

CPSLD Newsletter

Spring 2013

Volume 24, Issue 1

www.cpsld.ca



CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

The newsletter is compiled by

Katherine Plett
Library and Media
Services Director
College of New
Caledonia
3330 – 22nd Ave.
Prince George BC
V2N 1P8

Phone
250-62-2131 x5298

Email
plett@cnc.bc.ca



CPSLD Spring Meeting at UBC

Many thanks to the University of British Columbia-Vancouver for hosting the spring meeting of the Council of Post-Secondary Library Directors on May 8-9, 2013.

The striking photo above, with the old facade of UBC Library in the background, was taken by Simon Neame, Director of the Irving K. Barber Learning Centre at UBC.

The agenda included updates on Copyright, CPSLD statistics, eHLbc, ELN and other items of topical interest.

Attendees had a chance to go from this event to the BC Library Association Conference, aptly named "Are We There Yet?" (<https://bclaconnect.ca/>)

Once again, it's a pleasure to receive such thought-provoking and interesting reports for the newsletter. Thanks to all contributors!

Reports

BC Institute of Technology

submitted by David Pepper, Director, Library Services

Library hosting Australian student

A student from the School of Information Studies at the Wagga Wagga campus of Charles Sturt University, NSW, Australia, will be undertaking her professional experience term at BCIT Library from June 17 to July 5, 2013.

Library Services Staff Award

For the third year, the Library Services staff has donated from their personal funds to create the Library Services Staff Award. To date, the staff has presented 5 student achievement awards to outstanding BCIT students. A recent award winner said he definitely felt more a part of the BCIT community after receiving the award, and was encouraged by the dedication of the library staff

BCIT Library Director recognized for excellence in leadership



Dave Pepper is joined by VP Human Resources, Tomi Eeckhout (left), and Acting President, Chris Golding, during BCIT's 2013 Employee Excellence Awards ceremony

BCIT's student newspaper - "The Link" - to be digitized

The project, funded by BCIT, the BCIT Student Association, and a grant from the BC History Digitization Program at UBC's Irving K Barber Institute, will provide fully searchable PDFs since the paper's inception in 1965. A second phase of

the project will be to add the content to the Library's Content Pro Digital Repository, making The Link fully searchable. "It's a continuous voice of 50 years that's significant not only for us but for the province," says Liz Padilla, archivist. John Morrison, publisher, says, "The Link archives provide a history of BCIT and its students ... it gives context to the development of BCIT." [excerpted from April 24, 2013 issue of The Link]

Major software changes

The Library recently installed Innovative Interface's new "Sierra" operating system, as well as Innovative's "IRX", an upgrade to Content Pro digitization software

BCIT Library sponsors Book Spine Poetry Contest



[entry by Cathy Hyska, "Fools rush in"]

To celebrate *Freedom to Read* week – and to help beat the February blahs – BCIT Library ran a Book Spine Poetry Contest. All faculty, staff and students were invited to enter.

The Contest – create a poem from the titles on the spines of BCIT Library books

The Categories

- Valentines/Love/Heart - since February is heart month
- Freedom/Choice - for Freedom to Read week
- BCIT Life/The Student Experience

Capilano University

*submitted by Trevor Smith for Grace Makarewicz,
University Librarian*

Accreditation Update

In January Capilano University received accreditation from Northwest Commission on Colleges and Universities (NWCCU). The seven-year process reviewed educational quality, institutional effectiveness, and grant accreditation, which makes us the second public University in Canada to receive this distinction. As Canada does not have a national post-secondary accreditation system, we are proud of this recognition to help grow the University.

Staff News

Librarian Trevor Smith has joined us full time and is responsible for Communications and Assessment as well as the liaison areas for Preparatory Studies, Tourism, and Outdoor Recreation.

In April, Karen Klaver retired. She tended the interlibrary loans for many of the 39 years that she worked at CapU and her easy-going personality and smile will be missed.



Time to Review

In April we had our second annual Strategic Planning Session and were pleased that a number of students agreed to join us for the morning discussion. We broke into small groups, and, with the help of a facilitator, students shared their idea of the perfect library. We were surprised by their requests for “virtual chat with librarians” and more “streaming videos” as both AskAway and streaming videos are already available. This impressed upon us the need for better communication about our services.



Students sharing their ideas at the Strategic Planning Session with Trevor (far right)

Student comments gave us direct qualitative feedback, and thanks to our first LibQUAL survey we also have a treasure trove of quantitative data. We are still reviewing our results, but look forward to using them for planning our upcoming academic year.

Systems

We have continued to make additions to our library systems with Encore Synergy as our discovery layer and Airpac for mobile browsing. On June 25th, we will say goodbye to Millennium and hello to Sierra.

Capilano University is currently upgrading to Microsoft SharePoint and the library will be one of the first users. This system will allow us to manage our day-to-day files, and will also let us create a dashboard for keeping up with our gate counts, checkouts, reference questions, and many other stats in a single location.

Looking Back

The end of the term let us reflect on our new initiatives. Last summer we introduced a popular books section by the library entrance. This small collection of 280 books has had nearly every title circulate with more than 1000 checkouts! It was gratifying that a new collection could garner such interest.

In the fall, we worked to create a more vibrant atmosphere in the library. On the main floor, we added a spacious work area with tables and chairs for group projects and allowed open conversation (i.e. no more library “shushes”). While many students enjoyed the open area, it has proven challenging to keep the library as a haven for studying.

Looking Ahead

Upcoming plans for the year include integrating the Reference titles into the main collection, moving to a triage model for our Research Help

Desk, and a large summer weeding project. With our recent addition of 80,000 ebrary titles, our eBook collection has reached over 133,000 titles – which means we have tipped the balance and have more online titles than physical ones!

College of New Caledonia

submitted by Kathy Plett, Library and Media Services Director

College news

CNC President John Bowman is leaving to become President at North Island. We'll miss him, he has been a great supporter of the library and student services.

As reported in "Inside ACCC" (Feb. 2013), our new Quesnel Campus Technical Trades Centre won the 2013 Governor General's Medal in Architecture. When we visited the campus in May, the library was full of trades students prepping for exams; an inspiring sight indeed!

May Days Professional Development Sessions

This spring the library hosted sessions on Copyright and E-Books. In the e-books session we featured our new ebrary and Ebsco collections, and Jeff Kozoris of the Prince George Public Library was on hand to demo their more "fun" e-book collections and answer questions about e-book readers and tablets.

CNC Art Collection 2013 available for checkout

The College purchased CNC Fine Arts Student works again this year. The Library displayed the framed pieces, and people entered a draw to "check out" a work for their office or department.



Fine Arts student show in March

Displays

PostSecretCNC was a special display for International Women's Day, and several library staff played a lead role in organizing it. Based on projects done elsewhere (<http://www.postsecret.com>) it asked people to submit an anonymous postcard, sharing their thoughts or feelings or stories of how women have impacted their lives. We were inspired and moved by the kinds of messages that were posted.



PostSecretCNC postcards on display

Other displays this spring included: Cinema CNC Film Festival (Feb.), Black History Month Art display by Gerald Ferguson (Feb.), Freedom to Read Week banned books display (Feb-March), Earth Day Sustainability display (March-April), Easter Eggs collection (March), CNC Fine Arts Student show (March-April), New Media Student Exhibit and Reception (April), Botanical Society (April-May), and our two summer displays: Bigfoot Tales of the North West Coast, and the Prince George Photography Club.



Black History Month: colourful items from the Afro-Market



Earth Day upcycled prizes created by library staff



New Media Year End Design Show and reception, with student created children's book



Bigfoot Tales summer exhibits and contests

Nice Extras

Thanks to some extra funds at year-end, we were able to replace all computer chairs in our two library labs. At the annual CNC Gala Fundraising Dinner, we received money to buy a new

ergonomic book truck for circulation, and an Easy Reading Book collection.

Retirement

Sandra Chulka, CNC Instructional/Regional Librarian for more than 25 years, retired at the end of May. We celebrated her many achievements at several events, and a selection committee is now at work to fill the vacancy.



CNC Press

The Lakes District campus, which is known for its work in FASD Fetal Alcohol Spectrum Disorder, has just issued a collection of 4 new titles:

- *Removing Math Barriers: Incorporating Vedic Math Methods for Student Success*, by Waneta Nealis, Barb Durban (2013. ISBN 978-0-921087-74-8)
- *Establish the Connection: Groups for At-risk Youth*, by Melanie Hennig (2012. ISBN 978-0-921087-70-0)
- *The Focus Program: a Program for Adults with FASD*, by Linda Schmidt (2012. ISBN 978-0-921087-54-0)
- *Empowering Front-Line Staff and Families Through a Collection of Lived Experiences: Supporting Women Who Have Fetal Alcohol Spectrum Disorder (FASD) Behaviours and Characteristics and/or Other Related Disabilities*, by Anne Guarasci (2011. ISBN 978-0-921087-72-4)

Faculty member Mei Wang's book, *Math Made Easy*, has just come out in a second edition and will be used as a CCP textbook in the fall.

And finally, in February, the Vanderhoof Good Neighbours Committee won the 2013 Jeanne Clark Local History Award, for their diversity initiatives and the CNC Press books they have created in the past two years (*In Sight of Sinkut Mountain, Taste of Culture Cookbook, Saik'uz and Settlers Play Book and DVD*).

For more information, see CNC Press page at http://www.cnc.bc.ca/Visiting/CNC_Press.htm

College of the Rockies

submitted by Shahida Rashid, Manager of College Library Services

Staffing

The Library recently welcomed two new auxiliary Circulation staff. Cortney Newton is a Library Technician student, currently enrolled in Langara College's online program. Former school teacher, Susan Lussier, has also joined our ranks.

WriteAway Online Writing Service

COTR participated in the successful spring pilot project of the WriteAway online writing service for students, which came to a close April 12. We have hired staff, and are looking forward to the upcoming summer term which will run from May 27th to August 9th. Our ABE and ESL students, especially, have taken advantage of this welcome addition to our face-to-face Writing Lab service. It will surely enhance the learning experience for our online students as well.

