

**CPSLD Newsletter**

**Summer 2021**

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**CPSLD**

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members. The newsletter is compiled by guest editor Lisa Abram, Communications Officer, University of Victoria Libraries, [lisaabram@uvic.ca](mailto:lisaabram@uvic.ca)



## What a Year It's Been!

Back in early March 2020, CPSLD members were looking forward to an in-person meeting at Trinity Western University's Minoru Campus in Richmond at the invitation of Darcy Gullacher, TWU's relatively new University Librarian. However, just about a month before we were scheduled to meet, our BC Provincial Health Officer declared COVID-19 a public health emergency resulting in the dramatic temporary shift of most, if not all, of our in-person services to remote delivery.

Since that time, the BC Council of Post-Secondary Library Directors have met virtually three times. In April 2020, we rallied to share and discuss how our library services and staff were responding to the need for remote work, and what strategies we were using to keep ourselves and our teams connected, motivated, and productive. In Fall 2020, we revisited these topics along with a focus on how we were opening up our spaces in limited ways. We also considered potential changes to our CPSLD statistics in light of changes to Counter Release 5.

Our spring 2021 virtual meeting was chock-full. We approved a proposal by Vantage Point to work with us on a facilitated discussion regarding CPSLD's advocacy role. We reviewed a joint advocacy letter by CPSLD and the BC Open Education Librarians regarding copyright term extension. And, once again, we had a fulsome roundtable discussion regarding shifting plans for our returns to campus. We also had the pleasure of congratulating long standing CPSLD members Patricia Cia and Kim Isaac on their upcoming retirements. Heartfelt well wishes and gratitude for their service to post-secondary libraries were shared as we marked their milestone!

At our last meeting, we also agreed to revive our CPSLD newsletter, after a year-long hiatus. Thanks to all who submitted stories and photos to capture activities in your libraries over this extraordinary past year!

And, thanks so much to Lisa Abram at University of Victoria Libraries, with assistance from Maddison Brown, College of New Caledonia, for agreeing to compile and edit our newsletter!

Trish Rosseel  
President, CPSLD  
Director, Learning Services, Douglas College

## Reports

### BC Institute of Technology

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

#### BCIT Library Reference Services

Starting March 16, 2020, reference services moved fully online using AskAway. In half a month, they handled double the traffic that they did in all of March 2019.

#### MediaWorks Shifts to Ear-Saver Production



When campus largely closed down, MediaWorks used its idle 3D printers to make ear savers for frontline healthcare workers. MediaWorks teamed up with colleagues from Biomedical Engineering to print approximately 100 ear savers a day. By April, more than 2,200 ear savers had been printed and delivered to healthcare workers in the lower mainland.

#### Learning Commons Online Platform

Working with ETS, the Learning Commons team developed and implemented a remote tutoring platform using the Learning Hub. By the fall term, they were running over 40 virtual rooms per week, covering 17 subject areas on a drop-in basis. Despite the challenges of moving online, peer tutors displayed a strong commitment to supporting students' academic success and did an outstanding job of adapting to the virtual environment.

The Writing Centre also moved online this year to offer virtual drop-in sessions with writing tutors on the peer tutoring platform

#### Online Study Skills & Information (OSSI) Room

New this year in the Learning Commons, the OSSI room is a drop-in space on the peer tutoring platform. In OSSI, students can connect with a peer and ask about anything, from tips for online study skills to time management or balancing a heavy workload. Currently running twice a week, the OSSI room is staffed by highly skilled peer tutors who respond to a wide range of queries.

#### Research with Peer Tutors

How relevant is the Framework for Information Literacy to Peer Tutors? A research project led by two librarians and the Learning Commons Coordinator is investigating this question with a number of tutor participants. Adjusting the research design because of COVID, the investigators repurposed D2L to present material and discussion questions about information literacy. With data analysis slated for the summer, it is hoped that there will be implications for Peer Tutor training and information literacy instruction.

#### BCIT Open

In September 2020, the BCIT Library published the *BCIT Environmental Public Health Journal 2014–2020* in the open journal system. The journal includes 150 student articles in seven annual issues, and will be updated annually. BCIT's institutional repository librarian also taught 30 environmental public health students about open journal publishing and information literacy.

Through the library and LTC, 28 [open education grants](#) have been distributed in the fiscal year to develop openly licensed learning materials.

#### Learning Object Repository

BCIT's institutional repository librarian, Elizabeth Padilla collaborated with the LTC to improve the Learning Object Repository (LOR) in the Learning Hub. Users have always had difficulty finding resources in the LOR. Partnering with LTC and the SoHS, Elizabeth worked out a better metadata framework and created a template with standardized learning object metadata for people

to use when they enter new learning resources into the LOR.

### The Reference Pilot Project

For the first time, the library has library technicians staffing the reference chat queue, and (when we re-open) the reference desk. The project was initiated in February 2021 and will run for one year.

