansive resources more easily available.

### Summon

We invited students, faculty, staff and administrators to join us for a “Summon Launch” - a live demonstration, a chance to chat with the library staff, and partake in refreshments. We launched Summon with the slogan “*Summon the wisdom. Summon the power. Summon. Search like a God.*” The Summon launch was a well-attended event and was a fabulous way to kick start the Fall semester.



### A very busy semester

#### Open Access Week

The TRU Library hosted its first ever Open Access Week event. Nicole White, Head of the Research Commons at Simon Fraser University, described the Public Knowledge Project, a partnership among several academic institutions that hopes to encourage open-access publishing through the development of infrastructure and systems. Panelists (Roger Collins, School of Business & Economics; Norm Friesen, Associate, Centre for Student Engagement & Learning Innovation; and Brian Lamb, Director, Innovation Open Learning) explored a wide range of issues from government funded research to the recognition of open access publishing in promotion and tenure standards to an audience of faculty and administration from across campus.

#### Workshops and Outreach

Elizabeth Rennie, Instruction and Outreach Librarian, takes the word “outreach” in her job title seriously. Armed with laptops, citation guides, and snacks (fresh veggies/fruit, hummus, pita bread) Elizabeth facilitated a workshop called “So You’ve Got a Research Paper Due Tomorrow” in the

student residences on a Sunday evening at the end of November. Elizabeth worked with a group of students giving them last-minute advice (many students had papers due the following morning), followed by an hour of one-on-one research assistance as required.



Also this Fall, the Library partnered up with Computer Lab Support and Student Services (Counselling and the Wellness Centre) to create a "Stress-Free Zone" for students during finals. The stress-free zone is equipped with quiet games (connect four, checkers), suduko puzzles, lego, free ear plugs, information pamphlets about how to handle exam stress, and a tray of mandarin oranges. The intent of the zone is to provide students with a bit of fun during a stressful time of year, and to provide a place for them to take a break, hopefully keeping the rest of the building quieter for studying. Students have remarked that they love having a sanctioned spot where they can relax, chat, laugh, clear their minds and be ready to focus on their studies.

### **Adaptive Technologies**

The Library received funding from the Provost's Office to purchase three ingenious devices:

- an UbiDuo, for face-to-face textual communication;
- a Merlin HD for magnifying books; and,
- a Kurzweil 3000, which reads books aloud.

These devices enable student, faculty and member of the general community the opportunity to read text, enhance images in print materials, and communicate with each other.

### **Dynamic Displays**

The Library's display team have taken displays to the next level – visually exciting, engaging content,

and utilizing a vast range of materials from the library's collections. Some of the displays this Fall semester centred around 'time management and wellness for first year students', the bicentennial of the War of 1812 and the bicentennial founding of the City of Kamloops, Open Access Week, and Graphic Novels.

### **Canadian University Report**

*"You like me, right now, you like me!"* – Sally Field

The Globe and Mail's 'Canadian University Report' surveyed Thompson Rivers University students and reports that students find that the TRU Library holds its own with University Libraries across Canada and in some areas the TRU Library is exceeding the national average. The Library continues to look for ways to improve our resources and services for our students and faculty.

Libraries		
Results for: All fields of study	Results ↑	Average ↓
Availability of Books / Articles / Periodicals	B	B+
Study Spaces in the Library	B+	B
Library Hours of Operation	B+	B+

### **Library Bursary**

The phrase "pay it forward" has been embraced by the library staff. Several years ago the Library staff decided to start a bursary because the staff felt that student success is a direct outcome of library's success. Library staff raised bursary money by "dumpster diving" for recyclable bottles, through a Christmas silent auction, bake sales, and by payroll deductions. Over the last several years, the money trickled in and the bursary grew to a sizable sum. This year, the TRU Library bursary awarded a \$1000 to Michelle Ikwumonu – a First Nations woman in the second year of the Social Work Program. We look forward to seeing Ms. Ikwumonu walk across the stage during convocation in a couple of years.

### **Hosting the CPSLD Fall Meeting**

Inclement weather doesn't stop the Postal Service, nor does it stop the CPSLD Directors! TRU Library was thrilled to host the Fall CPSLD Meeting. It was a great pleasure to participate in the discussions and partake in the professional



development session on Copyright by Scott Blackford, TRU's Intellectual Property Officer.

***A selection of photos from the Fall CPSLD Meeting at TRU***





*And one from David Pepper's Phone – "Virginia Adams being her delightful self!"*





## Trinity Western University

submitted by Ted Goshulak, University Librarian

### ***TWU welcomes its first-ever University Siya:m***



In cooperation with the TWU Aboriginal Partnership Council, Trinity Western University has hired Patti Victor as its first University Siya:m. “Siya:m” is a Sto:lo word describing a leader recognized for wisdom, integrity, and knowledge. Her primary role as Siya:m will include providing both spiritual and personal mentoring to students of aboriginal descent, while also acting as a liaison between TWU and local aboriginal communities.

