

CPSLD Newsletter

Fall 2013

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CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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CPSLD Fall Meeting at Okanagan College

Many thanks to Ross Tyner and everyone at Okanagan College for hosting the fall meeting of CPSLD. We appreciated the venue, the food, the hospitality, and the guided tours. CPSLD members had a chance to tour the newly renovated Okanagan College Library, as well as the UBC Okanagan Campus Library. A selection of tour photos is included in the Okanagan College and University of British Columbia sections of this newsletter.

The meeting included a workshop on Open Education – Open Textbook initiatives, facilitated by Mary Burgess and Leva Lee of BCcampus

A warm welcome to new CPSLD members: Dawna Turcotte (Northern Lights), Brenda Mathenia (Thompson Rivers) and Allan Wilson (UNBC).

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

Reports

BC Institute of Technology

submitted by David Pepper, Director, Library Services

"In Step" Progress Report

Three years ago when "In Step" (BCIT library's strategic plan) was launched, we realized our biggest challenge was now ahead of us ... actually making progress towards the Five Strategic Initiatives that were identified. The "In Step Progress Report" gives you some indication of how far we've come. It's all been about partnerships – within the Library Services group, and across BCIT. Very little of what's included in the report would have happened without that spirit of "team" that BCIT is so good at!

Here are some highlights from the report. For full details see <http://tinyurl.com/orr7bdn>



Five Strategic Initiatives – What we've been up to

1. Facilitate Learning and Teaching

- Launched Writing Centre at Downtown Campus, aimed at the needs of international students (ISEP)
- One of our Reference Librarians completed her Provincial Instructor Diploma
- Released automated room-booking software, allowing students to book study rooms in the ehPod, Gateway, and SA, and to book Writing Centre appointments – all from their mobile devices. Students have chosen to book 90% of all bookings online from Jan-June 2013

- Piloted version 1 of the Automated Course Outline software with select faculty ... v2 in development
- Created the Library Services Staff Award, now in its 3rd year, funded entirely by donations from the Library Services team
- Undertook the 2012 Library Services Student Survey. Analysis of the more than 2,000 responses showed that the overwhelming majority of services sit in the High Satisfaction: High Importance quadrant
- Library staff engaged students in conducting tours of Library space to give staff insight into student user experience ... what is/is not working
- Library Services achieved a 94% satisfaction rating from students in BCIT's 2011/12 Institutional Key Performance Indicator Report. In 2012/13, the rating increased to 96%
- Participated in the judging of entries to the first student Legacy Project. The results of the Project - wherein students captured impressions of their program in a photograph - are permanently mounted in the Learning Commons
- Library was successful over the last 3 fiscal years in recovering \$105K of collections budget lost during the 2010/11 institutional budget downsizing
- Secured access to new journal & e-book collections ... and began purchasing downloadable e-books
- Purchased streaming video collections ... and initiated a project to discard/replace VHS with DVD or streaming video

2. Strengthen Connections with the BCIT Community

- Created online LibGuides as a dynamic resource engaging both students and faculty. Many of the Guides are embedded in D2L online courses
- Providing direction for the BCIT community on the evolving & confusing copyright landscape...
- Privacy Officer created a cross-institutional Privacy Committee
- Partnered with the School of Health Sciences/Clinical Nursing in an iPad lending program

- Archivist is a member of BCIT's 50th Anniversary Steering Committee ... and one of our Marketing staff is on the 50th Anniversary Community Service Event Working Group
- Participating with IT and Lean Sensei program by offering 3 Library areas to undergo Greenbelt analysis
- Library has several "Loop" Ambassadors
- One of our Reference Librarians is on the Steering Committee for the Green Team ... another was a judge for Engineering Idol ... and a few of us were involved in ARLO's Innovation Challenge - at the initial judging, mentoring and final judging levels
- To celebrate Freedom to Read week, the Library ran a Book Spine Poetry Contest – creating a poem from the titles on the spines of BCIT books. Entries were received from faculty, staff and students
- Received great, positive feedback from students in response to our "Why is the Library the Heart of the Institute ?" poster



3. Optimize Virtual Spaces

- First BC post-secondary institution to lend iPads to students. Have increased our stable to 30+ devices. Being emulated by other post-secs
- Preparing for lending of e-reader devices to both faculty and students in Sept 2013
- Hired an Archivist/Digitization Specialist and acquired ContentPro/IRX software
- Building a BCIT digital repository of BCIT's Calendars, Yearbooks, Buildings/Campuses & Construction Repository, Aircraft Maintenance Training: the First 50 Years, "The Link" student newspaper, Fish and Wildlife Collection, etc.
- In partnership with IT, created system specs for a virtual records management system (replacement for Lotus-based s/w)
- Reinvigorated the Library's web site, based in large part on student input



4. Optimize Physical Spaces

- ehPod study rooms have been upgraded with new digital display technology. Funding was a joint project between the BCIT Alumni Association and the Library
- Feasibility Study for the expansion of the ehPod approved & funded by Facilities Governance Team. Study to be completed by November 30, 2013
- Library Planning Team appointed a Working Group on Student Spaces. Their report provides a blueprint for the reconfiguration of 2nd and 3rd floor spaces
- Meeting room 312 was also upgraded with new display technology. When not in use as a meeting room, 312 is bookable as a large collaborative study space
- Chartwells opened a new Seattle's Best boutique coffeePod in the Library lobby
- UBC's iSchool of Library & Information Studies created a video clip of BCIT's ehPod space. Video will be included in iSchool's curriculum for a new course on library design
- Lounge chairs/tables + benches add a touch of comfort and "stay-a-while" feeling, as does the total replacement of all student study and workstation chairs

5. Empower Employees

- Library Planning Team appointed a Working Group on Professional Development, specifically looking at PD opportunities for BCGEU employees. Final report in progress
- In the summer of 2012, one of our Reference Librarians travelled to Cabo Verde, off the coast of West Africa, as part of an international collaboration between the BCIT Library and The Institute of Hygiene and Tropical Medicine in Portugal. She taught in a technical training program in health

information for Portuguese-speaking African countries

- Promoted a culture of teamwork:
 - 3 Working Groups within the Library Services Planning Team are evaluating and reporting on the following: Student Spaces, PD Opportunities, and Student Engagement with the Library
 - The librarians undertook to “re-imagine reference”, looking at different ways to deliver information services to the BCIT community. Hosted a BC-wide meeting involving other librarians looking at the same issue
 - Held the first annual Library-Learning & Teaching Centre “Bowling Bash” to combine fun with a brainstorm to identify projects which the 2 groups would pursue jointly. Many of these projects are in progress or completed
- Recruiting and retaining highly-qualified staff, most recently our Assoc Dir Records, Privacy and Copyright, and our Archivist/Digitization Specialist. The Library has enjoyed zero turnover in staff for the last few years
- 2 librarians completed the Chair Leadership Academy, and 6 staff (2 FSA, 4 BCGEU) completed the first Advanced Leadership Course offered jointly between Student Services and the School of Business. The course has evolved into a BCIT-wide leadership course
- In the 2011 Employee Engagement Survey, the Library Services group achieved an overall average ranking of 4.2 out of 5
- Many staff attended local, national and international conferences and PD sessions, bringing back forward-thinking ideas and approaches to: instruction, user experience, improving/creating new spaces, evidence-based practice for decision-making, etc.
- Library Director received BCIT’s Leadership Excellence Award, May 2013

Camosun College

prepared by Annette Hansen for Sybil Harrison, College Librarian

In so many ways, this year has been one of reaping the benefits of past successes in advocacy. Interurban campus saw a 14% increase in open hours. Visits to the libraries this October are up 10% over the same period last year. The mood of earnest study and inspiring discovery has never been more palpable.

Our libraries were allocated \$100,000 in additional funding toward print and electronic resources. Librarians, along with acquisition and cataloguing technicians worked tirelessly selecting and processing the items most appropriate for Camosun’s mix of programs and courses.

New library technician Chris Murphy hit the ground running during September’s crazy-busy intake of new and returning students. He divides his day between circulation and research desk activities while overseeing media bookings. Chris comes to Camosun Libraries from Grande Prairie Regional College in Alberta. He looks forward to learning all that Victoria has to offer.

Susan Bagstad, Information Services Technician, retired in July after thirty-three years with Camosun Libraries. Thankfully for the library, her extraordinary experience and heart-centered service ethic will be put to good use in her new part-time role working evenings and weekends. Susan has always done that amazing thing we see so often with us library types—her interests range both far and deep, and as such, her retirement will no doubt be as full and satisfying as her career.

Last month, Camosun’s community feted library technician Ron Driedger for his 30 years of contributions to the library and its constituents. Ron has worked primarily in the area of media, seeing the shift from film reels, to Beta and VHS tape, to DVD and now streaming video. Ron is known for his remarkable commitment to service; he will go above and beyond to help anyone get the films they need. Colleagues describe him as an intensely real person who asks important questions of himself, of others and of the world. As one said “He makes us laugh and he makes us think.”

At Camosun, the Writing Centre is housed physically and, for some time now, organizationally under the library’s roof. In June Camosun joined the WriteAway service. Mikka Jacobsen was hired as our online writing tutor.

As most of you know, the CLA will hold its 2014 National Conference and Trade Show in Victoria next May 26th to 31st. Librarian Margie Clark is set to co-chair the Local Arrangements Committee with Kate Pollock from Greater Victoria Public Library. Margie will have volunteers eager to assist given the city is Mecca for folks looking for a spritely and captivating experience offering cool history and natural beauty. Margie’s vision for divulging the local scene includes gems off the beaten track as well as epic landmarks like the

Empress, so even if you've been to Victoria before, you'll be in for a treat.

Capilano University

prepared by Trevor Smith, Assessment & Communications Librarian, for Grace Makarewicz, University Librarian

In August, we waved goodbye to Alison Davidson who left for Ireland to pursue her MLIS and then said hello to Michael Haavisto in our Circulation team. In October, Cheryl Stephenson joined us as Communications and Circulation assistant, having worked at the BCIT library for 16 years - she is still trying to figure out the most efficient way to commute! Within the university, Richard Gale joined us as our new Vice President Academic and Provost. Yet the most exciting news may be that Ken Haycock will be our new University Chancellor. Yes, that's right, we will have a librarian as our chancellor!

This 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 "shushes"). While many students enjoyed the open area, it has proven challenging to keep the library as a haven for studying.