E-books

At our recent Professional Development Days, Librarian Ben Harrison conducted a workshop to promote our collection of 112,000 plus e-books. Staff and faculty were very excited about having such an updated, current collection despite limited acquisitions budgets. At the Reference desk, the response from students has been very positive. All are anxious to "curl up with their Kindles".

Lynda.com tutorials

In July of last year, the Library acquired 10 shareable licenses for Lynda.com which provides on-the-go access to a training library of nearly 1900 professional grade tutorials. Taught by experts in their fields, the videos allow learners to master the latest software tools and skills. COTR faculty and staff "borrow" these licenses and set up accounts for a period of two weeks at a time. Response has been very positive and, with the service becoming increasingly more popular, renewals may be "at a premium" very soon.

Information Literacy

Ben Harrison was able to deliver instructional workshops by video conference for two classes at our Golden campus in January. He used the Bridgit Conferencing Software to link two

classrooms set up with SMART Boards and cameras. With seven campuses located across the East Kootenays, the hope is that these types of workshops will become a regular feature of our information literacy program to better serve all our students as well as to avoid the time and travel costs required to visit the campuses.

This past year, the Library partnered with the International department to develop a workshop for incoming International students with the goal of early-on introduction to resources and services that will help them to succeed. Ben had the opportunity at the BC Library Conference to speak about this experience during a session, *Getting There Through Collaboration*. This allowed him the opportunity to connect with other librarians who are interested in how to better serve International students.

A work in progress, Library Reference staff have been developing subject specific research guides and launching them as they are completed

Copyright

Copyright has become a frequent topic of discussion, with faculty, staff and students working to understand the changes to the Copyright Act as they pertain to education and the concept of Fair Dealing. Lynn Hughes and Shahida Rashid are looking forward to attending the ABC Copyright Conference in Regina June 24 & 25 where these issues will be presented.

Collection assessment and inventory

The Library inventory is nearing completion, with just the audio visual and two satellite campus collections left to be assessed. With faculty assistance, our entire Library holdings have undergone an intensive weeding process, resulting in a much more relevant collection.

Diversity Committee

In February, Library staff partnered with the College Diversity Committee and the All Nations Students Warrior Council to organize and present an event for staff and students called "Ktunaxa Teepee Raising & Storytelling Circle". The event was very well attended and gave everyone an insight into the Ktunaxa culture and history.



During COTR International week in March, the Library helped to organize a scavenger hunt and set up several displays of books and artifacts around the world within the Library. For International Women's Day on March 8, staff member Kristin Schachtel created a photographic display at the entrance of the Library commemorating prominent achievements by women. Many kind comments were received in response to the display.

And on a very exciting note, College of the Rockies received high honours in a 2012 survey of International students with an overall rating of number one in Canada and number two in the world.

Freedom to Read

To recognize Freedom to Read week, several "Wanted" posters were set up by the front entrance to the Library. These posters featured either authors or books over which objections had been raised, such as Moses for his contributions to the *Bible*, *The Complete Fairy Tales of the Brothers Grimm* and even a *Where's Waldo?*

book. The posters were definitely noticed and conveyed a serious message with some humour.



Library Survey

The Library conducted an online survey to garner student and staff opinions about our Library environment and services. Students were encouraged to participate by the promise of a draw for prizes from completed surveys. Over 400 (22%) respondents shared their thoughts and the information gleaned will be used as we plan for Library renovations. In the meantime, the Library staff has done some furniture rearranging to create a more user-friendly space. The relocations of the self-checkout station and the Reference desk have resulted in increased usage statistics for both, so this appears to have been a good move.

Here is a photo of Librarian Ben Harrison presenting the winner of our survey draw with a gift certificate.



Douglas College

submitted by Debbie Schacter, Director of Learning Resources

Learning Resources Engages



On April 18, the Douglas College Library hosted **Achieving Common Ground: New Models of Service & Collaboration in the Learning Commons**, a symposium focusing on the learning commons in

community colleges. Keynote speakers included Joseph Janes from the University of Washington, Andy Peterson of Western Washington University, and Sybil Harrison of Camosun College. More than 50 people from 4 different institutions attended the day-long event, which was made possible with funding from the College-wide Faculty Development Committee. Special thanks to Patti Romanko for organizing this well-received event.

Learning Resources Partners

At the beginning of this academic year, the Library coordinated with the Centre for Education and Information Technology (CEIT) for a pilot of Help Desk in person support in the New Westminster Library. Due to the success of this pilot in its first semester, CEIT established a permanent space for the Help Desk service within the Library at New Westminster, which became operational in January.

Renovations in New Westminster Library

During the Christmas break, Learning Resources had several renovations completed, most specifically the move of the Learning Centre from a classroom situated on the outer wall of the New Westminster Library to an interior space which provides for a better learning environment for students and their tutors. The Library classroom has taken over the former Learning Centre space. These moves, along with the CEIT help desk move, are the start of the development of the Learning Commons in the New Westminster library.

Sierra Upgrade

The Library will be migrating to Innovative's Sierra systems during the Summer of 2013. Olga Kalachinskaya, Systems Librarian, will be working

closely with CEIT and with Innovative as she manages this project.



Douglas College was proud to be a founding member of the online writing tutoring program, which went live in February 2013. Douglas College students were the largest users of this service during the first online phase. Nancy Squair will be returning for another year in her half time faculty position to support WriteAway.

The Learning Centre also welcomes Samantha Burbeck, as Service Coordinator, replacing Kim Longmuir who departed the College in February.

Statistics Tracking

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.

Collection Move to Coquitlam Campus

We've just completed the final move of materials from New Westminster to our Coquitlam library to support the final phase of the relocation of the Child, Family and Community Services Faculty to the Coquitlam campus. The project was begun last summer with the first relocation of materials.

Staff updates

Director, Debbie Schachter, has recently been re-elected to the OCLC Global Council, representing the Americas, for a second three-year term. Currently, Debbie is also the Chapter Cabinet Chair of SLA.

Other Service Tidbits

- Ask me interactions increased by 78%
- The Library website remains one of the top destinations for visitors on the College website
- Several of our video tutorials are being used in other institutions in Canada and the US
- Implemented a Text Reference service to complement our other virtual reference services.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Let the Ares Pilot Begin



After a bit of fine-tuning, Ares - our new course reserves and copyright management system - has entered its Pilot phase.

The Library customized the user interface and functionality while Tech Services connected our student information data to Ares so that it can be used to manage resources for both face-to-face and online courses.

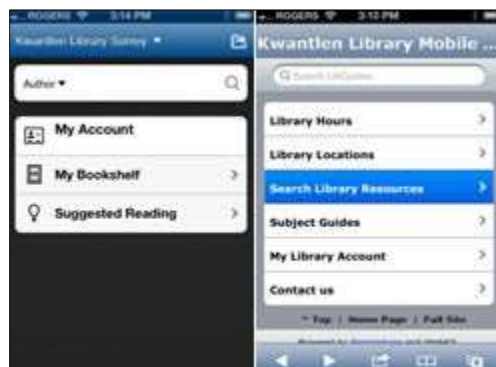
The School of Health Sciences will be the first to test Ares with our students through their Blackboard courses this May to September. In the meanwhile, faculty and staff across our departments will continue to be indoctrinated in the benefits of Ares through the Library's regular demo sessions.

Stay tuned for our progress ...

Kwantlen Polytechnic University

submitted by Todd M. Mundle, University Librarian

Services



Bookmyne, Sirsi's mobile app (available through iTunes) and KPU Library's mobile website <http://libguides.kwantlen.ca/mobile/4289> are now both available for users. Through these users can search the catalogue and other resources and provide other library info including account information for users.

The Moodle LibGuide, designed to help faculty integrate library resources into the CMS, has been updated and a session was held for Nursing Faculty teaching in the online BSN Psych program. The guide contains numerous ways to embed online resources into Moodle sites including search widgets for databases, direct linking to articles, and saved subject searches that are live. It is accessible at <http://libguides.kwantlen.ca/moodle>

We've added almost a thousand new open access titles to our journals knowledgebase bringing our latest total for online journal titles to just under 40,000. On the open access front we are currently working on a way to pull in ERM records that other CUFTS members have identified without having to create the records ourselves and we are building a link between our knowledgebase and LibGuides that automatically populates a LibGuide with open access resources.

Our web page upgrade is up for a complete refresh in August (fingers crossed). Consequently the webpage has been cleaned up extensively to make the migration as smooth as possible.

On the ILL front, in the 2012/13 academic year, borrowing was down and lending up leaving us even overall in activity over last year. We attribute both cases to stronger KPU collections - our patrons don't need to go outside of our collections as much, and our collection is becoming more attractive to other institutions. Since 2011, we have been able to track turn-around times and report that our rate has been cut in half since then. This is likely due to our ability to send requests directly through Relais to other institutions as well as being able to email complete article requests rather than have paper copies made for in person pick-up.

Collections

We've an exciting new Seed Library developed by Librarian Celia Brinkerhoff, faculty and students in the Horticulture department at Langley campus. It was officially launched March 16th with approximately 50 people in attendance.

The HORT students did a great job of packaging, labeling, and organizing 238 varieties of seeds, by family and level of difficulty. The oak cabinet is now full of seeds and they'll be making use of the other cabinets we are dredging up. The students are very committed to making this work long term. Generally, the expectation is that patrons will borrow seeds in the spring, donating seeds back

to the library in the fall. The main thing to know is it is very low tech, and “barrier free”, making it easy for staff to handle and for patrons to access. There IS NO REQUIREMENT for patrons to be affiliated with KPU in any way. They don’t even need a Community Borrower card.

KPU Library increased its video offers by subscribing to the NFB Campus collection, the Films on Demand Master Academic and the Career & Technical Education collection last fall as well as purchasing individual streaming videos currently stored on the IRIS server in Seattle. With the move to more online video content we are in the process of weeding the library AV collection of video titles in VHS format. Our goal is to withdraw all remaining VHS titles by the end of next year and either replace them with streaming video/DVD if the video content is still relevant or to purchase newer, up-dated DVDs/streaming videos for our collection.