Victor is a current graduate student in the TWU Masters in Leadership program (<http://tinyurl.com/9wtcsc3>) and Pastor of Chilliwack Native Pentecostal Church. “My role is one of mentorship and guidance,” she said, “I will assist the aboriginal and non-aboriginal members of TWU to come to a mutual appreciation and understanding of each other.” As a learning coach she will also provide academic counselling for students and ensure that staff and faculty remain informed on significant aboriginal issues. In addition to filling this new role, Victor will remain co-chair of the TWU Aboriginal Partnership Council (<http://tinyurl.com/a8p948t>).

Led by Bob Burkinshaw, Ph.D., the initiative for the Council began in 2009, composed of approximately 20 faculty and staff members. However, it was not until 2011 that it was formalized as a “partnership council” rather than just a committee. As a true partnership, both sides now contribute equally and work together to fulfill the needs of the group and achieve its goals.

The new position of University Siya:m is part of the TWU’s larger initiative to increase aboriginal representation on campus and further welcome

aboriginal culture into the already diverse student body. The Westcoast Collegium was recently designated as the official aboriginal gathering place for the campus and will soon be redecorated with select pieces of traditional native artwork. This location was chosen because of its central location on campus, and to emphasize and encourage the integration of aboriginal and non-aboriginal students.

TWU recently hosted its first monthly “Circle Talk” session, where aboriginal and non-aboriginal students gathered to bond over open conversation and personal expression. A formal dedication and blessing of the space will take place in November with both aboriginal Christian leaders and local Sto:lo members expected to attend.

### ***International student enrolment spikes***



Trinity Western University’s international student enrolment in graduate studies doubled since this time last year (not including the US). Overall graduate enrollment is up 17% this year.

The University has been building on its global connections with the focus of attracting international students. This fall, TWU saw 16 students enroll in its inaugural program for international students called University Transition First Year (UT1). The innovative program is designed to walk international students through the first, often challenging year of university courses.

“In 2011, TWU completed a two-year task force project on expanded international education opportunities,” said Associate Provost, Philip Laird, Ph.D. “As a result of the task force’s suggestions, TWU has developed pathways for international student to complete a TWU degree.”

Recently, TWU participated in initiatives to advance its relationships with Chinese universities. Last October, the Spartans men’s



basketball team prepared for their CIS season by playing against several university teams in China (<http://tinyurl.com/ay6g9or>). In November 2011, a delegation from TWU joined the BC Premier on a trade mission to China (<http://tinyurl.com/acr7khw>) where President Jonathan S. Raymond, Ph.D., signed agreements (MOUs) with four top quality Chinese universities (<http://tinyurl.com/b4f7veb>).

In addition to international programs, TWU launched its Adult Degree Completion programs in Langley and Richmond. They were previously only offered at TWU's Bellingham, Washington campus. New undergraduate student enrollment increased over six percent, led by strong gains in the Faculty of Natural and Applied Sciences and the expansion of its track and field teams.

Since fall 2011, the number of classes taken by all students has grown 2.9%, contributing to the overall health of the University.

### ***Proposed School of Law at TWU***



Trinity Western University, in its 50th year, is pleased to have submitted a proposal today for a new School of Law to be located at the Langley campus of the university. Establishing a law school has been on the strategic plan for the university for many years and fits well with the University's mission to develop Godly leaders for the marketplaces of life. The School of Law will be TWU's seventh school, adding to the current Schools of Business, Nursing, Education, Human Kinetics, Arts, Media + Culture, and Graduate Studies, as well as two Faculties of Humanities and Social Sciences and Natural and Applied Sciences.

The University is proposing to offer a J.D. program of studies with a view to excellence in leadership development, professionalism and public service. The University proposes a class size of 60 per year of a three year program, ensuring small classes in keeping with the University's student

focus. The program will be intellectually rigorous and have a practical curriculum with a strong skills focus. Students will have required practica experiences, giving them hands-on experiences with law firms, NGOs and government offices. In addition to all traditional areas of law, students will have the opportunity to specialize in "Charities and Social Justice" or "Entrepreneurial" law, with the possibility of exploring legal approaches to social enterprise and social innovation.

TWU established a strong advisory council, comprised of lawyers and judges, to assist with the development of the proposal. We have consulted broadly with the legal community, including lawyers, judges, academics and professional organizations.

Plans are in the works to construct a new signature building on campus to house the School of Law if required approvals are obtained from the BC Ministry of Advanced Education and the Federation of Law Societies of Canada. We anticipate approvals to take approximately 6 – 12 months and, if approved, we hope to welcome our first class of students in September 2015.

For more information read the proposal FAQ at <http://tinyurl.com/avcw35w>

## **University of British Columbia**

*submitted by Glenn Drexhage, Communications Manager*

### ***A university library for the 21st century***

Ingrid Parent, UBC's University Librarian, appeared in the November issue of *UBC Reports* to discuss the challenges and opportunities facing UBC Library and research libraries around the world. Topics include digitization, economic factors, the evolving role of librarians, and the efforts UBC Library is undertaking to strengthen its position as a valued partner in research, teaching and learning on campus.