One of our challenges is that our lounge area which is designed for students to relax/chat/sleep has a tree sculpture that links that area to the second floor where we have all of our study carrels. In other words: the downstairs area which is designed for conversation, and is hence our loudest area, is directly below our dedicated quiet study area, and both areas are connected by a large opening which funnels the noise upstairs! We have recently provided a Plexiglas cap to help keep the study area quieter.



At this year's back-to-school event, we decided to play with the findings of a recent report which showed that the more time students spent with library resources, the higher their grades. Thus, our "Smarten Up" campaign was born. We handed out Smarties and had students check out our popular books section. Our systems librarian George Villavencio even created a Get Smart shoe phone to use as our demagnetiser!

October was a fun month for us which saw us hosting a display of student works for the first time. Students from the IDEA Program – Capilano University's three-year Design & Illustration program - brought in some zines they'd created, and the library was happy to provide a showcase for their work.



On October 21st, the library celebrated 20 years in our current building. The building was designed by Henriquez & Partners and has several unique features which honour the park-like campus, including memorials to trees which had to be cut down during construction - sections from each tree, with "birth and death" dates noted, are installed in the ceiling over the place where the tree once stood - a bank of lights which represent a stylised ship's hull, and The Tree of Knowledge, which hangs proudly over the library rotunda, a popular spot for students to relax (and which just got a shiny, new Plexiglas top...)



We didn't have many technical upgrades this fall. Back in June, we completed our upgrade to Sierra, and we have spent the past few months tweaking the system to get it just right for everyone. We are currently trialing Discovery tools to help students find our resources. We are also trying new ways to use our AskAway institutional queue. After reviewing our data on student interviews at the Research Help Desk, we decided this term to provide on-call times in the early morning and in the evening. So while we can continue to work in our office on our day-to-day work and wait for a student to call us for help, we are also monitoring our AskAway queue to help students who are off-campus. We had been looking for a way to take the abilities offered by the separate institutional queue to help us reach out to students, and so far it has worked quite well.

The library brought Dr. Eisenberg to present at Faculty PD sessions and he met with small group faculty about teaching excellence. Our new Communications team has been busy building our social media presence on Facebook and Twitter.

Finally, we were proud to create our first Infographic. We were looking for a way to present our LibQUAL results to students and faculty in a fun, yet informative manner. Our Communications team developed ideas on what we wanted to say and Glen Greenly developed a fantastic idea of

presenting the data as batteries to show our positive and negative results.



College of New Caledonia

submitted by Kathy Plett, Library and Media Services Director

People

We've had quite a few replacements lately. A warm welcome to James Lovitt (Instructional and Regional Services Librarian), Susie Wilson (Circulation), Jillian MacMillan (Circulation), and Alika Rajput (Media Services).

There are also many new faces in other parts of the College. Bryn Kulmatycki (Vice President - Academic) has stepped into the President's position while a search is being conducted. We appreciated his attendance at our Fall Staff

meeting where he spoke eloquently on his views of libraries and their importance in the learning process.

Collections and Services

- Weeding and shifting continue. Over the summer the J-PN section of stacks was rearranged. Kudos to all who worked on this; Art books in N were a special challenge!
- E-books from Ebsco and eBrary were added, thanks to some extra funding in the spring.
- *Anthropology Plus* has been added to our Ebsco database subscription list.
- Culinary Olympics books have been ordered, following a very exciting event at the College. We hosted Culinary Team Canada who were here to prepare a 'final test' dinner before they headed off to compete in Basel, Switzerland.
- The CCP (ABE) Textbooks collection was updated; English novel sets are now being circulated out of the library on semester loans.
- Regional campus collections were inventoried; new books lists and faculty guides were updated by the new Regional Librarian in MS Publisher format.
- The AskAway Qwidget has been placed on the library home page, and is being promoted in instructional sessions.

Displays

In September we participated in many orientation activities and ran our popular weekly word contests, this year on the theme of "CNC Services." Prizes from the Bookstore, Impark and the Library were on display

Week #4 Contest Entry Form - Win prizes! -- Deadline Friday Oct. 4 noon



CNC Services Word Scramble

Centre for Student Success (1-725)
Did you know you can get help with English essays, Math and Science at the Centre? They also offer seminars in study skills and testing services.

This week's word: **T U T O R I N G**

Find words. Rearrange the letters to form other words -- e.g. T O R can become R O T. Write down your words here. They must be 3 letters or longer. No proper names (caps). Use back of page if needed...

Other Fall displays included: CNC Authors/CNC Press; Lejac Residential School Photos; Remembrance Day; CNC Fine Arts Student Works; and "Skulls and Culture"- a display of the Anthropology Department's new skulls collection, which attracted a lot of media attention, Facebook traffic and school class visits!

We also helped with other college initiatives: CNC Nursing Scrubs Donation boxes for Scholarships; CNC-SPCA Doggie Fashion Show (donation drop boxes in library); Operation Christmas Child (shoe boxes); International Education Student "Greeting Cards for Seniors."



"Night of the Living Lead" Student Art Display



Jennifer Reade (CNC Anthropology) with the new Skulls collection, featured later in an eye-catching display in the library



Remembrance Day display, by Sheldon Clare (CNC History)

We are now setting up Christmas displays: Chili Blanket (CNC Status of Women Committee), Food for Fines (CNC Student Food Bank), CNC Library Puzzle Tree (collecting puzzles for local transition homes and seniors centres); and a Holiday Greeting Wall where people can put up a post-it note, with greetings in their language of choice.

Internationalization and Indigenization

A goal for the Student Services division this year is to improve awareness of internationalization and indigenization, and a variety of workshops are being held. "Check Your Assumptions" (challenging our assumptions about other cultures) was offered at our fall staff meeting and other sessions have also been well-attended by our group. We have been updating library collections in these topics, and supporting related events. During BC Truth and Reconciliation Week, Media Services assisted with streaming the Commission's webcasts, and the Aboriginal Resource Centre set up a special Lejac Residential School photo display in the library.



A panel from the Lejac Residential School Photo Display

Virtual Stations

IT Services have converted our two library labs and our public stations to virtual stations, run from a central server. Not having towers has certainly cleaned up the desktops!



Media Services

Over the summer, the equipment room was completely reorganized and a lot of new equipment was added. Staff are now working on updates to our inventory list (to include photos and descriptions of equipment) and procedures.



CNC Press

FASD Informed Practice for Community Based Programs, by Anne Guarasci (2013) is a practical resource designed to increase capacity among professionals and paraprofessionals in health, social services, justice, education/training, who work with high risk populations that may have FASD. To order, see <http://tinyurl.com/39zf9fv>

College of the Rockies

submitted by Shahida Rashid, Manager of College Library Services

David Walls – seventh President at College of the Rockies

David Walls assumed his position as President and CEO of College of the Rockies on August 19, 2013, succeeding Dr. Nick Rubidge who retired after twelve years as a President and CEO and with 40 years' experience in BC's post-secondary education sector.

Walls most recently served as Provost and Vice-President Academic at the Saskatchewan Institute of Applied Science and Technology (SIAST) where he also held the positions of Associate Vice-President Academic and Student Affairs, and Dean of Industrial Training.

Staffing

Maureen Davidson, long time Library cataloguing and acquisitions technician, will be leaving us to pursue a well-deserved retirement in December. Cortney Newton, who has been maintaining the College's archival database and serving as Library auxiliary, was the successful candidate to replace Maureen. She will start her new position on December 2.

Collection assessment and inventory

With the finalization of our inventory of the Library's book collection, we will next be conducting a thorough evaluation and weeding of our journal collection. As we rely more and more on online subscriptions, our print collection has become somewhat redundant and less relevant.

Reference and Information Literacy

Last February, we relocated the Reference desk to closer proximity of both the front entrance of the Library and our larger computer lab. This has proven to be a wise decision as there has been a 20% increase in reference transactions in September and October over the same months last year.

As well, Librarian Ben Harrison was kept busy delivering information literacy instructions throughout September and October.

Orientation and Welcome Back Days

On the first day of term, several College departments offered scheduled information sessions for incoming students. The Library's session focused on the key services and resources that we offer and was presented 8 times, with over 300 students attending. It was a great opportunity to start building the connection between students and the Library.

The Library also had an opportunity to connect with staff and faculty during the 2nd annual COTR Networking Day in late August. Our information booth and two presentations, highlighting our e-book collection, Lynda.com tutorial videos, and our online Faculty Portal, received a lot of positive feedback.



Kaltura - Video Collaborative Educational Service (Shared Service)

Kaltura is an Open Source Online Video Platform, and is being piloted at the following participating institutions: College of the Rockies, Douglas College, Langara College, University of Fraser Valley and University of Northern BC. UBC is providing the hosting services for the participating institutions.

We are busy configuring and integrating application and MediaSpace with learning management system (Moodle) and testing video uploading, publishing, editing, etc.

All COTR students and staff will have password protected online access to these programs.

Library Website

We are in the process of redesigning our Library website making it easier to navigate and give it a

fresher look more in keeping with the College website. We are hoping to go live with it by January.

Diversity Committee

The Library continues to work closely with the COTR Diversity Committee. We put together a display for students, staff and faculty to post their thoughts about Remembrance Day. Some upcoming events that are being planned include a guest speaker during National Addictions Awareness week as well as a presentation on the issues and challenges faced by transgendered individuals in the Kootenays.



WriteAway and AskAway

Our students continue to make good use of both the AskAway virtual reference service and the pilot WriteAway online writing assistance service. Feedback from students using the services has been very positive.

Douglas College

submitted by Debbie Schacter, Director of Learning Resources

Learning Resources Engages



In late August, we invited new and returning employees to see and "pet" our new educational technology that can be borrowed from the Library for classes and meetings, and to learn about our teaching support programs and services. We plan to make this an annual event.



Douglas College Learning Centre

The Learning Centre Online Tutoring service, combined with WriteAway, received a record number of tutoring requests in the first five weeks of the semester. Students submitted over 200 requests for peer review to the Learning Centre, and 100 more to WriteAway. Douglas College is now in its third semester of participation in WriteAway, an online writing tutoring service, currently in a pilot phase, being developed with the involvement of Douglas College, Simon Fraser University, University of British Columbia, Kwantlen Polytechnic University, Camosun College, and College of the Rockies. This service augments our own in-house online tutoring service.

The Learning Centre is also hosting the Learning Specialists Association of Canada (LSAC) conference with the theme of Variety and Overlap in Learning Skills Help. The conference takes place on December 6, 2013 in the Douglas College Aboriginal Friendship Centre.

Learning Commons Development

ESL Study Hall

During the Summer, we worked with the EASL Department to pilot the ESL Study Hall in the New Westminster Library space which we are calling the Learning Commons. Due to the success of this pilot, we are continuing this co-locating service in the New Westminster Learning Commons this semester.

