

CPSLD Newsletter

Spring 2019

Volume 30, Issue 1

www.cpsld.ca



CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

The Newsletter is compiled by Katherine Plett, Director, Resource Centres, College of New Caledonia
3330 – 22nd Ave.
Prince George BC
V2N 1P8

Phone
250-562-2131 x5298

Email
plett@cnc.bc.ca



CPSLD Spring Meeting at Simon Fraser University Surrey Campus

Many thanks to Gwen Bird, SFU Dean of Libraries, and Leanna Jantzi, Head Librarian of the SFU Surrey Campus library, for hosting the spring meeting of CPSLD at the campus. The building is visually striking, and we have added interior shots of the library in the SFU section of the newsletter as well.

Meeting topics included: diversity in our workforces; decolonizing and indigenizing library catalogues; library collaborations with teaching and learning; and working with faculty to integrate library instruction into the curriculum. Andrei Bondoreff from the Ministry also provided an update on the 2019 budget and government priorities and projects.

Thanks to everyone to submitted news and stories and photos to this edition of the newsletter. Happy reading and happy summer holidays!

Reports

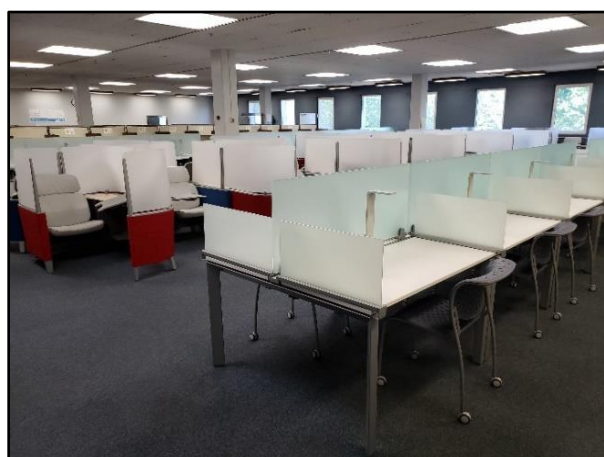
BC Institute of Technology

submitted by Sandra Matsuba, Marketing Coordinator, for Alison Nussbaumer, Director, Library Services

Highlights

Space

New additions to the third floor include: 20 double-sided carrels with power and lamps, 8 Brody chairs with privacy shields and a Zen Zone with 2 water fountains. All added to enhance our students space and give them options!



Summit Centre

May 1st marked the official opening of the new Summit Centre (formerly named the Entrepreneurship Centre). The event which included demos, a Hors d'oeuvres buffet and DJ

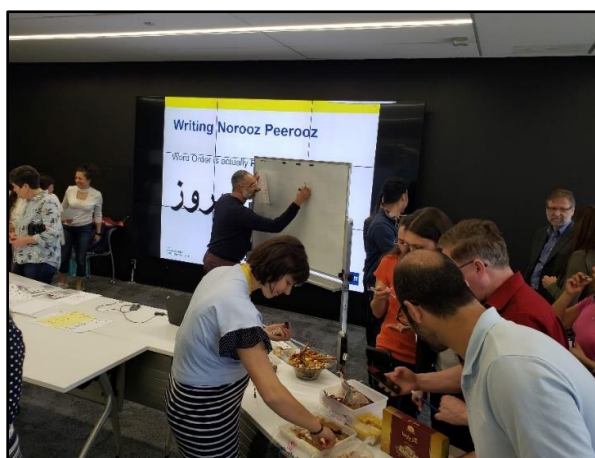
was well attended by the BCIT community and guests.



Events

Lunch and Learn

The Summit Centre has been the perfect space to host lunch and learn workshops. Some of the memorable events include: Norooz: a Celebration of Persian New Year, the Seed Library Spring Launch, I Will Steal Your Data: Threats to Technology and Data, and a special screening of Crafting a Nation: the American Craft Beer Industry.



Non-Conference

In April we hosted our fourth annual Non-Conference on information/digital literacy, a free

event for librarians and support staff from academic and public libraries around the Lower Mainland. The participant presentations were interesting and varied - from metaliteracy to teaching tricks to the Open Science Framework.

Exam Jam

We hosted our fifth Exam Jam between April 24 – May 8th and included popular events such as: Doggie De-stress, Exam Preparation Workshops, Intro to Boxing, EFT Tapping, Painting, Button Making and the Breakfast Club.



Burnaby Festival of Learning

For the second year BCIT Library participated in the Burnaby Festival of Learning, in partnership with SFU, Burnaby Public Library and many Burnaby community organizations. The Festival is a series of “free events for everyone that will inspire, engage and spark creativity.” We hosted several events for the public, including: a Tech Expo where the public was invited to try out not only the library’s new VR/AR technology but also see and learn about simulation robots and drone technology used in teaching at BCIT; a community screening of *Indian Horse*, co-hosted with

Indigenous Services; and a high school experience day for students from SD 41.



Staff Appreciation

This year’s event started with self-guided tours at the Vancouver Art Gallery. For lunch we were treated to a special 80th Anniversary Afternoon Tea at the Fairmont Hotel Vancouver. Fit for any King or Queen!



Noteworthy

Distinguished Professional Award

“Peter Walsh from the British Columbia Institute of Technology was awarded the LSAC Distinguished Professional Award for his work pioneering many student success programs early in his career, including support for student-athletes, the integration of counselling and research-based strategies into learning skills support, and the creation of 28 learning skills videos that were published in the 2000s and remain relevant today.

Peter has also been a champion of professionalizing the learning specialists' field for two decades. He served on the executive of the Learning and Study Skills Association (LASSA) and was one of the founding members of LSAC.

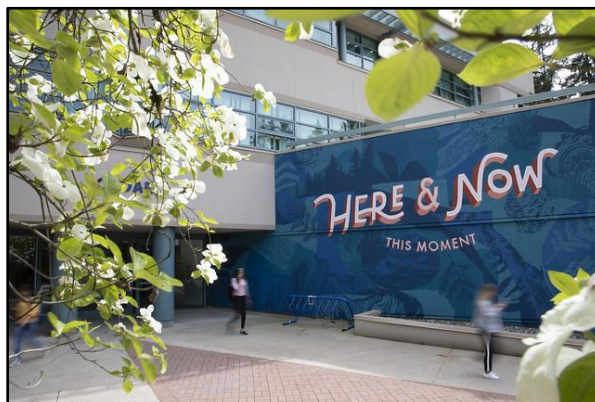
The LSAC Distinguished Professional Award is presented to an LSAC professional member who has worked in the learning specialist industry for six or more years, has demonstrated either leadership or innovation that resulted in an impact to further student success, and has been actively involved in LSAC through presentations, volunteering, sitting on committees, or serving on the Board of Directors.”

From the Learning Specialists Association of Canada: <https://lsac.wildapricot.org/news/7485042>



Capilano University

submitted by Debbie Schachter, University Librarian



New team members

In the fall, Alyssa Hamer joined the CapU Library team as a limited-term Teaching and Learning Librarian, covering for Jocelyn Hallman. Alyssa was previously Manager, Research & Development, at the First Nations Technology Council.

Our Library was successful in securing funding for 1.5 new faculty librarian positions, 1 staff position, and additional auxiliary contracts to extend our May-June hours. In May, we welcomed Wanda Power as our limited-term Public Services Librarian. Wanda is a recent MLIS grad (UBC) and has worked in academic and public libraries. We are also pleased to announce that in August, Krystyna Nowak will be joining our team as Teaching and Outreach Librarian, replacing Sabrina Wong who is taking on a new portfolio as Scholarly Communications and Copyright Librarian. Krystyna comes to us from Columbia College, where she is the librarian responsible for reference and outreach activities. Kim Minkus, our Indigenous Learners Librarian, was previously half-time in the library but will continue her work in a full-time capacity due to our additional funding. We are also in the process of hiring a new Library Technician 3 for our technical services team.



Alyssa Hamer



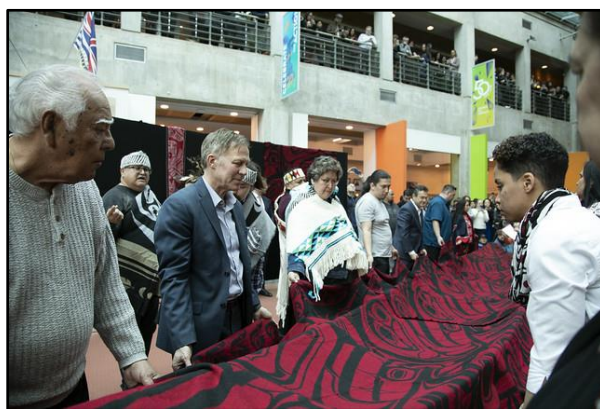
Wanda Power



Krystyna Nowak

Learning together

Facilitated by our Indigenous Learners Librarian and a faculty member from our First Nations Student Services team, our library team participated in the KAIROS Blanket Exercise this spring. This participatory learning activity "fosters truth, understanding, respect and reconciliation among Indigenous and non-indigenous peoples" (<https://www.kairosblanketexercise.org/>). Our team was also able to help carve and attend the awakening of CapU's 50th Anniversary Legacy Canoe, carved by master carver Ses siyám (Ray Natraoro) and carver Xats'alánexw siyám (Victor Harry).



Colour + Voice Reading Series

After hosting local author Deborah Hodge in the fall, we joined forces with our Creative Writing Department to sponsor more author readings using our CapU 50th Anniversary Great Ideas funding. Our Colour + Voice Reading Series featured six local writers, storytellers, and poets: Danielle LaFrance, Larissa Lai, Juliane Okot Bitek, Mercedes Eng, Marissa Nahanee - *Maykw Cha7em*, and Catriona Strang. Students were thrilled to attend live readings of the works that they had studied in class. The storytelling performance by Marissa Nahanee (Squamish & Nisga'a Nations, Eagle Clan) was held for a packed audience at CapU's Kéxwusm-ayakn Student Centre, while others were more intimate and allowed attendees to share conversations with the authors.

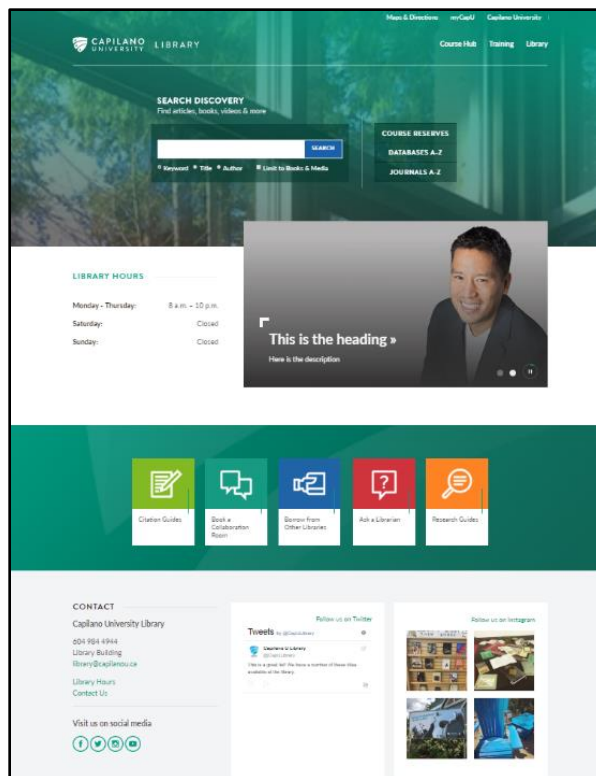


New acquisitions

The Library was fortunate to receive additional funds this past fiscal year to spend on collections and support activities. We were able to purchase additional resources for our collections and support that work with additional staffing. As CapU embarks on our Envisioning 2030 strategic plan, we anticipate a number of new programs and degrees to be launched. With this funding, we were able to set up trials for new databases, address gaps and emerging needs in our monograph collection, and bolster our DDA subscriptions.