At the Cloverdale campus, the entire collection was shifted to make way for a collection of graphic novels donated by a retired faculty member. Since the move to the front of the library, the graphic novels are very popular, especially the *Walking Dead*, which keeps “walking” out the door. The new location of both the graphic novels and the fiction has been well received by the trades students, as it gives them an opportunity to access materials that are not school related, allowing them some downtime from their studies.

The Cloverdale Library received a new addition to our depository holdings. The Canadian Institute of Plumbing and Heating (CIPH) graciously donated a copy of all their published works. This was a result of the tireless work of the Trades Librarian Angela Ryan and the Director of Plumbing Sven Rohde.

Training and Professional Development

A fourth RDA workshop was held at KPU’s Surrey Campus with 30 cataloguers in attendance. The workshops have been delivered by the BCLA Cataloguing and Technical Services Interest Group’s training team of Linda Woodcock (KPU), Susan Andrews (UBC), Penny Swanson (SFU), Nancy Stuart (UVIC) and May Chan (Burnaby Public). RDA is the new cataloguing standard replacing AACR2 and was officially adopted by many libraries around the world on March 31, 2013. The four workshops provided training on the new cataloguing standard to 161 people from over 55 different institutions in BC. The workshops are now going on the road to the Okanagan in June

and Prince George in July. The May workshop hosted at KPU’s Surrey Campus was a great opportunity for all of our Technical Services staff to attend and be introduced to RDA.

Mirela Djokic, English Liaison Librarian, will be presenting a poster at the 5th International Conference on Qualitative and Quantitative Methods in Libraries in Rome, June 2013 (<http://tinyurl.com/lr2h62l>) entitled “A sampling of post-secondary integrated information literacy programs in BC”. Jennifer Finlay (Okanagan College) is the co-presenter and Sigrid Kargut (KPU), Colleen Bell (UFV), Jennifer Brownlow (VIU) are the co-authors.

Staffing Updates

After many, many years of service, Cheryl Macmillan (AV/Circulation Services) retired from the Library. Cheryl’s direct style and sense humour has already been missed by many.

Margaret Brown (Serials and Public Services Librarian) will be retiring August 31, 2013 after an extensive career at KPU. Her serials, collection development, reference and instruction experience formed the base of her work but among other accomplishments she contributed to web development, SIRSI implementation and many, many moves of collections throughout the entire system.

Campus News

The Langley campus library added new study tables/chairs, computer tables/chairs and expanded the number of computers in late December 2012. As part of a campus flooring upgrade, the library will replace its carpet in summer 2013. Also new for summer 2103 is that we’ve been able to extend our open hours to 6 pm Monday-Thursday.

Scrabble Spellabration

The Library in conjunction with the Faculty of Academic and Career Advancement held a fundraising event for a new student scholarship. Scrabble Spellabration (www.kwantlen.ca/scrabble.html) attracted faculty, students, staff and community members including KPU alumnae Stephanie Cadieux (MLA for Surrey-Cloverdale). The fun filled event had teams of 4 playing 3 intense one hour games. To help raise further funds sheets of 2 and 3 letter words were sold along with Q, J, X and Z words. The Library fielded two teams, “As the Word Turns”

and “Victorious Secrets”. We hope to run the event again in fall 2013.

Strategic Plan

President Davis, arrived in September 2013 and wasted no time as he will be announcing a 5 year Strategic Plan on June 7. For the first time an Academic Plan will be developed based on strategic plan principles; it should be ready in fall 2013. The Library will then go to work at developing its own strategic plan to meet the goals of these two documents.

Langara College

submitted by Patricia Cia, Head of Library Services

Our strategic visioning project concluded with a Strategic Plan 2009-2013, which positioned Langara Library at the heart of a vibrant, engaging and exciting educational experience for students at Langara College and as an essential contributor to academic excellence at Langara College – a progressive academic library, fully integrated with the teaching, learning and research at Langara. The plan addresses five main themes which are also reflected in this issue’s headers:

We are in the process of developing a promotional version of this strategic plan.

Learning & life competencies

The Instruction group evaluated the current instruction program, revised the Instruction Coordinator job description, prepared for new initiatives, and developed with IT an online instruction form to streamline and modernize the instruction booking process.

In collaboration with the Writing Centre, we presented several successful Citation Bootcamp workshops and co-taught a workshop on Research Papers.

The Library’s entrance often serves as a theatre, with screenings of math movies (Goodwill Hunting, Pi, A Beautiful Mind) on Pi Day (3/14) or screenings to celebrate the DOXA Festival (Bobby Fischer Against the World, Baraka and more). It also showcases student works, such as Design Formation installations and pop-up sculptures by Fine Arts students.

We spread the love on Valentine’s Day, with a poetry open mic, blind dates with books, and a lively whiteboard list of Langara’s literary crushes (Mr. Darcy was a popular choice).

We celebrated Freedom to Read Week with an interactive display and readings from banned books.

We are also starting to use our Facebook page to promote new and interesting materials and staff/instructor book reviews, in addition to our usual updates and announcements.



Bike to Work Week Display

Our second DeStress Fest at finals was very popular, with fun, interactive events that included free refreshments, a social media haiku contest, and an origami lounge.



Origami Lounge Day Five

De-Stress Fest winning haikus:

Remembers Dido,
Vesta, and Perpetua,
But forgets own name

Too excited I
Race for the finish line but
I run out of ink.

Curated, seamless, dynamic resources

We continue to upgrade our media collection to improved formats by replacing VHS—either with the identical program or with newer, more compelling information on the same subject.

In January we formally presented the Copyright Business Plan to Langara and started working on new and revised policies. By the end of term, we had formed a Library Copyright Working Group, three policies are in the approval process, and our copyright website is almost ready to go. We also held workshops and drop-in sessions for faculty, copyright sessions for students, spoke at departmental meetings and held a PD session for librarians.

Interactive spaces

During December intersession, the friendly cast and crew of the TV series “Supernatural” took over the Library for filming. We enjoyed the excitement and the opportunity for an inside look at the film industry. The episode aired February 6th, and we loved seeing a unique portrayal of the Library. Due to film crew security procedures we didn’t count library visitors during the filming period.

The Library & Learning Commons spaces continue to evolve. The new entrance signs arrived and are in place, and we are working with C&M to create first floor directional signage. We also created a new reading nook and display area for the graphic novels and ESL collections, set up a new materials display, and installed new racks for newspapers and magazines at the entrance.



We get to keep this student creation!

Beta testing of the Encore EDS discovery product continues, and includes advocacy for future features and enhancements that will benefit the Langara community

Community connections

Whether during the course of our day or after hours, we enjoy working with our communities – local and professional. This term some of our interactions included leading a Library tour for 23 children ages 5-12 from the Jamieson YMCA kids club, and developing a statement in support of Dale Askey on Academic Freedom.



Pink shirts to raise awareness about bullying

Annual Report - Long delayed due to more pressing priorities, the 2011/2012 annual report was finally completed in January!

The team

Upon her retirement in January, we celebrated the contributions and legacy of Helena Nest, a longtime employee who worked tirelessly in InterLibrary Loans and Media Booking

Richard Birkene is now Library Technician, Resource Sharing. At this time we recognized a need to build in some flexibility to help staff our extended hours, so we hired two on-call Borrower Services assistants.

This spring we reviewed the coordinatorship roles within the library, and are developing the copyright librarian position description, as Niina Mitter prepares to retire in June.

In April, many from the Library participated in the Learning Commons Symposium at Douglas College, which provided a valuable opportunity to hear guest speakers, learn from our colleagues and network.

Zeljka Loncaric again organized the Langara employee Sun Run team. As a result, we had 26 registered runners who successfully completed the April 21st event. Langara employees ranked 6th out of 49 in education category.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Epson multimedia projectors and interactive boards have just been installed in two of our bookable group study rooms in the Comox Valley library. One room is equipped with a PC and a lendable laptop will be available for use in the second room. The library will be providing student and staff training on equipment use now that Epson MMPs are the college standard.

The library is currently hosting Jennifer Evans, a Langara College Library Technician student for a three week practicum; Jenn is working primarily in Technical Services with Acquisitions and Cataloguing staff. Sonya Ternes joins us in the position of Library Technician – Level 3 on June

3rd. Sonya is a recent graduate from the Library Technician program at Seneca College.

The annual library staff meeting is scheduled for June 27th; this year we are featuring a shared training event where staff is invited to present a ten minute hot topic, which highlights a specific interest or expertise; suggested topics include: **The reference interview: you can't possibly want that!, Don't be afraid of the MFP (multi-function printer), Changes in library culture and space, and Wireless troubleshooting.**

Library staff is joining Student Services staff in late June at a full day Crisis Intervention workshop facilitated by Michelle Hume, NIC Counselor.

The Library recently received one time funding to develop an Information Literacy tutorial on Blackboard. This initiative is expected to be completed in this fiscal year. The Teaching and Learning Committee in conjunction with Senior Leadership Team is hosting a three day Symposium in late August; one morning will be dedicated to a presentation on Copyright and Fair Dealing.

Lynette Gallant, Public Services Librarian and Mary Anne Guenther attended the 2013 WILU conference at UNB in Fredericton in May; Diane Newman, Library Technician at the Campbell River campus attended BCLA.

Projects started, or planned for the summer months include a review of interlibrary loan services, construction of group study rooms at the Campbell River campus library, carpet replacement at two campus libraries, and collection inventories.

Northern Lights College

submitted by Dawna Turcotte, Campus Librarian

After 17 years of service to Northern Lights College, Janet Beavers, Coordinator of Library Services, retired on May 31st. While at NLC, Janet implemented many new library systems and introduced a variety of databases and electronic books to the NLC library users. Janet had a passionate commitment to serving the needs of students as they navigated towards their educational goals. This unwavering commitment was central to her work at the College. Janet served on CPSLD for 17 years, 10 years as Treasurer for the group and several terms as

Rural Colleges Representative to ELN. Although Janet's library career has spanned 40 years, we feel that her retirement, this new chapter in her life, will not be the end of her library career.