Staff updates

Library Technician, Helen Clarke, retired from Douglas College after more than 40 years of service. Helen was one of the few remaining

library employees to have worked in the Library since before the New Westminster building was even constructed.



Librarian, Alicia Arding has been working on-call in public service since the summer as library faculty replacing a short-term faculty leave, while Sylvia Nurse joined us in September as a leave replacement and to take on the role of Technical Services Librarian until the new year.

Director, Debbie Schachter, has been elected to the eHLbc Management Committee this Fall.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Rick Mercer visits JIBC Kelowna campus!



CBC's Rick Mercer as Paramedic for a Day

On September 9, 2013, the JIBC campus in Kelowna had one very notable and enthusiastic Canadian as a special visitor. That visitor was the

one, the only Rick Mercer and his team from The Rick Mercer Report on CBC Television.

Rick accepted an invitation from the PCP program staff to come and be a paramedic student for a day. After meeting JIBC President Michel Tarko, and Paramedic Academy staff, Rick donned a PCP student uniform for a day of student activities and shenanigans!

The episode aired on October 15 – watch the video at

<http://www.youtube.com/watch?v=qIRHrBQpNvg>

You can also see some of the pictures Rick posted from the day on his facebook page at

<http://tinyurl.com/lcwgatc>

Ares Update



We are progressing with our Ares pilot and now have three Divisions participating, with more departments anxiously waiting to join the project. Staff have been very receptive to Ares and teaching staff has been simplified with the assistance of our Ares Course Reserves Libguide at <http://libguides.jibc.ca/ares>.

Within the School of Health Sciences, the Advanced Care Paramedic courses (first adopters) and Primary Care Paramedic courses are actively using Ares. The Theoretical Foundation in Complex Trauma course (School of Community and Social Justice) recently starting participating in the pilot and now several leadership courses (Centre for Leadership) are joining in as well. The leadership courses are our first face-to-face courses to adopt Ares Course Reserves where each student will use BlackBoard to access their readings.

The pilot identified a few enhancements that we wanted to make to the system. These are currently being worked on by our IT Department. Once these enhancements are implemented, we expect to start moving more aggressively toward having the majority, if not all, of our courses in Ares.

New Resources – Dynamed and eBooks

After reviewing our current database and eBook subscriptions, we discontinued three products and were able to add four new ones. From EBSCO, we now have **their eBook Academic Collection** and **Dynamed** (a clinical reference tool, updated daily, for use at point-of-care.)



From CRCnetBase (Taylor & Francis) we have two new eBook collections, **Forensic and Law Enforcement**, and **Homeland Security**. Subject areas covered by the *Forensic and Law Enforcement* ebook collection include crisis management and negotiation methods, arson and homicide investigation, expert witnessing, and forensic pathology. *Homeland Security* includes resources for emergency preparedness and response to terrorist attacks and natural disasters, transportation security, biodefense, detection of radioactive and radiological materials, and research on next-generation security technologies. These eBook collections have been well received, especially from students in our Intelligence Analysis Graduate Certificate.

JIBC Information Literacy course now part of Research Methods course

In August 2013, our Instruction Librarian and the Research Methods course instructor came up with the idea that the Library Blackboard course: **Information Literacy** could be included as part of the Research Methods course. This was truly a collaborative effort.

The enthusiasm of the instructor led to the course being revised and counting as 10% of the students' grade. The revisions included adding a Final Quiz at the end and having a grade assigned (Complete/Incomplete).

Approximately 50 2nd year students in the Law Enforcement Studies Diploma Program completed the course. 30 students responded to the Feedback Survey. 80% rated the course as Very Good or Excellent. 83.4% Agreed or Strongly Agreed that "the course will be helpful to me in my studies."

This online course has been open to all for a number of years, and we plan to license it under Creative Commons. Have a look ...

<http://www.jibc.ca/course/lib110>

Kwantlen Polytechnic University

submitted by Todd M. Mundle, University Librarian

Avoiding Plagiarism

Since its soft launch this Fall semester, the Library's online plagiarism tutorial has been accessed close to 8,000 times. Tutorial creator, KPU Librarian Ulrike Kestler promoted this new academic honesty tool by attending various Faculty Council meetings to raise awareness and invite feedback. The tutorial can be found on the Library's Academic Integrity & Plagiarism LibGuide at <http://libguides.kwantlen.ca/academicintegrity>



The Library hosted its first Open Access Week (Oct 21-27) event this year on October 22. The workshop was presented by Nicole White (Head, SFU Library Research Commons) and Don Taylor (SFU Copyright Officer) and focused on "Author Rights", including what to look for before signing publisher's copyright transfer agreements and how to keep your work more accessible. OA Informational posters and handouts were also prominently displayed throughout the week.

Library's Student Award for English

Megan Southerby was presented with a \$1000 Library Award at KPU's Annual Scholarships & Awards Dinner in November. The award is granted every year to a deserving KPU English major. Library employees continue to fundraise to grow the Award; we just ended a very successful yearlong penny drive campaign and have launched an institution-wide gift basket raffle for the holidays. The award is on the verge of becoming sustainable on its own and the Library is looking at developing a second student scholarship.

Ask a Librarian & Tracking Stats

After a short pilot, the Library recently switched to using Springshare's LibAnswers module for email reference services. This has streamlined the process, as questions are easily accessed when logged into RefAnalytics, the tool used to track KPU Library service desk stats. Over the summer we began tracking librarian instructional statistics on the platform as well. The switch has simplified creation of statistical reports and obtaining meaningful snapshots of our services.

More Depository Collections



Trades and Technology Librarian Angela Ryan recently acquired depository holdings from the Canadian Welding Bureau (CWB) and the Canadian Institute of Steel Construction (CISC). These collections, in addition to the depository collections from the Canadian Institute of Plumbing and Heating (CIPH) acquired last year, are not only enriching the resources available to students at our KPU Tech campus Library, but also for trades professionals in the surrounding communities.

24x7 Open Hours

The Richmond and Surrey campus libraries will be piloting 24x7 open hours during the 2013 Fall semester exam period, thanks in large part to the lobbying efforts of student association and student board members. We look forward to assessing this new service option and hope the extended hours will provide students with the space and resources they need to excel.

Website & Catalogue Refreshes



The KPU and Library website has successfully refreshed and moved to a Drupal environment. We've also upgraded to Unicode display in our catalogue, to allow correct displays of both diacritics and other language scripts. Now foreign language items will display their original script instead of a transliterated version. We expect this to be a welcome added feature as our Punjabi language materials continue to grow.

Staffing Updates

Allison Richardson has returned from maternity leave to assume the full time eResources Librarian position. Angela Ryan was hired fulltime as the liaison librarian for Trades, Technology and the Physical Sciences. Chris Burns started her three year appointment as Library Chair on September 1, 2013. University Librarian Todd M. Mundle has been welcomed as a Director to the Board of CRKN and is now Chair of the Negotiations Resource Team.

Langara College

submitted by Patricia Cia, Head of Library Services

Learning & life competencies: sharing unique expertise

We developed an **Avoiding Plagiarism Tutorial** that resides within our Desire2Learn "course management" system. It incorporates quizzes and videos from several Faculty members. Lindsay Tripp led the project, consulting with faculty and librarians, mentored UBC iSchool professional experience student Amber Saundry, and solicited help from the departments of Educational Technology, Instructional Media Services, and IT services, to ensure it was available for the beginning of the Fall term. Feedback has been positive.



The Library created a referral sticker to help instructors encourage students to visit the Learning Commons for writing and citing help or research help. Digital versions are also available for Faculty to use within the online environment.

Sean Maschmann (Department of History) and Judy Kornfeld (History subject librarian) held a new workshop where students received a crash

course in essay writing, and learned the essential ingredients needed to approach the planning, research and writing of academic essays in the Humanities.

Langara Library Technician Program students interviewed Langara Library Technician staff members about their work and experiences.

Content & resources: curated, seamless, dynamic

Through a generous benefactor, the Library received a large donation of art books which will be reviewed and gradually integrated into our collection. The Reserves/Media area is seeing changes as we “weed” out the older VHS titles that are no longer relevant and opening up more of the area for student study spaces. Susan Weber, Media Librarian coordinated Langara employees to attend the BC Media Showcase, enabling faculty to preview DVDs for their courses. By the end of August, priority recommendations were ready for Fall instruction.

Copyright

Education Council approved the Copyright policies which are posted on the Langara Copyright website, at <http://www.langara.bc.ca/copyright>. Langara “opted out” of the Access Copyright Interim Agreement effective August 31st. We held general workshops on copyright and also presented focused sessions for several departments.

Interactive spaces: innovative environments for learners

More renovations in the Library & Learning Commons as we upgrade our Teaching Lab to increase capacity, flexibility and to ameliorate sound issues. A Library presentation/classroom, home of the Counseling and other student success workshops as well as a silent study area received carpeting and fresh paint.

Open since September 2012, the Writing and Tutoring Centre in the Learning Commons offers writing help and subject tutoring. In April 2013, the Centre reached its mark of over 2000 student visits for subject tutoring. In addition, the Writing Centre, which moved to the Writing and Tutoring Centre to improve its location on campus, is reporting a steady increase in student usage. For the Spring 2013 term, there was a 25% increase in students seeking writing help over the same time in 2012.

The Learning Commons held a very successful Employee Open House in June. Treats included ice-cream, special toppings, and tours of the area. Fall orientation events included a Student Learning Commons Open House and SMS contest.

We screened Shakespeare films in our lobby each “Theatre Thursday,” one of our many popular student events.

Discovery Layer

This past June, after several months of working directly with product developers at both Innovative Interfaces and EBSCO and with other libraries in the beta test group, Langara College Library was the first site worldwide to go live with the rebranded Encore ES.

Due to our involvement with this project, Langara College has gained some recognition both from our vendor partners and from other libraries as an innovative, leading edge institution. Some examples to date include:

- A spotlight article on Langara’s implementation of Encore ES in the July 2013 issue of Innovative Interfaces’ *INNBrief* newsletter
- Innovative Interfaces unveiling Encore ES at the annual American Libraries Association conference in July with Langara Library as their demonstration site.
- An invitation to take part with EBSCO and Innovative Interfaces in a joint presentation on library discovery at the well-respected Charleston Conference in November. Electronic Resources Librarian, Emma Lawson, will represent Langara.