Library space and website refresh

A website is never finished! The new library website we launched last summer will be getting a fresh coat of paint this year. Here's a sneak peek:

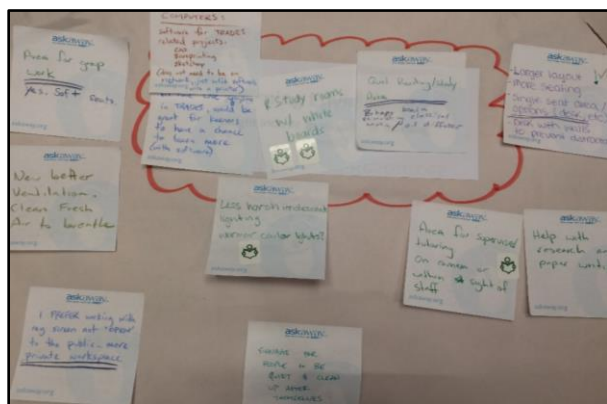


The main floor of the Library will also be getting a new look over the summer with two new service desks, new furniture and a redesign of our student work spaces. We look forward to sharing photos of the space in the next newsletter!

Coast Mountain College

submitted by Melanie Wilke, Coordinator, Library Services

Coast Mountain College Library has been holding focus groups and consultations, working towards a creation of a Library Strategic Plan. There has been thoughtful feedback, interesting ideas, and input gathered to guide this new plan. We are grateful to the people who have generously given their time assisting with the discussions.



The Library's new strategic plan will work to support Coast Mountain College students by creating pathways to learn, explore and access learning through adventure, integrity and transformation.

To assist with the new strategic plan, the library has been purchasing new equipment for student use. The new purchases include Lego robots, a telescope, fitness trackers, Gopro cameras, a green screen, light boxes, 3D printers, and outdoor microphones.

The Terrace Campus Library continues to offer limited services in their temporary "Pop-Up Library" while renovations begin in their former space. As the Library needed to move because of a flood last fall, the opportunity was taken to offer a refresh of the original space. The refresh will include moving faculty offices into the library environment, additional project rooms and a more physically accessible space. The Library is planning to return to the renovated space during the next academic year.

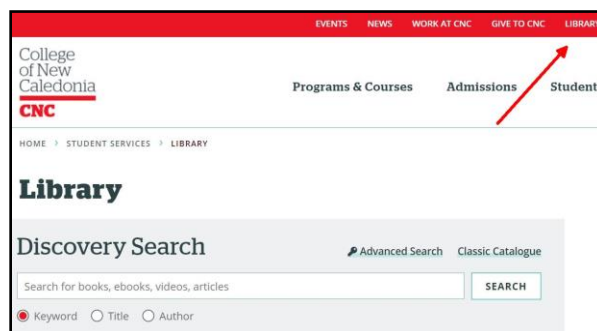
We were happy to celebrate the long service of two of our librarians this year. Tim Macdonald of the Prince Rupert Campus has been with the

College for 25 years, while Michele Cook from the Smithers Campus has been with the College for 20 years. Their dedication and hard work is appreciated both by co-workers and students. Library Coordinator and Terrace Campus Librarian Melanie Wilke is leaving Coast Mountain College this summer. Melanie and her partner will be taking some time to travel, before deciding on where they will settle down. No decisions have yet been made on a replacement.

College of New Caledonia

submitted by Kathy Plett, Director, Resource Centres

The College launched a new website (www.cnc.bc.ca) in May and we were pleased to get a prominent spot on the header bar, based on our library use statistics. Special thanks to CNC Communications for helping us migrate content to the new site and for training in Sitefinity, the new content management system.



We had a very busy spring semester, and have now extended our summer hours to accommodate a longer intersession – May 7-August 16. Thankfully our 2019-20 budget included extra support for this.

Displays and events

Spring/summer displays featured: Cinema CNC; CNC Authors; Black History Month; Engineering Month in March; International Women's Day; Freedom to Read Week; Canada Reads; Earth Day; the Botanical Society.



Engineering Month display

We promoted the annual Scrubs Sale, which raises money for nursing student bursaries, and the Flip Flop Challenge, collecting gifts for nursing students to distribute when they are on their study abroad trip to India.



Flip Flop Challenge

The College purchased Student Art again this year. The works were displayed in the library and employees entered a draw to sign out their favourite piece of art, for their office or department.



CNC Art Student and Instructor with framed piece



Art Students showing off their final projects

Media Services

- We have added more laptops, tripods, cameras, large portable monitors, exam screens and a second computer cart to our circulating equipment collection
- All of our public/lab printers now have locks on paper trays. This came out of suggestions at the spring staff meeting and we're happy to not have to monitor paper supplies as often now!



Printer locks

Other highlights

- The College will be celebrating its 50th this year and we look forward to taking part in events from September-May.
- Civil Engineering will start in January 2020, and we will be meeting with faculty to establish appropriate collections for the program. Our display for Engineering Week in March (photo above) was a chance to promote interest in the new program.
- The Library hosted May Days Professional Development sessions on BCCampus Open Textbooks, and on Plagiarism. We have various new strategies for helping students to avoid plagiarism, including orientation

sessions for all incoming International Students, an updated Academic Conduct Policy, a plagiarism tutorial being prepared by our Centre for Teaching and Learning, and a new placement test for students.

- We continue to assess print vs. online collections. This past year we added 383 new ebooks selected by librarians to support classes across the region. This summer we will be dropping most of our remaining print periodical indexes; a few titles will move into the reference collection.
- In Vanderhoof a new campus will open in January 2020. We were happy to have a chance to participate in the planning sessions and provide input for the library/resource centre space.

Douglas College

submitted by Trish Rosseel, Director, Learning Resources and Records Management

Outreach & Engagement

Over the past several months, Alex Dobre, our Engagement and Outreach Librarian, has worked closely with Library Technician colleagues Lindsay Russell and Angela Fleming to roll out a range of activities in celebration of Black History Month, Freedom to Read Week, and National Poetry Month.

Blind Date with a Book

To spotlight Black History Month, the libraries ran a special promotion from February 4–15, 2019. Books highlighted were wrapped in craft paper with keywords written on the wrapping to give patrons some clues as to what the book was about. The selections included were either written by Black Canadian authors or are about prominent Black figures, social movements or historical events, drawing from different genres, including fiction, non-fiction, classics and modern works. Our measure of success came when we ran out of offerings at New Westminster!



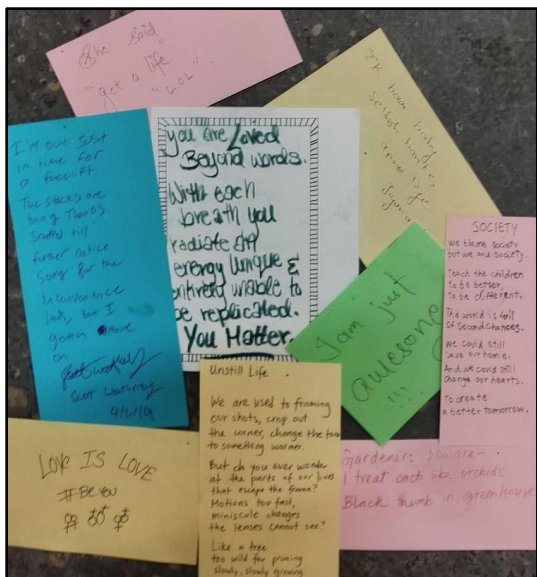
Freedom to Read

This year students and employees were invited to 'Get caught reading'. We displayed all the books in our collection listed as 'banned books' and invited people to celebrate their freedom to read by having their mug shot taken. Shown here is a compilation of some of our student and staff participants.



National Poetry Month

Student poetry from the college publication "Pearls" were displayed prominently in a space where we also made coloured paper available for budding poets to share their thoughts with others.



Long Anticipated Facelift: New Westminster Library HVAC Upgrade = Space Refresh



The renovation of the New Westminster campus began mid-April 2019.

Our 2nd floor entrance (pictured here) will become both a welcoming and flexible space. In consultation with renovation project partners from all stakeholder groups, Kasian Architecture created a conceptual plan which:

- highlights our collections, research, and teaching activities
- integrates information technology support into our service desk
- consolidates print and copy/scanning zones

In addition, our 3rd floor shelving will be re-oriented to create more natural light, shift students towards the windows, and mitigate noise along the north wall and in group study rooms.

In the meantime, we've moved into temporary staff and services spaces until the renovation is complete. We continue to provide access to reserve, new book, equipment collections in NW, with additional items available on request from our Coquitlam Campus Library. In addition, scaled back print/copy/scan, research, and instructional services are still available in NW.

Will report back from (with luck) our new refreshed space in the Fall newsletter with before and after pictures.

Hellos, Goodbyes

This February we welcomed Darcy Lovsin, who came to us from Langara College where she had been the Copyright Librarian for the past year and a half. In addition to copyright, Darcy provided reference and instructional services, was a liaison for a range of departments, and coordinated open education activities and groups. Darcy is acting as our Head of Reference Services Librarian until Shannon Moist returns from her maternity leave in January 2020.

This past March, we bid farewell to Vivian Ng, our NW Library Technician, Public Services. Vivian had been with us for 26 years, most recently covering our evenings. Another of our long service employees, Glen Robinson, left us at the end of May. Glen was also one of our NW Library Technicians with a focus on Public Service and Interlibrary Loans. He has been with the Library for 24 years. We wish them both happiness and good health in their next adventure - retirement.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Mason bees at JIBC Library

Library staff at JIBC are involved in an institution-wide initiative to support pollinator bees on the grounds of our New Westminster campus. Each spring the harvested cocoons from the previous season are placed near the nesting house. These cocoons hold fully developed bees waiting to emerge and begin their life cycle. After mating the female will carry pollen back to the box and lay her eggs and seal each one off with a mud wall. The eggs slowly develop into the next year's cocoons. Mason bees don't sting or produce honey but they have an incredible ability to cross-pollinate (they are 10 times more efficient than honey bees) helping to produce bountiful fruit harvests and beautiful flower beds.



New eBook LibGuide at JIBC

Inspired by the increasing number of eBooks and audiobooks in our collection (more than 350,000!), we created a Libguide to help our instructors and students access all of our eBooks and audiobooks. Have a look:

<http://libguides.jibc.ca/ebooks>

Librarians also conducted workshops for faculty and staff to promote these collections, which include *Access Medicine*, *EBSCO Academic eBooks*, Forensic and Homeland Security titles from Taylor & Francis, *Stat!Ref* and *Thomson Reuters ProView*.

National Indigenous Peoples Day – June 21

Library staff are preparing a large book display for National Indigenous Peoples Day. We will showcase our book and DVD collection, and have iPads available for viewing our streaming media. Our [bibliographies: Indigenous Peoples, Indigenous Peoples' & the Justice System, and Residential Schools](#) will be available. We will also be promoting our [Indigenous Resources Libguide](#) along with a new bookmark. Hopefully we will be checking out lots of books and DVDs during the display.



Kwantlen Polytechnic University

submitted by Todd M. Mundle, University Librarian

Library Launches OPuS

During Open Education Week OPUS (Open Publishing Suite) was officially launched by the Library. OPUS collectively refers to a suite of services and tools offered by the Library in partnership with the Open Education Office. Filling a gap in support, OPUS assists faculty and students in book and journal publishing, making their work available online and offering a variety of publishing options including support for KPU instructors to create or adapt OERs (Open Educational Resources) licensing the materials to be freely accessed, shared and adapted.

OPUS includes:

Pressbooks

- Assistance for conversion projects from Word documents to Pressbooks ebooks
- Full or partial conversion support is available
 - Already formal contact/interest from 7 faculty projects with several more identified
- First completed project is Psychology Instructor Sarah Murray's Introduction to Psychology Study Guide; a 16- chapter text including inline images, videos and interactive study questions covering curriculum for KPU's PSYC 1100 and PSYC 1200 courses. It has been included in BCcampus' Open Textbook Library.