Gloria Rounds, the NLC Cataloguing Technician, will also be retiring. Gloria began working at the College in 1985, and her last day at work will be August 7th. Over the years, Gloria has worked as both Circulation Clerk and Cataloguing Technician. She has been a member of various College committees: Ed Council, Job Evaluation Committee, and the Networks Organizing Committee. Gloria has trained Library Clerks in various campuses and was also a Shop Steward. Gloria plans to fill her retirement with traveling, quilting, and spending time with her grandchildren.

We wish both Janet & Gloria all the best in their professional and personal pursuits.

Dawna Turcotte, the NLC librarian based in Fort St. John, has inherited a number of Janet's duties. Meaningful discussions to hire replacement staff are underway.



Photo of Janet Beavers cutting her retirement cake at the Spring CPSLD meeting in Vancouver

Northwest Community College

submitted by Melanie Wilke, Coordinator of Library Services

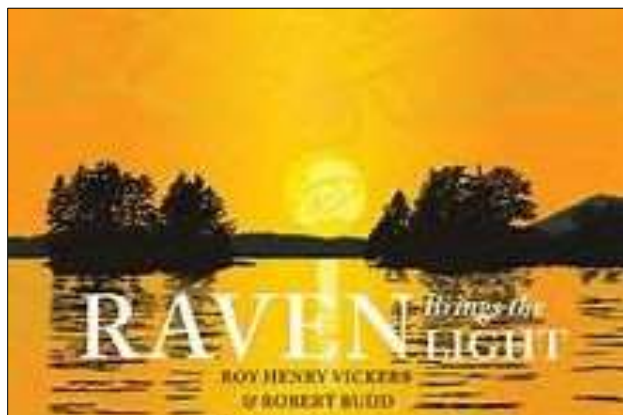
It has been a long time in the coming, but the Terrace Campus Library has started renovations to the circulation area. We are hoping that the open and approachable circulation desk will help students feel more at ease in approaching our staff for assistance. To complement the renovations, we are also beginning to see new furniture arrive (tables, chairs, couches, and display cabinets). We plan on having everything installed and set up to welcome students back in September. The display cabinets will be installed in three different buildings on campus to draw attention to our collection outside of the Library. Because the Library is not located in a noticeable, central area of the Terrace Campus, this will assist in building the visibility of the Library around the campus.

A very welcome addition to the Library will be 12 new pieces of art by our Freda Diesing School of Northwest Coast Art students. These beautiful pieces are not only a stunning aesthetic addition to the Library, but also a great opportunity for our students to display their talents. It is our pleasure to highlight this extraordinary program and to embrace the diverse cultures in our communities.





How fortunate we were to partner with Misty River Books and Harbour Publishing to invite Roy Henry Vickers to launch his new book, *Raven Brings the Light* at Waap Galts'ap (the NWCC Longhouse). We were thrilled with a touching evening of traditional stories, personal experiences, messages for healing and inclusion, and a display of Roy Henry Vickers' artwork. The evening was one of inspiration for all of our guests.



The challenging geography of our region has spurred NWCC into expanding distributed learning opportunities for our students. In support of the College's Strategic Plan, the Library has chosen to spend this year increasing service and support for distributed learning. In looking at ways the Library could support this learning, we decided to try a Patron Driven Acquisition e-book program. We were surprised to discover that our students have not yet embraced electronic resources and that the PDA program has not been increasing the number of e-books that our students have been

accessing. We will continue to try different ways to support distributed learning and are sure we will find what works best for our students.

Okanagan College

submitted by Ross Tyner, Director of Library Services

People, coming and going

Salmon Arm Campus Library Assistant **Star MacGregor**, a 29-year OC employee, is retiring this summer. A search is underway for her replacement.

Employees who have recently arrived, returned or changed positions include **Jane Campbell**, Reference & Instruction Librarian (Kelowna), **Alexandra Smith**, Circulation Clerk (Kelowna), Elena Wiens, Circulation/Processing Clerk (Kelowna), and **Krista Clement**, Reference & Instruction Librarian (Kelowna).

Scholarly activity

Systems & Acquisitions Librarian **Gilbert Bede** presented two sessions at ACCOLEDS 2012.

Vernon Campus Librarian **Margaret Hodgins** contributed her expertise to the forthcoming new edition of a very successful professional communications text book, John Lannon and Don Klepp's *Technical Communication*, 6th Canadian ed. (Pearson).

Reference & Instruction Librarian **Yasmin Jamal** was awarded an Okanagan College Grant-in-Aid toward her research project "Untold Stories: Ugandan Asians and Idi Amin."

Web Services Librarian **Roën Janyk** presented at the Timberline Acquisitions Institute and will present at NASIG in June.

Vernon Campus Librarian **Jennifer Sigalet** co-authored a chapter on research skills of incoming college students in the recently published *Informed Transitions: Libraries Supporting the Student Transition to College* (Libraries Unlimited).

Library involvement on campus

After the retirement of the College's Director of Student Services, the Kelowna Campus Learning Centre is reporting to the Library until November

1st, while a decision is made about the structure of the student services portfolio.

The Library, along with other student services departments, is involved in the development of a Strategic Enrolment Management plan for the College, led by the OC Registrar.

Okanagan College is hosting the ACCC National Conference at its Penticton campus, June 1-3. A number of Library employees are volunteering and/or presenting at the conference.

New and improved technology

The free printing era ended for OC students this spring when the College adopted Pay Per Print (<http://tinyurl.com/nul59og>), a PayPal-based service. Because most student printing takes place in the Information Commons, Library staff are quickly getting up to speed with the new system and helping students adjust to the new regime.

After coping with an unstable, Windows-based Voyager ILS for the past several years, Systems Librarian **Gilbert Bede** and the Library are extremely pleased to have migrated to Voyager on Linux, thanks to the cooperation of the College's IT Services department.

The Library recently contracted with Ebsco for its Usage Consolidation (<http://tinyurl.com/qjce7b7>) and Usage Loading (<http://tinyurl.com/ogrmfyn>) services. It is hoped that decision-making around collections will be improved with better and more consistent access to e-journal usage statistics.

Quest University Canada

submitted by Kathryn Neely, Information Services Librarian, for Venessa Wallsten, University Librarian

It has been a busy year for the Quest University Canada Library. We welcomed our largest incoming class to date, with more than 150 freshmen arriving at the beginning of September. The new academic year also brought us eleven new faculty members as well as multiple staff, including our Information Services Librarian, Kathryn Neeley. Kathryn comes to Squamish from Montréal and is discovering both Quest and a new province.

Every new student begins at Quest with the Cornerstone block. During this time they participate in many different activities, from measuring the flow of a river to figuring out what exactly quantitative reasoning is. The Library was involved in Cornerstone by holding workshops intended to introduce university-level research. Our Librarians were able to see each and every incoming student in the workshops, which we think is quite an accomplishment!

Every semester we hold book clubs for interested students, faculty and staff. In October we read *The Hitchhiker's Guide to the Galaxy*, which led to much discussion and exchanged ideas between our participants. Of course, it is much easier to ponder the significance of 42 while surrounded by homemade baked goods. In December we read *Captain Corelli's Mandolin* and provided temporary relief from a busy, rainy block. For the Spring semester we switched to short stories, reading both Douglas Coupland's "Fire at the Ativan Factory" and Jorge Luis Borges' "The Ethnographer".

The Library also participated in Quest's twice annual Community Day, a day on which regular classes are replaced with sessions given by Quest community members. This Fall the theme was "beginners" and the Library participated by holding two sessions. We started by challenging students to their very first "puzzle throw down", which was followed by an introduction to borrowing ebooks from the BC public library system. If you've never witnessed competitive puzzling it can become surprisingly intense, though in the end all puzzlers left with prizes.





This year we've also mounted a number of displays in our space. From pondering what we know of the universe to welcoming (and welcoming back) students, our themes have been quite diverse. Our interns have also come up with some great displays; students are always stopping to check out the frequently changing, eye-catching exhibits mounted by our book drop.



We recently had the pleasure of attending the Commencement of our third graduating class, our

largest to date. With the end of the Spring semester and most of our students away from campus, we are engaging in work and projects that benefit from some quiet. On the horizon is a professional development trip to Victoria with all our staff, where we look forward to meeting colleagues based in the city as well as exploring a bit on our down time. Things will pick right back up again in the Fall, when we will once again be welcoming new faculty and staff, as well as our largest ever class of freshmen.

Royal Roads University

submitted by Rosie Croft, University Librarian

In staffing news, RRU Library is pleased to welcome Laura Hebert as librarian in a one-year term position. Laura is a new grad from UBC from the combined MLIS/MAS program and we hope that she will enjoy using her full skill set while she is with us at RRU. As always we also have a new baby in the library: Norman Macleod and his wife Karen welcomed daughter Mildred (Millie) into the world last month. Norman is off on parental leave to help out integrating baby number three into their household.

We are very happy to announce that the IKB BC History Digitization program has approved our funding request for a companion project to the RRMC yearbook digitization that we completed last year. The RRMC logbooks are particularly valuable for their record of student life on campus during the days of RRMC and will be an excellent complement and context to the material that has already been digitized. The Military Heritage committee of RRU and the Friends of Hatley Park are also contributing to this sister project. We hope that the second part of this project will be as warmly received as the first part. Archivist Caroline Posynick is busy preparing the materials for digitization and we will announce links to the material when the project is complete.

Librarian Will Meredith has had an article accepted for publication in *Internet Reference Services Quarterly*. The article analyzes the changes in types and depth of reference questions before and after the implementation of Summon as our discovery layer. Will and librarian Jessica Mussell are also working on a paper and presentation regarding embedding librarians in online courses, including a survey of student feedback that they are targeting for submission to the forthcoming

Distance Library Services conference. Finally, Rosie Croft, in collaboration with VIU librarians Dana McFarland and Kathleen Ross completed a research project on the potential for library services to support faculty development of alt-metrics portfolios. Rosie presented preliminary findings on behalf of the trio at the ER&L conference in Austin, TX in March.