Community connections: meaningful relationships

Langara Library hosted several events for our professional connections: BC Library Association meetings, Western Canada Innovative Users Group, and Justice Institute of BC library staff for part of their PD day. We also volunteered at the DOXA film festival and donated books to the Burns Bog Conservation Society for their book sale fundraiser.

The Library hosted a series of documentaries on residential schools as part of the Truth & Reconciliation Commission events. We were also moved by the Langara hosted panel discussion.

Team changes

- Niina Mitter retired after a long career at Langara contributing as leader, media expert and finally copyright librarian.
- Lindsay Tripp who was at Langara as leave replacement now joins us as our new Copyright Librarian.
- Ophelia Ma returns from her leave eager to reconnect with everyone at Langara.

Other Reports & News

Triple Word Score

Langara Library is proud to be among the winners of the 2013 Charleston Photo Contest. The contest theme was "How do you market your library?" In addition to our prize (an Amazon gift card), Langara's winning photo "Triple Word Score" will be published in the 2014 SAGE calendar:



Langara Library's life-sized Scrabble board is a huge hit with students and staff alike!

Created by Library Technician Louise Reid, the giant game provides students with a fun, creative outlet for their stress and provides a casual common space to connect and recharge between classes. We've even spotted the occasional instructor vs. student showdown (all in good fun, of course).

We put the board out at the beginning of each term, and often serve popcorn and snacks to celebrate its return to the Library!

Details for the 12 winning photos can be viewed at <http://connection.sagepub.com/blog/2013/10/07/charlestonphotocontest2013/>

Annual Report

Langara Library's Annual Report 2012/13 is available at: <http://www.langara.bc.ca/library/about/index.html>. Term reports, announcements and updates are posted to Library Central at <http://iweb.langara.bc.ca/librarycentral/>

Nicola Valley Institute of Technology

submitted by Linda Epps, Librarian, and Joe Abernethy, Library Coordinator

Staff News

This past April, NVIT said goodbye to long-time employee Sherry Garcia. Sherry gave 25 years of excellent service as NVIT Merritt's library coordinator. Besides Sherry's depth of experience and her command of library systems, Sherry brought a kind and calm demeanour to the Robert W. Sterling library. Students and staff will miss her very much.



Sherry Garcia – 25 years of excellent service!

This past August, NVIT welcomed a new library coordinator - Joe Abernethy. Joe is a graduate of the Library and Information Technology program at Langara College. Joe has been quick to learn his library duties including interlibrary loan and supervise the student workers. His quiet manner and strong library skills make him a great asset to the library.



Joe Abernethy, Library Coordinator

Student Grant for Inventory

The NVIT library is fortunate to have received two grants – Aboriginal Youth Internship Program and Canada Student Grant – to employ summer student workers. The major project for summer 2013 was to complete an inventory. Last year, NVIT library transitioned to Sitka Evergreen ILS. The inventory scan ensures that the new OPAC accurately reflects the library's holdings. The student workers were a big help, to say the least.



Alexa Manuel, Aboriginal Youth Internship Program (left), Kishay McKigney, Canada Student Grant (right)

New Student Workers

We also have three new student workers who will assist during the Winter and Spring semesters at the Merritt Campus:



Robin Brown, 1st Year Social Work



Kim Sandy, Natural Resource Training



Savannah Munro, Business Admin.

Burnaby Campus News



Emily Smith (Library Coordinator, Burnaby campus) and Chantal Wiberg (Aboriginal Community Career Employment Services Society). Chantal Wiberg has transferred to Simon Fraser University to complete her Bachelor of Arts degree. Best of luck to our former summer students!

The Burnaby campus also has two new library student workers:



Nicco Condello, Library Student Worker, 2nd Year General Arts Students (left). Ryk Piche, Library Student Worker, 2nd Year General Arts Student (right). Both Nicco and Ryk plan to transfer to the Bachelor of Social Work Program at NVIT.

Library – Open Learning Concept

With the objective of an open learning library environment, several comfortable, relaxing areas have been set up in the library. Students can sit and chat, work with tutors, discuss projects with instructors, or simply sit and read. The IT department is located next door; IT staff is available to help students with computer issues. Staff and students are encouraged to visit the library and utilize this space.



I.T. Manager, Garth McMillan, assisting a student



Instructor Dick Wowchuk answers a student's question about a math assignment



The open learning environment: the library hosted the student forum



New Library Service – Askaway!

AskAway is the newest service being offered to NVIT students. Joe Abernethy and Linda Epps received training at UBC prior to going live on-line. In addition, TRU librarians Christina Nilsen and Wendy Lehar mentored Joe and Linda by providing job-shadowing during an AskAway shift. NVIT is excited to be able to offer students this service.

Community Involvement

NVIT library continues to offer library services to all members of the community. Community members can register for a library card, which permits them access to computer terminals, Internet, and borrowing.

Linda Epps met with Merritt Public Librarian Deborha Merrick during the summer. Database subscriptions were compared as well as how to increase NVIT students visiting the public library. As a result of the meeting, a link to the Merritt Public Library has been added to the NVIT webpage and during orientation and class instruction students are encouraged to visit the public library.

NVIT has an on-site daycare. This past Halloween, the library was visited by two groups of trick or treaters:



North Island College

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

Student meeting rooms have been very popular at the Comox Valley campus library; we installed Epson Brightlink interactive projectors, accompanied by a PC and a lendable laptop, late summer. As Epson is now the standard projector for instruction at the college, the library developed a libguide for students and instructors to jumpstart the adoption process. We plan to collaborate with IT to implement an automated booking system next semester.

Funding was approved to introduce and pilot a College three year writing service, with a part-time faculty member and student tutors; the library as one of the partners will be lending laptops and providing space for approximately ten hours a week.

During the winter semester, both librarians tested embedded support in two Blackboard courses for English and Nursing. This fall we signed on again and have made further commitments for four additional courses in January. It's been an excellent opportunity to direct students to specific libguides, advise on research and be available at point of need.

The library has committed to lead a process of copyright review by way of assessing the use of copyrighted materials on the LMS, in course readers and the library. Funding was approved to perform an "audit" and develop best practices to comply with fair dealing legislation.

The college welcomed a new President in the summer, the former President of the College of New Caledonia, John Bowman. He has been meeting with departments and divisions to learn more about us, our strategic goals and initiatives.

While our enrollments are down slightly this fall, the library continues to be utilized to capacity. Study space, social space, computers and services have seen no decline. With the popularity of weekend hours in April and December during exams since 2011, the CV library has now adopted this as an ongoing service and again will be open on Saturday and Sunday, December 7-8, 14-15.

Northern Lights College

submitted by Dawna Turcotte, Regional Librarian

Staffing

Major staffing changes have taken place in the College Library System since August.

Dawna Turcotte is now the Regional and sole Librarian for the College. Dawna has been with the College for 8.5+ years and was the Campus Librarian for both Fort Nelson & Fort St. John campuses until September.

Aileen Currie is our new Acquisitions Technician/Cataloger. Aileen joined NLC in late August from The Rocky View School District in Alberta.

Copyright duties have now been officially added to **Bev Weidman's** Library Services Assistant position. Bev has been with the Dawson Creek Campus Library for 8+ years.

Daphne Zimmer continues as the part-time Library Services Assistant at Fort St. John. Her hours were slightly increased in September. This is Daphne's 4th year working in the library.

Tricia Hotchkiss, the Fort St. John full-time Library Services Assistant for 7+ years, left the Library in September to work as a Recruiter for the College. We wish her well and are quite certain that she will excel in her new career.

Aaron Wagner transferred to the Fort St. John Campus Library to replace Tricia. He previously worked part-time as a sessional in the same position in the Dawson Creek Campus Library.

Laurie Youb has replaced Aaron in the Dawson Creek Library. Laurie also works part-time at the Dawson Creek Public Library and works in the College Facilities Dept. Her first day with the Library was November 12th.

Rachel Thompson in Fort Nelson continues to multitask as combination Bookstore Retailer, Financial Aid and Awards Officer, and Library Services Assistant.

Halloween

The College annually holds Halloween celebrations, whereby staff and students are encouraged to dress up and enter a number of contests, including pumpkin carving. Here is a photo of Aileen Currie's entries.



Renovations

For the first time since 1992, the carpeting was replaced in the one room Fort St. John Campus Library. The task was a Herculean effort on Tricia Hotchkiss and Daphne Zimmer's part, as they moved the Collection and shelving materials to and from a number of classrooms for safekeeping and worked with our Facilities Department and other volunteers to ready the Library for September. The carpet arrived the last week in August and the Library was ready for students by the first day of classes! Kudos to Daphne and Tricia for all their hard work!



Library emptied



Librarian's office filled with shelving materials



Library with new carpeting

Northwest Community College

submitted by Melanie Wilke, Coordinator of Library Services

It has been a hectic, yet exciting semester at the NWCC Library. We are seeing growth in the numbers of students using the Library, circulation statistics, inter-library loans, and database use. All of this action has kept everyone very busy. We are attributing this growth to the welcoming renovations done in the Terrace Campus Library, relaxing Library rules, and to a true dedication of staff to offer exemplary service! We are making a commitment to see this growth continue.



The Library is also continuing with our commitment to increase service for distributed learning students. We have been making personal contact with each of these students to let them know what library services are available to them, continuing to invigilate distance exams, placing a Library link and Askaway widget into the D2L pages, and increasing our presence on the NWCC Facebook page. The response from the distributed learning students has been very positive.

We were happy to see the Library's new website up and running this September. We were in need of an overhaul in the dated website that we were using. The new website contains much less text and a fresh, easy to navigate look. During the website changes, we were also offered a much more prominent place on the College's homepage, thereby increasing our visibility. Another added benefit to the new webpage is that we now have the ability to control our own content and are able to make changes as we desire.



Okanagan College

submitted by Ross Tyner, Director of Library Services

Okanagan College Library was honoured to host the Fall 2013 CPSLD meeting. Special thanks go to Jasmine McGee for dealing with all the local arrangements that made participants feel welcome, and to Kelowna Campus Librarian Michelle Ward and her staff, who went out of their way to create displays and provide tours for our guests.

Employee news

Vernon Campus Librarian **Jennifer Sigalet** returned from a year-long extended study leave, during which she conducted a field study of leading integrated information literacy programs in academic institutions and high school to post-secondary transition programs in Canada, the United States, Wales and England. She conducted observational research via peer observations and sharing, one-on-one interviews, walking interviews, group meetings with information literacy practitioners and specialists, campus tours of state of the art learning spaces, and student learning environments from pre-school (Durham University, Oriental Museum) to PhD (Cambridge University).

