

CPSLD Newsletter

Fall 2017

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CPSLD Newsletter contains articles and photos submitted by members.

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CPSLD Fall Meeting at SFU Harbour Centre

Many thanks to Gwen Bird, Simon Fraser University's Dean of Libraries, for hosting the fall meeting of CPSLD at SFU Harbour Centre on October 13. Highlights included a discussion on what libraries were doing related to the Truth and Reconciliation Committee Report and Recommendations; an update on Copyright presented by Langara College Copyright Librarian Lindsay Tripp; and reports on BC ELN and BCcampus initiatives. We also appreciated an update from Kate Cotie from the Ministry of Advanced Education.

Thanks also to all of you, for submitting news and stories and photos to this edition of the newsletter. Happy reading and happy holidays!

Reports

BC Institute of Technology

submitted by James Rout, Associate Vice-President, Education Support and Innovation

Events

Exam Jam

The Burnaby Campus held their first Exam Jam, May 9th – 11th. The event included seminars on preparing for exams, setting an exam study schedule, writing multiple choice exams, avoiding anxiety, and relaxation techniques. Healthy snacks were provided along with de-stressing activities which included coloring, knitting, puzzles, painting and stretching classes.



Staff Engagement

On June 7th, Library Services staff gathered in the morning for a session on employee engagement. We then headed over to the Shaughnessy Restaurant for lunch and finished the day with a guided tour of the VanDusen Botanical Garden.



Canada Learning Code Week

In celebration of Canada Learning Code Week, the Library hosted a Coding Bootcamp where participants were able to follow along as they learned simple coding using Scratch. At the Tech Expo, students and staff could see firsthand new technology available in the Library including the Microsoft HoloLens, Vive, Raspberry Pi, Arduino kits and 3D printers.



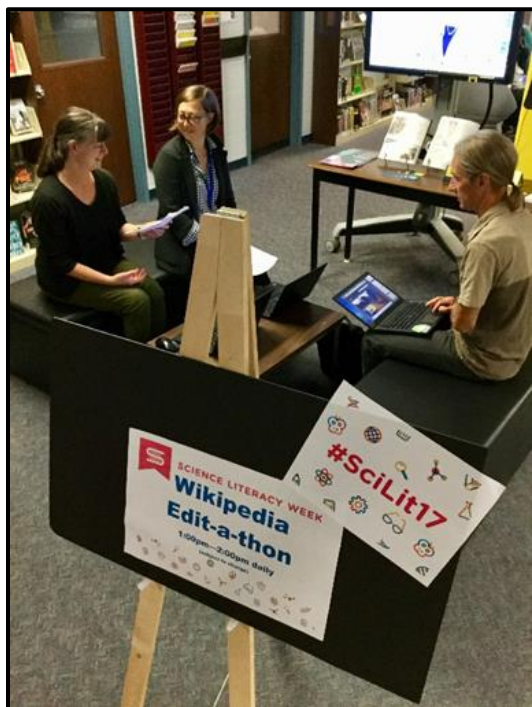
Mini Stretch

Mini Stretch was such a big success during Exam Jam that we decided to collaborate with Recreation Services and offer the class every Monday between 11:30-11:50. Students and staff are welcome to join in for free and mats are provided.



Science Literacy Week

During the week of September 18 – 25, the Library was a hub of activity. We kicked off the week with a Wikipedia edit-a-thon focusing on entries for BC scientists. Michael Shapiro from IEEE talked about the IEEE Xplore Digital Library. We all had fun playing a Smart Microgrid card game which was developed by Alan Stewart from BCIT's Smart Microgrid Applied Research Team. A soundwalk was also included in the events where participants toured the campus while listening to the ecological context through which we move. Finally, Demo a Day featured a new technology available at the Library including: the Hololens, the Vive, 3D printing, Raspberry Pi and Arduino kits.



Meet the Tutors

Students had the opportunity to meet this year's group of writing and peer tutors over coffee and a bite to eat.



Staffing Updates

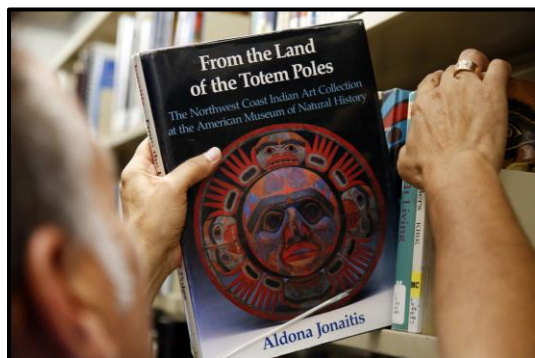
Jeff Verbeem is off on a one year leave to teach in Dubai. Kathy Dutchak has retired from her position as Systems Librarian.

Capilano University

submitted by Debbie Schachter, University Librarian

Kéxwusm-áyakn Student Centre - newest library location

The library launched a Library on Location project to bring First Nation books to the Kéxwusm-áyakn Student Centre in September. Chosen by David Kirk, the First Nations advisor, the mini collection is available for browsing and/or check-out. The launch of this outreach venture coincided with Truth and Reconciliation events. The plan is to make this rotating special-purpose collection available on site at key times in the term.



David Kirk

CapU Picks

Spring 2017 saw the expansion of CapU Picks, previously a library-staff-only readers' advisory program, to include selections from faculty/staff across campus. This fall, we brought students into the equation, too! Online and web forms encouraged everyone to share their favourite titles in our collection or recommend new purchases. Not surprisingly, we had our biggest check-out totals from the Picks program over the past few months, and recommendations continue to roll in.

Cap U Create

In keeping with our library-wide strategic priority of "Creator Campus: Facilitate Knowledge Creation", our library communications theme for 2017/18 is Cap U Create, emphasizing the potential role of the library to support all kinds of student work. We kicked off the campaign at the CapU Street Party orientation event by handing out a mini "zine" full of helpful tips for students.



3D Printing in the Library

In keeping with the Library's mission to facilitate creation on campus, we aim to work closely with all faculties and programs. This year we were especially excited to - through rapid prototyping! - house two 3D Printers for the Engineering department and in support of the campus 3D Print Club. The warm glow of this technology was a great addition to our lively working environment and the service hours the library extends was an excellent fit with the department's project based

learning. Unfortunately, upcoming renovations (stay tuned for more in the next newsletter!) have claimed the space so we will have to redesign this collaboration. The Library looks forward to finding new and innovative ways to work with our STEM partners in the coming months.

New Librarian - Michelle Yule

This fall, we said, "Congratulations!" to Teaching and Outreach Librarian, Sabrina Wong, on the arrival of her son. As she spends the next year with her new family member, we're thrilled to be working with Michelle Yule, lately of West Vancouver Memorial Library.

Instructional Program

The Library's instructional program jumped into Fall with a record number of instructional sessions! The largest driver of this increase is a new pilot ENGL 100 Library program, which we've been developing in partnership with the English department over the past year. Starting September 2017, the pilot expanded to include all ENGL 100 classes, with at least 2 librarian-led workshops scheduled per section. Increasing our time with the students has allowed us to help them develop a deeper understanding of information production and use, as well as a greater range of strategic search skills. We've all learned a lot through this pilot and we're looking forward to tweaking it for 2018!

Outreach Team

This fall the outreach team was busy building partnerships and hosting outside groups in our library space. We partnered with ECCE students to facilitate a pop up art studio to bring awareness to mental illness. The Learning Lab had a pop up in the library to give students study tips and get them #ExamReady. Counselling Services is going to participate in Destress December to bring mindfulness to students during a stressful time. Our Destress December campaign is packed with activities to give students a bit of reprieve from their exams including a hot chocolate station, crafts, a basketball hoop, care kits and even a visit from our favourite mascot Jay the Blue Bird.

College of New Caledonia

submitted by Kathy Plett, Director, Resource Centres

We have had dramatic increases in enrollments in Intercession and the Fall Semester, and large increases in circulation, reference, study room use, library instruction, etc. It's a credit to all who have made it work somehow!

Wildfire Evacuees

Immediately after Intercession, in July, the College became the city's registration centre for BC wildfire evacuees. Over 10,000 people registered; traffic was constant and some stayed on campus. Our area provided information, online access, phone recharging stations, bookable rooms for organizers, and a special children's room that parents appreciated.

Displays and events

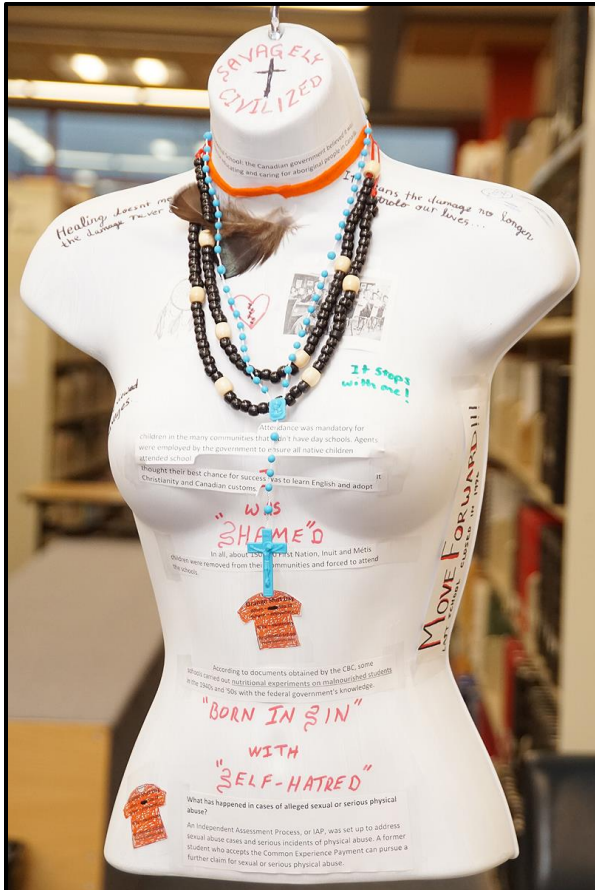
Our main summer display was a large installation of Lego pieces brought in from the home collections of College staff; everything from Star Wars Starfighters to the living room of the Big Bang Theory!



Lego Under Construction

Fall displays included *Study Abroad*, *Greece field trip*, *Remembrance Day*, "Stigma in Form" art

show, *Student Fine Arts* and *Web and Graphic Design* shows, and *Astronomy*. For the holidays, we have a Holiday Greeting Wall, Student Gingerbread Houses, Food for Fines, and the Our Satya Christmas tree, collecting donations for new babies and new mothers.



CNC Aboriginal Resource Centre group piece for Positive Living North's "Stigma in Form" art display



Student Art Show



Professional Cook Student gingerbread houses

TedX held an event in Prince George on the theme of "dispelling misconceptions" and we provided a place for people to submit ideas on this theme. The written suggestions were quite inspiring. For more on this, see <https://www.tedxunbc.com/speakers>



Students submit ideas for TedX talks

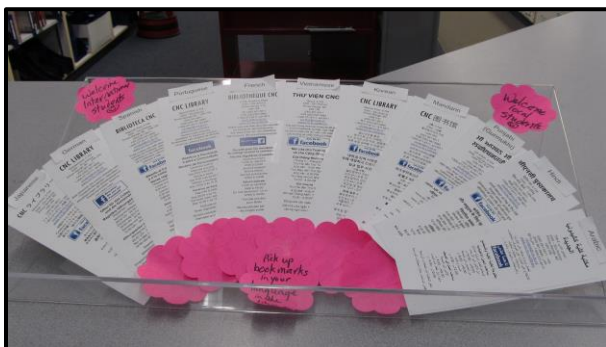
QuizMe: students from local high schools were in the library this fall to promote the QuizMe TV show which tests students' knowledge; in this mock competition they used college examples, what fun!



QuizMe

Language bookmarks

This fall we welcomed new International students with bookmarks in their own languages and we also held a weekly language contest from Sept.-Oct. We have 12 different language bookmarks at the moment, with 6 more to add. Many thanks to our International Education department for helping to fund this initiative.