Read the full interview at <http://tinyurl.com/afs9xwv> and view an accompanying video, *Leading an academic library in the digital age*, at <http://tinyurl.com/b8fwvee>

### ***UBC Library jumps in ARL standings***

UBC Library has bolstered its standing as a top-tier library system in North America, according to

rankings from the U.S.-based Association of Research Libraries (ARL).

UBC ranks 16 out of 115 ARL universities (compared to 24 last year), and third among Canadian academic institutions, in the recently released *ARL Investment Index* (<http://tinyurl.com/a92ecwe>). The index reflects UBC Library's investment in collections, services and resources – including the Digital Initiatives Unit, the Data/GIS (Geographic Information Systems) Lab in Koerner Library, and new learning spaces such as the Canaccord Learning Commons and Woodward Library's garden-level restoration.

The ARL annually ranks its members based on total expenditures, materials expenditures, salary expenditures and number of staff. Sixteen of the 115 academic institutions in the latest ARL rankings are Canadian. The top five Canadian institutions are Toronto (3), Alberta (11), UBC (16), McGill (32) and Montreal (38).

#### ***UBC Library, PKU Library to share staff and expertise***

UBC Library and the Peking University Library (PKU Library) look forward to collaborating on collections, cataloguing and more thanks to an innovative agreement between the two organizations.

The agreement, which takes effect as of December 1, 2012 and can be renewed after five years, involves the exchange of staff and expertise related to cataloguing and conservation, especially for Asian materials. The libraries may also exchange academic works from professors at UBC and PKU.

“In an increasingly connected world, collaboration is key to successful initiatives,” said Ingrid Parent, UBC’s University Librarian. “I am honoured to enter into this innovative agreement with Peking University Library – we look forward to sharing knowledge and expertise with our PKU colleagues.”

“International engagement plays a vital role in advancing the University’s goals and commitments,” said John Hepburn, Vice President, Research and International at UBC. “Agreements such as this one between UBC Library and PKU Library help cultivate UBC’s reputation as a globally influential leader.”

UBC and Peking University, based in Beijing, China, have a wide range of research and other collaborative agreements, some dating to 1980. Professor Stephen Toope, UBC President and Vice-Chancellor, and Professor Shanlu Zhu, Chair of the University Council, Peking University, signed a university-wide student mobility agreement earlier in 2012.

In September 2011, Alvan Bregman, UBC’s Librarian for Preservation and Collection Management Programs, visited PKU Library. The aim was to learn traditional methods of repair for Chinese rare books, and explore how these techniques could be applied to special collections at UBC’s Asian Library. Visits were also made to other conservation facilities and special collections libraries in Beijing. The trip was a valuable learning opportunity for UBC Library and an excellent way to engage with rare book and conservation institutions in China.

#### ***Basil Stuart-Stubbs: A Celebration of Life***



On September 16, more than 250 friends, family and colleagues gathered at Sage Bistro on the UBC Vancouver campus for a Celebration of Life event to commemorate Basil Stuart-Stubbs – UBC’s former University Librarian and Director of the School of Library, Archival and Information Studies – and his many contributions to the library world and the publishing industry.

“We collectively and individually are the better for his presence among us,” noted Paul Whitney, former Chief Librarian for the Vancouver Public Library, who reflected that the phrase “quiet trust” comes up when former staff and colleagues speak of Stuart-Stubbs.

Ingrid Parent, University Librarian at UBC, recalled her time as a student when Basil held the same role, and described him as having a true passion for knowledge. Parent introduced *The Basil Stuart-Stubbs Prize for Outstanding Scholarly Book on British Columbia* (<http://tinyurl.com/a3b3kc2>), to be awarded for the first time in 2013. The annual award will recognize the best scholarly book

published on a B.C. subject by a Canadian author, and will be administered by UBC Library and the Pacific BookWorld News Society.

All who knew Basil are invited to visit his memorial bench near Point Grey Road and Alma Street, possibly while reading a Canadian book, and to consider a contribution to the Basil Stuart-Stubbs Memorial Fund (<http://tinyurl.com/aevgpbq>).

### ***Friends newsletter – Fall 2012***

The latest issue of UBC Library's *Friends* newsletter is now available online at <http://tinyurl.com/amhzvgb>. Highlights include recent donations of film collections from Videomatica and the Halleran family, enhanced space at Koerner Library and a showcase of the exceptional Chung Collection. In addition, Dr. Irving K. Barber and Basil Stuart-Stubbs are remembered in memoriam.

*Friends* readers are also encouraged to fill out a readership survey (<http://tinyurl.com/a82zatg>) and enter in a draw to win a \$50 Amazon.com gift certificate. Share your thoughts with us and enter for a chance to win!

### ***Twitterverse praise for UBC Library***

At a recent library research conference, presenter Willie Miller discussed his study of ARL members using Twitter. In this study, he ranked **@UBCLibrary** – <https://twitter.com/ubclibrary>, managed by the Library's Communications and Marketing team – as one of the top three influential accounts in North America. UBC Library was the only Canadian institution in the study's top 10 list.