Debra Turner is the new Salmon Arm Campus Library Assistant, replacing **Star MacGregor**, who retired after nearly 30 years of service to the College. Debra is no stranger to the Library, having started her career with OC in 1981. **Jim Harris**, formerly of the Vernon campus library, replaced Debra as Circulation Clerk in Salmon Arm, while Jim's Circulation Clerk position in Vernon was filled by **Stacey Davidson**.

Creative endeavours

In conjunction with Remembrance Day, the Kelowna Campus Library collaborated with Geography and History faculty members to mount a display that used maps, books and realia to depict "Canada at war and as peacekeepers." From his extensive collection, geographer Terry Day contributed maps ranging from a German World War II map for the planned invasion of the UK, to a Vietnamese map of Ho Chi Minh City printed on the reverse of a captured US map, to a modern day patrol map of Kandahar. Chris Drummond, husband of Library employee **Fran Drummond**, and OC historian Howard Hisdal lent

military personnel gear, including boots, berets, helmets and insignia. The display caught the attention of the local media, even making the front page of the Kelowna Daily Courier (<http://tinyurl.com/ncjaeg6>)



Fran Drummond with Library student employee Tanisha Suzuki

Halloween always seems to bring out the creativity of Library employees. Here are just a few examples of this year's tricks and treats.





Other news

The Library signed a memorandum of understanding with the UBC Okanagan Library to confirm reciprocal borrowing arrangements that have been in place since 2006, and adding a section that allows students to use the student card from their home library as their library card, rather than being required to obtain a separate community borrower's card. (see <http://tinyurl.com/ovmpske>).

We have been reviewing the terms of reference, principles, structure and details of our liaison librarian program. For details, see the links at the bottom of the Liaison Librarians web page at <http://tinyurl.com/odfw9sb>

The ILL department began e-mailing articles to OC faculty and instructors in the summer and, in the fall, expanded the practice to OC student ILL borrowers.

Recent changes to the way in which OC departments are charged for printing instigated a review of the way in which records are kept by Library administration. As a result, many paper records were scanned and/or destroyed and replaced with an electronic filing system. Vendor invoices constitute the largest portion of the electronic documents that now reside on a shared network drive.

Implementation continues of the key directions identified by the Library's strategic plan. Priorities for 2013-14 include a more coordinated and formalized approach to information literacy, a more comprehensive review of usage statistics, a staff training needs survey, better integration of library resources with the College's Moodle LMS, continued work on the VHS revitalization project,

and a student focus group study that will seek information about student attitudes toward library services, resources and facilities.

Activities for students at this fall's orientation day on the Kelowna campus included a dunk tank. A number of Library employees got in on the action as well, showing their love for their boss by dunking him repeatedly. Ross wonders if there might not have been a more subtle way for his staff to inform him of his need to bathe.



Roën Janyk takes careful aim

Photos from CPSLD visit to OKC









CPSLD Meeting Room and many compliments on the Food Service!



Quest University Canada

submitted by Kathryn Neeley, Information Services Librarian, for Vanessa Wallsten, University Librarian

With only one block left in the Fall semester, we at Quest University Canada Library are beginning to plan for the Spring. Before looking ahead, let's look back on what has happened since our last update.

Our entire team had the opportunity to attend the BCLA annual conference in May, which was a great opportunity to connect with the wider community and make new – or catch up with existing – contacts.

June saw our cataloguers make the trip to Kelowna for training in RDA through BCCATS, as well as a staff trip to Victoria to connect with our colleagues at University of Victoria and Royal Roads University. We don't often have the opportunity to engage with our colleagues beyond Squamish, and the gracious welcomes, tours and conversations we had while at these universities convinced us to make a habit of these trips!



One of our new friends at Royal Roads University

After some time away for vacation, August found us rested and ready for the Fall semester. We were joined by 18 new faculty and staff members, and prepared to welcome our largest incoming class of freshmen, with over 200 students. During the first week of class we were able to see all new students in the Library for an introduction to our resources and a scavenger hunt to help put new skills into practice. There has been a noticeable increase in use of the Library, and we are conducting an ethnographic survey of the space this year to see how we can better meet the needs of our students.

October was a busy month as we continued to focus on teaching our freshmen research skills. Things were broken up a little with a meeting of Lit. in the Library, a book club for students, faculty and staff. We had a lively conversation on Salman Rushdie's *"At the Auction of the Ruby Slippers"* over lunch. By popular request, December will have us reading Alice Munro's short story, *"Royal Beatings"*. We will debate whether Munro is indeed the "master of the contemporary short story"!

The Fall semester has passed quickly, but there was still time to create displays, watch film crews scurry around campus, and of course, celebrate Hallowe'en in style. As we move into the December block we will begin consulting with students as they prepare to start their theses, or Keystone Projects. The winter break will be a chance to rest and recharge, and will find us ready to welcome students back for the Spring semester (no Winter term at Quest!).



Royal Roads University

submitted by Rosie Croft, University Librarian

Over the past few months, we have been considering the future of the products in our library systems portfolio and how we can best meet the needs of our university community. We have explored the wares of various vendors and are looking forward to planning some big projects in the near future.

One of the products that we recently implemented is Libanswers, which we are hoping will provide immediate response to quick answer type questions. We are just getting to know Libanswers and are seeing how it fits in with our reference workflows. The Writing Centre will also be launching its own Libanswers portal before the holidays.

Our Writing Centre is also gearing up to provide support to students who wish to get their work published. Our coordinator Theresa Bell has been learning more about the ways in which we might support our students, starting out with a Libguide about academic publishing.

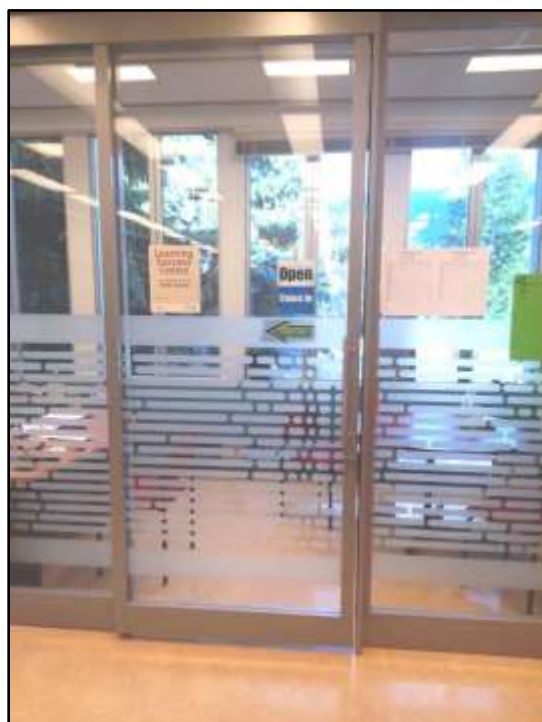
Our annual bake and booksale in support of the United Way fundraising drive on campus had record sales of over \$1300 this October. Every year, the event coincides with Halloween and the library staff do a wonderful job of creating an appropriately seasonal atmosphere.



Selkirk College

submitted by Gregg Currie, College Librarian

Over the summer Selkirk College's Learning Success Centre moved from its previous home in the dark recesses of the basement up into the light of the Library (literally). The move to a new location has been a great success, and Learning Centre coordinator Todd Solarik is pleased to report that he is much busier, has attracted many new peer tutors in this new more visible location, and no longer needs to use a happy light to get through the winter months. Selkirk Library is now home to the Learning Success Centre, The Writing Centre, and the Math/Science tutor.



In the 'why did I go to Regina when I could have gone to this conference' category, this past August Selkirk College librarian Danielle Cossarini and UNBC librarian (and a former Selkirk College librarian) Jennifer Rempel traveled to Lund, Sweden to co-present the paper "Communicating the Relevance of the Library in the Age of Google: Improving Undergraduate Research Skills and Information Literacy through New Models of Library Instruction" at the *Creating Knowledge VII: Win-win ways: Educational enhancement through collaborative partnership between students, academics, and librarians*. Danielle reported it was a great conference and travel experience.

Simon Fraser University

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

Facilities

The renovation of a substantial portion of the WAC Bennett Library main (third) floor at the Burnaby campus is nearing completion. Highlights include:

- An upgraded entrance to improve climate control and the book return.
- A new shared-service point for loans, information and technology support (opened Monday, Nov. 11.)
- Increased seating with a new student lounge and new reading area.
- A new programming room for Student Learning Commons (SLC) teaching and other library events.
- An expanded SLC consultation area.
- Improved exhibition space for new books and Special Collections materials. For more, visit: <http://i.sfu.ca/bfrCOK>



The new reserves area in SFU's renovated W.A.C. Bennett Library, which is part of a central "service circle" at the core of library's main (third) floor.

A two-year Vancouver campus Belzberg Library renovation is now complete, following the installation of new security gates and opening of the Wosk Student Learning Commons - a collaborative student space and home for academic writing, learning and research support services. The glass-enclosed room features moveable furniture and whiteboards, comfortable lounge seating and a cozy fireplace. For more, visit: www.lib.sfu.ca/belzberg

Research Commons

Preparation for a build-out of the new Research Commons (RC) space on the Bennett Library's seventh floor is underway. Meanwhile, programs continue apace. The RC is now offering training on NVivo qualitative software as well as a regular Thesis Bootcamp program and several other training and development opportunities for graduate students. For more, visit: <http://researchcommons.sfu.ca>

Student Learning Commons

The SLC has received two-year funding from the Office of the Vice-President Academic to increase support for students in the English as an Additional Language (EAL) program. The project allows expansion of core writing services such as in-person consultations, course-integrated writing interventions and increased access to the Write Away online service. Writing services coordinator Amanda Goldrick-Jones is responsible for the project, which will include an assessment of its impact on the academic success of primarily undergraduate EAL students. See <http://learningcommons.sfu.ca>

Staffing

Chuck Eckman, SFU's dean of library services and university librarian, is departing effective December 2013 to take on the role of dean of libraries at the University of Miami. SFU has initiated a search for his replacement. In the interim, associate university librarian (AUL) Brian Owen will serve as dean of library services/university librarian (pro tem) from Dec. 1, 2013 to April 30, 2014. AUL Elaine Fairey will fill the position from May 1 to Sept. 20, 2014.

Patty Gallilee has been appointed to a continuing position as associate university librarian for collections and scholarly communication. She is responsible for preparation and oversight of the library collection's budget, communicating library collections and scholarly publishing matters to library staff and to the university community including the Senate Library Committee, individual faculty members, and administrators.