Language bookmarks

Discovery search

In the summer, we migrated to the Ebsco Discovery Search system, and updated our [web pages](#) to incorporate it. Some updates are still in progress, but the main functions are there and people seem to really like the search features. We look forward to seeing the comparative stats at year-end.

Discovery search box on library home page

Other highlights

- We have a new LED lighting system in the library; thanks to Facilities for directing this project
- We have a new portable Photo Lighting System for Media Services, donated by the Adey family
- In August we bid a fond farewell to Tammy Barker who worked in the library/mailroom for over 20 years
- Our fall staff meeting included a timely presentation on Cybersecurity from IT Services
- We took a field trip to the local Courthouse Library, where an Administrative Judge gave us a riveting overview of the legal system and answered our questions.

College of the Rockies

submitted by Shahida Rashid, Manager of College Library Services

College of the Rockies continued Growth and Impact on Library Services

The Fall 2017 semester is underway and the College of the Rockies has seen a substantial increase in the number of students enrolled. Overall, there are 14.6 percent more students at the College's campuses or in online courses than in Fall 2016. Programs that have seen the most significant growth include Adult Upgrading, English Language training, Business Administration, and University Studies with additional growth in Kinesiology and Tourism Recreation Management. The international program continues to grow as well, with 390 international students from over 40 different countries.

This rise in students has contributed to the increase in demand for library services. The number of students seeking help at the Reference desk has increased by more than 300 percent. Laptop loans are also sky high with 310 three days laptop loans in October and 241 laptop requests unable to be filled.

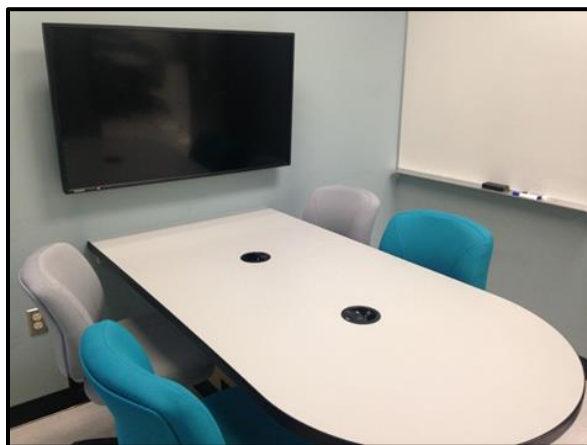
Library Open House

The Library hosted an Open House at the end of August where all College staff and faculty were invited to come see the library's new furniture, meet the library staff and learn about the available resources to staff and students. The Open House saw a large turnout by all levels of the college

including senior management, support staff, faculty, Deans and department heads all of which were happy and impressed to see these changes and how they will benefit our students. These changes include more calming colours, interactive study rooms with technology assist in collaborative study and allows students to charge and hook up a variety of technologies, added individual study furniture, and group tables in the library common area. These updates are a big step forward for the College of the Rockies Library but we are still working towards expanding our space and services.



New Furniture a Success!



Along with the increase of students at the College, the library staff have noticed a great increase of use in library's study area, with the new furniture! Students are familiarizing themselves with the new collaboration equipment, which has resulted in nearly double the amount of study room bookings in September and October compared to last year.

Institutional Repository - COTR Space

The library has been adding extensive archive materials to ARCA, a collaborative digital repository through ELN, which has allowed staff, students, and people from all over the world to access materials previously unavailable to them.



VALUE SPOTLIGHT: COLLEGE OF THE ROCKIES

\$42,708

saved through a centrally licensed, coordinated, and supported Arca

665 HOURS
of staffing saved thanks to centralized Arca Administration

62% SAVED
by participating in Arca compared to an individual installation

1,838 STUDENTS AND FACULTY
can upload and share their research with a global audience

305 OBJECTS
have been uploaded

New Trades Building

Work is underway for the College of the Rockies new Trades facility. This new building will house the college's electrical and industrial mechanic programs as well as provide shop space for the heavy mechanical program. This expansion will provide more seats available in these programs, with the project expected to be complete in April 2018.



Displays

Auxiliary staff at the library are charged with the task of keeping our two display cases engaging and fresh. Displays are changed out bi-weekly or as the theme requires with relevant resources from our collection.



Hallowe'en



College Success

Douglas College

submitted by Shelley Waldie, Learning Resources Administrative Officer, and Debra Flewelling, Open Education & Emerging Technologies Librarian

Quiet Please

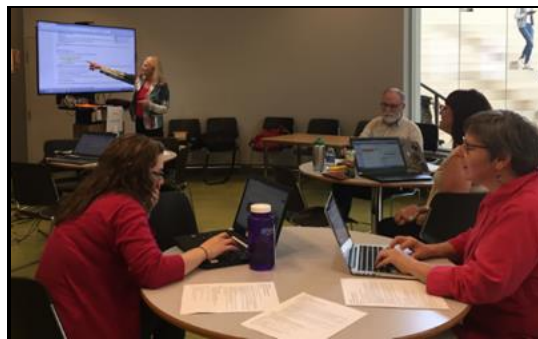


Student feedback over the years has regularly addressed the need for more quiet study areas in the libraries. We are pleased to have just opened a quiet study room on the main floor of the New Westminster campus, including individual lamps with USB outlets allowing students to charge their devices while they study.

Open Education



Open Douglas, in collaboration with the DSU (Douglas Student Union), made an exciting announcement during Open Access Week. Douglas College Faculty will be offered incentive grants in the way of additional PD funds to adopt open textbooks.



In celebration of National Science Literacy Week, Douglas hosted in partnership with BCcampus, a Wikipedia Edit-a-thon. Led by Open Education Librarian [Debra Flewelling](#), participants learned how to edit content, add references and more!



Open Douglas hosted "[What's open about open pedagogy?](#)" a discussion about how and if we should even define this progressive practice as "open". Christina Hendricks, Professor of Teaching in Philosophy at the University of British Columbia, facilitated the discussion about multiple legitimate ways to view Open Pedagogy while providing examples of how faculty and students are participating in open pedagogical practices in BC and elsewhere.

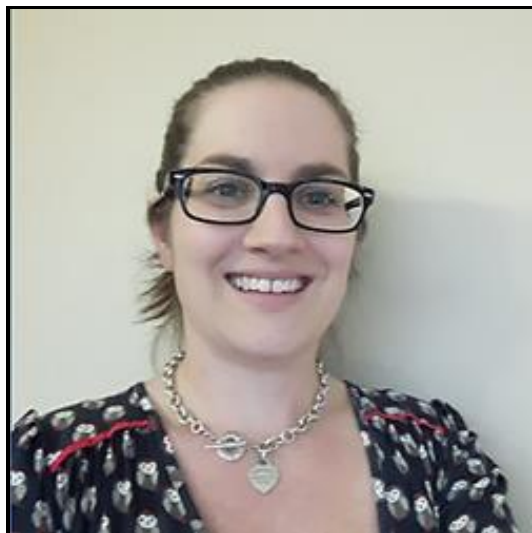
Library Management System Surprise

Earlier this year a task group led by Systems & Access Services Librarian [Olga Kalachinskaya](#), was formed to begin a Request for Purchase (RFP) process for an LMS (library management system). The group shortlisted three library systems (including our current Sierra by Innovative Interfaces Inc), evaluating a variety of parameters, such as total cost of ownership, installation base, performance guarantee, ease of implementation, etc. It was a very interesting journey which resulted with Innovative at the top of the list! We migrate to the AWS cloud this December.

Employee Matters



Debbie Schachter (pictured here being celebrated and bid farewell by her employees in August) has left the building. Douglas College has benefited from her professional expertise and high standards. Her employees felt the colossal benefit of her leadership and personal attributes. In the library profession to be a 'mover and a shaker' is the ultimate compliment. Debbie is a 'mover and a shaker' and, even with her recent departure to become a University Librarian, we emulate her positivity, forward thinking and progressive administrative skills. Best of luck to you Debbie!



This past September we welcomed Shannon Moist as our new head of Reference Services. Shannon has both a Master of Library and Information Studies and a Bachelor of Science from the University of Alberta, as well as a Bachelor of Education from Simon Fraser University. Shannon has worked as a Reference Librarian at Simon Fraser University, and an on-call librarian at Kwantlen Polytechnic University; she also taught math and science in the Surrey school district for 5 years.



We are happy to announce [Trish Rossee](#) as the new Director of Learning Resources and Records Management. She comes to Douglas with over 20 years of experience in higher education and an excellent understanding of post-secondary systems and library operations. Her academic background includes a B.A. (hons) from Queen's University and a Master's in Library Science from Syracuse University. Welcome Trish!

Emily Carr

submitted by Suzanne Rackover, University Librarian

After a long and exciting planning and construction process September 2017 saw the start of classes at the new Emily Carr University of Art + Design campus at Great Northern Way.



The ribbon cutting on September 5 was attended by students, faculty, staff, members of the community, and dignitaries such as Premier John Horgan and Minister of Advanced Education Melanie Mark.



Students, faculty, and staff have embraced the new campus and the Ron Burnett Library + Learning Commons has become the collaborative heart of the campus. The co-location of the Library, Writing Centre, and Teaching and Learning Centre enables research, creativity, and innovation in a dynamic learning environment.

The Library in particular has seen increased use, our door count has gone up about 50% in comparison to the same period last year, and students regularly inhabit all corners of the 15,000 square feet of library space.



We kicked off the year with our Foundation orientation and welcomed 400 new students to the University. Library and Writing Centre staff gave the students tours of all the new Learning Commons spaces and services. Each student was given a zine with helpful information to help them navigate the multiple services of the Library.



On October 27 and 28 Emily Carr University invited the community into our spaces. The Big Reveal saw around 4000 visitors from the immediate community and beyond come through to tour our studios, classrooms, and exhibition spaces. The Library was open to all and we regularly heard from visitors that the Library is the best place in the whole school.



Students have already begun to use the Library spaces in creative ways. Exhibitions and mini-studios are a regular fixture.



A few images of the new spaces:



Artists' Books and Special Collection Rooms



Periodicals and Graphic Novels



Quiet Study Area



Upper Level Computers and Printing



Lower Level

Justice Institute of BC

submitted by April Haddad, Institute Librarian

JIBC Librarian receives Service Excellence Award

Marjory Jardine received the Service Excellence Award in September this year at the 17th annual JIBC Awards of Excellence ceremony celebrating service and teaching excellence. Marjory is a committed and passionate champion for student learning, working tirelessly to provide library research skills sessions to every JIBC student. Marjory provides classroom instruction to students in certificate and degree programs, either face-to-face or through online webinars, last year reaching a record 1,295 students across Canada. Student academic success is Marjory's goal. She provides excellent reference service to students, no matter how complex the question, or how long it takes. In addition to providing instruction to students, she

continually updates the Library's Research Skills Tutorial, which is now part of the Liberal Studies Research Methods course, counting towards students' participation mark. Marjory provides online virtual reference via the AskAway service, coordinates the academic boot camp webinar for Primary Care Paramedic students from around the province, and mentors students completing their research capstone projects.

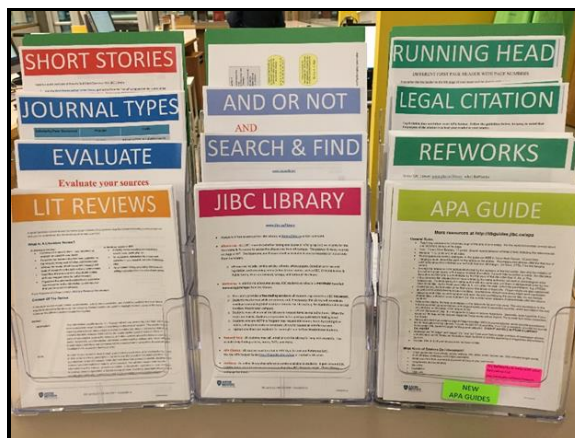
"Every year, one of my favourite tasks is to recognize the exceptional achievements and dedication of each of our award recipients," said President Tarko. "They reflect the work and commitment of staff and faculty from across the Institute who contribute to the success of our students and by extension, their efforts in keeping communities safe."