To view the presentation "ARL Klout study: significance of Twitter in academic libraries" or to learn more, visit the conference website (2012 IUPUI University Library and School of Information and Library Science Joint Research Conference – Indiana University at <http://ulib.iupui.edu/SLISULconference>).

### ***cIRcle nabs top spot, launches award***

It's been an eventful time for cIRcle, UBC's open access digital repository, which recently claimed the top spot in the rankings of Canadian repositories.

Since UBC Library launched cIRcle in 2008, it has been a growing force in the open access movement among its national and international

contemporaries. According to the July 2012 Webometrics rankings (<http://repositories.webometrics.info/en>), cIRcle is ranked as the top repository in Canada, and 44th out of more than 1,400 institutional repositories worldwide.

Congratulations are also due to the first winners of a new award launched by cIRcle and the UBC Vancouver Graduate Student Society (GSS).

The GSS cIRcle Open Scholar Award launched this past summer. Its aims are to feature UBC as a leader in the open dissemination of exemplary non-thesis graduate coursework, and to create an incentive for graduate students to populate cIRcle with material beyond theses and dissertations. The incentive is a lottery-style award worth \$500, as well as the knowledge that the winning work is made publicly available and administered on a long-term basis by UBC Library.

The inaugural winners, announced at the GSS Council meeting in October, include the authors of two projects for Physical Therapy 572. They are Lisa Cornish, Victoria Feige, Adriana Guenter, Christina Kliewer and Emily Mellis; and Jennifer Gonsalves, Evin Kuyer, Tamara McKay, Amy Moffat and Stephanie Palmer.

Four GSS cIRcle Open Scholar Awards will be given annually – two in April and two in October. Visit cIRcle at <http://tinyurl.com/bbs7bur> to find out about award criteria and additional information.

### ***UBC Okanagan Librarian selected for leadership program***

Diana Bang, a Learning Services Librarian at UBC Okanagan Library, was selected as one of two Canadians to attend the Minnesota Institute leadership training program this past July. The institute, geared towards librarians from under-represented groups in the early stages of their careers, has been offered every two years since 1998 by the University of Minnesota Libraries.

Participants are provided with intensive training to develop their managerial and leadership skills, as well as practical applications such as grant development and professional writing. The institute also presents library professionals with an opportunity to build a network of peers for support and collaboration. Participants are encouraged to establish a mentorship relationship with a more senior librarian at their home institution.



### **Updated copyright website**

UBC has launched an updated copyright website, found at <http://copyright.ubc.ca>, in response to recent developments in Canada – including Supreme Court decisions and provisions of Bill C-11 (the Copyright Modernization Act) that came into force in November 2012.

Highlights include:

- Revised **copyright guidelines** for the UBC community that provide an updated summary and general guidance regarding current copyright law;
- Updated **copyright** and **fair dealing** requirements that set out specific requirements for faculty and staff in light of recent Supreme Court of Canada decisions on copyright law;
- A new section on **copyright resources** for UBC faculty and staff;
- An **RSS feed** that enables users to stay up-to-date on UBC copyright announcements;
- A **copyright announcement and broadcast e-mail archive**;
- And enhanced design and improved navigation.

Content will be updated regularly, and is maintained by the Scholarly Communications and Copyright Office in collaboration with the Office of the Provost and VP Academic, UBC Library, UBC Bookstore, the Centre for Teaching, Learning and Technology (Vancouver), the Centre for Teaching and Learning (Okanagan) and the Office of the University Counsel.

For more assistance, please refer to an extensive list of contacts at UBC's Vancouver and Okanagan campuses posted at <http://tinyurl.com/arenrrt>.

## **University of Northern British Columbia**

*submitted by the Library Promotion and Marketing Team*



### **Welcome Lynn Copeland!**

The Weller Library welcomed Lynn Copeland as its interim University Librarian effective September 5th, 2012. Lynn's achievements demonstrate why she was the right choice to lead our staff until a permanent University Librarian is hired. Lynn Copeland was the Dean of Library Services at Simon Fraser University until her retirement in 2010. She had previously been Head, Library Systems at SFU and BC Electronic Library Network Manager. She has held librarian positions at University of British Columbia, BC Union Catalogue Project, Rutgers University, and UC Berkeley. Lynn is a graduate of the University of Toronto (BSc), Brandeis University (MA) and Columbia University (MLS) and has published a variety of articles and spoken on issues primarily relating to library technology, collection development, e-learning and libraries, and Interlibrary Loan.