More news is available in the 2012-13 SFU Library Annual Report at [PDF]: <http://i.sfu.ca/aPOmET>

Trinity Western University

submitted by Ted Goshulak, University Librarian

Library resource centre renamed in recognition of noted TWU scholar

The Education Curriculum Resource Centre in Trinity Western University's Norma Marion Alloway Library was recently renamed in honour of one of the University's best-known faculty members, Harro Van Brummelen, Ed.D.



On October 10, over 200 people - including staff, faculty, students, alumni, family, and friends - were

on hand to celebrate the significant contributions Van Brummelen has made to the TWU community and to the field of education.

Among his many career highlights, the noted scholar and author was the main witness in the University's 2001 Supreme Court case against the BC College of Teachers. "The positive outcome of the BCCT case allowed Harro to move forward with the goal of seeing the launch of the professional program that he had tirelessly pursued since coming to TWU," said Provost W. Robert Wood, Ph.D.

The former Dean of Undergraduate Studies and founding Dean of the School of Education, who served at TWU from 1986 until his retirement in 2010, also served on the Ministry of Advanced Education's Degree Quality Assessment Board of BC and was the first Chair of the Association of BC Deans of Education.

Because of his heart for TWU's education students, Van Brummelen not only made a point of seeing what education curriculum resources were available in the library, he also added what was needed. The resource centre has been used not only by TWU students, but also by local educators.

Despite being diagnosed in 2012 with an incurable form of cancer, Van Brummelen smiled and gave the crowd a "virtual hug" as he took the podium to address those gathered. He spoke of the teachings of 8th-century scholar St. Alcuin of York. "Alcuin understood that libraries have the capacity to outlive individuals, carrying ideas into the future," he said.

Van Brummelen also paid tribute to his wife, Wilma, herself a teacher. "Without her input about teaching - middle-schoolers and kindergartners, particularly - I might just have become one of those academics who says all kinds of lofty things but forgets about what's actually happening in K-12 schools and classrooms," he said. "Wilma always reminded me of the value of wisely choosing, using, and promoting good books and good resources in the classroom."

University of British Columbia

submitted by Andrea Coutts, Communications Coordinator

IFLA Presidency concludes for UBC's University Librarian

For the past two years, Ingrid Parent, UBC's University Librarian, has served as the President of the International Federation of Library Associations and Institutions (IFLA, <http://www.ifla.org/>), the global voice of the library and information profession.

Parent's theme during her presidency was *Libraries: a force for change*. This theme consisted of four key principles: inclusion, transformation, innovation and convergence.

Parent's presidency formally concluded at the IFLA World Library and Information Congress, held in Singapore in August. Parent also introduced IFLA's new Trend Report at the Congress (<http://trends.ifla.org/>) – a publication that highlights five key trends emerging in today's information environment.

Survey results guide UBC Library priorities

UBC Library's LibQUAL+® survey results have been released, including a summary of suggested priority areas for further exploration (<http://about.library.ubc.ca/libqual/>). A subset of results from 2007, 2010 and 2013 are also available online in an interactive visualization that illustrates how perceptions of the Library have shifted over time for undergraduate students, graduate students and faculty (<http://tinyurl.com/p7mqmge>)

Among the top priorities identified in the 2013 survey is off-campus access to electronic resources. In response, a working group of Library staff members is exploring ways to improve remote access to UBC Library electronic collections.

LibQUAL+® (<http://libqual.org/>) is one of the methods UBC Library uses to stay in touch with student and faculty priorities and to monitor our progress. Other surveys complement and provide context for interpreting LibQUAL+® and strengthen evidence for decision-making. The Student Senate Caucus UBC Library Survey is one such survey, and can be viewed on the Alma

Mater Society of UBC Vancouver (AMS) website at <http://tinyurl.com/kh86gt4>.

Feminist newspaper digitized for researchers

Canada's oldest feminist periodical is now available online, thanks to the Vancouver Status of Women Society (VSW, <http://www.vsw.ca/>) and UBC Library's Humanities and Social Sciences department and Digital Initiatives unit (<http://diginit.library.ubc.ca/>).

Kinesis: News about women that is not in the dailies was established in 1974 by the VSW, serving as a vehicle for social change and women's liberation for 27 years. Published 10 times a year until 2001, *Kinesis* was the longest-running feminist periodical in Canada.

UBC Library recently digitized 268 issues of *Kinesis*, totalling almost 9,000 pages. With *Kinesis* openly available online through the Library, the publication is now accessible to scholars and researchers around the world (<http://tinyurl.com/nwowox>).

Manuscript's impact spans centuries



Post-Doctoral Fellow Richard Pollard uses the 14th-century book as a teaching tool in his courses. Photo credit: Martin Dee

Aided by the expertise of a UBC instructor who specializes in early European medieval history, UBC Library recently acquired a manuscript whose scholarly impact stretches across the centuries (<http://tinyurl.com/o8pvpg3>).

The main piece in the gorgeous bound text – which originates in France and was copied sometime in the 14th century, possibly during the time of the Black Death pandemic – is called the *Compendium Theologicae Veritatis* (or *Compendium of Theological Truth*,

<http://tinyurl.com/o7blodw>). This work, an introduction of sorts to theology and the oldest book in UBC Library's collections, was a highly popular tome for university students more than 700 years ago.

In 2013, it's set to be a vital classroom text once again – this time for UBC history students enrolled in Richard Pollard's undergraduate classes spanning the early, central and late Middle Ages. That's because Pollard, a Post-Doctoral Fellow in UBC's Department of History, plans to use the text as a valuable teaching tool in those courses. "There's all kinds of things that students can learn just by looking at this book," says Pollard, who advised the Library on the purchase of the medieval manuscript. "It brings students into the period in a way that lecturing in a classroom doesn't. It allows an entry to somebody's mind from the past."

UBC Library acquired the manuscript earlier this year from an antiquarian bookseller in London, England; it's housed at Rare Books and Special Collections (RBSC), located on level one of the Irving K. Barber Learning Centre. While it's the first of its kind in the Library's collection, it's likely not the last. "In the coming years, we hope to build a teaching collection of medieval manuscripts," aided by the input of faculty members from UBC's English and History departments, says Katherine Kalsbeek, RBSC Literature Librarian.

UBC Launches first LOOC

A pioneering offering from the Faculty of Education and UBC Library is enabling UBC students, staff and faculty to hone their digital literacy skills (<http://tinyurl.com/lrnmux9>). The two units have introduced the University's first LOOC, or local open online course, as part of UBC's Master of Educational Technology program (<http://met.ubc.ca/>). This course, called M101, helps users "acquire, maintain, refine and promote" digital literacy skills (<http://m101.sites.olt.ubc.ca/>).

The LOOC is open to all members of the UBC community who have a campus wide login (CWL). M101 is self-paced, and users can build their skills in any area, and in any order, that they wish.

As the name suggests, a LOOC is a localized form of a MOOC – or massive open online course. MOOCs have been a big topic in online education recently; indeed, UBC's first MOOC – which it launched in January 2013 with Stanford University – attracted more than 130,000 registrants.

Erin Fields, UBC Library's Teaching and Learning Librarian, organized a group of six UBC librarians to develop LOOC content. She's excited about the initiative's potential. "This is a huge benefit for UBC Library, as it allows us to partner in a truly forward-thinking project," she says. "It opens a discussion that may not have been possible before now."

Reconciliation at the Library

The Truth and Reconciliation Commission of Canada (TRC, <http://tinyurl.com/2buf6bz>) was established to gather testimony on survivors' experiences of Indian Residential Schools. From September 18-22, the Commission held its B.C. National Events in Vancouver.

UBC suspended classes on September 18 to allow students, faculty and other members of the UBC community to participate in this historic event and other events around the city.

UBC Library contributed to the campus-wide initiative by highlighting Indian Residential Schools in different contexts. Its online research guide on Indian Residential Schools in Canada (<http://guides.library.ubc.ca/irss?hs=a>) offers background information on this important and sensitive part of Canada's history. This research guide also highlights UBC's Indian Residential School Initiative (<http://irsi.aboriginal.ubc.ca/>).

Several Library branches put up exhibits and displays during September to highlight Indigenous issues and history – find out more at Reconciliation at the Library at <http://tinyurl.com/lr6lpdj>.

Okanagan history goes digital

Okanagan communities had a special reason to celebrate B.C. Day in August, thanks to a digitization project initiated by UBC's Okanagan Library that makes the region's history accessible to the world.

Nearly 70 volumes of the Okanagan Historical Society's (OHS) annual reports were recently digitized. This publication is one of the longest, continually published historical periodicals in British Columbia, and includes contributions from branch members Armstrong-Enderby, Kelowna, Oliver-Osoyoos, Penticton, Salmon Arm, Summerland, the Similkameen and Vernon.

The reports have been used for teaching and learning for decades, with topics ranging from physical geography to cultural studies. The digital collection features more than 15,000 pages, dating from 1926 to modern day, though the most recent years have not been widely published.

UBC's Okanagan Library proposed the project, and UBC Library's Digital Initiatives Unit in Vancouver digitized and created the online collection (<http://tinyurl.com/pppvetch>). For more, please view the press release at <http://tinyurl.com/qczgcjt>.

Photos of CPSLD visit to UBC-Okanagan







University of Northern British Columbia

submitted by Allan Wilson, University Librarian

During the last full week of October, the Geoffrey R. Weller Library celebrated Open Access Week with a series of displays outside of the library's two entrances. Featuring informational posters and booklets, the displays highlighted the library's ongoing support of Open Access initiatives, including hosting OJS journals and developing an institutional repository. The displays also featured a pop quiz asking passers-by which would be more expensive: a library resource or a luxury item, like a car or high-end computer.



Kari Veninsky and Anna Williams with their openness demonstrable at the front desk

The Geoffrey Weller Library hosted a number of speaking and literature engagements on the first floor that intrigued and excited the students and public, and also participated in the First Nations Centre's *Weaving Words, Allies and Activists* readings, throughout the community from the Prince George Public Library to UNBC to community venues. Director Paul Michel was excited to report over 1000 participants.

Other readings during library month were:

- October 3 ~ Lisa Dickson and the Drama Club (UNBC English Professor and undergraduate Drama Club students)
- October 17 ~ Al Rempel (local Prince George poet)
- October 31 ~ Eden Robinson (UNBC Writer in Residence and acclaimed BC author)
- November 14 ~ Dee Horne (UNBC English Professor and published poet)

- November 28 ~ Blanca Schorcht (UNBC English Professor)

We also made regional outreach and instructional visits to Terrace with Jennifer Rempel, our liaison librarian, an instructional visit to Quesnel, with our UBC co-op student Heather Gloster, a First Nations Studies library skills session, in addition to a number of weekly library and research skills workshops (in person and online).