This spring, we experimented with an increase to our staffing in the Writing Centre. Avi Silverberg, UVic grad student and Canadian National Bench Press coach (yes, he's a big guy), has been working with us since January to expand our Writing Centre service hours to include Saturdays and also to begin to provide support to students seeking publication of their work. Avi has been a fantastic addition to our team and we thank him for the outstanding support he has provided to our students. He has also stepped in to provide online coverage for our Writing Center co-ordinator while she is on leave.

In other Royal Roads news, the university has released a document summarizing the RRU teaching and learning model. Both the key elements and full document are available at <http://faculty.myrru.royalroads.ca/resource-library/teaching-royal-roads-university/rru-learning-model>

Selkirk College

submitted by Gregg Currie, College Librarian

Selkirk College, after some major cuts to spending last year that saw the suspension of 2nd year science courses and the changing of Kootenay School of the Arts from 2yr programs to 1 year certificates, is going into the 2013/14 academic year with no major reductions or cuts planned. Selkirk College unveiled a new strategic plan in the fall of 2012, details for fans of strategic plans can be found here: <http://selkirk.ca/strategic-plan>

Following the Strategic Plan, Selkirk College hopes to have an Education Plan and a Student Services Plan out for 2013. I was on the committee for the Student Services Plan, and had high hopes that my plan -'be nice, be helpful' - would have been adopted. Alas, as they say, there is no 'concise' in committee, so a lengthier document should be unveiled in the fall.

Library News

The Selkirk College Library has two new library technicians, Shannon Leblanc is looking after serials and Tenth St. Library Bookshop operations are now done by Jason Asbell. 2012/13 was a slightly quieter year in the Library but we did manage to get some capital funding, some of which went to infrastructure upgrades (virtualized servers), and some for some new carrels and chairs, as we slowly chip away at our 'Learning Commons' project. I refer all to this helpful Johnny Cash video explaining our Learning Commons process:

<http://www.youtube.com/watch?v=t1-zzJnKtDg>



New comfy chairs!



New carrels and chairs for public workstations

Simon Fraser University

submitted by Stuart Colcleugh, Manager-Faculty Research and Library Communications, for Charles Eckman, Dean of Library Services

Facilities

The WAC Bennett Library's main entry floor will undergo a \$2.5m renovation June-Dec 2013. Central features of the project include a new classroom, new student lounge, consolidated circulation and reference desk service area, an expanded Student Learning Commons space and completely remodeled restrooms. More information on the renovation is available at: <http://www.lib.sfu.ca/about/building/main-floor>

The Library is working with Graduate Studies to create a space for a Research Commons on the seventh floor of the WAC Bennett Library. The University has invested \$100,000 in creation of this space. Information about the Research Commons is available at <http://researchcommons.sfu.ca>

Research Data Initiative

A research data repository is being developed in cooperation with IT Services. Results of a faculty survey on research data needs are being analyzed. The technical plan is largely complete. A project website describing the project's progress is available at <http://www.lib.sfu.ca/data-repository> and a project blog is available at <http://blogs.sfu.ca/departments/library/data-repository/>

Virtual Learning Infrastructure Initiative

The SFU Library is collaborating with Continuing Studies and the faculties of Education and Communication, Art and Technology on a virtual campus infrastructure pilot initiative. The Library's pilot involves delivery of classes from one campus library (Burnaby, Surrey or Vancouver) in synchronous fashion to students in all three libraries. Virtual learning technology has been installed in each library.

Public Knowledge Project

The Fourth International PKP Scholarly Publishing Conference will be held in Mexico City August 19-21. The Autonomous University of Mexico will serve as host. More information is available at <http://pkp.sfu.ca/pkp2013/schedConf/cfp>. PKP

sponsors and partners will gather for the second PKP Annual General Meeting, being held in conjunction this PKP conference.

Staffing

Jenna Walsh began work as Indigenous Initiatives Librarian (December). Andrea Cameron began service as Liaison Librarian and Assistant Head of the Fraser Library (January). Donald Taylor began service as SFU's first Copyright Officer (March). Ania Dymarz began service as Life Sciences Librarian (March). Stuart Colcleugh began service as Manager, Research and Library Communications (May).

More news about the SFU Library is available in the Spring 2013 SFU Library Update available at: <http://www.lib.sfu.ca/whats-new/newsletter/2013-mar>

Thompson Rivers University

submitted by Kathy Gaynor, University Librarian (Interim)

New University Librarian!



Brenda Mathenia joins TRU Library this summer. Ms. Mathenia's career has spanned many diverse areas within the library: public service and instruction, collection development and management, facilities and access services management, and over seven years of library administrative experience. Ms. Mathenia, who comes to TRU from the University of Lethbridge, holds a Masters of Science in Information from the University of Michigan and a Masters in Urban Planning from Michigan State University.

Staff Recognition, Retirement, and Changes

Thompson Rivers University hosts an annual celebration of employees – recognition of those

employees who excel in teaching and service. This year, several Library staff were included in the recognition ceremony.

- Anita Penner, Library Technician - 25 years at TRU
- Penny Haggarty, Collections Services Librarian - 20 years at TRU
- Marilyn Raniseth, Library Clerk - 15 years at TRU

Retirement and Farewells

- Susan Brewer, ILL clerk
- Larry McCallum, Web Services Librarian
- Shane Neifer, Williams Lake Campus Librarian

Returning to her previous position

- Kathy Gaynor, Information and Web Services Librarian

Community Engagement

Often Strategic Plans are created with the intent to guide an organization in working cohesively towards a defined goal or objective. Many times those plans get sidelined or forgotten along the way. Not so at TRU Library – our staff have made commendable and positive progress in accomplishing all that we've set out for ourselves. One of the objectives that we set was to create a deeper connection and collaboration with the members of our community.

Food for Fines

This year marks the 9th year of a successful collaboration between TRU Library, Thompson Rivers University Students' Union (TRUSU) and the Williams Lake Food Bank. Over the course of 19 days, students, faculty and staff brought in non-perishable foods in exchange for a portion of their library fines being waived. This year we waived over \$500 in overdue fines. Food collected went to the TRUSU food bank and the Williams Lake Food Bank.

Living Library – TRU International Days

Each year TRU hosts a five-day festival of world cultures and International perspectives called "International Days". This week long event includes lecture series, ethnic foods, a student led showcase, movies, and a celebration of diversity and cultural understanding. TRU Library hosted a "The Living Library" event which let people "borrow" another actual person, someone who volunteered to be a "book" for the event and share

their stories. The idea was to facilitate intercultural dialogue, challenge stereotypes, and promote understanding. Feedback from our living books, as well as from the 'borrowers', was positive and everyone came away with a sense of enhanced community.

Stress free zone

After a very successful "stress free zone" event that the Library coordinated for Winter exams, the Library partnered up with the Wellness Centre and IT Services again. After a long winter, we decided to take advantage of a beautiful and warm Spring and encouraged students to relax by providing beach balls, frisbees, hula hoops, bocce, croquet, and other outdoor games in order to get outside for a study break in the sun. In addition, the colouring sheets, fruit, *Where's Waldo* books, Lego and board games that were available last December were brought back by popular demand.



Pet Therapy in the Library

There is overwhelming research that shows that interacting with pets can reduce stress, depression and anxiety. To give students an opportunity to take a break from exams and find the moment to recharge their energy levels, the Library brought in comfy cushions and therapy dogs from St. John's Ambulance. The student reaction to seeing dogs in the library was amazing – faces that were worn with exam stress broke out into smiles. Students curled up with pets and received unconditional love from the trained therapy dogs.



Publications and Presentations

Gaynor, K. (2013). Adding some pizzazz to your guides. In A. W. Dobbs, R. L. Sittler & D. Cook (Eds.), *Using LibGuides to enhance library services: A LITA guide* (pp. 157). Chicago, IL: ALA TechSource.

Rennie, E. (2013, May). Embedded in campus knowledge creation: Library leadership in an annual undergraduate research conference. Lecture conducted at the British Columbia Library Conference, Richmond, BC.

Rennie, E. (2013, June). Conference connections: Taking an active role in undergraduate research culture. Poster session presented at the American Library Association Annual Conference, Chicago, IL.

Trinity Western University

submitted by Ted Goshulak, University Librarian

A year end summary of sorts...

Two key subscription-based e-book collections added

- 113,000 volume EBSCOhost eBook Academic Collection
- 2000 volume EBSCOhost PsycBOOKS from APA

\$10,000 donation from TWUSA (undergraduate student association)



Some of the books purchased with the student donation

In addition, the graduate student association has provided funds for laptop anchors for all of our study carrels and tables.



60,000+ searches were done in our new JSTOR databases over the past academic year, proving it to be a sound investment.

40+ information and instruction sessions with ESLI, undergraduate and graduate classes.

Completion of our first LibQUAL+ survey of our Library users. The Library will be analyzing the results of the recent LibQUAL+ survey of our library users with a view to continuing to update and upgrade services.

Bill Badke and Duncan Dixon continue to teach research modules within two sections of COMM 110 (Research and Writing in Communications).

A shared initiative with the English Department to extend our "reach" by providing faculty support for their information literacy instruction with first year students.

Creation of a FAQs system that is linked with the LibraryH3lp chat reference program. Overall, e-mail and chat reference use is growing.

A busy TWU 50th anniversary year for the University Archives: TWU Archivist, Sylvia Stopforth, created an illustrated timeline of the school's history, fact-checked a number of scripts and articles, and provided content and materials for anniversary events and installations.

The Library is working with University Communications to update the library website homepage.

We are considering the possibility of moving our bibliographic manager from RefWorks to EndNote Basic, a free service.

University of British Columbia

submitted by Glenn Drexhage, Communications Manager

UBC Library releases Community Report, Senate Report

Curious about the life of UBC Library? Then make sure to check out two recent publications that will bring you up to date: the third annual *Community Report* (<http://tinyurl.com/lked7un>) and the *2011/12 Report of the University Librarian to the Senate* (<http://tinyurl.com/moxpy5i>)

The *Community Report* offers an overview of the Library's success stories over the past year, and shows how its efforts and initiatives have engaged users, communities and staff.