### **Allies and Activists Reading**

September 26th, 2012 the Weller Library hosted its 4th Allies and Activists Reading as part of the Weaving Words Celebration. The Weaving Words Celebration features writers, poets and storytellers from across North America. Five individuals were invited to read selected pieces during the Allies and Activists session including

- Jacqueline Baldwin
- Rob Budde
- Maggie De Vries
- Daniel Gallant
- Si Transken

The event was held in the Library's **hubulhnadzuwhulnuk / Storytellers' Corner**

### **People**

Several new faces have appeared on the scene since the last newsletter. The Weller Library recently welcomed

- Peter Hvezda, Web Developer
- Michelle Bowcott, LA -- Circulation
- Kirsten Willms, LA -- Circulation
- Heather Gloster, UBC SLAIS Co-Op Student

While the Library has welcomed a few new faces, it also said to good-bye to a few too. 2012 marked the departure of

- Gohar Ashougian, former University Librarian, who has accepted a new position as University Librarian at Wilfrid Laurier University

- Nancy Black, former Access Services Manager, who has taken on a new role as Executive Director at Nipissing University / Canadore College
- James MacDonald, former Digital Initiatives Librarian, who has taken a 2 year sabbatical to work in the United Arab Emirates.

## University of the Fraser Valley

*submitted by Kim Isaac, University Librarian*

### ***New Chilliwack Campus Library Opens!***

September 7th marked the official opening of the new Library and Learning Commons at UFV's Canada Education Park (CEP) campus in Chilliwack, on the site of the former Canadian Forces base. The move from the former Chilliwack North campus took place in June, and library doors opened on July 3rd. Almost the entire UFV Chilliwack campus was relocated to the CEP site over the summer. The building that houses everyone is a 150,000 square-foot facility. Designed by Stantec, half of the building is new construction (in which the library is located) and the remainder is a repurpose of an existing military engineering school building at the site. But the overall effect is of a beautiful, unified whole.

The Library and Learning Commons includes the writing and math centres, teaching and learning office, educational technology services, information technology services and a drop-in computer lab. The new library is double the size of the previous facility, which had long ago reached capacity. Chilliwack library staff members are thrilled to be working in such a spacious and beautiful environment, and students have responded by using the library in numbers never seen before in Chilliwack.

The collection move, which was carefully planned and organized by our Chilliwack Library Technician-in-Charge, Leslie Olsen, went without a hitch. All Chilliwack library staff members deserve credit for ensuring that the move went smoothly.



*Outside view of Library and Learning Commons (main floor)*



*Main corridor past Library and Learning Commons*



*Sto:lo welcome display at entrance to Library*



*Quiet study area*



*Group study and computer workstations*



*Combined Service Desk*

### **Staff Changes**

After many years of very low staff turnover, we have experienced a number of retirements of senior staff in the past few months, leading to quite a few changes. Here is a summary:

- **June Reedman**, Acquisitions Technician-in-Charge, retired in the summer after working for UFV for 22 years. June was replaced by **Sue Kleiv**. Sue's position as Acquisitions Technician was filled by **Marlee Clingan**, who came to us from the Canada Revenue Agency.
- **Eva Korelus**, Circulation Technician-in-Charge in Abbotsford, retired after 35 years at Fraser Valley. **Maira Guzyk** has taken over from Eva, and Maira's Circulation Technician position is currently posted.
- **Linda Harder** has just retired as Serials Technician after 23 years in the Library. Her position is currently posted.
- **Jenny Walters**, Cataloguing Technician-in-Charge, will retire at the end of 2013 after **36 years** in cataloguing! **Liz Hughes** will pick up Jenny's responsibilities, and Liz's Cataloguing Technician position is being posted.

Finally, I will be taking an educational leave 2013, and I'm very pleased to announce that **Patti Wilson** will be interim University Librarian, starting in January. Patti's duties as Collections Librarian will be redistributed amongst other librarians, and we will be posting an 80% Reference and Instruction Librarian position.

## **University of Victoria**

*submitted by Susan Henderson, Communications Officer, for Jonathan Bengtson, University Librarian*

### **Announcements**

#### ***International Commons Opens at UVic Libraries***

UVic celebrated the opening of the new Marnie Swanson International Commons on November 19. Located in the Learning Commons of the Mearns Centre for Learning – McPherson Library, the International Commons is a welcoming place where international students can find academic help, information, resources, programming and services to support their success at UVic.





This new initiative is designed to provide academic support to the increasing number of international students at UVic, as well as to promote intercultural activities and events for both international and domestic students. The creation of this inclusive global community enriches domestic students through connection with their peers from around the globe.

The International Commons is dedicated to Marnie Swanson, University Librarian from 1988 to 2011, in recognition of her long and outstanding service to the University of Victoria Libraries.



Photo of Marnie Swanson

### ***Libraries are on the Cusp of a Golden Age***

Three feature articles on UVic Libraries appeared in the "Monitor" section of the *Times Colonist* early in November. View the articles at this Times Colonist link - <http://tinyurl.com/a529obw>. Once the link is opened, click on the "More on This Story" section to read *Library a central hub of university campus* and *Medieval tome a highlight of UVic library's collection*.