The most topics have included "Web Resources and Google Scholar", "Introduction to RefWorks", and "Finding Journal Articles", and we will continue to refine these outreach initiatives.

University of the Fraser Valley

submitted by Patti Wilson, Interim University Librarian

Indian Residential School Day of Learning

On September 18th UFV transformed classes and held an Indian Residential School Day of Learning. The library was very involved in the event. Video lists were assembled, previews arranged, extra copies rush ordered, processed, and distributed for the showings on both campuses. Several book displays were created, both on residential schools and also in celebration of aboriginal culture and history. Historical timelines, photographs, original posters, and slideshows of archival photographs were on display. We created a Residential Schools Libguide, with extensive links to archives, websites, library materials, videos, research databases, and a select bibliography of full text readings.

<http://libguides.ufv.ca/ResidentialSchools>



Library Technician Lisa Morry worked in collaboration with the Sto:lo Research and Resource Management Centre to create this poster of Semoya Dancers.

Remembrance Day Legacies: UFV Library Staff Family Histories

When the library staff were brainstorming about display ideas for Remembrance Day, Heather LeGood suggested staff bring in photos of family members who served in the various wars. "It makes it personal, so that people can see that those who served their countries meant a great deal to those left behind." UFV library staff have contributed photographs, documents, medals and other family memorabilia for the display.

Brenda Philip, UFV's Circulation and Data Services Librarian, couldn't imagine the treasure trove of information she would find when going through a family trunk looking for something to contribute to the display. She found her grandfather Captain George Morrison Philip's military archive including photographs, transcribed letters written by her grandfather in the trenches of World War I, and other correspondence relating to his military decorations.

Captain George Morrison Philip was awarded both the Military Cross, with a bar, and the Distinguished Service Order in 1916. Upon closer examination of the supporting documentation of the DSO, library staff were delighted to see signatures from both King George V and Winston Spencer Churchill, the then Minister for War.



New Copyright Librarian Hired



Farrah Little, our new Copyright Librarian, comes to us from the Justice Institute of BC, where she was the Copyright and Reference Librarian. Farrah will manage UFV's copyright education and compliance program, create educational

materials on copyright, lead copyright workshops, and advise faculty and staff on copyright.

Farrah has a MLIS from UBC, as well as a BA with a major in Spanish Language & Literature, and a minor in Economics from UBC.

As a true Librarian, she loves cats and books. She also enjoys traveling the world.

South Asian Migration: 1906-1915 The Vancouver Province articles

UFV Library is proud to announce the launch of a new database highlighting the work of the Centre for Indo-Canadian Studies to digitize articles from the Vancouver Daily News Province from the years 1906-1915. The CICS are grateful to Dr. Norman Buchignani, Doreen M. Indra and Ram Srivastava, authors of *A Continuous Journey*, for donating their archival documents to the Centre.

To access the database, go to <http://cufts2.lib.sfu.ca/CRDB/BCLF/resource/13037>

Book Group Study Rooms Online

Over the summer, the library transitioned from a paper to an online system for booking group study rooms. Both staff and students are happy with the new system.

Farewell leaky roof and worn-out carpet!



Since the UFV Abbotsford Library was built in 1995, it has been plagued with a leaking roof. Catch buckets have been a common sight in the corridors of G building, and drainage tubes were a constant water feature in some areas. Picking the driest summer on record, the entire G building roof was replaced over the course of several weeks. Staff and students put up with tar smells, periods without air conditioning, the occasional fire alarm and evacuation, and the sounds of gravel cascading down the shutters to awaiting trucks. But the end result should be worth it!

Installed in 1995, the Abbotsford campus library carpet has seen better days, with extreme wear from decades of traffic. This July the main floor of the library was re-carpeted. The work took approximately one month to complete, with different sections of the library being cordoned off each day. Carpet squares were installed to ease the complication of fitting around book stacks, and will allow for quick replacement of stained and damaged areas in the future. The end result is a fresh, clean new look for the space.



University of Victoria

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

Announcements

Annual Library Lecture

Through our fundraising and development efforts we have secured an endowment for an annual library lecture. The first lecture held in September was given by Mark Purcell, Fellow of the Society

of Antiquaries and the Royal Historical Society. His lecture, *The Libraries of the National Trust: a Grand Tour* was part of this fall's Shakespeare Onstage-Offstage community celebration.



This is one of the wonderful images that Mark used in his lecture.

Archives and Special Collections

Transgender Archives Symposium

The University of Victoria Transgender Archives Symposium invites scholars, activists, archivists, and all interested people to share and participate in discussions about moving Trans* history forward through the creation and preservation of Trans* archival collections. The Symposium will take place at UVic on March 21-23, 2014. Registration is now open. More information can be found at:

<http://transgenderarchives.uvic.ca/symposium> .

The UVic Libraries curate the world's largest transgender collection.

Digitization Projects

New Digital History Projects Launched

The University of Victoria Libraries, Faculty of Humanities and Department of History have launched two new digital history projects and updates to several more. These projects benefited from the support of Veterans Affairs Canada, the Ike Barber Foundation, the Royal British Columbia Museum – British Columbia Archives, the Canadian Council of Archives and the UVic Humanities Computing and Media Centre.

A City Goes to War - <http://acitygoestowar.ca/>

This is a documentary archive of Victoria, B.C. during the decade of the First World War with supporting materials for teachers.



Troops leaving Victoria by sea, 1916. From the Archie H. Wills fonds – AR394. Repository: UVic Archives & Special Collections.

ViHistory - <http://vihistory.ca>

A searchable database of census, directory, tax assessment and building permit data on Victoria and parts of Vancouver Island from 1871-1911.

People

New Appointments

We are pleased to announce the following appointments.

Lara Wilson, University Archivist, has been appointed Director, Special Collections & University Archivist. Lara now oversees an amalgamated special collections and university archives unit.



David Young has been appointed to the continuing Records Management Archivist position. Dave is a UVic alumnus and has over twenty years experience in public sector records

management and related policy development and training.



Caron Rollins has been appointed as Coordinator, Learning and Research (formerly Reference Services), with an end of term of February 28, 2017. Caron takes over this assignment from Tracie Smith who has managed the program through two successive appointments. Building on Tracie's work, Caron will be directing the development of the Learning and Research.



Christine Walde has accepted the continuing position of Grants and Awards Librarian, effective October 1, 2013.



Special Events and Exhibits

Shakespeare Onstage-Offstage: a Community Celebration of the Bard

This six-week special event started on September 10th, as a city-wide celebration of the Bard with exhibits and special events to engage all ages. Venues included libraries, theatres, art galleries, classrooms, concert halls and pubs. UVic Libraries was a lead partner in this unique and innovative cultural collaboration.



UVic Libraries hosted a major exhibit in collaboration with the UVic Department of English and the UVic Legacy Art Gallery to present one of the Shakespeare Onstage-Offstage highlights. The Shakespeare's "Big Books" exhibit brought together all four 17th-century Shakespeare folios (including the famous First Folio) for the first time in British Columbia. This exhibit, curated by Erin E.

Kelly and Janelle Jenstad, from the Department of English, was due to generous loans of the Second and Fourth Folios from the Legislative Library of British Columbia and the First and Third Folios from the Thomas Fisher Rare Book Library, University of Toronto.

Another exhibit, *Falstaff and Music*, September 16- November 29, traced Falstaff's history through a display of rare books, scores, and performance artifacts from the University of Victoria's Special Collections.



Dr. Janelle Jenstad is flanked by her grad students who assisted in presenting the Falstaff and Music exhibit

On tour: the Best Designed Books in Canada

Canada's award winning books are on tour and the University of Victoria is one of the Canadian university library stops. The winners of the 31st annual Alcuin Society Awards for Excellence in Book Design in Canada are available for viewing in the UVic Libraries Special Collections Reading Room from October 28-November 29.

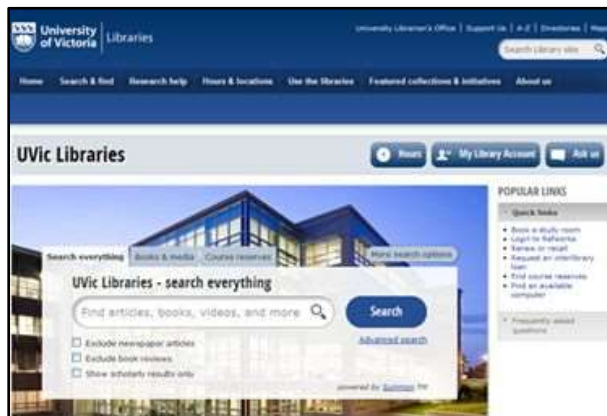
2013 Open Access events

In October, UVic Libraries took part again in this global event to share what we've learned with colleagues, and to help inspire wider participation in helping to make Open Access a new norm in scholarship and research. The session, "The BC Open Textbook Project: more than saving students money", was presented by Clint Lalonde from BCcampus and held at the Mearns Centre for Learning -McPherson Library.

Website Updates

New Website Launched

For the start of the new term in September, UVic Libraries launched our new website complete with a fresh look and feel, clear navigation, improved searching, integration with the main UVic website and new content describing the programs and collections we provide.



Vancouver Community College

submitted by Tim Atkinson, Director, Library and Learning Resources

Highlights of the past year include:

- The VCC Library has established a new Copyright Office to provide guidance, support and resources to the College community on all things related to copyright.
- iPads Lending program to students and employees - Thanks to the Vancouver Community College Foundation, VCC Library now has iPads available for loan to students and employees. We look forward to adding more iPads and other similar technology to our collection in the future.
- Redesigned the layout of the 2nd floor of the Broadway Campus Library to provide more space devoted to student seating and collaborative learning.
- ESL Career Workshops - An exciting collaboration between the Library, Learning Centre and Counselling resulted in a series of Career Workshops for English Language

Studies students finding a permanent home in the Library.

- Due to the increase in availability of eBooks and eBook collections, and an obvious trend toward digital collections, we added the following collections in 2013-2014: EBSCO ebooks collection, Canadian Electronic Library and Films on Demand among others.
- An investment Collection at VCC Library was launched to generate revenue to be put towards collections development or special projects. The investment collection librarians purchased 8 items; three of these items have already appreciated to our target sell value of 50% over the purchase price, and we will soon be posting these items for sale.
- As part of VCC's Education Plan, the Library & Learning Centre are developing a strategy for a Learning Commons. Three Librarians facilitated 2 visioning sessions on a Learning Commons model for VCC on VCC Day.