Marjory also received her 10-year service pin, and Rob Hooft was awarded his 25-year pin!
<http://www.jibc.ca/news/jibc-recognizes-faculty-and-staff-excellence>



Michel Tarko, President and Marjory Jardine, Librarian

New handouts popular with students ...



JIBC Library updated the graphic design of our handouts this summer: colourful graphics, accessible display containers, and saddle-stitched format which students find much easier to use.

We also updated the content of our citation handouts:

APA Guide:

http://libguides.jibc.ca/ld.php?content_id=33914154

Legal Citation:

http://libguides.jibc.ca/ld.php?content_id=34099095

APA Subject Guide: <http://libguides.jibc.ca/apa>

New law book collection at JIBC Library

"ProView is the way to read Thomson Reuters (Carswell) e-books, published primarily for the legal, accounting, human resources, and tax professions" (from vendor site). We have subscribed to several loose-leaf print versions for many years, and Thomson Reuters has now made them all available online at no extra charge. Our collection is mostly criminal law, with one title on Canadian emergency management law.

New staff at JIBC Library

Our two Library casuals who worked on Saturdays and in the evenings have retired and we now have two new staff on board. Michael Caparas is in his final year of the Langara Library Technician Program, and Emily Thornton is a recent graduate. Welcome Michael and Emily!



Michael Caparas



Emily Thornton

JIBC Library rates high in research study

In the spring newsletter, we highlighted a study done by Marjory Jardine and Florence Daddey where they investigated the role of the JIBC's *Student Research Skills Development Framework* and the role of the Library in helping students develop their research skills. The poster

presentation is now available in The Vault (JIBC's Arca repository):

<http://jibc.arcabc.ca/islandora/object/jibc%3A979>

They also recently presented this study at the Scholarship of Teaching and Learning conference in Vancouver on November 6th.

Kwantlen Polytechnic University

submitted by Todd M. Mundle, University Librarian

Learning Centre

This fall, The Learning Centre expanded their online tutoring supports and workshops. We reached over 90 offerings available across all campuses, conducted webinars, and added special supports for post-baccalaureate students. Our learning centres have already helped over 1600 students during just the first two months of fall semester!

Students can now access tutoring online as well as face to face on each campus. Additionally, writing support is offered via two different systems, through our AskUp service and through the BC e-tutoring consortium WriteAway. Fall program offerings ranged from discipline-specific skill and writing workshops, an "Academic Boost Camp" (an all-day program that offered strategies and skills to be even more successful at school), peer-assisted study sessions and "Sensational Saturdays," which included speed reading, strategies for working and studying, and weekend sessions on writing and study skills.

Engaging Events

In late spring, the library participated in our Langley Campus' Science Rendezvous, inviting over 1000 children and their parents into the library to make bird feeders and learn about citizen science initiatives. One librarian also promoted our seed library at two other events, the Langley Environmental Partners Society Seedy Saturday at the Langley demonstration garden and at the Kwantlen Student Association gardens' seasonal launch.

We also welcomed a grade 12 history class from a local secondary school at our Surrey campus library for a research skills class and tour in late spring, to help students gain skills to ease the transition to a post-secondary educational environment.



Kelsey Chaban at KPU Richmond Open House October 2, 2017

At the beginning of fall semester, the library welcomed new students in a series of new student orientation displays and events. Students were able to interact with library staff and learn about library services, while getting a chance to win some swag with our new prize wheel! We also visited a farmer's market at the end of summer and participated in two university open houses in the fall, engaging visiting community members and individuals seeking information about KPU with interactive information tables.



Celia Brinkerhoff and her PopSci pick

The library celebrated [Science Literacy Week](#) September 18-24 with a Wikipedia edit-a-thon and online contest, led by librarian Celia Brinkerhoff. Participants were invited to learn how to create and edit content on Canadian science-themed Wikipedia pages and submit popular science titles to our collection. Science Literacy Week is a national celebration of all things science.

Open Education



November 1st marked Kwantlen Polytechnic University's [exciting launch of "Zed Cred"](#), a suite of over 50 classes that utilize either free open textbooks or library materials. "Zed" refers to zero textbook costs, a barrier the university recognizes is often a large one for students.

In the spirit of this continual support for open education resources, the library once again celebrated the annual [International Open Access Week](#), Oct. 23-29. Librarians Caroline Daniels and Karen Meijer-Kline offered multiple sessions of three different workshops designed to educate, engage, and promote open access skills and tools such as Pressbooks and Open Journal Systems. The library also acted as host to KPU Open Studies' session on 'Wikipedia in Academia: A Workshop with Dr. Judy Chan,' with support from the Centre for Teaching, Learning, and Technology, UBC.

At the request of BCcampus Open Education, Technical Services Librarian Linda Woodcock has been working on making the BC Open Textbook Project Collection more visible in the OCLC Knowledgebase, allowing Worldcat Discovery users to more easily see and access the collection.

GIS Day



November 15 marked worldwide [GIS Day](#), and the library celebrated for the second year in a row by offering an afternoon of education and engagement on GIS technology. Librarian Andre Iwanchuk organized an afternoon of activities, including a speaker event featuring a GIS analyst from the BC Ministry of Agriculture, faculty lighting talks, and a meet and greet; he also collaborated with KPU's department of geography and the environment on their exciting library-hosted event, a humanitarian map-a-thon.

Improving Access

IOLab (Interactive Online Lab System) devices—handheld devices that gather data and allow students to experiment and learn outside of a lab environment—are being lent to physics students with the help of the library and our audiovisual staff. These devices make it easier to offer KPU's PHYS 1100 labs online. And related to that, KPU's Dr. Tak Sato recently presented at a Physics conference using these IOLabs and told the audience that his department and the Library joined forces to maintain and lend these units to the students and that was the "buzz" of the conference. Many other universities' physics departments were having a hard time keeping track of them and getting them back thereby having to buy many replacements at \$120.00 an item. We may have set a precedent for many other institutions in managing their IOLabs.

Library staff have also improved our processes for placing requests on DVDs, reduced the traditionally long wait queues for student card creation using an online photo submission system, and made hold queues visible on our catalogue. All these actions aid in improving access to our resources and improving the experience our students and other users have with the library.

Staff News

Technical Services Librarian Linda Woodcock was recently appointed as a member-at-large to the Canadian Committee on Cataloguing (CCC), a national advisory body on bibliographic control and cataloguing.



Jan Penhorwood helping a student

At the end of June, we bid fond farewells and happy retirement wishes to our longtime colleague, Jan Penhorwood. Jan's last role was

as the liaison librarian for the faculty of health and psychology. She loved to teach and built strong relationships in her liaison area and with her coworkers. Many thought of her as a mentor—her fabulous stories and sense of humour will be missed! She also served on several committees and represented her colleagues in the Kwantlen Faculty Association and Senate. She plans to return to us on an auxiliary basis.

Lisa Hubick replaced Jan in the role of liaison librarian for the faculty of health and psychology. Lisa brings her strong interpersonal skills and approachability to the role; skills she honed in her former role as outreach librarian for KPU. She also currently represents her colleagues as Library Chair.

This past summer we welcomed Kelsey Chaban as our new student engagement and community outreach librarian. Her role encompasses supporting and promoting library events and engaging the university and the community. She formally worked at Burnaby Public Library as their community outreach Librarian.

Game Night



(some of) Todd's game night trophies

Each semester, we look forward to our games night staff social, organized by mastermind librarian, Angela Ryan. It's an opportunity for library staff, administration, librarians, and even guests from other departments to mingle and socialize and—perhaps most importantly—try to knock the University Librarian down a peg or two (see pictured trophies).

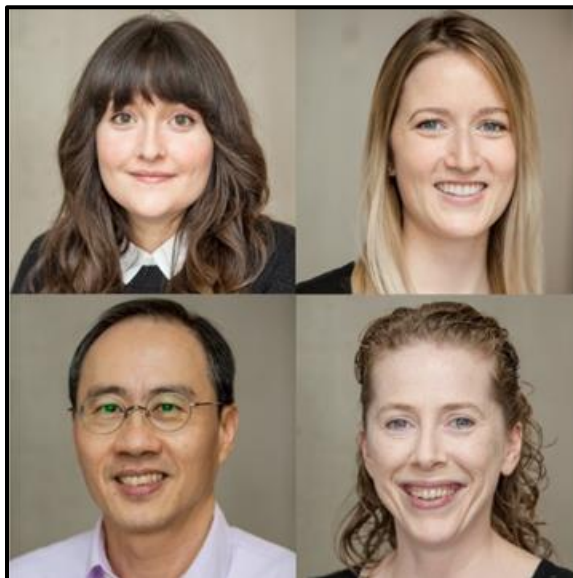
Langara College

submitted by Patricia Cia, Director, Academic Innovation

Staffing Updates

It is an exciting time of transition at the Langara Library, with numerous retirements, growing families, and new hires. Both Annie Jensen (Media Librarian) and Lindsay Tripp (Copyright Librarian) have welcomed new additions to their families and will be on maternity leave this year. Amelia "Mia" Clarkson has been hired as the Library's new Media & Student Outreach Librarian. Mia is a recent graduate of the Master of Information program at the University of Toronto (U of T) and has experience as a media librarian at the CBC. Darcy Lovsin is the Library's new Copyright Librarian. Darcy is also a recent graduate of U of T's Master of Information program, where she worked in the Scholarly Communications and Copyright Office. Most recently she completed a term as a project librarian at VPL, working with Special Collections to digitize holdings and create digital exhibits on BC's history.

In addition to maternity leave replacements, the Library has also been hiring to fill the vacancies left from several recent retirements. Philip Wong is our new Systems Librarian. Philip has worked as a librarian on three continents and has extensive library systems experience. Corrie Playford has joined us as our Science Librarian. Corrie previously worked for Conestoga College Library in Ontario and has experience as a food scientist. Julie Cole, a graduate of the Langara Library & Information Technology program, is our new Systems Administrator and brings with her a wealth of IT experience from the financial sector.



(Clockwise from top left): Mia Clarkson, Darcy Lovsin, Corrie Playford, and Philip Wong

Welcoming (lots of) Students Back to School



During the first week of September classes, the Library & Learning Commons hosted a very successful open house introducing new and returning students to the resources and supports available. In addition to meeting our staff, students had an opportunity to enter various contests, take a book from the College's Book Share, snap a picture in our photo booth, and tinker with LEGO and Jenga.

The start of the school year has been particularly busy at the Library, with record numbers of visitors coming through our doors. Over September and October, we saw an influx of almost 20,000 more visitors compared to the same period in 2016. As a result, our staff have been particularly busy, answering almost 3,000 more questions from the same time period in 2016. As a result, our staff have been particularly busy, answering almost

3,000 more questions from the same time period in 2016.



Orange Shirt Day



September 30th was Orange Shirt Day, a day that acknowledges the legacy of residential schools. In support of the reconciliation process, Library staff donned orange shirts in the days leading up to Orange Shirt Day and created several book displays highlighting resources on residential schools and reconciliation.



Video Game Night

On October 18th, the Library hosted its first ever Video Game Night. Scheduled around midterms, the drop-in event allowed students to take a break

from their studies and unwind while playing a variety of PS4 and Wii games.

Close to 30 students dropped by the event and the feedback was overwhelmingly positive.

Following this successful trial run, the Library will be hosting another Video Game Night on November 30th as part of our exam-time De-Stress Fest.



Celebrate Dia de los Muertos, Day of the Dead at Langara



Collaborating with the Latin American Studies Department's Day of the Dead festivities, the Library used our display space to showcase part

of our collection as well as our creativity, and used our Facebook page to help spread the word.