Photo of University Librarian Jonathan Bengtson

### ***UVic Helps Fill Food Bank Shelves***

This holiday season, two University of Victoria food drive initiatives will help fill local food bank shelves instead of collecting fines. The annual UVic Food for Fines program will offer relief from library and parking fines in exchange for food donations to the Mustard Seed Food Bank and the UVic Student Society's Food Bank. UVic's Campus Security Services is offering a \$5 reduction of parking ticket fines for a donation of one non-perishable food item per ticket. UVic Libraries is discounting fines by \$2 for each non-perishable food time, to a maximum of \$20. Library users can also pay for their fines by diverting up to \$20 of the money to Mustard Seed as a donation from Nov. 26 through Dec. 7.

**Food for Fines is back!**  
November 26 to December 7

Donate non-perishable food items in exchange for a reduction on your library fines.

Donations will be shared by the Mustard Seed and the UVSS Food Bank.

Ask at one of our service desks for more information.







### **Digitization Program Review**

Robin Chandler, visiting Associate University Librarian, Collections and Library Information Systems from the University of California, Santa Cruz (UCSC) conducted her review of UVic library's digital programs October 10-12. A series of meetings were arranged for Robin to meet with staff and faculty involved with digital projects. The review report will be incorporated into our current strategic planning process.

### **Archives and Special Collections**

#### ***Alcuin Society Awards for Excellence in Book Design in Canada Exhibit***

Canada's most beautiful books are on tour and the University of Victoria Library is one of the Canadian university library stops. Since 1981 the Alcuin Society has sponsored the only national competition for book design in Canada. 2012 marks the 30th annual competition, and out of 252 submitted works, 35 winning books were selected from 9 provinces and 104 publishers. Each one, published in Canada in 2011, represents the work of a Canadian designer. These award-winning books are on display in the Archives and Special Collections Reading Room until November 30.



#### ***Chester P. Lyons Archival Fonds***

Material from the Chester P. Lyons archival fonds held at UVic was featured in Ben Bradley's article "Behind the Scenery: Manning Park and the Aesthetics of Automobile Accessibility in 1950's British Columbia" in Issue #170 of *BC Studies* (Summer 2011). A description of the Chester P. Lyons fonds is found on MemoryBC at <http://tinyurl.com/a4hnr48>

#### ***Macbeth, Shakespeare, and Music: Exhibit***

Engagement with Victoria's cultural community continued this fall with the staging of the Macbeth

and Music: Exhibit in the Archives and Special Collections Reading Room. The exhibit display cases contained books, scores, manuscripts and theatrical ephemera from UVic Special Collections, the Shakespeare Music Project fonds, and the private collections of faculty and friends. The exhibit was curated by Dr. Janelle Jenstad, Department of English with the assistance of student curators to celebrate the staging of Verdi's *Macbeth* by Pacific Opera Victoria.

#### ***Transgender Archives***

The Transgender Archives at UVic Library has been highlighted in the *Times Colonist* (see <http://tinyurl.com/aatgbb6>). University Archivist Lara Wilson was interviewed about the transgender collection, which is one of the largest if not the largest collections of archival and published transgender material in the world. <http://transgenderarchives.uvic.ca/>

Commemorating the 14th Annual Transgender Day of Remembrance and in celebration of The Transgender Archives @ UVic, UVic Libraries and Cinecenta presented the 2012 award-winning feature-length documentary, *TRANS* to a full house. Following the showing a questions and answers session was offered with speakers, Gail Knudson, Founding President of the Canadian Professional Association of Transgender Health, a PFLAG parent of a local trans man, Dr. Aaron Devor, Academic Director of The Transgender Archives and University Archivist, Lara Wilson.

#### ***Treasures from UVic Special Collections Showcased at TEDxVictoria***

An event scheduled in November at the Victoria Conference Centre had a library connection. Jamie Kemp, a Ph.D. Candidate from the department of History in Art, showcased some rare treasures housed in UVic Library's Special Collections at TEDxVictoria. Her presentation, called "Heads in the Cloud", discussed how including first-hand encounters with medieval and renaissance documents in her classes has made her teaching more meaningful. At this event more than 400 people got to see a video that displays several manuscripts, charters and seals from Special Collections. <http://tedxvictoria.com/>





number of visitors. UVic also published a special publication that was included as a supplement in the *Times Colonist*. *Celebrating UVic in the Community* is a colourful 30-page publication. One page was dedicated to promote community resources at the UVic Libraries.



## New Services

### Research Help Videos

UVic Libraries is now offering research help videos, made by a UVic Humanities Co-op student, who worked with reference librarians to deliver the new service on our website. Currently, there are over 50 videos (and counting) and they have had over 5,000 views since launched this fall. They're all around two minutes, designed to address the most common research questions and to promote the many services offered by UVic Libraries.



Photo of Abby Pollen, Humanities Co-op Student

## Special Events

### 50th Anniversary Celebrations

At the end of September UVic launched the 50th anniversary celebrations. The displays and exhibits in the McPherson Library attracted a

### ***Building the Grateful Dead Archive Online: Public Talk***

In October, Robin Chandler, a librarian and archivist who served as the project manager of digitization for the Grateful Dead Archive and creation of the project website, gave a public talk, *Building the Grateful Dead Archive Online*. The event was co-sponsored by the University of Victoria Libraries, the Faculty of Fine Arts, CFUV 101.9 FM, and the Greater Victoria Public Library.