Open Journal Systems (OJS)

- OJS is open source journal management and publishing software developed by the Public Knowledge Project at SFU, used by over 10,000 journals in the world.
- It can be used for both traditional journals as well as student journals, and as an Open Pedagogy tool in setting up a course journal to teach students about the publishing process and enable them to share their work with the world.
- Examples of journals housed at KPU so far:
 - Transformative Dialogues
 - Horticulture course journal: Logan Creek Decolonization Project Journal
 - Nursing course journal: Nursing Leadership Student Journal
 - Kwantlen Psychology Student Journal

KORA - Sharing work through KORA

- Our institutional repository since 2015
- Showcases KPU work with the world by making it openly available and findable

Helping courses become Zed Cred ready through Moodle integration of library resources

- Librarian works with faculty member to tap KPU licensed resources within a Moodle site.

Support for open is a library wide initiative spearheaded by Caroline Daniels and Karen Meijer-Kline. More information available at <http://www.kpu.ca/library/OPUS>

KPU Authors Display for KPU Day

The Library celebrated KPU Day by creating a book display at Richmond Campus featuring KPU authors. We selected a few notable titles and asked the authors to comment on their research: the process of writing, interesting tidbits, or anything they wanted readers to know. Their comments were displayed alongside their work, and the goal was to garner interest in and feature the breadth of talent and research by KPU employees!



Focus on Black History Month Together with KPU

Together with KPU International, the Library marked Black History Month with an enhanced display featuring books and media by Black authors, artists and activists. We featured staff recommended books, streamed video, and even provided listening stations with music. Our goal was to have visitors consider and honour the contributions and experiences of Black communities and individuals, both historic and contemporary. The display was a success: many of our recommended books were borrowed and the display sparked meaningful conversations.



New Wellness Collection

New for 2019, we've been hard at work establishing a new Wellness Collection at the Library. This is a small, curated collection of books designed to provide resources to users surrounding the Six Dimensions of Wellness of KPU's Healthy University Initiative. The purpose of the collection is to provide opportunities for our students and employees to educate themselves on aspects of their emotional, financial, mental, physical, social and spiritual wellness while using the library. The collection is housed at Surrey Campus Library and available to be placed on hold and sent to any campus library.



KPU Tech and Trades Open House

Alongside Trades Librarian Angela Ryan, Student Engagement and Community Outreach Librarian Kelsey Chaban welcomed prospective new students at the KPU Trades & Tech Open House on November 20. Visitors were treated to information on how the Library supports Trades and Technology students, a spin on our prize wheel, and offered a custom button of their area of study!



Asian Representation Matters Library Exhibit

As a capstone to May as Asian Heritage Month, the students in ENGL 4350: Topics in Film Studies (“Not Your Sidekick Anymore: Asian Representation Matters”) curated a library display that launched June 5th. Focusing on Asian representation in film and media, their research projects included annotated bibliographies, library guides for DVDs in the subject area, and scholarly poster presentations. KPU librarians Kelsey Chaban and Karan Bola helped to coordinate the display.



Open Doors, Open Minds

On April 30th, the Library participated in the Education Fair portion of the third annual Open Doors, Open Minds event which welcomed Indigenous High School students to KPU. More than 170 high school students attended performances and mock classes and visited the various Education Fair tables to learn about the programs and services of KPU. The Library’s table had a fun prize wheel as well as information on Library services including a handout on the Indigenous Studies subject guide available on the Library website.



Reading Link Community Challenge

In partnership with Fraser Valley Regional Library, KPU Library hosted the annual Reading Link Community Challenge at our Langley Campus on April 24. The Reading Link Challenge is a competition that spans the school year, and sees teams of grades 4 and 5 students read selected books and then participate in book trivia elimination challenges. This event was the 'semi-finals' of the Reading Link Challenge, and the winners got to advance to the Finals! We hosted over 50 participants and welcomed about 150 spectators on this high-energy, enjoyable evening.

Outreach Visits to Local High Schools

On February 20th, two of our librarians, Kelsey Chaban and Lisa Hubick visited a grade 12 Justice Inquiry class at North Delta Secondary. Lisa and Kelsey engaged with the students and spoke to them about transitioning from a high school to a postsecondary academic environment. They taught students basic skills on researching and citation.

Student Engagement and Community Outreach Librarian Kelsey Chaban visited the Langley Education Centre on April 3 to speak to a group of Entrepreneur students on research and business resources at KPU. The class was preparing for an upcoming business plan competition, and were excited to find out about the resources they could access on our campuses!

KPU Science Rendezvous and Open House

On May 11th KPU Library welcomed families to learn about seed saving, the seed lending library, and how to sign up for a KPU Library community borrower card. Craft stations were set up for

children to create handprint flower bookmarks with mini seed packets serving as the flower pot for their creations. The seeds were harvested from the garden of one of our Librarians!



Lessons From the Past: Everyday Sustainability event

On June 1, the Library and the Kwantlen Student Association partnered at a KPU table during the Museum of Surrey's *Lessons From The Past: Everyday Sustainability* event which featured talks, crafts and demonstrations centered on how people in the past lived eco-friendly lifestyles, and how those same lifestyle choices can be embraced today. The Student Association raised awareness about climate justice movement events @SustainableKSA is involved with, while the Library promoted community borrower privileges along with the Seed Library. This event was part of Surrey's Environmental Extravaganza series, which offers over 100 free environmentally themed programs throughout the city between April 22 and June 11.

KPU Family Orientation

Librarians Karan and Lisa represented KPU Library at an interactive booth that provided information for incoming students about the KPU Library, citation style guides, and more. This year's interactive activities included a prize wheel and a book jar with reading suggestions colour-coded by genre.



Colleen is widely liked and respected by everyone in the library, and those faculty with whom she worked. Colleen is that perfect blend of direct, yet tactful and compassionate. She is often the one to say what is on everyone's mind, but always with a touch of humour, and never hurtful. Colleen's genuine nature makes her a delightful colleague that will be terribly missed by all that knew her at KPU. Thank you Colleen for your hard work, dedication and years of service at KPU Library. May you have a restful, relaxing and enjoyable retirement.

Retirements and New Hires



Colleen van de Voort (Indigenous Studies, Geography, & Anthropology Liaison Librarian) is retiring June 30 after being an integral part of the KPU Library team over the last 25 years. Over that time, Colleen wore many hats including overseeing circulation and audiovisual services, copyright, and library building projects. The most notable renovation project she headed up was the Surrey campus expansion in 2007/2008. That project more than doubled the library in size, yet stayed open throughout. She kept the projects and people on track, as all manner of challenges were thrown her way.

Colleen was also integrally involved in the development of KORA (KPU's institutional repository). Her practical, can-do attitude, and depth of knowledge about copyright and policy issues, were immensely helpful as KPU Library developed procedures for the new institutional repository.

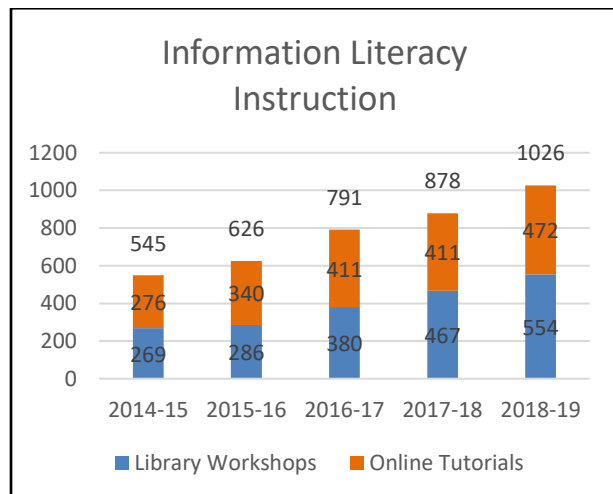


Karan Bola is the latest Librarian to join KPU filling in as Kelsey Chaban's maternity leave replacement as the Student Engagement & Community Outreach Librarian. Karan is a familiar face at KPU, she completed her professional experience project with KPU Library as part of her requirements for her MLIS degree. She is also an alumna of the Psychology program and the original LifeSpan Cognition Lab Project Manager that grew the study from the ground up. In this role, she juggled multiple duties including leading community outreach recruitment strategies, coordinating outreach events, and working with KPU Marketing on promotional efforts. During her time at UBC, she worked as a Student Librarian at the UBC Library Small Business Accelerator (SBA). In addition to reference and other duties, she also managed the SBA's social media marketing, created online content, and sought out opportunities for the SBA to participate in events and establish connections with the greater business community.

Karan impressed us with her strong project management skills, innovative iSchool project work, and her commitment and dedication to student success. She is also a fluent Punjabi speaker!

Langara College

submitted by Patricia Cia, Director, Academic Innovation, and Dan Slessor, Communications Librarian



The busy times continue at the Langara Library & Learning Commons. In addition to a record number of visitors to the Library this year and the growth of the Library's information literacy instruction services; the College is also marking its 49-year history on 49th Avenue with yearlong "Beyond 49" celebrations. On June 15, the College hosted Community Day, a campus-wide party for students, staff, alumni, and members of the community. As part of the festivities, the Library hosted an open house, where community members signed up for free community borrower cards, checked out books, and participated in a Human Library event.



A Community Day display celebrating the Library's history.

Learning Strategist in the Library

The Library hosted a Learning Strategist Pilot during the fall and spring semesters. A Learning Strategist is a professional who assists students with developing various academic and executive functioning skills, such as organization, working memory, reading/writing skills, time management,

and more. A working group representing various support departments identified a gap in this type of support on campus and was able to secure one-time funding from the Ministry for the pilot.

The pilot contracted an external consultant to conduct an environmental scan during the fall semester and a one-on-one learning strategist service during the spring semester. 15 students participated in the pilot and met with the learning strategist for an average of six sessions each over the 11-week pilot. Overall, students reported high satisfaction with the pilot.

Langara secured another round of funding to extend the pilot for 2019/2020. One of the key deliverables for the coming year is a recommendation on a referral process to/from the learning strategist including faculty in the classroom.

Website Updates



Having spent much of the past year transitioning a substantial amount of content from the College's content management system to the LibGuides platform, the Library's redesigned Assignment Help section of the website officially launched in early May. This coincided with an update to the College website, which incorporates the College's new dual logo branding. In 2016, the College was honoured to receive the name snəwəyət leləm (house of teachings) from the Musqueam nation. Langara College is located on the traditional unceded territory of the Musqueam people.

International Student Orientation

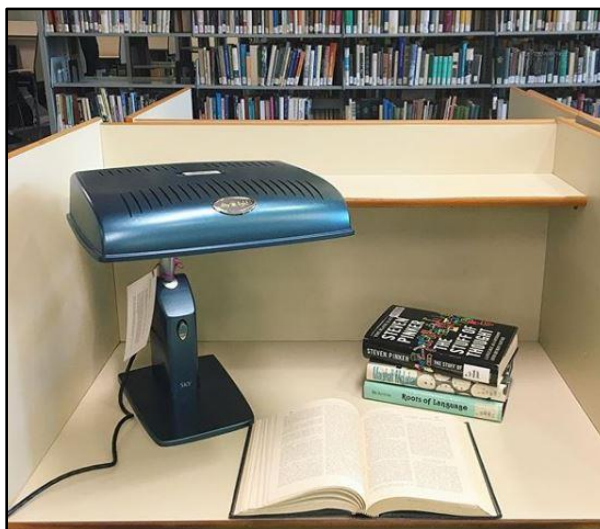
The Library & Learning Commons has reimagined its approach to international student orientation. In the past, the Library offered a lecture-style orientation for new international students to coincide with other presentations hosted by departments around campus. Student engagement in these sessions had been poor, particularly in the sessions late in the day. Starting in the fall semester, the Library changed the format to a library tour, with various stations located throughout the Library & Learning Commons to connect students with staff and to

highlight the various supports available at the Library. The new format resulted in greater engagement with students and feedback from students and volunteers from the fall and spring sessions has been positive.