New Furniture



In order to accommodate students' desire for defined study spaces and to alleviate the challenge of having only one student at a table that sits four in an increasingly busy building, we incorporated new tables with translucent dividers that create the feel of carrels while allowing for natural light and an inspirational view.

Staff Sport Spooky Costumes

Halloween is always a ghoulishly good time at the Library. This year was no exception, with costumes ranging from a cowboy to a pair of witches, complementing our spooky decorations throughout the building.



Our costumed crew lines up at the Check Out Desk



Jughead Jones enjoys our graphic novel collection

Nicola Valley Institute of Technology

submitted by Linda Epps, Librarian

Staff news

Once again we retired our Library Co-ordinator, Sherry Garcia, she has been so gracious in coming back to assist the library while we searched for a new library Co-ordinator. However, Sherry was firm when she said "no more". She has come out of retirement twice to give the library a hand. Sherry will be sadly missed by faculty, staff and students. We wish her well on her retirement journey.



Sherry Garcia, Merritt

New Library Co-ordinator

Kathryne Brattland is our new Merritt Library Co-ordinator. Kathryne comes to us from Edmonton, Alberta and commutes from Kamloops to Merritt. When you call for overdue ILL, please make Kathryne feel welcomed.



Kathryne and Sherry at our Welcome Tea



Office Admin students and Elder welcome Kathryne!

Senior Memorial Garden

This past year we lost our eldest senior member, she was 94. Since we started 30 years ago, the seniors' council has been an integral part of NVIT's support to students. This year, we opened a Senior Memorial Garden with local trees and traditional medicine plants. There is a beautiful carved bench where one can sit, enjoy the garden or just meditate.



Senior Memorial Garden Opening Ceremony

Halloween Parade

Once more the library had a chance to enjoy future student from the day care center. Not only did we hand out goodies but also books so that they have a head-start on reading. It is always and exciting day anticipating their arrival. This is one of the best days at NVIT!





North Island College

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

The Comox Valley campus Library & Learning Commons (LLC) renovations continued over the summer and are near completion. Phase 2 renovations added group study rooms equipped with technology, a dedicated silent area and a larger library classroom/lab. New signage and furniture, along with computers at the end of stacks were installed and modifications to the service desk (lessons learned after one year) are currently underway.

Week-end hours at the CV campus library commenced September 9th – 10th from 10:00 - 4:00. Saturday hours will continue to April 30th and Sunday hours are being piloted until Christmas to determine demand.

College-wide library staff gathered at the CV campus for their annual meeting on September 1st. The day was comprised of campus library updates, demonstrations of software enhancements, reports on professional development activities, planning and celebration.

The LLC staff participated in a number of events in late August, including library orientations to new international students, the Teaching & Learning professional development event and new employee welcome tours. Fall orientation events at each campus included tours and sessions about the LLC, highlighting the various services available, including research, writing, math, technical help and peer-tutoring.

The CV Library partnered with the Office of Global Engagement to organize a Living Library event on June 3rd in downtown Courtenay as part of the Elevate the Arts festival. The theme was Diversity Matters and “books” shared their stories as an obese person, as a homeless person, as a survivor of domestic violence, as a gay woman, as an adopted child, and other topics, where some

level of stigma, stereotyping or discrimination had been experienced.

Library staff continue to achieve lofty goals – one staff member recently completed the Masters of Library Science (MLIS) program and two other staff members are enrolled in the Library Technician diploma program. Five staff members attended the Vancouver Island Library Workers conference at UVic on April 28th. During the last few months, staff concentrated on updating website content, building research guides and implementing the fulltext finder/LinkResolver resource to support interlibrary loan functionality.

The library just learned that one-time funding for a .5 librarian for three months (January-March 2018) has been made available to advance LLC services. Planning is underway to establish position roles and responsibilities, with a focus on information literacy and instruction.

Northern Lights College

submitted by Dawna Turcotte, Regional Librarian

Staff Changes

Lorelee Mathias, Director of Student Services and Dawson Creek Campus Administrator is on a one-year maternity leave effective November 24. All Library staff, including the Regional Librarian, will report to Kathy Handley, Fort St. John Campus Administrator, for personnel matters during the maternity leave. Library staff will continue to take direction & instruction on Library related matters from Dawna Turcotte, Regional Librarian.

Library News

Our 3M Security Gates in both the Dawson Creek Campus Library and Fort St. John Campus Library, reached their end of life this year, and were replaced in early November with KNOGO security gates.

In October, we integrated our print reference books into the open stacks for greater visibility and use.

Halloween decor in the DC Campus Library. Figure created by Hannah Anderson, Library Assistant.



Northwest Community College

submitted by Melanie Wilke, Library Coordinator

In our first major intake of international students, NWCC has welcomed 60 students from India and Mexico to our Terrace Campus this fall. This has been an exciting time, and a steep learning curve for our college community. To welcome our new students, as well as honour the multiple cultures already in our community, the Library created a word of the week language board that will remain up for the academic year. The board began with six languages: English, Sm'algyax, French, Punjabi, Spanish and Hindi, but when we went to change the word of the week, students had begun putting up post-it notes with other language translations, so we revamped to include Tahltan, Haisla and Tagalog. The students have since been turning in translations and helping maintain the board. For such a simple idea, the board has been generating both conversation and interaction in the Library.



The Library has also embraced virtual reality technology. We are hosting the machines and working at curating a collection of VR apps to complement our curriculum. So far, we have been using the technology with Computer Science and Social Work, and we see it expanding into nursing, as well as a recruitment tool. Students are engaged and excited with the new technology – as was Minister Melanie Marks when she toured our Library earlier this fall.



Northwest Community College is entering its final stage of engagement with community to discuss its proposed new name – Coast Mountain College. The new proposed name comes after two years of research and an extensive strategic planning process that involved staff, faculty, students, alumni and community members. The strategic planning process aimed to identify short- and long-term milestones that will support the college's goal of becoming the college of choice for experiential place-based learning by 2027.

Okanagan College

submitted by Ross Tyner, Director of Library Services

Employee news

After nearly 30 years with OC Library, Kelowna Campus Library Assistant Claudia Cable is taking a well-earned retirement. Claudia's unparalleled dedication to students will be missed, but the Library has confidence that her more-than-capable replacement, Nicole Arbuckle, will carry on Claudia's commitment to student success. Nicole's vacated Circulation Assistant position will be filled by new OC employee Jennifer Matthews.



Claudia Cable

In Penticton, Terrena Buck was the successful candidate to replace retired Circulation Assistant Kathy Ewan.

In Salmon Arm, Anne Caughlan replaced Circulation Assistant Debra Idzan, who retired after more than 25 years with OC.

The Library also saw a change in the administrative assistant position, as Terry Tuck joined Library Services from IT Services in June, replacing Jennifer Heppner, who moved to another role with OC. This is not Terry's first time with Library Services, as her career with the College began with the Library before she moved into positions in the Bookstore and IT Services.

The Library has seen much recent change within its librarian corps. The newly created Learning Services Librarian position was filled by former term librarian Jill Sinotte, who immediately went on maternity leave (Jill and baby Emily, born in April, are both doing well). Jill's position is being temporarily filled by Elise Tung, repatriated to BC from Ontario. This position was created in part to support the growing number of international students at OC. Meanwhile, Kelowna Campus Librarian Michelle Ward is on a year-long extended study leave, during which time her position is being filled by Lindsay Willson. In order to replace Lindsay, the Library hired 2017 U of A grad Erin May as Public Services Librarian until the end of June 2018. Finally, Systems and Data Services Librarian Gilbert Bede is on an indefinite medical leave and will be replaced from January-April by Sarah Stang, who is currently finishing a temporary role replacing Web Services Librarian Roën Janyk, who will be returning in January from a year-long maternity leave (leaving nearly year-old Ari in the capable hands of his dad).

Preserving and sharing seeds

The Kalamalka Seed Library, housed at the Vernon campus library, first germinated in the fall of 2013. Today, the seed library contains dozens of non-GMO varieties of vegetable, herb and flower seeds. The Kalamalka Seed Library received a generous start-up grant from the Bauta Family Initiative. Gretchen Bauta's vision, in partnership with USC Canada and Seeds of Diversity, is to secure a thriving Canadian seed system. For our part, the Kalamalka Seed Library strives to select, save and share our best local seeds. The Food and Agriculture Organization of the UN estimates 75% of crop diversity has disappeared in the last century as farmers have lost their local varieties to imported, genetically uniform varieties. Thus, saving seed is critical to biodiversity and the resilience of food sources amidst diverse climates, soils and stresses. By saving and sharing our best seeds the Kalamalka Seed Library can expand seed diversity and nurture varieties for their strength and ability to

adapt to changing conditions without giving up food rights to corporate-owned modifications.

In an effort to draw awareness to seed security, on October 27th, the Library hosted a community screening of [Seed: The Untold Story](#). As many irreplaceable seeds near extinction, the film reveals the harrowing and heartening story of passionate seed keepers as they wage a David and Goliath battle against chemical seed companies, defending a 12,000-year food legacy.

Collections and Facilities

Vernon campus library staff undertook a major weeding project over the summer, instigated by an impending carpet replacement. Campus Librarian Jennifer Sigalet and her staff, along with Technical Services staff, did a tremendous amount of work in a very short time to reduce the size of the collection and free up additional study space. In all, staff withdrew 4,500 books and 80 periodical runs, thereby reducing the number of shelving bays from 209 to 159. Approximately 3,000 of the withdrawn books were sent to Better World Books.



During



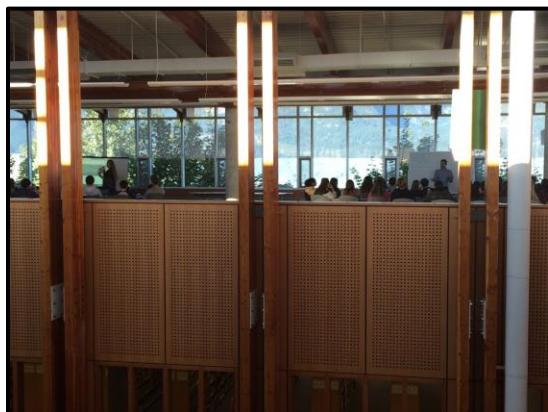
During



After



After



It would not be Fall at the Quest Library without themed Hallowe'en costumes! This year, the team decided to cast back to the '80s for inspiration, and ended up pursuing a Working Girl-esque theme. As you can see below, we got a lot of very serious work accomplished.



In our next update we will be reporting back on some of our favourite events of the year, including the December and April Library Keystone ceremonies, graduation, and our professional development adventures. Stay tuned!

Simon Fraser University

submitted by Gwen Bird, Dean of Libraries

SFU to join the Association of Research Libraries in 2018

At its Fall 2017 Association Meeting held October 3–4 in Washington, DC, the membership of the ARL to invite SFU Library to join as the 124th member, effective January 1, 2018. The vote to approve SFU's membership followed a review of the university library that considered both qualitative and quantitative documentation and a site visit. The review process included an examination of the breadth and depth of collections, uniqueness of research resources, services to the library's community, potential contributions to scholarship, and leadership in the library and information science profession. The review acknowledged the library's record of national and international leadership in areas such as publishing, scholarly communication, and community engagement.

Thakore Events & Learning Room Launch



On October 2nd, SFU Library celebrated the launch of the Thakore Learning and Events Room, which was created as a result of a leadership gift from the Thakore Charitable Foundation. An annual Dean's lecture will be held in the room, which is also a dedicated space for classes and workshops. Three generations of the Thakore family are SFU alumni, and have close ties with Bennett Library. The launch was held in conjunction with the annual Gandhi Jayanti garlanding ceremony sponsored jointly by the Thakore Charitable Foundation, the Institute for the Humanities and the J.S. Woodsworth Chair in the Humanities at Simon Fraser University. The name and legacy of Mahatma Gandhi has been honoured at Simon Fraser University since the unveiling of his memorial bust in the Simon Fraser Peace Square in 1970. Each year, on his birthday, the Gandhi Jayanti celebration brings members of the local Indo-Canadian community together with others who wish to salute his memory and honour his ideals.