Art: Linda Gross

The Grateful Dead Archive (GDA) documents the Grateful Dead's 30-year history from 1965-1995. It is one of the most significant popular culture collections of the 20th Century. Several years in the making, the Grateful Dead Archive Online (<http://www.gdao.org/>) was made accessible to the public in June of this year.

### ***'More fit our bright abodes, for warbling muses and inspiring gods'***

In September, University Librarian Jonathan Bengtson gave an illustrated public talk, *"More fit our bright abodes, for warbling muses and inspiring gods": seven centuries of the library at The Queen's College, Oxford*. It was an engaging look at the history of books and libraries at Oxford, with a particular focus on the remarkable collection at The Queen's College.





## Vancouver Island University

*submitted by Bob Foley, Library Director*

After over thirty years of service **Mary Wood**, who is in charge of interlibrary loans, will be leaving us in January. Mary has been the public face of our interlibrary loans for a great number of years and her pleasant way of getting things done will be missed by students and faculty alike.

**Jennifer Brownlow** has also announced that she will be leaving us by next summer. Jennifer presently holds a great variety of responsibilities in her portfolio but she is best known for her work coordinating reference and instruction. She is also a long serving liaison librarian with the Faculty of Education. Over the years she has received many accolades from the faculty relating to her dedication on their behalf. She will have served VIU for twenty years. Between these two retirements over fifty years of experience will be leaving us.

In the past few years we have reported a great number of physical improvements and new facility development work in our libraries. That activity is now nearly completed. This past summer the replacement of our old wooden library shelves with seismic compliant equipment was finally finished. We had been chipping away at it for years. This provided an opportunity for a major collections shift to integrate the periodicals and the newly liberated reference books into the book collections.

Now we are turning our attention to some different projects. First and foremost is the reconfiguration of our librarians' activities around information literacy and learning outcomes. As a result of the

new academic plan finished last year, there are a greater number of opportunities to engage in institutional conversations around learning outcomes. There is also a greater appetite among faculty to engage with librarians around similar issues. We are now reconsidering all of our services and activities with a view to enhancing information literacy outcomes for students. Some great initiatives are taking shape.

Another key project recently undertaken was a review of our library fines and some related barriers to library material use. **Jean Blackburn**, our client experience coordinator, worked with members of our service staff and other librarians to make some recommendations with the goals of providing greater equity of access, promoting use of the physical collections, and providing a greater service orientation to our interaction with our patrons.

The result was the elimination of most of our fines, longer loan periods, new communications strategies to recover materials, ceasing the use of collections agencies, increased mailing of materials to users who cannot access the libraries directly and liberalizing use of the video and audio collections. Instead of levying fines, the ultimate penalty imposed will be to stop borrowing and online access to library materials.

Through these measures we hope that a more positive face of library services can be achieved at the service desk while getting greater return on our investment in circulating materials. Jean and some of the other staff are planning some presentations in the future on the development of these policies and their effects on services and access (hopefully) at a library conference near you. So far the reception has been great with students and faculty. We started in September and are now just finishing our first term under this new policy structure.

## Special Reports



### BC Electronic Library Network (ELN)

*submitted by Leah Hopton, ELN Librarian*

#### **University Canada West – Our Newest BC ELN Associate Member**

In August, BC ELN welcomed University Canada West (UCW) as the consortium's newest associate member. UCW is an independent university in Vancouver, providing in-person and online education. It offers three degree programs: a Bachelor of Arts in Media and Communications, a Bachelor of Commerce, and a Master of Business Administration. UCW is currently subscribing to four BC ELN licensed resources, including the Undergraduate Foundation Collection. UCW is also the newest member to join the AskAway service. A warm welcome to University Canada West! For more information on UCW, please see the institution's website: <http://www.ucanwest.ca/>

#### **Collaborative Institutional Repository**

As per the 2011/12 – 2015/16 strategic plan, the consortium is seeking to articulate and implement an appropriate role for BC ELN in supporting Institutional Repositories (IRs). As a first step towards this goal, BC ELN conducted an Institutional Repository Needs Assessment Survey over the summer. A report of the results is posted at: <http://www.eln.bc.ca/docs/view.php?id=962> Results of the survey illustrate strong interest on the part of partner libraries in exploring a collaborative approach to institutional repository development in BC. In response to this expressed interest, BC ELN has assembled a Concept Committee to explore IR options.

#### **BC ELN Assessment Framework**

BC ELN has begun to develop an assessment framework that will aim to capture how the consortium is bringing value to the post-secondary sector. As part of this work, BC ELN will be engaging library directors and ministry

representatives in sharing assessment strategies and developing potential value indicators at the upcoming December 3rd All Partner Meeting. This marks the first phase of an ongoing, consultative process.

#### **AskAway Software Selection**

With the license for AskAway's current platform, QuestionPoint, set to expire in August 2013, a software selection process is well underway to evaluate potential software platforms for the service. A Request for Quote has been issued to vendors with a deadline of December 7th for responses. The Software Selection Committee aims to provide a recommendation to the AskAway Advisory Committee in early 2013.