The *Senate Report* is an annual report that focuses on highlights from the Library's 2011/12 fiscal year. It features updates on collections, support, the digital agenda, UBC's Okanagan campus, the Irving K. Barber Learning Centre and more.

UBC alum wins inaugural Basil Stuart-Stubbs Prize

Nearly 70 guests gathered at the Irving K. Barber Learning Centre in May to celebrate the inaugural winner of the Basil-Stuart Stubbs Prize for Outstanding Scholarly Book on British Columbia (<http://tinyurl.com/m3rvsop>), a new award from UBC Library and the Pacific BookWorld News Society.

UBC alumnus and White Rock author Derek Hayes won the award for his impressive 2012

book, *British Columbia: A New Historical Atlas*. The publication mixes comprehensive text and annotations with a wide range of maps, photos, prints and drawings that takes us into the world of British Columbia, from pre-contact through the 20th century. University Librarian Ingrid Parent presented Hayes with a certificate and a \$1,000 cheque at the May event.

Parent led the proceedings at the gathering, which included remarks from Hayes; Brenda Peterson, Basil's wife and a UBC librarian; and Alan Twigg, the publisher and owner of *BC Bookworld*. Authors of the award's other shortlisted titles – including Sandra Djwa (*Journey with No Maps: A Life of P.K. Page*) and Jim McDowell (*Father August Brabant: Saviour or Scourge?*) – were also in attendance (for full citations of the books, please visit Shortlist 2013 at <http://tinyurl.com/l4sxrlr>).

The book award was established in memory of Basil Stuart-Stubbs, a bibliophile, scholar and librarian who passed away in 2012. His many accomplishments included serving as the University Librarian at UBC Library and the Director of UBC's School of Library, Archival and Information Studies.



From left: Alan Twigg, Publisher of BC Bookworld; Ingrid Parent, UBC's University Librarian; award winner Derek Hayes; and Brenda Peterson, UBC Librarian and wife of Basil Stuart-Stubbs. Photo credit: Don Erhardt.

UBC Library changes: hospital libraries

UBC Library's services at St. Paul's Hospital and the B.C. Children's and Women's Health Centre changed as of May 1 (<http://tinyurl.com/lzmsrzq>). The two spaces will continue to be operated by UBC's Faculty of Medicine, and will be accessible to UBC faculty and students for research and study.

UBC Library continues to provide a range of services to UBC faculty, staff and students, including online access to Library resources; interlibrary loans, document delivery and recall requests at different branches; and reference and research assistance at Woodward Library.

Moving forward, a new service model will be established that incorporates access to electronic collections, a core print collection, on-site librarian office hours, and access to research and reference services located at Woodward Library. Library staff are also available at the Biomedical Branch Library at the Diamond Health Care Centre.

Further questions or comments about the hospital library branches can be directed to Linda Ong, Director, Communications and Marketing at UBC Library: library.communications@ubc.ca

B.C. Aboriginal Audio Digitization and Preservation: call for applications

The Irving K. Barber Learning Centre is pleased to announce a new funding partnership to assist B.C. Indigenous organizations in converting audio cassette tapes for preservation and access.

The B.C. Aboriginal Audio Digitization and Preservation Program will provide equipment, training and funding support for the conversion of audio materials on cassette to digital preservation formats. The program, which accepts applications twice a year, also seeks to promote enhanced and appropriate access to these recordings for communities, and where possible, the broader public.

“The B.C. Aboriginal Audio Digitization Program is an excellent example of the Learning Centre’s community digitization efforts,” says Simon Neame, Director of the Irving K. Barber Learning Centre. “We encourage communities throughout British Columbia to apply for the program, which will help revitalize and preserve Indigenous cultural and historical resources for generations to come.”

The program is a collaboration between the Learning Centre, the First Nations Technology Council and the UBC Museum of Anthropology, among others. It is part of the Indigitization Program, which focuses on the conservation and preservation of Aboriginal community information resources.

The deadline for applications is August 15, 2013. Additional information, including funding details, application guidelines, adjudication criteria, reporting requirements and more is available at <http://indigitization.ca>

For more information, please contact:

Sarah Dupont, Program Coordinator, Aboriginal Audio Digitization Program, sarah.dupont@ubc.ca

Gordon Yusko, Assistant Director, Irving K. Barber Learning Centre, gordon.yusko@ubc.ca

Sarah Stang wins United Way award

Sarah Stang, Learning Services Librarian at UBC’s Okanagan Library, was recently honoured with the Employee Campaign Coordinator of the Year Award for her work with the United Way campaign at UBC’s Okanagan Campus (<http://tinyurl.com/l13tf6y>). The Spirit Awards (<http://tinyurl.com/kaemy8l>) are presented by the United Way of the Central & South Okanagan / Similkameen to volunteers and organizations in the community who made an exceptional effort on behalf of the United Way during the annual campaign. Congratulations Sarah!

PRDLA coming to UBC

UBC Library is pleased to host the Pacific Rim Digital Library Alliance (PRDLA - <http://tinyurl.com/kaemy8l>) annual meeting in October 2013. PRDLA focuses on cooperative ventures among academic libraries located around the Pacific Rim to improve access to scholarly research materials. Library directors from universities in China, Japan, Australia, New Zealand, Korea, Singapore, Canada and the U.S. will meet at UBC to share digital library experiences and explore opportunities for future collaboration.

University of the Fraser Valley

submitted by Patti Wilson, University Librarian
(Interim)

Exhibits and Events

In March, the UFV Library in Chilliwack hosted colourful displays on health topics, created by Nursing and Kinesiology students. With topics such as smoking cessation, and cancer prevention and screening, the displays both brought an important message to other students as well as a chance to showcase materials from the library collection. <http://www.ufv.ca/library/exhibits--events/cancer-prevention-and-wellness/>



The UFV Library in Abbotsford recently featured displays on banned books, endangered species, a fabulous “altered books” project by Visual Arts students, and showcased publications by UFV faculty authors.

Copyright Education Program

With UFV now following the ACCC’s Fair Dealing Guidelines, faculty and staff education was a priority this winter. A series of presentations were made at Faculty Council meetings, departmental

meetings, staff meetings, and copyright clinics were held in Abbotsford and Chilliwack. Participants often had interesting and challenging questions. My favorite question was if it is a violation of public performance to have the instrumental music of *O Canada* playing while singing the national anthem at a basketball game.

Institutional Learning Outcomes

UFV has proudly articulated a set of nine Institutional Learning Outcomes, and now all areas of the institution are working on the next phase to align program outcomes and activities to the ILO’s. The library has completed the process, using our UFV Library Strategic Plan, our Information Competency Standards and the Role of the Library board policy as our starting documents.

UFV’s Institutional Learning Outcomes are available at:

<http://www.ufv.ca/media/assets/teaching--learning-centre/images/UFV-ILOs-.pdf>

Budget cuts and Mission Library Closure

This year the library underwent a 5% budget reduction, which led to some difficult decisions. The cuts will be accomplished through a combination of expense budget reductions, salary reductions and a reduced acquisitions budget. The salary reductions include the elimination of the Library Technician’s position on the Mission campus. As a result, the Mission campus library has been permanently closed. This small library has been in existence for a number of years, first as a component of the high school library, and more recently as a separate space. Use over the years has been minimal, with a low volume of reference, circulation and interlibrary loan transactions occurring.

Shawna Pierce, who worked at the Mission Library, has taken up the vacant Serials Technician position in the Abbotsford library, commencing in her new position on May 1st. Shawna has worked at all three campus libraries in a variety of capacities, and we are pleased to have her back.

Although the library collection will be moved to other campuses, the facility will remain as a study and group meeting space for Mission campus students.

The UFV Library will continue to provide service to Mission students in a variety of ways. Full details

will be available on the UFV Library website in the coming weeks.

Reference Analytics

After a successful trial, we have now implemented Reference Analytics at all service points. Staff have found it easy to use, and the generation of informative statistics and graphs is a breeze compared to our previous efforts in Excel. Next stage is to populate LibAnswers.

New Staff

We are pleased to welcome our new Cataloguing Technician, Danae Hansen. Most recently, Danae has worked providing reference and cataloguing services at the Surrey Public Library.



From our "Wear UFV Green" day

University of Victoria

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

Announcements

Congress 2013 of the Humanities and Social Sciences

A world-class event comes to UVic June 1-8, 2013. Eight exciting days of academic excellence, public lectures and community celebrations will see more than 7,000 delegates visit the University of Victoria as part of our 50th anniversary. UVic Libraries has a number of wonderful exhibits on display as part of Congress 2013 @ the EDGE,

from examples of community mapping to a multi media exhibit on heavy metal and religion. In addition, the "Cold Recall: Reflections from the Northwest Passage" exhibit offers a glimpse into Roald Amundsen's travels, including his original photos and lantern slides.

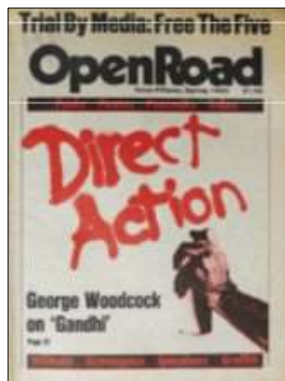
Painting of the Mearns Centre for Learning - McPherson Library by Robert Amos

A new painting by Robert Amos is now located behind the Loan Desk inside the entrance to the McPherson Library. Amos chose the finest view to paint a scene that includes the modernist architecture of the library with the reflecting pool of the Petch Fountain and its waterfall. Amos enlivened the painting with the inclusion of library staff insinuated into the throng populating the quadrangle in front of the library. New note cards (below) were also printed featuring a detail from the painting.



Archives and Special Collections

Gender Identity and Political Transformation: UVic's Anarchist and Transgender Archives



display in the Archives and Special Collections reading room.