Welcome Karen Munro and Melissa Salrin



SFU Library welcomed Karen Munro as Associate Dean, Learning & Research Services. Karen comes to SFU from the University of Oregon where she has been Head of the Portland Library & Learning Commons since 2008. Her previous experience includes E-Learning Librarian at the University of California, Berkeley, and Literature Librarian at the University of Oregon. Karen has held many leadership positions within the Association of College and Research Libraries including chair of the Literatures in English section, chair of the ACRL Sections Council, and chair of various conference planning and nominating committees. She has presented and published widely on library instruction, e-learning, and user-centered design. Her 2017 book, *Tactical Urbanism for Librarians* is published by ALA Editions.



SFU Library welcomed Melissa Salrin as our new Head of Special Collections and Rare Books. Melissa comes to us from Whitman College and Northwest Archives in Washington State where she was the Archivist and Special Collections Librarian with responsibility for all aspects of archival and rare book administration. Previously, Melissa had worked at the University of Illinois Archives. Melissa has Master's degrees in both history and library science, with a focus on special collections. Melissa has extensive experience with community outreach, special collections engagement with faculty and students, and leading grant funded initiatives.

Next phase of the Community Scholars Program

The Community Scholars Program has begun a new and expanded phase. In partnership with the United Way of the Lower Mainland and Mindset Social Innovation Foundation, SFU Library now provides 500 individuals from nonprofits and charities across BC with online access to materials from six publishers through a dedicated search infrastructure. Participants represent organizations working in social services, human rights, health, education, housing, culture, environment and other areas and are located throughout the province. The participants in the program are invited to join in consultations, workshops, journal clubs and other activities—both on-line and in-person— in order to highlight the applications of this access to their work. The program has yielded many fruitful conversations about open access, knowledge mobilization, and community engagement and the Library looks forward to seeing where we can go next.

Carto 2017: Digital Revolutions | Analog Renaissance

SFU Library was proud to host Carto 2017: Digital Revolutions | Analog Renaissance, the 51st Annual Conference of the Association of Canadian Map Libraries and Archives (ACMLA). The conference took place June 20-23 at our Vancouver campus, with a banquet at our Burnaby campus on June 22. Organized by Julie Jones (SFU) and Jay Brodeur (McMaster) the conference welcomed 40 map and GIS specialists from libraries and archives across Canada. Topics covered included Indigenous mapping in Canada, spatial approaches in the Humanities, historical GIS, and stewardship of print and digital map collections.

SFU Library 2016/17 Annual Report

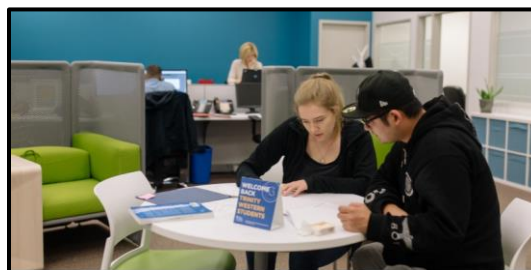


SFU Library's annual report for 2016/17 is available to view on the Library website.

Trinity Western University

submitted by Ted Goshulak, University Librarian

TWU Launches New Learning Commons



Student-centric space, services offer learners academic support

It's a Thursday morning on the TWU campus. In a bright open-concept space, a student lounges in a semi-private cocoon chair, laptop open and ready on the small computer table. Another works with a writing coach in a nearby office. Across the room, a group of students sit around a table, studying. Trinity Western University's new Learning Commons is open and ready to serve.

A one-stop-shop for students' learning needs, the Learning Commons brings together student services—from writing coaching to academic advising to career counselling—in one place. Everything about the newly-redesigned space was considered with students in mind.

"We wanted to normalize the idea of getting help," says Catharine Penfold Navarro, Ph.D., TWU's Vice Provost of Teaching and Learning. "All students run into challenges when learning—because learning is challenging! And when that happens, we want students to know there are people and services designed to help them succeed in their learning."

The idea to create a barrier-free, student-centric space began several years ago, with the formation of the Educational Support Services Task Force. The group's focus was on providing an atmosphere of inclusion and support that helps foster the students' sense of belonging. This summer, all the plans came together in the culmination of the Task Force's One Space, One Team, One Focus model.

While all of the services had been available to students prior to the launch of the Learning Commons, they were spread out in different areas across campus—and often only for those with an identified need. The new model brings them together in a designated space and gives students easy access to the support they need.

Eventually, the plan is to relocate the Learning Commons to Norma Marion Alloway Library, as part of a larger library renovation plan. But the university didn't want to wait for that expansion to roll out the new Learning Commons, so over the summer the former Career Centre was completely redesigned and reopened under the new model in September.

“We see the model providing greater visibility for student support services, as well as a synergistic response to academic student support,” Penfold Navarro says.

Trinity Western University Enhances Field Research Program with New Interpretive Trail and Boardwalk at Blaauw Eco Forest

Trinity Western University announces plans to build an interpretive trail and boardwalk at its Blaauw Eco Forest bio-geography field station in Langley, B.C. that will enhance field study opportunities for biology and environmental studies students now and in the future. Since the Blaauw Eco Forest was gifted to the university in 2013, environmental studies students have discovered 336 species in the forest including the Red-legged frog and Pacific sideband snail, both of which are species at risk. Thanks to today's financial gift of \$125,000 from the Blaauw family, the university is able to construct an interpretive trail and boardwalk in the 35-acre nature reserve that will improve access to the field research area and enhance the visitor experience for the local community. The interpretive trail and boardwalk is expected to be completed by the summer of 2018.

“This is an exciting addition for TWU. The Blaauw Eco Forest is conveniently close to campus, making it a great learning place for students,” says Dr. David Clements, co-chair of TWU's Department of Geography and Environment. “This prime research area, together with our field school on Salt Spring Island and other travel studies opportunities, offer our students a unique, hands-on field-based program in environmental studies. The Blaauw family's generous gift will provide much improved access for students and visitors alike, as well as helping to protect the sensitive wetland habitat.”

[TWU's Salt Spring Island field station](#), Crow's Nest Ecological Reserve Area (CNERA), provides students with an opportunity to spend a month on the island with hands-on learning in plants and marine life. The CNERA features examples of highly diverse Garry Oak meadow ecosystems – one of the most threatened ecosystems anywhere in Canada. “We had to build everything here from the ground up and we did it in a sustainable way,” says Chris Hall, TWU's Outdoor Lab Supervisor.

Trinity Western University Opens First new Student Dormitory in 25 Years



Rising enrolment numbers at TWU dictates more student accommodation immediately

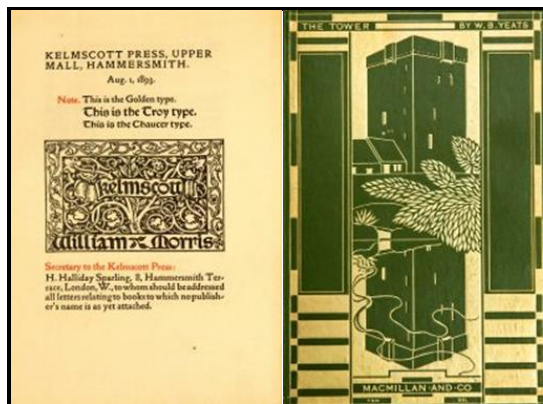
Trinity Western University celebrates the opening of Skidmore Hall today, the first new student residence on the university's Langley campus in 25 years. The university invites media, students, faculty, staff and TWU supporters to attend a short dedication ceremony and building tour to honour this marker of TWU's status as the largest and fastest growing Christian university in Canada.

New university campaigns have led to increased interest and enrolment from all over North America. Skidmore Hall will provide on-campus accommodation for 130 students each year, helping to ease the limitations of some of the current residence halls and allow more space to welcome new students. New for the 2017-2018 school year, TWU has also added a new café, expanded its current cafeteria, and renovated its bookstore to meet the rapid student growth today and plan for continued growth in the years ahead.

University of British Columbia

submitted by Becky Potvin, Director of Communications and Marketing, for Susan Parker, University Librarian

Colbeck Collection Exhibition: an Unmatched Devotion



Rare Books and Special Collections launched a new exhibition: “An Unmatched Devotion”: A 50th Anniversary Exhibition for UBC’s Norman Colbeck Collection of Nineteenth-Century and Edwardian Poetry and Belles Lettres. The Colbeck Collection, which comprises some 13,000 rare and often unique volumes – in addition to literary manuscripts and letters – is one of the world’s most comprehensive collections of Victorian and Edwardian English and Anglo-Irish literature.

The exhibition, curated by Assistant Professor of English, Dr. Gregory Mackie, is divided into several thematic areas representing the particular strengths of the collection: Poetry; the Pre-Raphaelites; Aestheticism and Decadence; the revival of printing and fine press publications; literary and artistic little magazines; *Belles Lettres*; and inscribed and association copies. The recently acquired copy of the 1866 Kelmscott Press *Works of Geoffrey Chaucer* (“the most beautiful of all printed books,” according to poet W. B. Yeats) in its broader cultural and historical context is also displayed.

[More about the exhibit](#)

Susan E. Parker Appointed as UBC’s University Librarian



In September 2017, UBC welcomed Susan E. Parker as University Librarian for a five-year term. Ms. Parker previously held the role of Deputy University Librarian at the University of California, Los Angeles where she led operations, human resources, assessment, budgeting, strategic planning, capital project planning and fundraising. Ms. Parker took over leadership of UBC Library at a pivotal time as the [2015-2017 Strategic Plan](#) comes to a close and the library develops new strategic priorities in alignment with [UBC’s new strategic plan](#). At UCLA, Ms. Parker led the processes behind the library’s strategic plans for 2006-2009 and 2012-2019.

“Being named University Librarian at UBC is an honour, and the highlight of my career,” says Susan Parker. “I look forward to partnering with UBC’s excellent library staff, students, and faculty as we continue to develop and deliver outstanding services, scholarly resource collections, and welcoming library facilities for the UBC community.”

[Read the full announcement](#)

UBC Library Acquires First Known Account of British Columbia by an English Woman, Susannah Weynton



In September 2017, UBC Library's Rare Books and Special Collections acquired a journal kept by Susannah Weynton (née Hack, 1821-1901), the wife of the master of the Hudson's Bay Company supply ship Cowlitz, Captain Alexander John Weynton. It is the earliest known original account of B.C. written by a woman. Weynton's handwritten journal documents her outward and return voyages from London to the Pacific Northwest via Cape Horn and Hawaii between Aug. 4, 1849 and March 22, 1851. She describes the forts, newly installed Chief Factor James Douglas and family, Governor Blanshard, as well as her observations about the Indigenous peoples she encounters, agriculture and the natural beauties of the area.

The journal was purchased with the support of several donors, including the Department of Canadian Heritage through the Movable Cultural Property grant program, the Victoria Historical Society, the Sue and Keith Mew Family Foundation, Dr. Wallace B. Chung and Professor Barry Gough.

A digitized version of the journal is available for viewing in [UBC Library's Open Collections](#). The public can also view the journal in person by [booking a tour](#) of UBC Library's Rare Books and Special Collections.

UBC Library celebrates Open Access Week with academic colleagues and other Open Access supporters



Colleagues from BCIT, SFU and UBC, along with other Open Access supporters, came out to celebrate International Open Access Week on Thursday evening at BCIT's downtown campus. The event centered around tensions in openness and an insightful moderated panel conversation segued into a lively breakout session that allowed

attendees to further discuss the costs and benefits of Open Access.

[Learn more about the event](#)

UBC Library was selected as the winner for the 2017 Silver Leaf Award of Excellence in the Digital Communications Channels category



UBC Library's Communications and Marketing team won the 2017 Silver Leaf Award of Excellence for their 2016 Open Access Awareness campaign under the Digital Communication Channels category.