Light Therapy Lamps

The Library added two light therapy lamps to its collection just in time for the spring De-Stress Fest. The lamps mimic spring and summer light levels as a mode of treatment for Seasonal Affective Disorder (SAD), adjusting to a nighttime work schedule, jet lag, and the general feeling of the winter blues – low energy, irregular sleep patterns, and irritability. The lamps can be signed out from the Library's Check Out Desk for one-hour loans.



Open Langara

The Library continues to expand its support for open education resources (OER) on campus. On

March 6, Open Langara hosted a wine and cheese event for college instructors. The event celebrated Langara instructors who are leading the way with OER at Langara and highlighted student perspectives on OER.

Open Langara further promoted the adoption of open textbooks by partnering with BCcampus to offer Langara instructors a \$500 honorarium to review a textbook in the [BCcampus Open Textbook Collection](#). 15 instructors participated in the review with some adopting the textbook they reviewed for their classes.

Statistics regarding Langara's open textbook adoption are now available on the [Library's Tableau Public page](#).



Research and Writing Coach-In

The Library and the Langara Writing Centre are collaborating to host monthly research and writing clinics for students. In addition to enjoying free coffee, hot chocolate, and snacks, students from all disciplines can drop in to the clinics to get help with research, writing, and citation at one convenient location.

Library Living Room

The Library continues the tradition of hosting De-Stress Fest during the stressful exam period. This year, the Library hosted a Library Living Room, where students took short study breaks in the Library classroom with video games, puzzles, and snacks. The feedback from students at this well-attended event was positive.

Library Planning Sessions

With the Library's current strategic plan ending in 2020, the Library has begun taking steps toward the development of a new strategic plan. On April 17, the team gathered for a session facilitated by external consultants from Emotus Operandi to

review past successes and begin to determine the Library's direction in the coming years.

Staffing Updates

Lindsay Tripp returned from maternity leave in December and resumed her position as Copyright Librarian. **Darcy Lovsin**, Lindsay's maternity leave replacement, continued a short contract with the Library overseeing the Open Langara portfolio before taking on a new position at Douglas College. The Library wishes Darcy the best in her new position.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Year Three Library & Learning Commons services and activities continued at an accelerated pace. Library classes, Research help, Circulation and Room Bookings maintained or exceeded the previous year's levels. New initiatives were undertaken and the LLC staff continued to build on the successes of the previous two years, while enhancing the scope of our information resources by adding Statista and Oxford Reference Premium databases, print and e-books as well as streaming media and formal research desk hours were scheduled into the evenings and Saturdays at Comox Valley (CV).

Borrowing of print books showed an increase of 18% over the past year; the Discovery tool showed an increase of 13% with 102,441 searches; Room bookings were up 8% even without any data from CR for the fall and winter semesters, during the re-location during construction; there was a total of 6474 room bookings with 17,539 students using the study rooms at CV and Port Alberni (PA).

The laptop lending program which was initially piloted at CV proved to be an outstanding success; statistics collected for February and March totaled 524 loans. Five additional laptops have since been purchased for CV and we are now rolling out the program at Campbell River (CR) and PA.

With funding from the Office of Global Engagement, the LLC was able to hire a full time Information Services Librarian, September – April, who worked one day a week in CR and four days in CV, one being Saturday to provide research services more widely. As well, part-time Library Technicians were hired in CV and CR to provide additional library support.

As committed in Year 3 of the NIC Strategic Plan, the LLC worked on and achieved numerous goals, including rebuilding APA and MLA Citation style guides and publishing guides on Fake News, First Nations Literature and Residential Schools, introducing room booking kiosks and updating website content, with new templates and user experience in mind.

One of the great successes this spring was the Late Night Against Procrastination held at CV on March 7th. The LLC was open until midnight with faculty and staff helping students with research, writing and citing; Counselling was available and workshops on time management, grammar and writing were held; the event included pizza and snacks and fun activities such as campus walks, a 3D printing demo, yoga and a station with therapy dogs. Six hundred students entered our doors!

On March 31st, visual artist and author, Michael Nicoll Yahgulanaas spoke to a captive audience on campus in Stan Hagan Theatre; his graphic novel, *Red: a Haida Manga* was showcased on two giant whiteboards and received much praise from him. The display, which was assembled by Erin McLeod, CV Library Technician resides in the CV LLC at the current time.





Northern Lights College

submitted by Dawna Turcotte, Librarian

Library News

Christine Callihoe, part-time Library Assistant departed from our Fort St. John Campus in December.

Brigitte Van der Meer replaced Christine Callihoe. Brigitte brings extensive transferable skills as well as bookstore experience.

On July 2, Meredith Temple starts her first day as Copyright/Library Assistant in the Dawson Creek Campus. Meredith is a newly minted MLIS graduate from UBC and hails from Fort St. John.

We recently created a new Library Materials Libguide for physical acquisitions:

<https://libguides.nlc.bc.ca/newmaterials>

College News

Northern Lights College has a small rodeo team and will be renovating existing facilities at the Dawson Creek College farm to include: a 150x250

outdoor arena with a complete setup for roping events. "Barrel racers, pole benders and goat tiers will have ample opportunity to practice in an arena this size. The arena also includes upgraded panels to one day be able to buck roughstock".
<https://www.facebook.com/nrnlightsrodeo/>

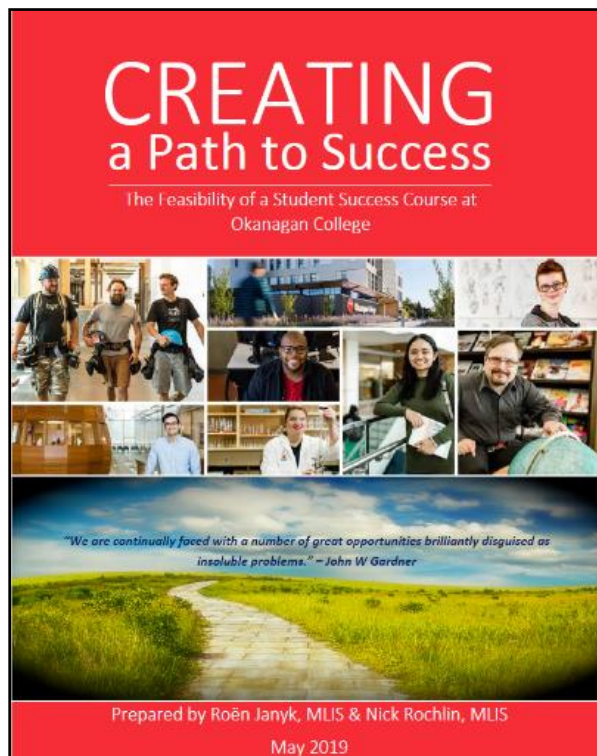
For the second year in a row, the College has rebranded its logo. Here is the latest version:



Okanagan College

submitted by Ross Tyner, Director of Library Services

Successful Students



Over the winter semester, librarians Roën Janyk and Nick Rochlin completed a feasibility study on a potential for-credit student success course. The study included a literature review, in-depth

environmental scan, student survey, and cross-institutional faculty and staff consultation. The study revealed strong support among students, faculty and staff for a credit course on student success skills and/or health and wellbeing. Roën and Nick wrote up the results of their work in a report, entitled *Creating a Path to Success: The Feasibility of a Student Success Course at Okanagan College*. The report includes a number of recommendations which will be reviewed by the College in the near future.

Excellent Employees



Elke and Yvonne

Three Library Services employees were honoured at this year's Employee Excellence Awards, a peer-nominated program that recognizes specific contributions made by OC employees. Library Technician Yvonne Caldwell was a finalist in the Career Achievement category, while Trades Success Centre Coordinator Elke Pritchard and Salmon Arm Campus Librarian Taryn Schmid were both finalists for the Key Directions Award, with Taryn being named the winner in that category. Congratulations to all three for their outstanding achievements!

Midnight Motivation

On Thursday, March 21, the College's Penticton campus library hosted the fifth Long Night Against Procrastination, a special late night event designed to help students make progress on their end-of-semester projects and papers. The event started at 9 p.m. and students worked on their assignments through the night until 2 a.m. Approximately 50 students showed up – some in their pyjamas – and were helped throughout the evening by a half dozen faculty and staff. Throughout the evening students were treated to breaks, snacks, midnight pizza and fun activities to help bust the late-night blinks and crush

procrastination. Students had several study break options available to them, including yoga (led by student Savina Singh) and a viewing of the Super Worm Moon. Door-prize draws were announced every hour. In addition to motivating students, this event helps them to release stress and bond as a campus community.



Students listen hopefully for their names in the 11pm draw

Fond Farewells

Employees who have recently left, or will soon be leaving, OC Library include Library Technicians Anita Zittlau and Anne Caughlan, both of whom are retiring, and Librarians Elise Tung and Nick Rochlin, whose term contracts are ending due to the return from leave of the librarians they are replacing, Jill Sinotte and Lindsay Willson. All four departing employees have made important contributions to the library during their time with OC and we wish them well in their future endeavours.

Simon Fraser University

submitted by Leah Hopton, Library Communications, for Gwen Bird, Dean of Libraries

Dean's Lecture on Information and Society



Dean Spade

A sold-out crowd enjoyed SFU Library's 2nd annual Dean's Lecture on Information and Society held at SFU Vancouver on April 4th. This year Dean Spade, Associate Professor at Seattle University School of Law, spoke on the topics of 'pinkwashing and mainstreaming'. Both an engaging speaker and innovative thinker, Dean captivated the audience with his thought-provoking ideas.

GSS Open Access Award

Since 2015, SFU Library has partnered with the SFU Graduate Student Society to present the GSS Open Access Award to students who publish their research in fully open access journals. Twenty-seven students received the award in 2018, with \$130 awarded to each student who applied for the award and demonstrated that they had published an article in a qualifying journal and deposited their article in Summit, SFU's institutional repository.



We asked the award recipients the question "[What does open knowledge mean to you?](#)", and throughout the summer we are celebrating the award recipients by sharing their responses on the Library webpages.

Undergraduate Writing Contest

Earlier this spring SFU Library's Student Learning Commons (SLC) and Faculty judges came together to celebrate winners and honourable mentions of the SLC's 2nd Annual Undergraduate Writing Contest. The contest, which welcomes academic writing from Undergraduate students in any discipline, attracted more than its cap of 25 submissions in each of the Upper Division and Lower Division categories. Judges commented on the overall high quality of the submissions, and on how difficult it was to choose between them. Read about the latest winners at: <https://journals.lib.sfu.ca/index.php/slc-uwc/issue/view/56>

Open Education Resources Grants: Year Three

In collaboration with the Teaching & Learning Centre and with funding from VP Academic, SFU Library issued OER grants to nine projects in 2018 for a total investment of \$44,833. The grants of up to \$5,000 each are issued to Faculty members to assist with the redesign of a course to use OER as the primary course material, and to help with adoption and/or adaptation of open textbooks or other OER for that purpose. The Library estimates that the program has saved SFU students more than \$1.2 million over the past three years.

SFU Vancouver Celebrates 30 Years

This year SFU Vancouver celebrates 30 years since the Harbour Centre campus opened its doors. A lot has changed in 30 years and the Belzberg branch of the SFU Library, located at Harbour Centre, has evolved in a multitude of

ways to keep up with student and faculty needs. The anniversary comes with some sadness as it coincides with the retirement of Karen Marotz, who has been the Head of Belzberg Library since its opening.