UVic Archives and Special Collections hold significant collections of archival and published materials related to North American transgender activism and Canadian anarchism. During Congress 2013 a selection of periodicals, personal papers and ephemera will be on

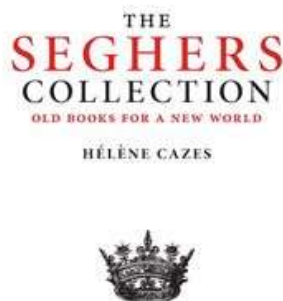
UVic Archive and Oratorio on the Holocaust

An oratorio composed by Holocaust survivor A. Peter Gary offers a unique auditory experience to the public as the first donation to a new UVic project. The collection, *Building an Archive: Local Stories and Experiences of the Holocaust* was initiated to preserve the stories of individuals living on Vancouver Island who experienced the Holocaust directly. Once complete, it will be housed in the UVic Archives and available to everyone. More on the archive project:

<http://bit.ly/Z6BfIW>

University Libraries Imprint: The Seghers Collection: Old Books for a New World

UVic Libraries is pleased to announce the publication of *The Seghers Collection: Old Books for a New World* by Dr. Hélène Cazes. This is the first publication under the University Libraries imprint. The publication explores the bibliographic history of the Seghers Collection, their spiritual and religious significance within the Catholic tradition and their attributed owner, Charles John Seghers (26 December 1839 - 28 November 1886), the second Archbishop of Victoria. The Collection consists of approximately 4,000 books on Catholic theology and church history, canon law, liturgy and ritual, canonization and monasticism on permanent loan from the Roman Catholic Diocese of Victoria at the University of Victoria Libraries in Victoria, British Columbia. http://docstore.library.uvic.ca/uvic-library-2013-seghers-book-archive_reduced.pdf



Victoria's Chinatown: Gateway to the Past and Present of Chinese Canadians

A new online resource <http://chinatown.library.uvic.ca/> offering visual insight into the lives of Chinese Canadians in Victoria and on the west coast launched April 4 at

UVic Libraries. It provides access to hundreds of digital images illustrating Chinese experiences in Victoria and Pacific Canada. This digital resource is a joint project of UVic's Asian Canadian Working Group and UVic Libraries, in partnership with the Chinese Consolidated Benevolent Association, and the Chinese Public School. Funding for the project came from the Ministry of Citizenship and Immigration Canada and the B.C. Ministry of Community, Sport and Cultural Development.

New Services

"Text me this call number" - 25,000 Uses

We've been counting - twenty five thousand call numbers have been sent by text since this new feature was put in place last September. When library users locate a book or other item in the library catalogue, they can click on "Text me this call number" to send that call number right to their phone.

Special Events

IdeaFest 2013 – Celebrating UVic Authors

UVic's second annual IdeaFest took place March 4-15 with a full schedule of events and more than 50 ideas worth exploring. Celebrating UVic Authors, a reception that recognizes scholarly publishing by faculty, staff, students, alumni and retirees took place during IdeaFest. The event included readings and question-and-answer sessions with authors John Langford, Jan Zwicky, Magdalena Kay and Arthur Kroker. A full spread in the Times Colonist captured highlights from the evening.



Photo of author Jan Zwicky

Vancouver Island University

submitted by Bob Foley, Library Director

Kathleen Reed, our Assessment Librarian, completed our third LibQual+ review in March. We opted to use the full form this year. While much of the data has yet to be analyzed, it is clear that many of our initiatives on service and facilities are paying off. The information control questions are still showing weakness as faculty in particular struggle with the exhaustive presentation of information on Summon.

We have added three assistive workstations over the winter equipped with Kurzweil, Zoomtext and Merlin software. They are placed close to the circulation desk and are mounted on motorized adjustable tables. When not used for assistive purposes, the workstations can be also used as commons productivity stations.

Prodded by the Student Union, we made the leap to twenty-four hour/seven-day access in our commons early in February. The late-niters appreciate it. So far there have been few problems. We added a cold drink vending machine to provide some services, especially on weekends.

Late in the winter term, the library hosted an exhibition by Connie Watts. Connie was an artist-in-residence with the Visual Arts Program this past year. Her work is interdisciplinary in nature using a variety of materials to create intricate sculptural objects. She is of Nuuchahnulth, Gitksan and Kwakwaka'wakw ancestry.



Detail of a coffee table in the Connie Watts Exhibition



A box in the Connie Watts Exhibition

At the March COPPUL meeting in Vancouver, Kathleen Reed led a discussion on assessment with the collections group. Dana McFarland with the Digitization and Preservation Workgroup Chairs, Bronwyn Sprout (UBC) and Mark Jordan (SFU) presented a daylong workshop on preservation strategies and techniques.

There was very pleasant surprise at BCLA this year. Jean Blackburn and Daniel Sifton received the ALPS award for Outstanding Service for their work in eliminating library fines at VIU over the past winter. Jean presented some of that work at conference session. Also at BCLA, Eileen Edmunds presented some of her work partnering with student service groups for "Grade First Aid". This is a project targeted at students who are at significant academic risk.

Collection work continues with the acquisition of some very large back files of some of our electronic products. This is one of our medium term strategies to make a few of these large investments every year. We have also begun to weed VHS tapes and replace important titles on the DVD format if streaming isn't an option.

We are presently recruiting for a new position that will head up the Cowichan Library in Duncan and take the lead on building the Virtual Commons for all of the VIU libraries. We are hoping to fill this position over the summer. Eileen Edmunds, who previously looked in on the Cowichan Library will assume new duties in Nanaimo and will continue to provide librarian services to the Powell River campus.

Henrietta Dessombes celebrated her retirement from the Cowichan Library in May. She was presented with a drum made by our elder Harold Joe and signed by the campus staff. She also received a Cowichan blanket and a memory book of her time there.



Henrietta Dessombes with the drum made by Elder Harold Joe, signed by the staff of the Cowichan Campus at the celebration of her retirement

As announced in December, Jennifer Brownlow celebrated her retirement in May. She was presented with some travel gear and computer accessories to be put to use immediately on a planned six-week tour of Ireland later this summer.



Lynn Makepeace (L) and Eileen Edmunds (R) with Jennifer Brownlow (Centre) celebrating Jennifer's retirement after 20 years

A longer-term project for the Commons has received some seed funding and the planning will begin over the summer into the fall. Because of the heavy demands on the Commons, and the ever-evolving needs of students, we are exploring the idea of developing several Mini-Commons in some of the other academic buildings. Work will begin with developing an understanding the needs in the major buildings, then measuring the potential impacts on learners on those areas, and finally assessing suitability of the sites. From that we hope to develop a prioritized plan with informed estimates of costs. The Provost and the Deans see this as a key strategy for student engagement and retention.

Special Reports



BC Electronic Library Network (ELN)

submitted by Leah Hopton, ELN Librarian

BC ELN 2013/14 Funding Confirmed

This spring, BC ELN submitted its fifth annual Innovation & Success report (available at <http://www.eln.bc.ca/view.php?id=1793>) to the Ministry of Advanced Education, Innovation and Technology (AEIT). Peppered with student stories about the beneficial impacts of BC ELN-facilitated resources and services, the report highlights the work accomplished by BC ELN in 2012. We are delighted to share that in response, AEIT has confirmed BC ELN funding for 2013/14. This financial support allows BC ELN to continue to fulfill its mission and work towards meeting the bold steps outlined in its 2011/12 - 2015/16 Strategic Plan.

BC ELN Model License Review 2013

BC ELN recently initiated a review of the 2008 BC ELN Model License, prompted by the need to include terms appropriate for ebooks and the emerging and growing area of perpetual access. In addition, BC ELN wished to assess whether

changes would be necessary to address the terms of Bill C-11, the *Copyright Modernization Act*, and five 2012 Supreme Court rulings expanding fair dealing as explained by Michael Geist. The BC ELN license, revised in conjunction with COPPUL and with feedback from partner libraries, is now available for download from this page:

<http://www.eln.bc.ca/docs/view.php?id=1080>

Institutional Repository Concept Committee Update

BC ELN has assembled a Concept Committee to explore options around a collaborative Institutional Repository (IR) in response to expressed provincial interest. The committee is exploring the possibility of hosting with a BC academic library that is already operating IR software. A page has been created on the BC ELN website to share information about the project:

<http://www.eln.bc.ca/view.php?id=2055>

AskAway: Chat Reference

We are happy to announce that BCcampus has confirmed 2013/14 support for AskAway in response to the AskAway Advisory Committee's funding request and 2012 Actions and Achievements report (available at: <http://www.eln.bc.ca/view.php?id=1906>). Building on the diligent work accomplished by the AskAway Software Selection Committee, the AskAway Advisory Committee has submitted its triennial AskAway software recommendation to the BC ELN Steering Committee. An announcement regarding the final platform selection will be forthcoming.

WriteAway: Online Writing Assistance

BCcampus has confirmed 2013/14 funding for the WriteAway initiative. This support, added to funds contributed by the University of British Columbia Irving K. Barber Learning Centre, will allow WriteAway to continue its forward momentum. WriteAway opened its doors for a very successful spring pilot term from February 25th to April 12th with five participating institutions: College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and the University of British Columbia. WriteAway will be open again from May 27th to August 9th, and we are happy to announce that Camosun College will be joining for this summer stage of the pilot.

Electronic Health Library of BC Administrative Centre

This spring the Electronic Health Library of BC (e-HLbc) transitioned to new host site Simon Fraser University as a result of the dissolution of the BC Academic Health Council. SFU will be the new legal and financial home for e-HLbc, with BC ELN continuing to act as the e-HLbc Administrative Centre. The e-HLbc Administrative Centre is working attentively to ensure the remaining elements of this transition proceed smoothly. Additional e-HLbc Administrative Centre activities are outlined in the Year in Review documents available here: <http://ehlbc.ca/about/documents/>

BC ELN Office News

This summer Heather Morrison will be leaving BC ELN after more than ten years as a BC ELN Coordinator to begin a new career as a tenure track professor at the University of Ottawa École des sciences de l'information / School of Information Studies. Also leaving BC ELN is Reece Steinberg, Communications Librarian. Reece has returned to his adopted home of Prince Edward Island. We wish the best to both Heather and Reece in their future endeavors!

In May, Gordon Coleman began a ten-month 80% position at Simon Fraser University Library as Assistant Head of Access Services with responsibility for Document Delivery Services (ILL) and the Media Resource Centre. Gordon will continue a 20% position at BC ELN working on technology and the planned website migrations this summer.