The campus-wide campaign, that launched in the Fall of 2016 aimed to foster awareness and enhance student understanding around the Open Access movement and the open resources available through the Library. The campaign resulted in a significant increase in web traffic to the Library's Open Access resources, major gains in year-over-year social media engagement and a successful launch event.

Celebrated annually, the Silver Leaf Award gives national industry recognition to outstanding works in the field of communications. The Silver Leaf Award program is conducted by the International Association of Business Communicators (IABC).

[Open Access Awareness Campaign](#)

University of Northern British Columbia

submitted by Geoffrey Boyd, Web Services, for Acting Co-University Librarians, James MacDonald and Heather Empey

Comings and Goings

The Fall 2017 semester at the UNBC Geoffrey R. Weller Library was a busy time as several full-time staff members pursued interests and opportunities elsewhere in September.

Library Assistant – Copyright Patrice Hall accepted a copyright position with Thompson Rivers University in September after 5+ years at UNBC. We all wish Patrice the best of luck down south.

Library Assistant – Cataloguing Debbie Hazel left the library world for an exciting new opportunity with the Royal Canadian Mounted Police. Thank you, Debbie, for your hard work and dedication to the library (especially holding down the cataloguing fort since our cataloguing librarian retired in June).

Library Assistant – Health Sciences Abby Lodge accepted a new position on the UNBC campus with the Northern Medical Program. We were lucky to have Abby in the circulation department and as an LA during her time at the library. We wish her well in her move to the next building over!

In July, Library Systems Administrator Brad Dondale moved over to the Information Technology Services unit at UNBC. Brad accomplished many projects in his year-and-a-half with the library, including spearheading the major EZProxy server upgrade mentioned below. Best of luck, Brad!

The library also welcomed several new additions to the team this fall.

David Pettitt filled the vacant library system administrator position at the end of August and he has hit the ground running. We are looking forward to seeing David continue the great work he has accomplished in his first few months with the library.

We also welcomed Annelise Dowd on a term librarian contract to fill in for Research and Learning Services Librarian Kealin McCabe who is

away until next July on academic leave pursuing her doctorate in education at UBC.

The library was also fortunate to have Sarah Giesbrecht join us in September on a four-month co-op placement. Sarah, a Master of Archival Studies and Master of Library and Information Studies student at UBC, has taken over several internal and external communication duties puts in significant time on the Research Help Desk in addition to work with the Northern BC Archives & Special Collections.

Reference Desk Changes

In a pilot project to better serve our students and staff, the library moved the location of its reference desk out of the circulation area to begin the fall term. If the move is deemed successful, the new location will be outfitted with a new permanent desk. So far, the desk is a hit with reference staff. We now have room to meet with more than a single student at a time and anecdotally directional questions seems to be down and research questions up. We are looking forward to analyzing the data at the end of this term.

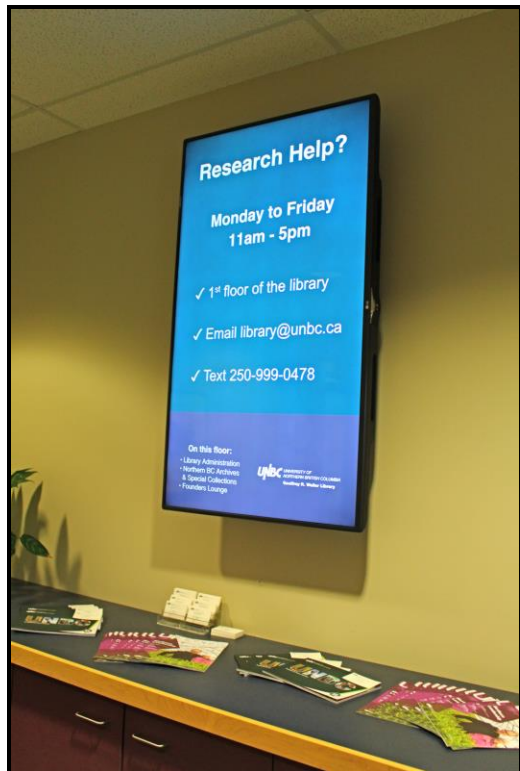


Load-balanced EZproxy Servers

In the summer “off-season” library staff updated our server for EZProxy, a service we use to allow off-campus users to access our online resources. With increased traffic to our online resources as well as several recurring technical issues, it was time to overhaul the system. The new system has greater capacity and load balancing to reduce strain on the server, built-in redundancy in case of failure, and greater security tools. It has already successfully mitigated several key issues we had with the old server.

Digital Signage

The library has expanded and improved its digital signage presence by adding three new TV screens and rebuilding the backend system. There is now at least one screen on each floor alerting students and patrons to upcoming events, need-to-know information, and general library news. The new system includes scheduled content, simplified and improved workflow, and robust security features.



University of the Fraser Valley

submitted by Kim Isaac, University Librarian

The highlight of fall 2017 at the UFV Library is the completion of a major renovation of the main floor of our Abbotsford Library. The area was completely closed to staff and library users over the summer, so a temporary service desk was set up in a study room on the second floor. Library staff (including me) took turns sitting at our "concierge desk" at the entrance to the Library, directing people to the second floor where they could get further assistance and find a place to study.

The renovations started late (of course) and took longer than planned (of course), extending into the first weeks of September. However, staff and

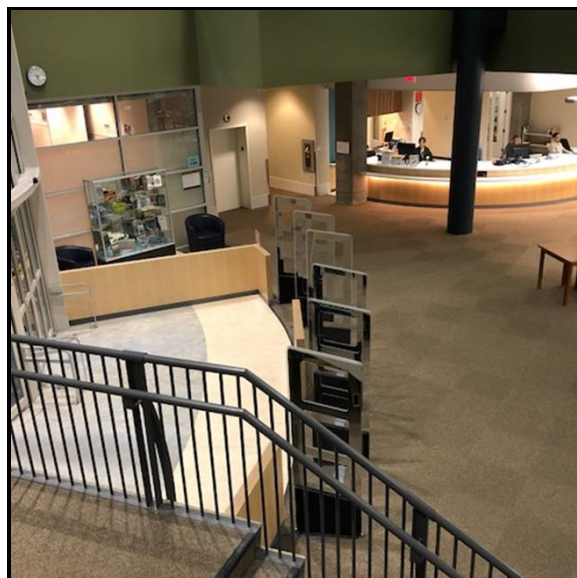
students cheerfully adapted to the inconvenience, and everyone agrees the disruption was worth it. The new student spaces are comfortable, attractive, functional and heavily used by enthusiastic students. The new service desk, which combines the former circulation and information (reference) desks, is functioning well, and librarians and library technicians are now working side by side delivering services. Everyone agrees this arrangement is much more user friendly and accessible, especially for students.

The project isn't completely finished, as we are still adding new furniture and are waiting for some outstanding millwork. When everything is done, we plan to hold an event to celebrate.

Here are some before and after pictures.



Old entrance gates, with a view of the old circulation desk.



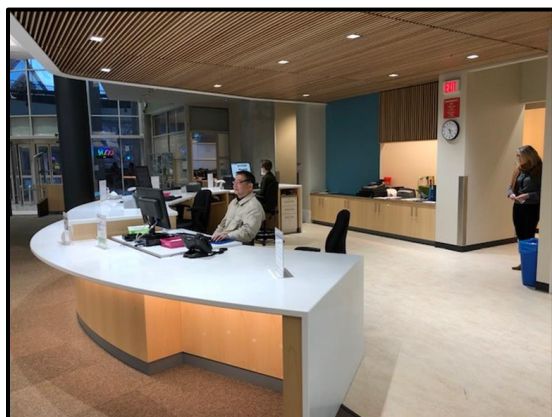
New entrance gates, with the new combined service desk in background.



Old circulation desk.



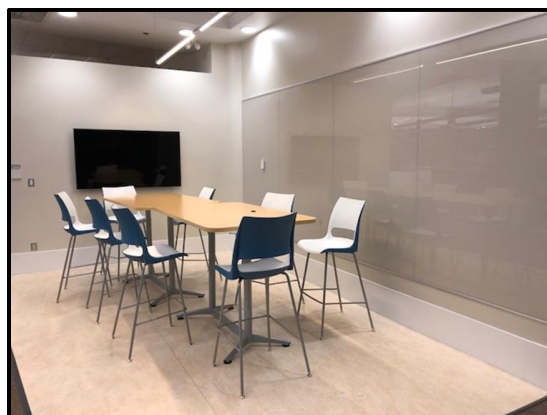
Old information desk.



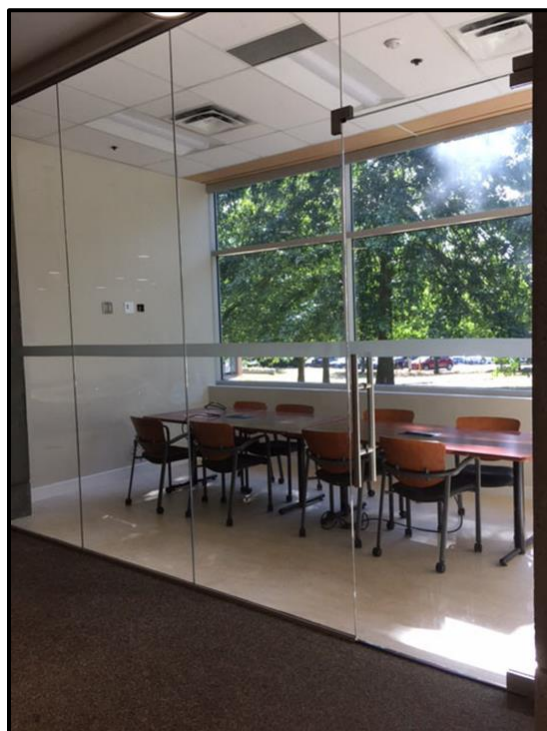
New combined service desk. Circulation and reference stations remain separate but co-located.



New bookable small group study room. One wall is write-on glass. All group study rooms are also equipped with large digital monitors.



One of our café-style tables, for drop-in use.



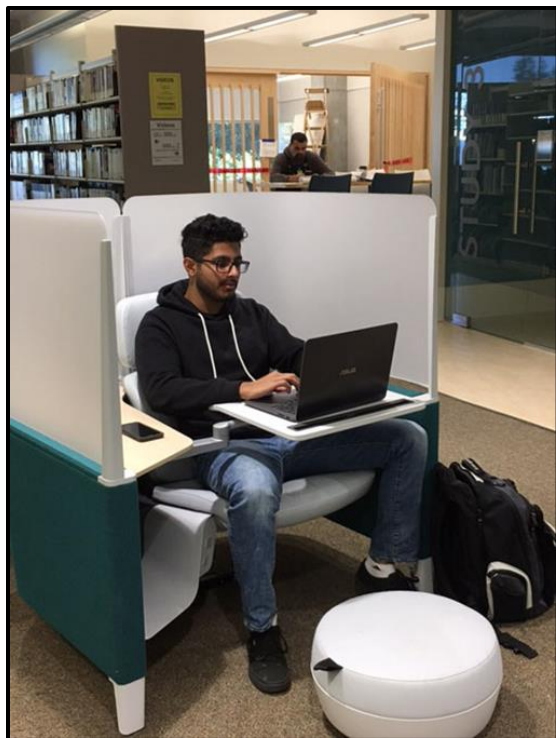
Large bookable study room.

University of Victoria

submitted by Lisa Abram, Communications Officer, for Jonathan Bengtson, University Librarian

Thunderfest – first-year student orientation

For the first time, UVic Libraries participated in Thunderfest at the start of the academic year. Vikes Nation, in collaboration with UVic Students' Society, UVic Orientation and Res Life, hosted the festival and invited campus partners to participate. UVic Libraries was represented well and had a photo booth, 3D printer, virtual reality goggles, and skill testing questions about the library. Students were able to enter a draw to win some amazing prizes and it was a great opportunity for us to connect with them to showcase what UVic Libraries has to offer. Here is a [video](#) from this year's event – complete with 3,300 students!