Staff Updates



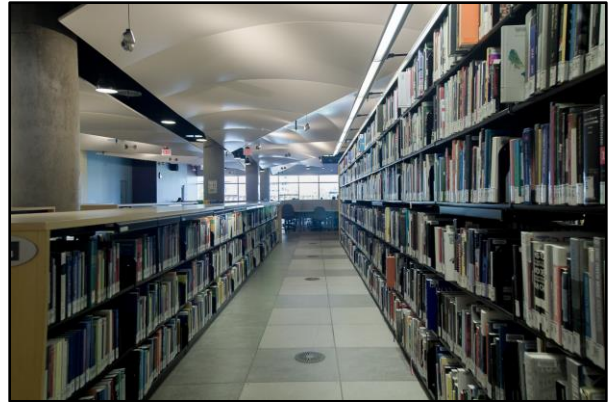
Congratulations to Karen Marotz who will retire from the SFU Library on July 26th. In her role as Head, Karen has led and shaped Belzberg Library from its earliest days. She oversaw the increasing computerization of library work (from the early days of CD ROMS and email reference), welcomed the arrival and growth of new programs such as Public Policy and Contemporary Arts, and helped to build an inviting and scholarly collection. Recruitment is currently underway for the position.



Mark Jordan, who has been with SFU Library since 1998, was appointed Associate Dean, Digital Strategy on January 1st. Mark will oversee the newly merged Digital Library Services, Library Computer Operations, and Digital Initiatives.

Editor's note: We've added some inspiring photos of the **SFU Surrey campus library** where the CPSLD Spring 2019 meeting took place.





Thompson Rivers University

submitted by Kathy Gaynor, University Librarian

Library Staff Changes

Hellos

- **Franklin Sayer** - Franklin joins TRU Library as the Science, Technology, Engineering and Mathematics Librarian. Franklin has an MLIS from the University of British Columbia and a Bachelor of Arts with an Honors Double Major in Psychology and Science in Society from York University. Franklin has worked at UBC and most recently worked as a Pharmacy Liaison Librarian at the Bio-Medical Library at the University of Minnesota.
- **Laura Davies** – Laura is the library's new Library Services Support Coordinator. Laura worked at the TNRD Library as a library technician in the acquisitions department. Laura earned the TNRD Certificate of Appreciation for her commitment and dedication for 10 years of outstanding public service and the Premier's Above and Beyond Award in recognition of her service and response to the 2017 BC wildfires and floods.
- **Carmen Hinkson** – The library's newest Library Client Services Associate is Carmen Hinkson. Carmen worked at the TNRD Library (Chase Branch) serving patrons at their circulation desk and providing reference support. Prior to working for the TNRD Library system, Carmen has worked in libraries in Ontario and Norway.
- **Kathy Gaynor** – Not necessarily a new employee (she's been with TRU since 1999), Kathy Gaynor is now serving the university as the University Librarian. Kathy started her 5 year term as University Librarian on Dec. 1, 2018.

Farewells

- **Trina Sampson** – Trina worked for nearly 10 years in the library's acquisitions unit and on the Information desk serving students and faculty. Trina joined TRU's Enrolment Services.

- **Kristen Johnson** – Kristen worked in cataloguing, libguides and website maintenance and provided significant support in the library's institutional repository, TRUSpace. Kristen joined TRU's Enrolment Services team.
- **Brenda Mathenia** – After serving as University Librarian for 5 years, Brenda served as the Geography, GIS and Data Librarian. In the spring, Brenda accepted the position as Director of Teaching and Learning Resources at the College of the Rockies.

Celebrations

Congratulations to **Brenda Smith**, Open Education Librarian, for receiving the 2019 TRU Faculty Distinguished Service Award!

Erin May, and the members of her research team, earned a grant through TRU's Emerging SoTL Scholars program through TRU's Centre for Excellence in Learning and Teaching.

Michael Purcell, Systems Librarian, earned tenure and promotion! Congratulations Mike, on your well-deserved achievement!

Events

Books and Bannock



TRU Library teamed up with Indigenous Education to host a book club event in celebration of

Indigenous Book Club Month. The Library had a selection of over 100 books written by Indigenous authors available to borrow. Nearly 45 book club participants came to talk about their books, enjoy bannock, coffee and tea and were entered into great door prizes: 2 weekend passes to the Kamloops Powwow, 2 passes to the Secwepemc Museum and a Gift Card for the Painted Pony restaurant located in downtown Kamloops.

SAILS Conference



TRU Library joined up with the TNRD Library to host a joint library professional development day, called SAILS (Symposium for All Interior Library Staff). The theme of this event was inclusion, diversity and equity. Keynote speaker was Ivan Coyote and the symposium featured sessions which looked at print, physical and virtual accessibility, as well as how library spaces can be transformed to be more inclusive for the people we serve. Attendees for the event included library employees not only from TRU and the TNRD Libraries, but also from NVIT and the Royal Inland Hospital Libraries.

TRU Annual Trash Bash



Each spring, TRU Sustainability Office hosts 'Trash Bash' - a large-scale effort to beautify the campus grounds. This year the library formed a team named Game of Loans. The library team filled five bags of garbage and recycling! While we thought our team name was clever, we did not win the coveted "Best Team Name" award. There is always next year!

Open Education Resource Development Grant

The University Library in conjunction with the Centre for Excellence in Learning and Teaching (CELT) and Open Learning run the Open Education Resource (OER) Development Grant Program. This program provides funding and support to TRUFA and TRUOLFA faculty members who wish to integrate open educational resources into their TRU courses. This direct support can be used by faculty to adopt, adapt and/or integrate open educational resources as primary materials within their TRU courses. This year the program supports 7 new projects which support TRU's strategic goals of student success and sustainability.

Trinity Western University

Submitted by Darcy Gullacher, University Librarian

New Faces

Spring, 2019 at the Norma Marion Alloway Library was a period of significant change. In January Darcy Gullacher arrived to assume the role of University Librarian, Tracey Krause joined the team in February as University Archivist and Assistant Librarian, and in April we welcomed Caroline Ahn as Assistant Librarian: Systems and Technical Services.

Renovated Spaces



May 31, 2019. The last day of public access to the library

Summer, 2019 will see TWU's Learning Commons move into a renovated main floor of the Library, so in preparation the library team has been diligently working to clear out material. This meant an extensive weeding of our reference section, bound print journals and audio/visual material. Reference material that we are retaining will now be interfiled with the general collection, but remain non-circulating. After an extensive weeding of bound journals, journals retained were moved to our lower level. We also undertook a significant re-shuffling of our study spaces and moving and re-anchoring of shelving. The result was some very profitable book sales for the library, and plenty of square footage available for new collaborative study areas, a re-designed circulation/reference desk, and new group study areas.

TWU's Learning Commons includes Academic Advising, Career & Professional Development, Disabilities & Equity of Access, Learning Community One (a program for new students entering on academic probation), Success Coaching, Supplemental Instruction, and our Writing Centre. By bringing the Learning Commons and Library under the same roof, we believe we will form better linkages between two departments and provide seamless access to both Library and Learning Commons services. An update on how the renovation progressed will be in the Fall, 2019 newsletter.

Long Night Against Procrastination and LOA Weekend



Plan your weekend at Alloway Library

get things done!

FRIDAY APRIL 5
 Librarians available 9 AM - 8PM
 Writing Centre | Room 230 9AM - 2PM
 Relaxation Station | SAMC Gallery All Day
 Free Sodexo Coffee and Goodies | SAMC Gallery 8PM - 11 PM

SATURDAY APRIL 6
 Librarians available 4-8PM
 Ozzie the library dog 10-6
 Relaxation Station | SAMC Gallery All Day
 Free Sodexo Coffee and Goodies | SAMC Gallery 8PM - 11 PM

Librarians available 1:30-5PM
 Arnold the Library dog 2-3PM
 AskAway online librarians till 9PM

Have an Alloway Library weekend!

RESEARCH HELP DESK WRITING COFFEE SNACKS DOGS ZONES RESEARCH CENTRE DOGS SNACKS

LOA

Extended hours!

FRI APR 5 7:45AM - 11:00PM
SAT APR 6 10:00AM - 11:00PM
SUN APR 7 1:30PM - 5:00PM

twu.ca/library

Be sure to study now today!

Our popular Long Night Against Procrastination (LNAP) and LOA weekend returned for the Spring, 2019 semester, again to great success. Our LNAP on February 25 saw over 500 students in the library, more than double our normal gate count for a weekday evening. The LOA pre-finals extended hours for the Writing Centre and Research Help Desk, and the ever popular therapy dogs were very welcome by all the students!

A Sad, But Well-Earned Retirement

After over 30 years of service in the Norma Marion Alloway Library, Administrative Assistant Sharon Vose is retiring in June, 2019. Sharon saw many changes over her time at TWU: a move from the former Vernon Stromback Library into the current library, carbon paper typewriters to fully networked workstations, and card catalogues to fully integrated ILS software systems. Through all the changes, Sharon's constant grace, work ethic, and organizational skills kept the library running smoothly. She will be missed by all, but we are glad she will be able to spend more time with her beloved grandchildren and in her garden.



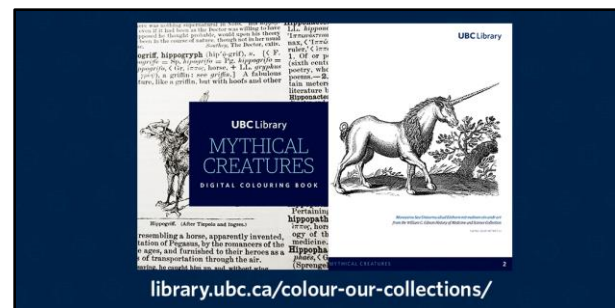
On May 31, 2019 library staff past and present gathered to celebrate Sharon Vose's 31 years of service to the TWU community. Sharon is fourth from the right in the first standing row.

Lori Penner, one of our current Library Assistants, will assume the role of Library Technician: Administrative Support, Technical Services, and Circulation Support starting in mid-June, 2019.

University of British Columbia

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

UBC Library launches a new 'Mythical Creatures' themed digital colouring book



Experience history at the tip of your pencil crayons! UBC Library's Digital Colouring Books aim to inspire creativity and spark curiosity through the art found in our Rare Books and Special Collections. UBC Library joined the New York Academy of Medicine library and others to offer this unique way to engage with the library content.

UBC Library's Colour Our Collections project was awarded first place in the 2019 IFLA PressReader International Library Marketing Awards. The award honors organizations that have implemented creative, results-oriented marketing projects or campaigns that promote the library.

[Explore UBC Library's Colour Our Collections](https://library.ubc.ca/colour-our-collections/)

Unique skillset makes librarians vital to medical research at UBC



UBC librarians are expert searchers, organizers and analyzers — and this unique set of skills is making them indispensable to medical research at UBC.

In the spring of 2018, the Canadian Institute of Health Research funded twenty-two grants through the Opioid Crisis Knowledge Synthesis Operating grant. This \$1.85 million dollar grant aimed to address the pressing evidence needs of knowledge users within the context of the Canadian Drugs and Substances Strategy and help tackle the most urgent elements of the opioid crisis, including opioid-related mortality rates.

[Read the full article](#)

UBC Library acquires the personal archive of Hanna Wassermann Walker



UBC Library's Rare Books and Special Collections (RBSC) has acquired the personal archive of Hanna Wassermann Walker (1893-1985), a significant figure of pre-WWII Viennese cultural and social life. Her remarkable story had been relatively unknown until now.

Born in Vienna to a Jewish family, Hanne Wassermann Walker left Nazi-occupied Austria in 1938. After living briefly in England, and then in New York, she went to emigrate to Canada, taking up residence in Vancouver and later North Vancouver. She became a resident of British Columbia in 1943.

A well-known figure of Viennese society during the 1920s and 1930s, Wassermann Walker was at the forefront of the Weimar-era body culture movement. Her school of gymnastics and health manuals for women brought her international fame and recognition from reputed medical institutions and clinical specialists. Among her correspondents, friends and students were film stars, artists and members of the European aristocracy, including the Rothschild family, Lady Louis Mountbatten, Helen of Greece and Denmark and actress and wireless communications pioneer Hedy Lamarr.