CILS (College and Institute Library Services)

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



Service Statistics for Presentation to CPSLD



Statistics are for all requests made to CILS for alternate formats from the period of April 2012 to March 2013 compared to the same period in 2011/12.

	Requests Fulfilled 11/12 ¹	Requests Fulfilled 12/13 ¹	Fulfilled From Collection	Active Students Served (Over 2 Years)
B.C. Institute of Technology	202	350	232	85
B.C. Libraries Cooperative*	0	3	0	n/a
Camosun College	303	219	186	91
Capilano University	40	56	12	14
College Of New Caledonia	89	24	5	21
College Of the Rockies	82	111	90	24
Douglas College	282	227	111	78
Emily Carr University of Art & Design	19	8	1	12
Justice Institute of B.C.	17	16	4	6
Kwantlen Polytechnic University	160	308	145	61
Langara College	107	98	28	40
Nicola Valley IT	0	3	0	1
North Island College	232	125	99	75
Northern Lights College	114	49	27	42
Northwest Community College	40	13	7	19
Okanagan College	1338	486	355	148
Selkirk College	215	135	100	44
Simon Fraser University*	49	3	3	11
Thompson Rivers University	101	127	43	77
University of British Columbia**	21	3	3	18
University of the Fraser Valley	181	176	61	89
Vancouver Community College	29	22	8	37
Vancouver Island University	14	37	36	19
TOTAL	3636	2599	1556	1012

*Provides fee for service.

**Provides reciprocal sharing via the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER).

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

About CILS

CILS is located at Langara College and funded by the B.C. Ministry of Advanced Education and Labour Market Development to provide information services in alternate formats for B.C. post-secondary students with print disabilities.

CILS provides accessible learning and teaching materials to students and instructors who cannot use conventional print because of disabilities in a centralized way thus saving Institutions the expense of producing or procuring the accessible materials themselves.

CILS serves those clients who cannot use conventional print due to visual impairments (including blindness), learning disabilities, physical limitations, neurological impairments and multiple disabilities.

CILS can provide alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material.

CILS converted approximately 192,153 pages of print into alternate formats from April 2012 to March 2013.

CILS News

Digital Delivery Pilot

The CILS digital delivery pilot project was started to enable students or coordinators to download material (etext, digital audio, PDF, DAISY, etc) produced or stored by CILS in a secure, efficient and timely manner. With this project students will be able to reduce their wait times significantly. Oftentimes, even though material is ready, student (especially those outside the Lower Mainland) are required to wait for their materials to be physically delivered to their campus. This can add delays from days to weeks depending on a student's situation. CILS will still continue to offer CDs/DVDs for students who prefer this method of distribution. The second aim of this project is to reduce postage and courier costs which can be quite significant. CILS hopes to further reduce these costs going forward as more students utilize this service. CILS will evaluate this pilot in January 2014 and make recommendations going forward.

Textbook Rebinding

CILS stopped reimbursing for textbooks on April 1, 2012. Although CILS was not mandated to provide reimbursements for textbook purchases, the reimbursement program was begun six years ago to help students who were not able to receive funding from other sources. In recent years the reimbursement program became difficult to sustain because of budget concerns and administrative difficulty, and therefore CILS' administration, in consultation with various stakeholders, made the decision to cease reimbursement.

To mitigate book reimbursement and enabling students to keep the physical copy of their materials CILS will now rebind textbooks and return them. This service is free to CILS students and is available at a fraction of the cost of reimbursing the cost of books. This service can take up to a week or more, depending on production queue and the timelines of the Langara print shop. The book rebinding service has been very well received both by students and coordinators.

CILS Rebranding

The CILS current name (College Institute Library Services) is not descriptive of CILS what does and clients have said that the name is confusing. The project's primary goal is to rebrand CILS, replacing the current name and branding elements with new ones, adding clarity to the work that CILS does, while modernizing and raising its profile.

Toll Free Number

43% of CILS current student populations are not local to the lower mainland. In an effort to lower communications costs for those clients (and others) CILS introduced a toll free number. The number has been found to be cost effective and has been well received by CILS coordinators and students.

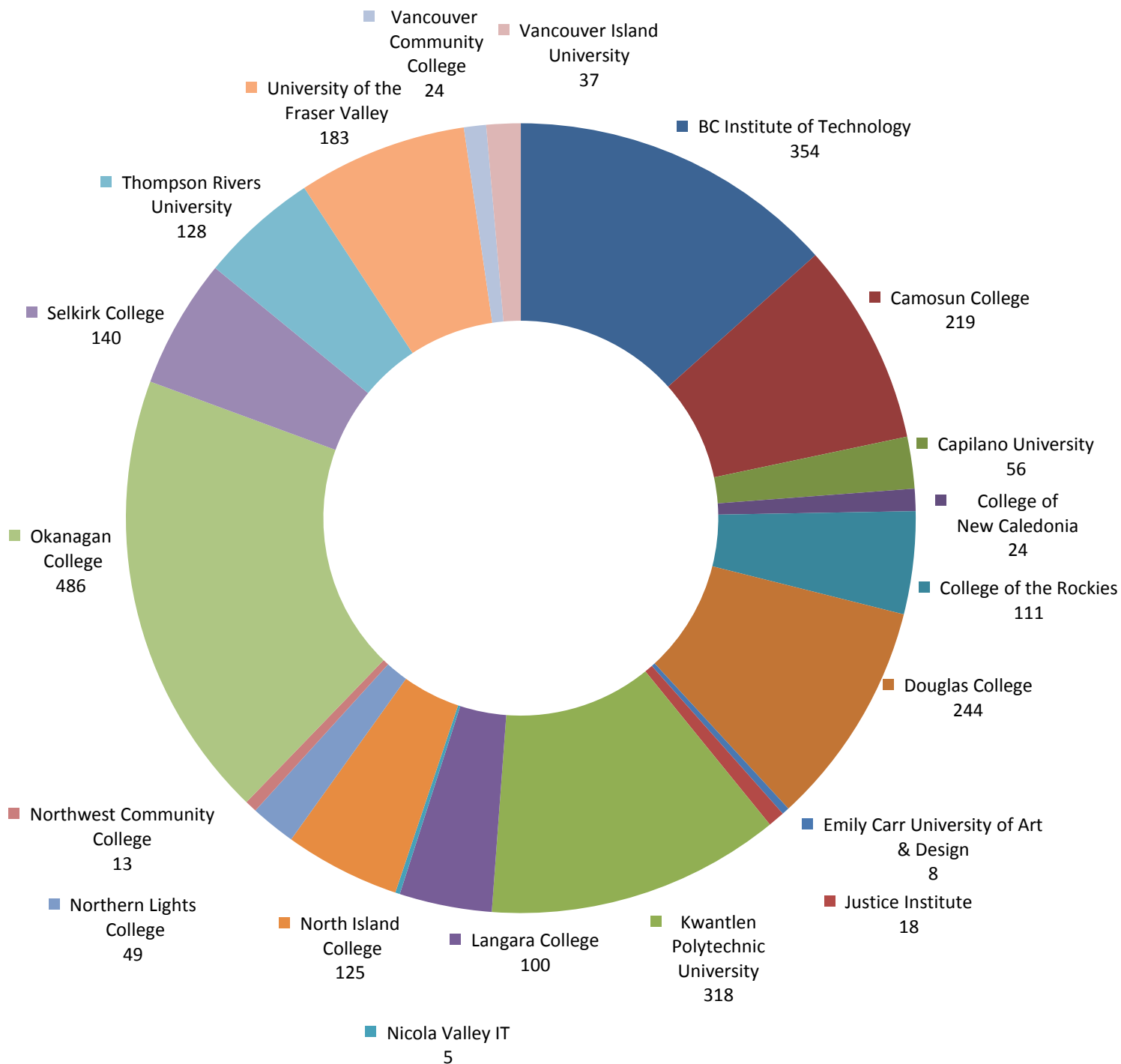
Contract Work

Over the past fiscal year, CILS leveraged its expertise in the production of accessible content and, through contractual arrangement, produced accessible materials for BC Library Coop, Newfoundland and Labrador Ministry of Education and Simon Fraser University.

Staffing Changes

CILS Librarian, Ryan Vernon, took a leave of absence to fill a Langara Librarian position in the Technical Services department. In June 2012, CILS hired Tara Robertson to replace Ryan Vernon during his absence.

Figure 1: Chart of Requests Made (Mandated Institutions), 2012-2013



**Figure 2: Average Time to Fulfill Requests (Mandated Institutions),
2012-2013**

Institution	2012/2013 Days to Fulfill Requests	2011/2012 Days to Fulfill Requests
BC Institute of Technology	5.34	9.27
Camosun College	0.28	2.85
Capilano University	6.09	4.25
College of New Caledonia	1.08	4.67
College of the Rockies	2.68	5.07
Douglas College	0.95	5.63
Emily Carr University of Art & Design	5.63	8.79
Justice Institute	24.89	16.41
Kwantlen Polytechnic University	1.75	2.70
Langara College	6.01	11.42
Nicola Valley IT	2.80	0
North Island College	2.14	8.42
Northern Lights College	7.04	15.33
Northwest Community College	1.77	3.30
Okanagan College	0.85	4.71
Selkirk College	2.77	8.12
Thompson Rivers University	4.91	4.06
University of the Fraser Valley	10.56	11.45
Vancouver Community College	10.00	12.17
Vancouver Island University	0.08	0.07
Average	4.88	6.93

If you have questions feel free to contact us at:

CILS

Langara College
100 West 49th Avenue

Vancouver, BC
Canada, V5Y 2Z6

Tel: 604-323-5639
Fax: 604-323-5544

Email: cils@langara.bc.ca

Tara Roberston

MLIS

Tel: 604-323-5254

Fax: 604-323-5544

Email:

trobertson@langara.bc.ca

Stephen Blaeser

MAS/MLIS

Tel: 604-323-5685

Fax: 604-323-5544

Email:

sblaeser@langara.bc.ca