Vancouver Island University

submitted by Bob Foley, Library Director

People

The library welcomed three new members to the staff over the past six months. Michael Culbertson has joined as a service desk assistant at the Nanaimo location. Dalys Barney has accepted the position of e-resources licensing and access assistant in Nanaimo. Annie Smith has joined the team as a client services assistant at our Cowichan location in Duncan.

Facilities

We were grateful to have all of our computers renewed over the summer that aided the rollout of the new Windows operating system. We also renewed all of our public printers. It is hoped that this will improve performance and stability in the commons and throughout the library in Nanaimo. As part of the upgrade the wireless access was also improved.

As mentioned in the last bulletin, we opened the Nanaimo commons 24 hours a day, 7 days a week throughout the spring term and the summer. This fall we have added a 24-hour study hall adjacent to the commons with approximately 30 seats to serve the late night patrons.

After many years of discussion the IT help desk is moving from the first floor of our Nanaimo building into the commons. The full help desk team will be in that location including senior technologists and telephone support teams. We are excited about strengthening our relationship with the IT team and providing seamless service to our students.

On our fifth floor at the Nanaimo location we added a second video conferencing facility to connect classes in Cowichan and Powell River. It has been a great success and is almost fully booked every day.

Campus work

As a consequence of the new academic plan several years back, librarians have been involved in many committees on a variety of concerns such as defining IT Competencies for Staff and Students, a Code of Learning Outcomes for all programs, and Evaluation of Non-instructional Faculty. Nothing has been completed yet but each in its own way will impact on library work in the future.

Professional Development

This continues to be a major priority for all library faculty. This spring Kathleen Reid won a conference travel award to attend the UKSG conference in Bournemouth England. She also attended the 7th International Evidence-Based Library and Information Practice Conference in Saskatoon. She presented a paper co-authored with Dan Sifton and Jean Blackburn on our fines review and won second place for the best paper in the conference People's Choice awards. A poster presentation on assessing big deal packages co-authored with Dana McFarland and Jean Blackburn won second place in the People's Choice, best poster Awards.

Faith Takishita attended the WILU conference in Fredericton NB.

Dana McFarland and Dan Sifton will attend the International CODE4LIB conference held this year in Vancouver in late November.

Dana and Kathleen will also be presenting a paper on AltMetrics co-authored with Rosie Croft from Royal Roads at the Interrogating Access-Current and Future Directions for Scholarly Research and Communications conference at Wilfred Laurier University in February.

Kathleen joined with the COPPUL ROI Task Group to present a daylong session on library assessment for library directors and staff at the COPPUL fall meeting in Winnipeg. The group presented their own projects alongside a keynote address by Bruce Kingma of Syracuse University.

In October, Jean Blackburn was appointed to the Content Development Task Group of the Canadian Research Knowledge Network.

Special Reports



BC Electronic Library Network (ELN)

submitted by Leah Hopton, ELN Librarian

Licensing News

In addition to its "bread and butter" work of coordinating database trials and renewals, the BC ELN Office has recently secured consortial pricing for a new type of product: EBSCO Discovery Service (EDS), a discovery layer. In late summer BC ELN was approached by a small group of library directors who had worked with EBSCO in initial negotiations, requesting that the consortium act as primary negotiator of a license for EDS. Pricing and trial information will be distributed to partner libraries in mid November.

Institutional Repository Concept Committee Update

Over the past few months, the BC ELN Office has been working in collaboration with the Concept Committee formed to explore options around a collaborative Institutional Repository (IR). The Office is now working on a functional requirements document, as well as a software and collaboration plan to guide future activities. The BC ELN Office will be presenting the group's progress at the upcoming BC ELN All Partner Meeting, to be held on Friday December 13th.

AskAway: Chat Reference

With endorsement from the BC ELN Steering Committee, the QuestionPoint platform was renewed for the AskAway service for another three-year term. As part of the renewal, BC ELN was able to negotiate a one-year trial of institutional queues. These institutional queues allow institutions to see and pick up questions from their own students before they appear in the general AskAway queue. Ten institutions are currently taking advantage of the institutional queue trials.

QuestionPoint has also launched a new version of the Qwidget, which addresses issues and concerns expressed by AskAway patrons in the past, and promises a more user-friendly experience.

Lastly, prompted by expressed interest from partner libraries in licensing software to provide SMS (text message) reference, BC ELN has negotiated consortial discounts and set up trials with two vendors for SMS reference software.

WriteAway: Online Writing Assistance

The WriteAway initiative continues to progress at a healthy pace. This year the service has opened in pilot phases – Spring, Summer, and now Fall 2013 – with each progressive term seeing greater numbers of papers submitted for online tutoring assistance. This fall there are six institutions participating: Camosun College, College of the Rockies, Douglas College, Kwantlen Polytechnic University, Simon Fraser University, and the University of British Columbia. Each institution has invited targeted groups on campus to pilot the service, and feedback from students thus far is very positive.

A WriteAway Advisory Committee has been formed to focus on WriteAway policy and planning, and operations. This committee will report to the BC eTutoring Concept Committee, which exists to guide the development of collaborative online tutoring services within British Columbia's post-secondary sector. If you have any questions about WriteAway, please contact the WriteAway Administrative Centre <waoffice@eln.bc.ca>.

Electronic Health Library of BC Administrative Centre

The Electronic Health Library of BC Administrative Centre (e-HLbc) has initiated the 2013-2014 new product selection process, whereby member

institutions are asked to submit suggestions for new resources to e-HLbc's Electronic Suggestion Box. The e-HLbc Administrative Centre will investigate these suggestions and begin license negotiations with vendors for selected products.

e-HLbc is also coordinating the renewal of a number of its boutique licenses for 2014. Among these, renewal of the Dynamed license is unique in that it involves e-HLbc transitioning the Dynamed subscription from the Canadian Virtual Health Library's licensing portfolio to e-HLbc.

Finally, e-HLbc is pleased to announce that Quest University Canada, a private, non-profit, post-secondary institution has joined its affiliate membership program.

BC ELN Office News

While our last CPSLD update contained several goodbyes to office staff who were leaving or reducing their positions at BC ELN, this update is all about hellos.... In late summer, three new capable and passionate librarians joined the e-HLbc and BC ELN Offices as limited term Contract Librarians. Jennifer Bancroft is an experienced academic librarian who has joined the e-HLbc team. Brandon Weigel is a librarian from Ontario who brings experience working at Ontario Colleges Library Services (OCLS), to our consortium. Finally Erin Zeigenfuss, who recently completed a Limited Term Reference Librarian position at Simon Fraser University Library, has also joined the BC ELN Office.



CILS (College and Institute Library Services)

submitted by Tara Robertson, CILS Librarian

Advocating for sustainable funding

The current funding for CILS is not sustainable. Since 2005 demand has increased 60-70% yet funding has only increased 5%. Over the past few years, Langara has overhead and related costs. To maintain status quo services while covering those costs and inflationary increases since 2005,

CILS requires an increase of \$80,000 in funding.

Given adequate resources, CILS could be an example of how shared services can provide high quality service and be economical. If not adequately funded, access will be compromised since it will take longer to provide accommodation to students with print disabilities. If post-secondary institutions are not able to provide timely accommodations they risk being sued by students with disabilities.

Post-secondary communication access services (PCAS, which is hosted at BCIT) is in a very similar position as CILS. Langara and BCIT's executive have been advocating for both services at B.C. Council of Senior Student Affairs Leaders (CSSAL), Senior Academic Administrators Forum (SAAF), and Senior Financial and Administrative Officers (SAFO).

A new name

We are in the process of changing our name to Centre for Accessible Post-secondary Education Resources BC (CAPER-BC). The current name, CILS (College Institute Library Services), is not descriptive of what CILS does and clients have said that the name is confusing.

We have been through a brand convictions process with Langara's Communication and Marketing department, got feedback from our clients: disability service coordinators and students, consulted with our Advisory Committee and received legal advice. We hope to start using our new name and launch a new website in April 2014.

Resource sharing with SFU

We are very close to signing a letter of agreement with Simon Fraser University library which would be a reciprocal sharing agreement of existing alternate format collections. SFU is outside our funding mandate. This will improve access to alternate formats for students with print disabilities at SFU and at the 19 institutions that CILS is mandated to serve.

Staffing changes

There have been many staffing changes recently. Currently, CILS has six full time staff members: two librarians, two library technicians, and two library assistants. Stephen Blaeser is on a year of excellence leave and Cynthia Ng has been as his replacement for the year. Vanessa Brown is doing

maternity leave coverage in another department at Langara and Jen Brown from Langara Library will be filling in for her. Finally Cleire Lauron has been working on call since August. In addition to the 6 full time staff, 8 student aides work for us.



Service Statistics for Presentation to CPSLD



Statistics are for all requests made to CILS for alternate formats from the period of April 2013 to Oct 15, 2013 compared to the same period in the past two years.

Approximately 60% of requests are fulfilled from our collection or through loans from one of our partners. The other requests are fulfilled through productions at CILS.

	Requests Fulfilled 11/12 ¹	Requests Fulfilled 12/13 ¹	Requests Fulfilled 13/14 ¹	Active Students Served (Over 2 Years)
BC Institute of Technology	98	155	150	104
Camosun College	111	30	116	113
Capilano University	21	13	53	19
College of New Caledonia	31	7	27	22
College of the Rockies	10	15	28	32
Douglas College	177	111	105	82
Emily Carr University of Art + Design	13	1	0	12
Justice Institute	18	8	2	6
Kwantlen Polytechnic University	77	128	109	67
Langara College	66	60	59	45
Nicola Valley IT	0	0	4	1
North Island College	37	26	46	83
Northern Lights College	21	21	57	41
Northwest Community College	29	7	37	23
Okanagan College	275	66	106	140
Royal Roads University*	-	-	52	27
Selkirk College	42	23	92	59
Simon Fraser University*	26	2	0	11
Thompson Rivers University	46	67	78	77
University of the Fraser Valley	142	104	151	94
Vancouver Community College	16	9	12	31
Vancouver Island University	6	9	11	27
TOTAL	1262	862	1295	1116

¹ During same time period

* Provides fee for service to CILS

Average Time to Fulfill Requests (Mandated Institutions) in calendar days, 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

- Includes requests filled by production, inventory and interlibrary loan.

CILS is located at Langara College and funded by the BC Ministry of Advanced Education to provide information services in alternate formats for BC 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
- multiple disabilities

CILS can provide alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material. CILS provides an analysis of these statistics in our annual report. If you have questions feel free to contact us at:

CILS

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