[Read the full story](#)

Emerging Media Lab's new home in UBC Library brings tools for learning to a wider audience



UBC's Emerging Media Lab (EML) has a new hub, right in the heart of campus. Established in 2016 as an experimental space where faculty, students, and staff from all disciplines could collaborate with industry and community, the lab made its mission to evolve learning by creating tools and techniques using emerging media including Augmented, Mixed, and Virtual Reality.

Now, in its newest location in the Irving K. Barber Learning Centre, the lab is hopeful that the new space will attract a larger and even more diverse group of users and continue to be a truly interdisciplinary space.

[Learn more about the new Emerging Media Lab](#)

Daniel Marshall wins the 2019 Basil Stuart-Stubbs Prize for his illuminating narrative of the 1858 Fraser River Valley gold rush



Dr. Daniel Marshall has won the Basil Stuart-Stubbs Prize for outstanding Scholarly Book on British Columbia for his book [Claiming the land: British Columbia and the making of a new El Dorado](#). The \$2,500 prize, given by UBC Library and the Pacific BookWorld News Society, was awarded at UBC's Irving K. Barber Learning Centre in April.

Published by Ronsdale Press, Marshall's book is a carefully researched narrative of the 1858 Fraser River Valley gold rush that enriches our understanding of that pivotal period in British Columbia and the geopolitical forces at play.

[Read the full announcement](#)

From Open Collections to Art: Local artists use UBC Collections to inspire calendar celebrating Chinatown's history



Six local artists and makers are teamed up to create a calendar that celebrates Vancouver's Chinatown, and they are looking to UBC Library's Open Collections for inspiration. UBC Library's Open Collections include digital photos, books,

newspapers, maps, videos, theses and more. These publicly-accessible collections are constantly growing and reflect the research interests of the UBC community and beyond.

[Read more about how local artists used UBC Library's Open Collections in their work.](#)

University of Northern British Columbia

submitted by Geoffrey Boyd, Library Technical Assistant - Web Services, for Bill McGill, Interim University Librarian

Comings and Goings

Heather Empey stepped down from the Interim University Librarian position in May and is now on leave until October. Heather will return to the Acquisitions Librarian role when she returns from her leave. Bill McGill was appointed as Interim University Librarian in May as UNBC develops a search committee for the permanent position.

Ramona Rose, Head of Northern BC Archives, is retiring in June after 19 years of service at the Archives. Ramona was instrumental in countless projects with both the Archives and the Library. We wish Ramona all the best in her retirement. Kim Stathers was awarded the permanent archivist position vacated by Ramona and will begin in July after several years on term at the Archives.

Erica Hernandez-Read is currently on research leave (February – July 2019). To fill Erica's leave, the Library welcomed back Sarah Giesbrecht as a Project Archivist after a co-op with the Library in 2017/18.

In May, Austin Matheson left his position as the Library Technical Assistant – Copyright to take a librarian role at the Prince George Public Library. Luckily the vacancy was short as the Library welcomed Jason Martin to the copyright position in June. His experience in research and publishing will translate well to his work with copyright here at UNBC.

After joining the Library in 2017, Library Systems Administrator David Pettitt moved to the university's Information Technology Services division. Ben Knutson, a UNBC Computer Science

program alumnus, filled the vacant systems administrator position in February. He brings over 10 years of experience in system administration and software development to the Library.

Access Services Librarian Annelise Dowd is remaining at the Geoffrey R. Weller Library after a one-year contract extension until July 2020.

Academic Success Centre

In February and March the Library underwent extensive renovations on the first floor to accommodate the Academic Success Centre (ASC). The ASC moved to the Library to accommodate the new civil and environmental engineering programs coming to UNBC, while enabling a more collaborative approach to academic success at the university.

Canadian Cartographic Association Conference 2019

The 2019 Canadian Cartographic Association conference was held at UNBC in May and the Library took part by hosting two interactive displays: the Indigenous Peoples Atlas of Canada floor map, and an augmented reality sandbox.

The giant 11 by 8 metre floor map featured a wealth of information from a diversity of voices on Indigenous languages, notable people, governance, residential schools, climate change, original place names, and much more. Everyone on campus was encouraged to come to the Library and explore the map – without shoes – to find out more.

Along with the Indigenous floor map, the Library also hosted an augmented reality sandbox, which combines a real hands-on sandbox with virtual topography and water. The AR sandbox allows users to create their own topographical model with sand, which is augmented by an elevation map, contour lines, and simulated water.

University of Victoria

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

Library Space and Collections

Family Donates Archives of Acclaimed 101-year-old Writer Edith Iglauer

The archives of Edith Iglauer—acclaimed journalist, author and activist—are now available at UVic for learning and research, providing a scholarly resource for researchers studying literature, politics, history and the writing process. Famed *New Yorker* writer Edith Iglauer's reporting spanned wars, revolutions, reflections on Canada—and a famous dinner party with Pierre Trudeau and Barbra Streisand. Recipient of a UVic honorary degree in 2006 for her role as a trailblazer for women in the field of journalism, Iglauer's writing showed an instinctive grasp of the significance of extraordinary events, attention to detail, and love of the written word. The new UVic collection includes correspondence, fan letters, and cassette tapes of interviews, original notes for her *New Yorker* articles, non-fiction book manuscripts, Second World War reporting, and work at the US Office of War Information, along with material covering US First Lady Eleanor Roosevelt's speeches. [UVic Ring Story](#). [UVic News Release](#).



Portrait of Edith Iglauer in New York City (early to mid 1960s). Credit: University of Victoria Libraries, Edith Iglauer fonds, SC546.

Stephen Hawking Letter

Acquisition of the Stephen Hawking letter continues to generate media interest. The timeless story of an enduring half-century friendship between two world-renowned physicists, UVic Professor Emeritus Werner Israel and Stephen Hawking, was featured in the [Times Colonist](#): “Even his calculations, the ones that he did proving that black holes evaporate, most people couldn’t do them holding a paper and pencil, but he did it all in his head,” said Israel.



Werner Israel reviews his photo collection and time with Stephen Hawking.

Decolonization of Library Collections

The UVic Libraries is committed to truth, reconciliation, and Indigenous revitalization; in this spirit, we are strategizing how to decolonize our description practices and metadata procedures. Dean Seeman, Head of Metadata, and Pia Russell, Indigenous Studies Librarian, are currently developing a multi-phase project plan to re-conceptualize how the organization of knowledge in the library can be more respectful of Indigenous ways of knowing, particularly in local contexts. This strategy will be informed by meaningful consultation with expert stakeholders and alignment with the university's Indigenous Plan (2016). Stay tuned to learn how this important initiative progresses over the coming year.



Pia and her son made this drum at a drum-making workshop hosted by Prof. XEMFOLTW (Nick Claxton). This drum is catalogued and available for borrowing.

New Study Space

The renovated library space opened on April 1 with new soft seating, including sectionals, lounge chairs, ottomans, and laptop tables, along with new flooring and paint. The study space now houses the popular silent piano, and course reserves, easily accessible on nearby shelves.



Outreach to Local K-12 Students at UVic

Learning and Research Michael Lines has been developing UVic's outreach efforts in the last few years, with the support of colleagues and the library. Michael delivers literacy-oriented bookbinding workshops in local schools (mostly at the K-6 levels), and gives talks to older students about books in medieval times. The bookbinding workshops are popular on campus too, and are a part of summer youth camps. Michael also

coordinates the High School Outreach Program, which aims to make library resources available to classes involved in research projects, helping introduce them to university level academic expectations.



Workshop with some Grade 3-4 students.

All Things Digital

Digital Ethics and Reconciliation

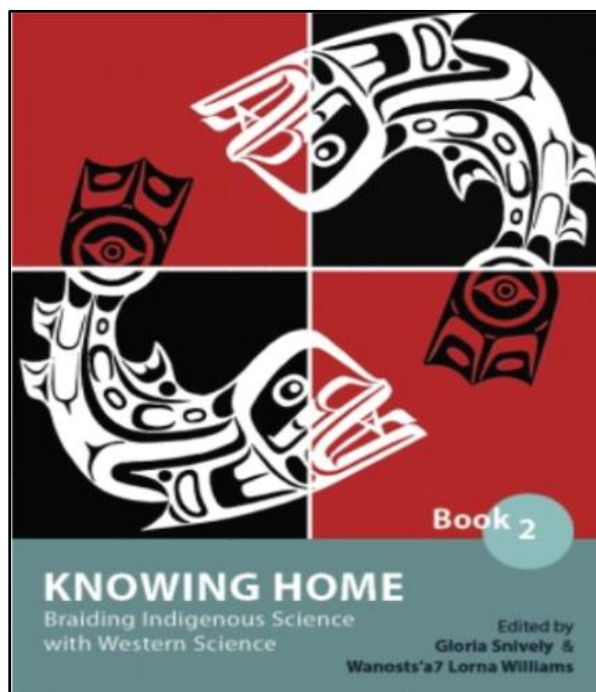
Digital Ethics Intern Karine St-Onge spent six months researching and developing a set of principles that can guide the library as we curate research objects that are generated through partnerships with Indigenous communities. Karine talked to researchers, curators, and archivists at UVic, across Canada, and around the world. She has distilled a large volume of outreach and reading into a number of recommendations and principles that can inform our approach to digital collections as we work to foster respect and reconciliation. Read the [report](#).



UVic Libraries ePublishing Services

1. Knowing Home 2

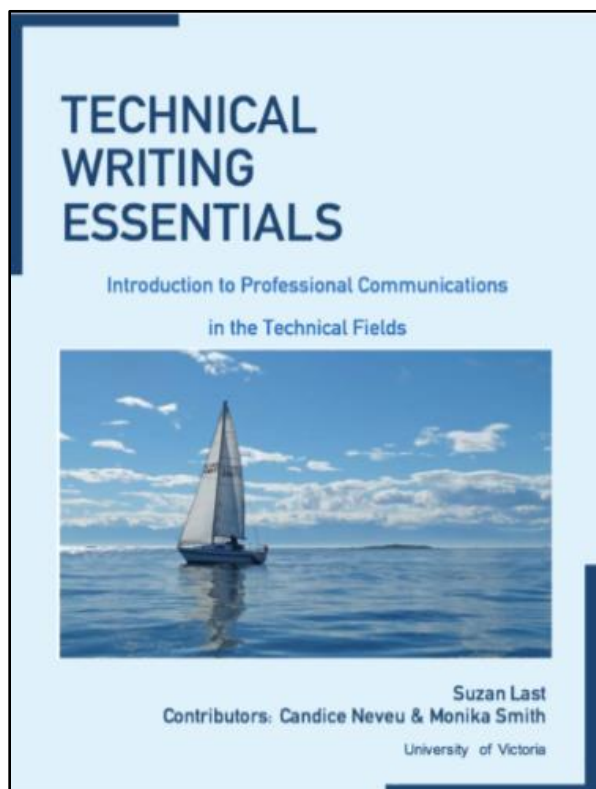
Knowing Home: Braiding Indigenous Science with Western Science, Book 2, edited by Gloria Snively and Wanosts'a7 Lorna Williams, is a newly released open textbook published by the University of Victoria Libraries ePublishing Services, with funding from [BCcampus](#). [Knowing Home](#) weaves Indigenous perspectives, worldviews, and wisdom practices into the science curriculum. It provides a window into the scientific knowledge and technological innovations of the Indigenous peoples who live in Northwestern North America, thus providing numerous examples and cases for developing science lessons and curricula. *Knowing Home* shows how Indigenous perspectives can give insight and guidance as we attempt to solve the complex environmental problems of the 21st century.