The most popular piece of new furniture, the Brody. (Brody WorkLounge Modular Workstation).



Open seating, in space formerly occupied by bookshelves.



Acquisitions & Electronic Resources Librarian David Boudinot waiting for students to play our Jeopardy game and win some cool prizes.



Associate University Librarian Lisa Petrachenko showing off our 3D virtual reality goggles.

Canadian Library Assessment Workshop



From October 26th to 27th, the University of Victoria Libraries hosted the 2017 Canadian Library Assessment Workshop (CLAW), a biennial event of the Canadian Association of Research Libraries. A limited-registration, full-day workshop on mixed-methods assessment with Dr. Colleen Cook (Dean of Libraries, McGill University) was also held on October 25th. CLAW presentation topics ranged widely in subject matter, including data visualization, coding qualitative data, assessing e-resource statistics, services assessment, and more. In total, 74 participants attended CLAW, representing 37 institutions from coast to coast. Workshop and poster presentations are available to view [online](#).

From UVic, Shailoo Bedi led a workshop on the topic of coding qualitative data, Daniel Brendle-Moczuk presented a workshop on evaluating geospatial interactions with library patrons and their publications, and Carol Gordon and Jessica Mussell presented a poster on faculty perceptions of distance library.

Food for Fines Erase your library fines with pasta



Food banks become an essential lifeline for so many in need at this time of year. The annual UVic Libraries Food for Fines campaign runs from December 1-15 and offers relief from library fines

in exchange for non-perishable food and personal hygiene items, which are then donated to [The Mustard Seed Food Bank](#) and the [UVic Students' Society Food Bank & Free Store](#). [For more info.](#)

Diversity Writing Contest – re-imagined and renamed

On the Verge Writing Contest showcases and celebrates emerging UVic student voices with an annual theme under the broad rubric of equity, diversity and human rights. As a reformulation of the 10-year running Diversity Writing Awards, we carry forward the spirit of diversity under a broader umbrella and with a renewed spirit of creative exploration. The contest is co-sponsored by UVic Libraries and Equity and Human Rights (EQHR) with significant support from the Faculty of Fine Arts and other units on campus. There are four categories of competition to choose from: poetry, fiction, creative non-fiction and spoken word. The contest is open to UVic students only; this year's celebrity judge is author [Adèle Barclay](#).

The theme for the 2018 writing contest is "home." The idea of home is both subjective and universal, embodying not only a sense of place or belonging, but the many ways that humans are connected and the ways our experiences converge or diverge widely. What does home mean to students? What does it mean to be "home" on Vancouver Island, in Canada, a land that has been settled for thousands of years by diverse Indigenous peoples? And how does a student's experience of home move them towards an understanding of themselves and others? We invite students to tell us what home means to them.

All entries will be evaluated on the following criteria: 1) Excellence and proficiency in writing and technique; 2) Engagement with the theme in a meaningful way; 3) Awareness of equity, diversity and human rights dimensions related to the theme; and 4) Fits within word/time limits for submissions. Contest winners will receive the following: an award certificate and cash prize; invitation to a 2-hour writer's workshop with this year's celebrity author and judge; a public performance of winning pieces; and winning entries will be published on the UVic Libraries' and EQHR's websites.

Curriculum Library – On the move

UVic Libraries will be merging the branch Curriculum Library into the Mearns Centre for Learning - McPherson Library. This merger will

significantly enhance access to print education resources for students and faculty and reduce the duplication of resources and services. Materials in the Curriculum Library will be moved to Mearns Centre for Learning - McPherson Library, which is open nearly twice the number of hours each week as the Curriculum branch is able to be open, and where the majority of resources for Faculty of Education students and faculty already reside. The collection relocation and merger will also enable the reassignment of Curriculum library staff to areas of growth and demand across the university library system. To help address this operational change and to ensure a thoughtful and smooth transition, a joint UVic Libraries and Faculty of Education working group has been established. The merger is expected to be completed by May 31, 2018.



Research data management survey Moving Out of the Digital Dark Age

In a time of complex computing and big data, researchers are expressing concerns about looking at ways to ensure their research information is preserved and stored for future use. Dr. Quinless (postdoctoral data fellow at UVic Libraries and The Council on Library and Information Resources (CLIR) Fellow Program in Washington DC) is the principle investigator for our campus-wide Research Data Management (RDM) study that looks at understanding research data management practices across our campus. She has spent the past five months conducting in-depth interviews with UVic researchers from across disciplines about current practices, issues and challenges, and how to best understand research management needs.

On October 30th, UVic Libraries launched a campus-wide faculty and graduate student survey that will help us to develop infrastructure and

expertise to better manage and support UVic researchers with their research management needs.

Science Literacy Week

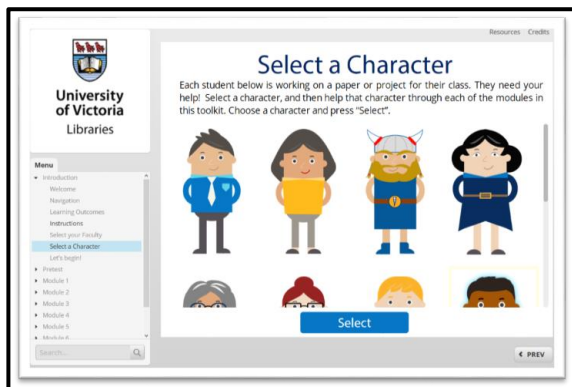
Science Literacy Week (September 18-24) highlights Canada's scientists and science communicators from coast-to-coast; the goal of this annual event is to showcase the excellence and diversity of Canadian science and to show how exciting science is. The Libraries were pleased to welcome Springer Nature representative Melanie Masserant to campus on September 21. In addition to Melanie's one-on-one presentation, we held free 3D printing and design workshops for students in our Digital Scholarship Commons space. Special Collections also curated a pop-up display featuring science related items from our collections.



Melanie Masserant talks to students in the lobby of the Mearns Centre for Learning – McPherson Library.

Libraries Research Toolkit

For her study leave project, subject librarian Tina Bebbington developed a new [Libraries Research Toolkit](#). It is an Open Education Resource created by UVic Libraries to help students develop their information literacy. After completing the toolkit, students will be aware of the key concepts of information fluency, academic conventions and standards; be able to plan a research paper or project with these concepts in mind; and feel confident using the library, completing assignments, and meeting academic expectations.



Pick an avatar and learn to be a better scholar! It's fun and easy!

Co-op students, Interns and Work Study Students

On October 20, we held a meet 'n' greet to welcome our new co-op students, interns and work study students for the academic year. A brief questionnaire was sent to all of them asking for a glimpse into their respective backgrounds. The nine students were placed in different areas and currently have positions ranging from law library intern to archives intern to editorial assistant, and digital design intern. When asked what their favourite thing about UVic Libraries is, of course they said the people! We couldn't make this happen without our funders: @CCA_Archives, Young Canada Works through @CdnHeritage, #ycw, #youngcanadaworks, @UBCartcoop and @UViccoopcareer. Thank you!



Welcome to UVic Libraries! Special Collections: Manuscripts on Mondays

Special Collections added a new speaker series to their repertoire: Manuscripts on Mondays. This one hour lecture provides an opportunity for the campus and the community to explore medieval and early modern manuscripts from Special Collections. These handwritten documents,

including *Books of Hours*, a genealogical scroll, and legal documents, are a window into the past. The inaugural presentation took an in-depth look at one of the most treasured items in our Bruce and Dorothy Brown Collection: a 21-foot-long genealogical roll of English kings and events before 1472 CE. Well attended and informative, there are more events planned!



Prof. Iain Macleod Higgins share his views about why people should still care about medieval manuscripts.



Scholarship Winners

In September, we announced the 2017 winners of our annual UVic Libraries' student scholarship awards: Rebecca Steel for the David Harris Flaherty Undergraduate Student Library Scholarship, and Rachel Lallouz for the William Petrie Graduate Student Library Scholarship. Both

students competed among a large pool of exceptional applicants, winning their scholarships by demonstrating in a 500 word essay how they have utilized library resources - be they print, archival, music, multimedia, or digital - for a class project, assignment or research paper. Named in honor of donor David Harris Flaherty and bequest donor William Petrie, all students are adjudicated by an internal library committee, and with the assistance of Student Awards and Financial Aid and the University Librarian's Office. In addition to their \$1000 monetary award, this year's recipients' names will be added to the plaques on the main floor of the Mearns Centre for Learning – McPherson Library.

The University of Victoria Libraries is proud to be an essential and integral part of the research and learning at UVic. Our awards recognize and honor the contributions and achievements of all our students, enhancing the sense of personal growth and accomplishment in our academic community. More information about Rebecca and Rachel, along with links to their award-winning essays can be found at [UVic Libraries Grants and Awards webpages](#).



Donor David Harris Flaherty (left), Rebecca Steel (middle) and University Librarian Jonathan Bengtson (right).

Law Library Open House

Shortly after the start of the academic year, the Law Library held their annual open house for first year law students, new faculty and new LLM/PhD students. The event was well attended with food (cookies were gone quickly!), swag compliments of Westlaw Canada and LexisNexis, and opportunities to talk to different units within UVic Libraries such as: Special Collections, Digital Scholarship Commons, the Amicus team, and Learning & Research. One of the more popular

tables was helping students set up legal database passwords on their laptops.



Friendly Law Library staff welcoming new first-year students at the open house.

UVic Libraries' 2018 Distinguished Alumni Award: Julie Angus

UVic Libraries announced that Julie Angus will be our 2018 Distinguished Alumna for Alumni Week. As a UVic alumna who has distinguished herself as an accomplished adventurer, best-selling author, and entrepreneur, Julie brings honour and credit to the University. The Libraries are delighted to recognize and celebrate her achievements on the behalf of the entire University. Each year at Alumni Week (first week of February), the UVic Alumni Association in partnership with the faculties and divisions of UVic, present Distinguished Alumni Awards to outstanding members of the alumni community. The recipients are selected by their respective faculties or divisions based on a

number of criteria, including career accomplishments or service to their community. [Read more about Julie.](#)

Community Engagement **University Librarian's Annual Lecture: Guy Berthiaume**

On November 2, a free public event was presented by UVic Libraries in partnership with the Greater Victoria Public Library (GVPL) and the Royal BC Museum that explored the important role that galleries, libraries, archives and museums play in today's society. The 2017 University Librarian's Annual Lecture was held at the Royal BC Museum and a packed house enjoyed an evening of stimulating conversation with Librarian and Archivist of Canada Guy Berthiaume and journalist and community leader Jo-Ann Roberts. This informal dialogue explored many themes including access to public programming, Indigenous language initiatives, fake news and the need for quality spaces, among many topics. No surprise when attendees took to Twitter to keep the conversation going long after it ended:

- No surprise here! #yyj is a model in the country for #GLAM collaboration
- Why have @LibraryArchives? 1) allow us to define ourselves 2) have a place to be inspired!
- The more you put online, the more people you get in your door
- @GuyBerthiaume2 most proud of putting emphasis on access during his time @LibraryArchives
- Quality public spaces are most democratic gift we can give
- We need a national library and #archives because it allows us to define ourselves, to create Cdn identity
- The #library is a place that people go to be inspired
- #librarians and #archivists should be part of the conversation re: #FakeNews
- #libraries & #archives = place where people can be inspired
- Re: archives keeping enough to help the historians of the future



GVPL CEO Maureen Sawa (left), University Librarian Jonathan Bengtson (far left), special guest Guy Berthiaume and journalist and community leader Jo-Ann Roberts (right) at the University Librarian's Annual Lecture.