#### **WriteAway Update**

BC ELN continues to provide pilot-phase project management for WriteAway (a collaborative virtual writing support service) as the WriteAway Administrative Centre. A four-week proof of concept trial of WriteAway was conducted this past summer with four participating pilot sites: College of the Rockies, Douglas College, Kwantlen Polytechnic University, and Simon Fraser University. To prepare for this trial, the WriteAway Administrative Centre worked to create key support documents, train service partners and providers, and implement service infrastructure. The WriteAway Administrative Centre is continuing to build this infrastructure for a full implementation of WriteAway, tentatively slated for the New Year.

#### **e-HLbc Administrative Centre**

e-HLbc Administrative Centre activities are outlined in the Progress Reports available here: <http://ehlbc.ca/about/documents/>

#### **BC ELN Office News**

e-HLbc Coordinator Leigh Anne Palmer has returned from her parental leave, and we are delighted to have her back. Sadly, this has meant saying goodbye to Megan Crouch, e-HLbc's Coordinator during Leigh Anne's leave. Luckily Megan is just around the corner as she has returned to her position as Health Sciences Librarian at SFU. We have also had to bid adieu to Sarah Gleeson-Noyes, who has moved on to a position as a librarian with the Fraser Health Authority.

In other news, BC ELN has moved into our newly renovated, larger space! The new consoritial office

is a shared space of BC ELN, e-HLbc, and COPPUL. To celebrate this move, an open house was held in October for the SFU community. Many people dropped by to ask questions and explore our beautiful new office. We are also looking forward to having library directors visit the space during our upcoming All Partner meeting.



ELN Office Newly Renovated Space



## CILS (College and Institute Library Services)

*submitted by Patricia Cia on behalf of Stephen Blaeser and Tara Robertson*

CILS produces alternate formats for students at 20 post-secondary institutions and have made some improvements this year including:

- Improved website includes links for New Students, Disability Service Coordinators – see <http://www.langara.bc.ca/cils>
- Toll free number for students helps drop the barrier
- Ending the textbook reimbursement policy has been relatively smooth. Currently returning 70% of the textbooks through Blind Post.
- Initiated a regular email newsletter to coordinators and also one to students
- Updated "TextAloud" synthetic voices

We are also working on several projects:

- **Digital delivery** - reviewing Canadian Dropbox-type solutions, which will enable us to send students digital files electronically. Currently we are burning CDs/DVDs and then posting them, so this will enable us to get students the files that they need faster. We hope to roll this out for January and will continue to offer CDs/DVDs for students who prefer this.
- **Developing relationships with the institutions we are not mandated/funded to serve** (UBC, SFU, UVic, RRU, UNBC) to see if there's an appetite to share the alternate format files that they create. Currently CILS is the only service that catalogues alternate format materials, so materials at the non-mandated institutions are not searchable anywhere. There seems to be interest for CILS to take a leadership role in being a provincial repository. We've shared some of our production documentation and offered to share staff expertise in production. This would improve the quality and availability of alternate formats for all students in BC.
- **Open textbooks** - we've offer to help in outlining universal design and accessibility for pending e-textbook RFP. We're thrilled that they're thinking about accessibility from the beginning. In addition we've offered to produce mp3s, kesi and etext files for the launch in 2013.
- **Co-hosting CAER** (the national alternate format producers) meeting in May here in Vancouver.







## Service Statistics for Presentation to CPSLD



Statistics are for all requests made to CILS for alternate formats from the period of April 2012 to Oct 22, 2012 compared to the same period in 2011/12 and 2010/11.

	Requests Fulfilled 10/11 <sup>1</sup>	Requests Fulfilled 11/12 <sup>1</sup>	Requests Fulfilled 12/13 <sup>1</sup>	Active Students Served (Over 2 Years)
BC Institute of Technology	64	98	155	70
Camosun College	114	111	30	75
Capilano University	5	21	13	10
College Of New Caledonia	23	31	7	20
College Of the Rockies	13	10	15	18
Douglas College	105	177	111	67
Emily Carr University of Art & Design	3	13	1	11
Justice Institute	0	18	8	5
Kwantlen Polytechnic University	110	77	128	50
Langara College	57	66	60	40
Nicola Valley IT	0	0	0	0
North Island College	76	37	26	66
Northern Lights College	49	21	21	38
Northwest Community College	17	29	7	17
Okanagan College	140	275	66	129
Selkirk College	2	42	23	36
Simon Fraser University*	11	26	2	10
Thompson Rivers University	61	46	67	66
University of the Fraser Valley	121	142	104	82
Vancouver Community College	32	16	9	34
Vancouver Island University	1	6	9	12
<b>TOTAL</b>	<b>1004</b>	<b>1262</b>	<b>862</b>	<b>856</b>

\*Provides fee for service to CILS

1. Requests are fulfilled from the CILS collection or a loan from our partners or production of the material at CILS.

### Contact Us

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