2. Technical Writing Essentials

Technical Writing Essentials: Introduction to Professional Communications in the Technical Fields, by Suzan Last with contributions from Candice Neveu and Monika Smith, is a newly released open textbook published by the University of Victoria Libraries ePublishing Services, with funding from [UVic Office of Research Services](#). [This open textbook](#) is

designed to introduce readers to the basics of technical communication: audience and task analysis in workplace contexts, clear and concise communications style, effective document design, teamwork and collaboration, and fundamental research skills.



3. UVic Open Education Resources Grant

The University of Victoria Students' Society (UVSS) 2019 Grad Class Executive, the Division of Learning and Teaching Support and Innovation (LTSI), UVic Libraries, and University Systems are [providing grants](#) for the purpose of the adoption, adaptation, or development of open educational resources (OERs) for undergraduates, with the aim of replacing existing textbooks or educational resources that can be prohibitively expensive. Ideally, the completed OERs will be useable not just at UVic, but other post-secondary institutions. This is the first grant of its kind at UVic.

Events

Annual University Librarian's Lecture

On April 4, Ry Moran, director of the National Centre for Truth and Reconciliation; Carey Newman, multi-disciplinary artist, master carver and UVic's sixth Audain Professor of Contemporary Art Practice of the Pacific Northwest with the Department of Visual Arts; and national radio host and UVic Chancellor Shelagh Rogers, held a powerful conversation in front of a packed audience at First Peoples House. The traditional greeting was given by Old One Skip Dick with University Librarian Jonathan Bengtson welcoming everyone to the annual lecture. The three distinguished guests invited the audience to join them in a conversation considering the implications for Canada's documentary heritage in the wake of the Truth and Reconciliation Commission's recommendations. Through conversation and audience engagement, the lecture explored paths towards the role of archival evidence in shaping a new vision for Canada.



Ry Moran, Shelagh Rogers, Carey Newman, and Jonathan Bengtson. Photo: UVic Photo Services

Ideafest 2019

On March 7, UVic Libraries and the Bookstore celebrated the annual [Author Celebration](#) as part of Ideafest. UVic authors Jason M. Colby (History), Patrick Friesen (Writing), Bill Gaston (Writing), and Lynne Marks (History), read from their works to a packed audience. In addition, artist and educator Bill Zuk demonstrated that not all authorship comes in monograph form, and presented his work, "Calling on the Moon and Stars," a 23K gold stenciled image accompanied with poetry and a co-produced film.



Authors Jason Colby, Lynne Marks, Patrick Friesen, and Bill Gaston

Also part of Ideafest, on March 9 we welcomed the public for an open house in the Digital Scholarship Commons with a dozen interactive stations including bookbinding, storytelling, button making and a floppy disc clinic. Over 160 people attended, including many families, who engaged in conversation with our knowledgeable staff and learned something new about the evolving nature of academic libraries. [Times Colonist story.](#)



Study Break

UVic Libraries held pop-up relaxation stations in the evening on April 16 and 17 for students to de-stress and unwind during exams. Staff handed out 800 cookies and poured almost 40 litres of milk, with activities that included a music listening station, colouring, jigsaw puzzles and button making. Planning is underway for another study break event in the fall.



on the Verge Writing Contest

The annual writing contest, “on the Verge,” recently announced winners who wrote about this year’s theme — The Future — in four categories: fiction, poetry, non-fiction, and spoken word. Open to UVic students, the first and second place winners were each awarded a cash prize, an award certificate, free enrollment in a writing workshop led by author and contest judge Julie Paul, with all winning entries published on the UVic website and in booklet format. [Read the winning entries.](#)

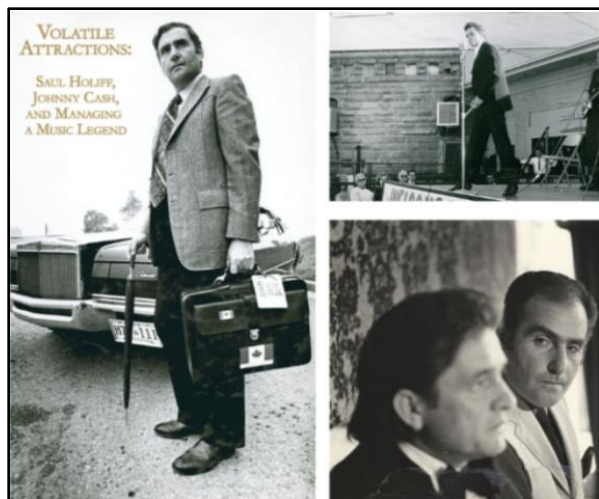


Applause and Awards

Johnny Cash Exhibit is a Hit

The Association of College and Research Libraries (ACRL) Rare Books and Manuscripts Section (RBMS) Exhibition Awards Committee has selected our online exhibition, “[Volatile Attractions: Saul Holiff, Johnny Cash, and Managing a Music Legend](#),” as the winner in the Division Five (“Digital Exhibitions”) category of the Katharine Kyes Leab & Daniel J. Leab Exhibition Awards. Kudos to Digital Exhibit Designer Dr.

Samantha MacFarlane for an outstanding job!
[Press release](#)



UVic Law Librarian at the Supreme Court of Canada

Kim Nayyer, our recent Associate University Librarian, Law, was at the Supreme Court of Canada. A first for Canadian law librarians! Kim participated as pro bono co-counsel along with Vancouver Island based lawyer Robert Janes and Ottawa agent Matt Estabrooks (not pictured). Kim appeared in her capacity as a member of UVic Faculty of Law and member of the Ontario bar. She moved for the intervention in the case *Keatley Surveying Ltd. v. Teranet Inc.*, in her role as a UVic Libraries law librarian and co-chair of the CALL/ACBD (Canadian Association of Law Libraries) Copyright Committee. The factum Kim, Robert, and Matt prepared and submitted to the court on behalf of CALL/ACBD is available at the [Supreme Court of Canada](#) website. Kim has recently been appointed the Edward M. Cornell Law Librarian, Associate Dean for Library Services, and Professor of the Practice at Cornell University.



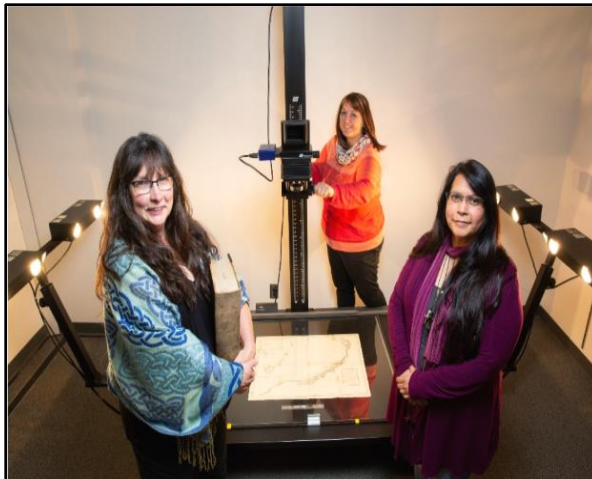
Digital Scholarship Librarian Wins PROSE Award

Digital Scholarship Librarian **Matt Huculak** is part of a small editorial team that won the Association of American Publishers [PROSE Award for Innovation in Journal Publishing](#), for work creating a hybrid model of publication that is online and open access while being fully subsidized by the print journal. As the founding managing editor of the Modernism/modernity Print Plus platform hosted at Johns Hopkins University Press, Huculak was on the development and design team that oversaw the development of the first four journal volumes. Developed in 2013, the website allows scholars of modernism, who study the period of electronic media, to supplement their print work with relevant film, audio and other media clips, and provides forums for scholars to write peer-reviewed articles that are in conversation with one another.



The Digitization Centre as Innovator

On April 30, at the President's Extraordinary Service Awards (PESA), UVic President Jamie Cassels presented the Innovator Award to our Digitization team. Over the course of a decade, Katharine Mercer, Page DeWolfe and Leanne Gibb have transformed themselves into provincial leaders in the digitization of rare and delicate material. Their innovative 3D scanning program has produced models that have been used around the world for research, teaching, and even video game development. This highly specialized unit is instrumental in creating open access resources for learners and researchers, enabling massive global outreach for the University of Victoria and its libraries. Their passion and commitment to developing the art of digitization has led them to play a key role in a growing list of UVic Libraries digitization projects—including maps, scrapbooks, blueprints, large legal volumes, delicate medieval manuscripts, and even a 21-foot scroll from the 15th century—that require quick thinking, problem-solving skills and attention to detail. Info on the [Digitization Centre](#) and [PESA Awards](#).



Katharine Mercer, Page DeWolfe and Leanne Gibb

Distinguished Alumni Awards

On February 5, we celebrated the accomplishments of Nella Nelson, Klaapalasukwela/Maxwagila, as part of the UVic Distinguished Alumni Awards. Nella is a Kwakwaka'wakw teacher, leader, mentor, advocate, mother, and grandmother. In June 2018, Nella retired after over forty years of groundbreaking and thriving educational leadership within Victoria and throughout the province. Nella's passion for Indigenous culture, commitment to education, and dedication for social justice exemplify UVic's values of community enrichment, innovative learning, and engaging leadership and making her a most deserving recipient of a Distinguished Alumni Award. [Read more about Nella.](#)



Historical Textbooks and Digital Art Recovery

Librarians John Durno and Pia Russell have each been awarded a UVic Internal Research and Creative Project Grant. Pia for her work on the historical textbooks project, and John for early 1980s digital art recovery.

John's grant will cover the cost of recovering data from ninety 8-inch floppy disks from the collection of the InterAccess Media Arts Centre in Toronto. The disks are believed to contain digital art files made for a Canada-wide videotex project called Telidon that lasted from 1978 through 1985. John and his collaborators plan to restore the works for future gallery and web exhibitions.

This grant will enable the Historical Textbooks Digital Library Project to expand both its educational and exhibition development. Many of these textbooks contain problematic representations of gender, race, class, and Indigeneity. To ensure these challenges are addressed sensitively, K-12 educational stakeholders will be consulted to establish pedagogical principles, which will inform future stages of the project. Particular attention will be paid to respectful ways of honouring Indigenous culture, past and present. Grant funding will also be used to hire student research assistants who will assist with the curation of thematic, online exhibitions.



Staff

Canadian Association of Research Libraries

University Librarian Jonathan Bengtson has begun a two-year tenure as President of the Canadian Association of Research Libraries (CARL) on May 1, 2019, during the CARL Spring meeting that UVic Libraries hosted in Victoria.



Board Appointment

Learning and Research Librarian Pia Russell was appointed as a new Director to the British Columbia Library Association (BCLA). Pia Russell has worked in libraries since 1997. She is currently UVic's librarian for Education, Children's Literature, Indigenous Studies, and Gender Studies. Pia has published in scholarly and professional journals such as *The Journal of Mixed Methods Research*, and provided research consultation on large-scale library assessment projects, including phases one and two of the British Columbia Library Association's Professional Learning Assessment survey. She is a regular contributor to the BC Library Conference, and identifies her professional values as patron-centredness, collegial collaboration, and servant leadership.



Bringing the UVic Strategic Framework to Life

Shailoo Bedi, Director of Academic Commons & Strategic Assessment at UVic Libraries, and Director of Student Academic Success with the centre for Learning and Teaching Support and Innovation, was interviewed for a multi-part series in the [Ring newspaper](#) that explores how staff and faculty across campus are implementing the university's [Strategic Framework](#).



Wikipedia and Transgender Archives

In her role as Associate University Librarian, Digital Scholarship and Strategy, Lisa Goddard was at the forefront of opening our Digital Scholarship Commons space in 2017; a dedicated facility providing students with enhanced access to software, hardware, and expertise in support of digital scholarship. Read more in [University Affairs](#) about how UVic Libraries was one of the first Canadian universities to use Wikipedia to promote our [Transgender Archives](#).