Mini Bookbinding

Michael Lines has a passion for the history of the book. That's why, in addition to his role at UVic Libraries as a learning and research librarian, he leads bookbinding workshops for younger students. With subject specialties in political science, philosophy and medieval studies, the connection between his outreach activities and librarian work is a strong one. He was featured in the [September issue](#) of The Ring publication at UVic. An accompanying [video](#) formed part of the story-telling about a *Day in the Life of Michael Lines*.



Michael Lines and his bookbinding tools. Photo credit: UVic Photo Services

Exhibit: Ian McTaggart Cowan

On June 20, UVic Libraries hosted the official launch of Ian McTaggart Cowan's complete digital collection. McTaggart Cowan was UVic's [Chancellor](#) from 1979 to 1984, and one of Canada's foremost wildlife biologists and conservationists. He died April 18, 2011, two months shy of his 100th birthday. The [Ian McTaggart Cowan Collection](#) invites us to explore intimate [3D scans](#) of animal specimens (96 awe-inspiring scans, that with a click of a mouse, you can literally go through the eyes of a California Bighorn Sheep specimen!), along with McTaggart Cowan's [photographs](#) and [field notes](#), a new map-based discovery interface, and original footage of the [CBC Television shows](#) that he hosted during the 50s and 60s. A [guided tour](#) with writer Briony Penn takes the reader on a digital walkthrough of Cowan's life.

This collection offers detailed insight into BC ecology and ecosystems, some of which no longer exist. Along with numerous digital research objects, this accessible online exhibit provides context and interpretation to the non-expert user and for anyone interested in BC wildlife and ecology.

The [Times Colonist](#) paid tribute to our collection in a July 4, 2017 story.



McTaggart Cowan's specimen box – part of UVic Libraries' Special Collections.



Ron Silver, past Director, the Nature Trust of BC (left), Anne Schau (Ian's daughter) and author Briony Penn (right).

Vancouver Community College

submitted by Ella-Fay Zalezsak, Assessment and User Experience Coordinator, for Shirley Lew, Dean, Library, Teaching and Learning Services

VCC held its first President's Research Symposium on October 4th, 2017 which was well-attended and generated a lot of interest among faculty. Librarian Virginia Adams gave a presentation on how library services can provide assistance and support to faculty with their research and scholarly inquiry. The Library is also preparing a framework for research support which will be part of the college's overall Research Strategy.

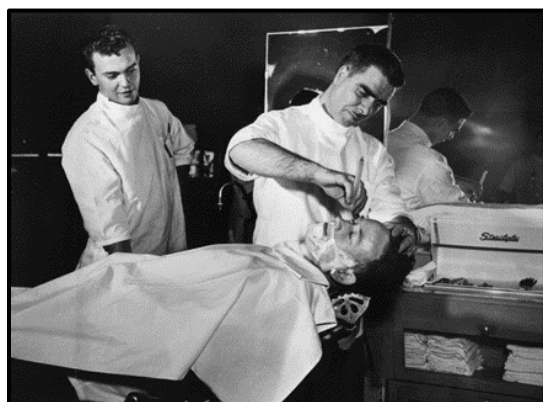
Led by a working committee comprised of librarians and public service staff, and guided by studies on library fines, VCC Library decided to abandon overdue fines and to implement a recall system. With overdue fines eliminated, the recall system was introduced to incentivize students to return items requested by other borrowers. Students can continue to borrow materials and renew up to nine times provided no else has requested the material that has been borrowed. If a request is placed on borrowed material, the borrower is notified by email to return the item to the library by a certain date. Late returns of recalled items incur a charge of \$1 per day. Since the launch in June, the elimination of overdue fines and the new recall system appear to have met with success.

In July 2015, the library moved to a Single Service Point model and in June of 2017, a survey of library employees was conducted to assess how this model of service was working. While the

overall perception of the new model of service was positive, the survey identified areas for further consideration and modifications which the library is examining. A survey of students is also being planned.

Digitization

The library initiated a digitization project of material in our Archives that was accelerated this past summer. The digitized collection now contains 765 photos, 180 newsletters, 52 calendars and 13 documents.



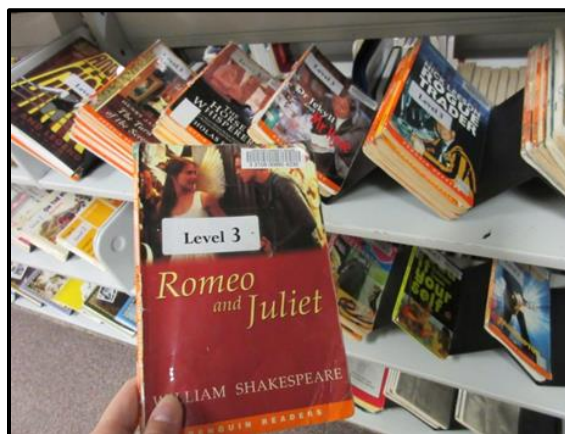
Hair Design on Display in Library

As of October 2017, the Downtown Campus Library has put on display the inspired coiffure of students in the Hair Design program.



Readers

To make the reader collection correspond better to the levels of reading used in the Canadian English Language Benchmark and the language learning programs at VCC, the library reclassified the collection.



VCC Library		
	● Online	● Anytime
		● Anywhere
Readers Key		
Beginner	ABE 1-2 LINC 1-3 Pathways 1-3	CLB 1-3
High Beginner	ABE 2-3 LINC 4-5 Pathways 4-5	CLB 4-5
Low Intermediate	ABE 3-4 LINC 5-6 Pathways 5-6	CLB 5-6
High Intermediate	ABE 4-5 LINC 6-7 Pathways 6-7	CLB 6-7
Advanced	ABE 5-6+ LINC 8+ Pathways 8+	CLB 8+

ProQuest Research Companion

In response to a positive faculty feedback, VCC Library subscribed to the **ProQuest Research Companion** database, launched in September 2017.

Staffing News

This summer, the library celebrated June White for her years of service in both Technical Services and Public Services and wished her the very best for her retirement.

In October, the library welcomed Emma Somers to the temporary position of Public Services Supervisor. Emma came to VCC from Emily Carr University of Art & Design Library with both supervisory and circulation experience.

Special Reports

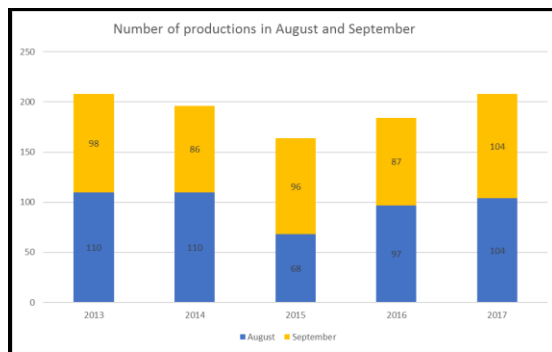


CAPER-BC (Centre for Accessible Post-secondary Education Resources)

by Stephen Blaeser and Corrie Playford, Accessibility Librarians

A Busy Fall

August and September is the busiest time of year for us as we convert print textbooks into digital formats that students with print disabilities can use with assistive technology. This year the number of productions (208) were up 12% from last year. Since April 1st, 2017, we've resolved 1717 requests for alternate formats, many of which were filled from our existing collection or by borrowing from our alternate format partners across Canada.



New and Departing Staff

After more than five years with CAPER-BC, Accessibility Librarian Tara Robertson has moved on to a new position in the technology sector. During her time here at CAPER-BC, Tara's innumerable contributions included spearheading an organizational rebranding to more clearly communicate our role to stakeholders, building and nurturing internal and external relationships, and tirelessly advocating for increased support for student access to educational materials. Enthusiastic, generous, and passionate about accessibility and inclusion, Tara's presence will be greatly missed. The hiring process for a new Accessibility Librarian has commenced, with the aim of filling the position by January 2018. In the interim, Corrie Playford, a Librarian with the Langara College Library, will be assisting with some of the Accessibility Librarian duties on a part-time basis.

Revitalizing Technology

In order to more efficiently communicate with CAPER-BC's client base and enhance tracking of important operational statistics, a new request tracking system was implemented in April. After the first full year of utilization, this new tracking system has enhanced internal and external communication and ensured greater transparency for CAPER-BC users. In addition, enhanced tracking of operational statistics will allow for improved assessment of service efficacy going forward.

Outreach

It can be challenging to support disability services' staff at 20 institutions. Meeting people face-to-face is key for us in developing strong relationships. Since the spring CAPER-BC has visited North Island College and presented to the Disability Articulation conference. Additionally, CAPER-BC and AT-BC (Assistive Technology British

Columbia) staff came together for our third annual cross-training workshop. We focused on text-to-speech software and the differences between reading and studying. The Kwantlen Polytechnic University Services for Students with Disabilities team also joined the cross training session.

About Us

CAPER-BC 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.

CAPER-BC staff consists of two librarians and five library technicians.

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

CAPER-BC provides an analysis of these statistics in our annual report. If you have questions feel free to contact us at:

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BC Electronic Library Network (ELN)

submitted by Leah Hopton, BC ELN Coordinator

Licensing

Driven by feedback from partner libraries and with direction from the BC ELN Steering Committee, Anita and Leigh Anne of BC ELN have been working intensely on a modified common suite proposal that will meet post-secondary system needs. Comments shared by libraries through the October Support Survey and via one-on-one conversations have been instrumental in guiding this process. The Office has surveyed partner libraries on the modified proposal in order to seed discussions at the December 8th All Partner Meeting. For more details on the current proposal and a history of the Common Suite process please visit the Common Suite Web at <http://bcelnapps.ca/common-suite/common-suite-proposal>

Earlier this year Leigh Anne further honed BC ELN's well-served license renewal processes and introduced Asana project management software to support the Office. Thanks to this work, and with BC ELN's "all hands on deck" approach, product licenses have been renewed apace throughout the Common Suite investigation.

Arca Collaborative Digital Repository

Some exciting new partnerships for Arca: BC ELN and The Irving K. Barber Learning Centre (IKBLC) at the University of British Columbia Library have recently partnered to allow successful past and future British Columbia History Digitization Program (BCHDP) grant recipients the option of hosting their digitized material on Arca. In a separate partnership arrangement, Okanagan Region Historical Digitization Project (ORHDP), a privately-funded project to digitize materials at museums and archives in the Okanagan, is also now sharing its digital gems via Arca. Check out the ever-growing Arca at: arcabc.ca.

OutLook OnLine (OLOL)

The OutLook OnLine Administrative Support Centre is currently collecting feedback from libraries on their use of the Union Databases (UDBs) of library catalogue (MARC) records. This information will assist with decision-making and guideline creation for OutLook Online, ELN Serials Cat & ELN Media Cat. In addition, the Centre is responding to requests from OLOL libraries for additional training by developing online training modules – stay tuned for their release in the near future!

AskAway Chat Reference

Are AskAway service providers superheroes in disguise? This user's comment makes you wonder: "when I am at the height of frustration searching for an article... the helpers swoop in and make my day." To prepare providers for their swooping, the AskAway Administrative Centre provided training to 25 library staff this fall. Staff members from AskAway's newest join, Columbia College were among the trainees. With 70 chat sessions coming from Columbia College in September and October already, the service appears to be a welcome access point for students. On the administrative side of things, the AskAway Advisory Committee will be discussing the action planning vote results at its next meeting, and determine next areas of focus for the service.

WriteAway Online Writing Assistance

WriteAway also saw some new members joining its ranks this fall: Trinity Western University (TWU) and Alberta's Northern Lakes College, bringing the total number of participating sites to fifteen. Learners continue to use the WriteAway service in increasing numbers and their comments reflect appreciation for the assistance they receive: "Feedback was focused, self-explanatory, constructive, clear and directive in nature. ...The prompt reply is yet another high point. Thanks a lot to all at WriteAway." As part of a continual process to look for ways to improve the service, a software review subcommittee has been struck by the BC eTutoring Steering Committee to identify the best options in terms of cost, functionality, and hosting.