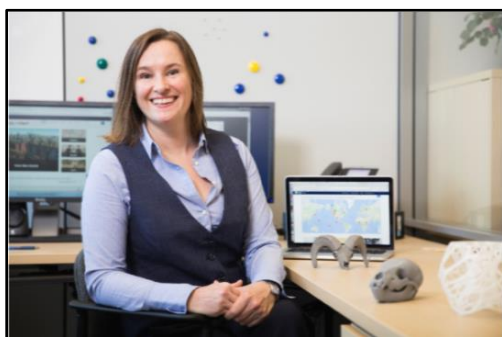


Photo credit: Times Colonist

Vacancies and Search Committees

UVic Libraries is in the process of hiring for a number of positions including: AUL Law, Law and Business Librarian, Metadata Librarian, and Website Strategy Librarian. We also bid adieu to library staff who are retiring this year: Elena Romaniuk (Serials), Caron Rollins (Law), Gail

Fowler (Metadata), Marylyn Roddick (Metadata), and Cindy Pagnan (Distance Learning and Research).



Caron Rollins, Gail Fowler and Cindy Pagnan

Vancouver Community College

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

OER awareness campaign

The fall semester marked the launch of the Library's awareness campaign around Open Educational Resources (OER). With help from BCcampus, we took an email inventory of open textbooks currently being used in VCC courses. Most reported adoptions are in Adult Basic Education (ABE); open textbooks are also used in Hospitality Management and the Samsung Tech Institute.

In November, our revamped guide to OER went live. It includes links to select online OER collections, an evaluation checklist, and information on OER adoption, adaptation, and licensing. The 'OER Research and Support' tab provides instant access to current research on open education, and links to upcoming events.

In December, we offered two 45-minute Open Your Textbook workshops for faculty and students. Attendees explored the Library's OER guide, and practiced finding open textbooks and additional OER in their subject areas. Liaison librarians have also emailed departments with suggested OER titles, whenever available.

In January, we established an affordable way for students to easily print open textbooks at VCC through VCC Bookstore.

In April, the Library presented a successful panel on Open Educational Resources, with representatives from the Students' Union, our two biggest OER champions: Andrew Candela and Shantel Ivits (ABE), and special guest Dr. Rajiv Jhangiani, Special Advisor to the Provost on Open Education at Kwantlen Polytechnic University. The session was well attended and it was broadcasted via Zoom, where many faculty listened and participated in an online chat in real time.

We will continue to organize events and initiatives throughout the year to ascertain our commitment to OER.

New electronic Resources

The library has recently added:

Bates Visual Guide: This 18 volume series of video clips covers Head-to-Toe assessments for infants to the older adult and reviews vital signs.

ProQuest Research Companion: a new, intuitive and self-guided product that effortlessly guides students through the research process, helping them develop their critical thinking skills to more effectively find, evaluate and use information. Created by writing instructors and librarians, it supports information literacy instruction and practical application through tools and learning videos.

Overdrive: A collection of popular downloadable eBooks and Audiobooks.

Safetyhub: Over 80 streaming workplace safety training videos.

Proquest Sociology database: A collection that covers the international literature of sociology and social work, including relevant titles from related fields such as social policy, social care, social services, social anthropology, gender studies, gerontology, social psychology and population studies.

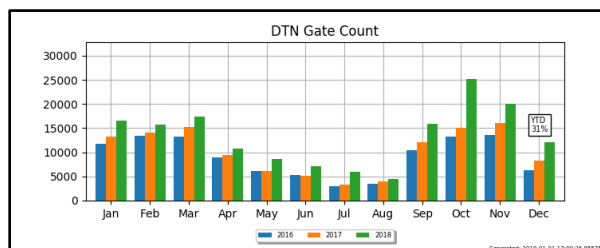
Evergreen

The Library migrated to Evergreen, which has many new features, and is less costly and more modern than our previous system. We are looking

forward to work with other libraries both in BC and around the world to fund and develop new features and fix problems more quickly. We are proud to become part of the Evergreen community!

Dashboard

Over the past year, we have developed an automated statistics portal. Previously, library staff manually collected data from many data sources, manually cleaned and aggregated them, and formatted them. James Fournie, our Coordinator, Library Systems & Technical Services, fully automated this process using Python code and specialized data tools called Pandas and Luigi. Data is aggregated from the library's catalogue system, statistics databases, and many other places where data is collected by the library and learning Centre. The system normalizes the data and generates a series of graphs. We are pleased to have this new tool to assess service usage and help allocate resources.



Our most stunning book cart yet!

Many thanks go out to the students of the Automotive Collision and Refinishing Department for their clever designs that have revitalized our book trucks with vibrant colours!



Special Reports



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

Prepared by Corrie Playford, Accessibility Librarian CAPER-BC

A Year of Reflection and Planning

2018/19 was a year of deep reflection and planning for future challenges. CAPER-BC worked with an external agency to analyze our role in the broader accessibility community and undertake future planning to prepare to meet the many challenges that will continue impact CAPER-BC operations, services, and workflows. Some of the identified challenges include:

- developing comprehensive strategies for proactively incorporating technological advancements,
- efficiently supporting the ever-increasing numbers of student users and requests for alternate format materials,
- accommodating the shifting prevalence of different disabilities among the post-secondary student population,
- continuing to improve services while operating within ongoing financial constraints.

While we initiated work to implement future planning and projects arising from this process, the day-to-day functions of CAPER-BC also continued to increase throughout the year. During 2018/19, CAPER-BC served 1,901 students with print disabilities through 5,442 requests for alternate format educational materials. The average turnaround time to fulfill requests was the second fastest in CAPER-BC history, at 2.7 days. Increased communication with publishers, improved production efficiencies, and the growing

number of resources in CAPER-BC's centralized collection all contributed to faster turnaround times. However, the rise of new alternate formats, need for enhanced accessibility options, and increasingly complicated resources continue to challenge production efficiency. See the CAPER-BC Annual report (<https://caperbc.ca/about-us/reports/>) for more updates.

Student Survey Results

Twice per year CAPER-BC asks students for their feedback on our services via a short online survey. The majority of students continue to indicate that they are either "Very Happy" or "Happy" with the services provided by CAPER-BC, with 84% of respondents in the 2018 fall survey and 89% in the 2019 spring survey selecting one of these two options. For students dissatisfied with CAPER-BC services, concerns tended to focus on technical difficulties related to file types, assistive tech, or devices, or the desire for faster turnaround times. In these most recent student surveys, questions were added to assess if students are more concerned with receiving their requested files quickly, or if they would prefer to receive files that are more accessible, even if they take a bit longer to produce. Generally, student preference is evenly split between these two options, so CAPER-BC will continue to prioritize finding ways in which to make alternate formats more accessible while still maintaining the quick turnaround times we have achieved in the past.

Outreach and Professional Development

In May, all CAPER-BC staff members attended the BC Library Association Conference, providing opportunities to develop new skills and ideas and network with our library community. Corrie Playford collaborated with Deloris Piper from Post-secondary Communication Access Services (PCAS) on a BCLA Conference session discussing how to improve library and collection accessibility. Slides and notes from this session are available via Library Toolshed (<https://librarytoolshed.ca/content/bcla2019-f10-future-accessible>). Two CAPER-BC staff members also attended a two day accessible ePub workshop arranged by the National Network for equitable Library Services (NNELS) to learn more about producing resources in this alternate format.

The spring was a busy time for outreach, with Corrie Playford travelling to College of the Rockies and Capilano University in May for their annual

professional development events, delivering sessions on developing accessible course materials to faculty members. She is planning a trip at the end of June to visit Accessibility Services Offices at six institutions throughout BC. CAPER-BC also collaborated with mandated institutions on an accessible coursepack project at Camosun College and the development of accessible library guides at Langara College.

In April, May, and June, Corrie travelled to several events and conferences, including the CSUN assistive technology conference, the BookNet Canada TechForum and eBookCraft conference, and the annual meeting of the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER). CAPER-BC also participated as vendors at the British Columbia Aboriginal Network on Disability Society (BCANDS) Annual Gathering to understand better how we can improve services to the Aboriginal population. These site visits, conferences, and projects are key to developing strong relationships between CAPER-BC and the student support services staff and larger accessibility community we work with.

Questions? Feel free to contact us at:

CAPER-BC

Tel: 604-323-5639
Toll-Free: 1-855-729-2457
Fax: 604-323-5544
Email: caperbc@langara.ca

Corrie Playford, MSc, MIST

Tel: 604-323-5254
Email: cplayford@langara.ca

Stephen Blaeser, MAS, MLIS

Tel: 604-323-5685
Email: sblaeser@langara.ca



BC Electronic Library Network

submitted by Leah Hopton, BC ELN Communications

Arca Collaborative Digital Repository

In late fall 2019 the Arca Advisory Committee held a half-day facilitated Action Planning session to refine Arca's purpose, vision, and priorities for the coming year. One goal identified at the meeting was to explore support for new kinds of content in Arca. As a result of this discussion, sites can now catalogue, display, and stream files hosted elsewhere – from videos on YouTube and Vimeo, to audio in SoundCloud, to e-books on the Internet Archive – thanks to a new tool developed for Arca. Another priority identified at the meeting was to operationalize the COPPUL preservation service. The Arca Admin Centre is therefore actively developing a module that will automate deposits of objects into COPPUL's WestVault LOCKSS network. COPPUL and BC ELN are jointly funding the work.

AskAway Chat Reference

After a detailed evaluation process, LibraryH3lp was selected as the new platform for AskAway. To prepare for the software implementation, the AskAway Administrative Centre trained over 180 service providers and supported all institutions as they updated chat boxes on their library websites. AskAway opened for its summer term with the new software operational on May 13th as scheduled. The first month with the new software has been smooth sailing and usage is steady. In May, students came in to AskAway with over 950 calls and the average wait time stayed low at 23 seconds.

OutLook OnLine



There are some exciting developments in store for the OutLook OnLine (OLOL) service. OLOL is scheduled to migrate to version 6 of its underlying ShareIT software over the July long weekend. The upgrade will result in significant improvements to platform security, search functionality, and customizability of the interface. At the same time, OutLook OnLine will be renamed Illume, and a new logo and taglines will be shared. The time is right for the service to have a new look that emphasizes how the right book or item can be enlightening!

WriteAway Online Writing Assistance

WriteAway successfully transitioned in January to new tutoring software platform SpringShare's LibApps. As part of the transition, the Administrative Centre offered live online orientation sessions for 41 tutors and coordinators, developed streamlined student interface for submissions, and updated tutor, coordinator, and software guides. WriteAway just opened for the summer term, and the service is as popular as ever.

National and International Meetings



BC ELN had the honour of hosting the North American meeting of the International Coalition of Library Consortia (ICOLC) in April. The two-and-a-half-day meeting brought over a hundred

individuals from 60 consortia together to discuss subjects of common interest. Some example session topics were: Collaborating across Boundaries, Open Access, RA21, Equity, Diversity, & Inclusion, and Creative Business & Funding Models. Along with its sister consortium the Ontario Colleges Library Service, BC ELN also hosted a day-long Consortia Canada meeting in Vancouver of 20 attendees. Topics discussed at the meeting were topics such as Open Access, Indigenization, authentication, and e-resources of interest for licensing across the country.

For BC ELN Office staff both the ICOLC and Consortia Canada meetings were excellent opportunities to demonstrate strengths and have exposure to new ideas and approaches. Meeting with national and international consortial peers also offered the opportunity to build relationships that BC ELN can draw on to make services even better in the future!

BC ELN Staffing

In May the BC ELN Office hired two MLIS co-op students from the UBC iSchool: Sophie Armond and Prubjot Gill. The co-op librarians will be working part-time until December supporting a variety of eHLbc and BC ELN services, including database trials and renewals, Arca, and resource sharing.



L-R: Sunni, Cristen, Anita, Sophie, Prubjot, Leah, Vaughn, Korinne Leigh Anne, and Megan