### Student Survey

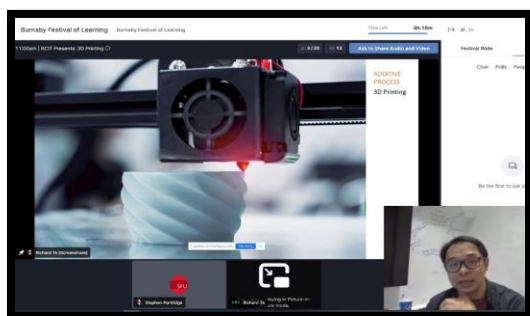
With the institute settling into its move to online learning in fall 2020, a group in the library wanted to gauge student satisfaction with library support during this transition. The survey they developed went out in January this year and received over 2,000 responses, with overall satisfaction scores quite high. One key insight was that even though in-person library services were curtailed because of COVID and their overall use by students was quite limited, awareness of and satisfaction with these services was still higher than with online resources. In the comments, there were a number of helpful suggestions for how the library could boost student awareness of its online profile.

### Events

#### Any Book Book Club

In April 2020, the monthly Any Book Book Club moved its meetings to Zoom. Group members discuss what they've just read, what they're currently reading, and what they plan to read next.

#### Burnaby Festival of Learning



Although it was planned and ready to go in 2020, timing made it impossible to pivot to online to comply with COVID restrictions. However it made a return in 2021 in a fully online format. BCIT Library provided 3 workshops – on 3D printing, Lasercutting and Open Education – and

coordinated three more on Sustainability, Zero Waste and Trades Programs for Underrepresented Groups.

### BCIT Non-Con

BCIT Non-Con is an annual event started six years ago by library staff as a way to share resources for information literacy. It's a half-day event promoted as “all the networking and idea-sharing of a conference without the cost.” The event successfully shifted online in 2020, which meant librarians from outside the lower mainland were able to more easily attend, and continued in an online format for 2021.

### Food for Thought

Food for Thought continued providing a forum to promote the exchange of ideas and showcase innovation and educational technology across BCIT. The lunchtime series, offered jointly by the library and the Learning & Teaching Centre, was interrupted during the initial lockdown but resumed in the fall. The number of participants shows the continuing interest in the Food for Thought series:

- Sept 2019–Feb 2020: 13 events with 270 attendees
- October–November 2020: 12 virtual events, with 130 attendees

### Zotero Workshop for Renewable Resources Programs

Renewable Resources (RENr) asked the library for a workshop on using Zotero, an open source citation management software program that helps researchers organize their research literature. Due to high demand, librarians ran two workshops for a total of 60 participants.

### ‘Coffee With...’ Series

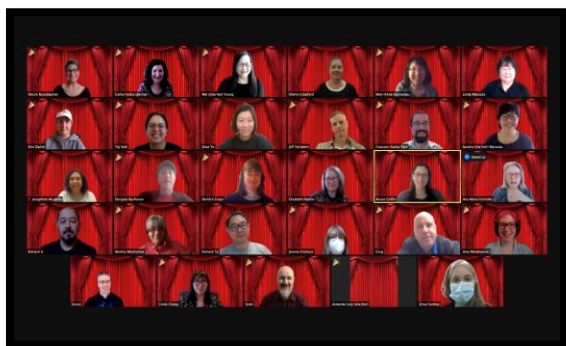
In 2021, the library began a series of informal mini-presentations to encourage expertise-sharing among all library staff. Volunteer presenters choose a date and a topic of general interest to discuss during a morning coffee break. Topics covered so far include aviation resources, industry standards, Refworks and Zotero. While the initiative is still new, participation so far has been strong. There have been conversations about wider library issues and it has also been a great way to build social bonds among staff from different areas. In the future, the possibility of

opening up the presentations to people outside the library and making recordings of the sessions available will be explored.

### Earth Day 2021

In partnership with the Green Team, and to promote streaming video available through the library, we hosted our first Film Trivia event on Earth Day. Participants watched the documentary *RiverBlue* prior to the event and then answered questions via Kahoot in an online competition. It was well attended, the feedback was positive – a fun, learning experience for all.

### Awards



As part of the Education Support and Innovation team, we were awarded the **Outstanding Contribution by a Department Award**. This award recognizes a department that has surpassed the expectations of the Institute, its staff or students during the past year. Our team decided unanimously to donate our winnings and as a result, two new Education Support and Innovation Division Bursaries valued at \$500 each have been established to help eligible students in financial need.

### Staff Changes

Welcome to **Francois-Xavier Pare**, the new Systems Digital Strategies Librarian.

**Douglas Buchanan** was the successful candidate for the Learning Commons Coordinator.

**Cathy Hyska** is the new Learning Commons Supervisor and Erica Huntley is replacing Cathy as the Learning Commons Administrative Assistant.

Library Technicians **Jarrett Seto** and **Glenice Lilje** have been hired for a one year Reference Pilot project.

**Taj Sohi** is now the Operations & Records Management Specialist.

A huge congratulations to **Merilee MacKinnon** on her retirement after a rewarding and successful 40+ year career with the BCIT Library.

## Capilano University

*submitted by Debbie Schachter, University Librarian*

### Open for business during the pandemic

Like everyone else across the province, and most of the world, CapU Library went into the lockdown in spring 2020 with only a few days' notice, and then immediately set to work ensuring that the term could be successfully completed remotely. Our work in moving our collections online over the past decade paid unanticipated dividends - with 88.5% of resources available remotely, we had less of a scramble to come up with workarounds and were able to get key materials to our students without opening the physical library.

Once we emerged from the pandemic's first phase and into summer, we were able to start planning for a fall opening, although the exact parameters weren't revealed until well into August. After we secured purchase of a sterilization unit (which the students, in a social media contest, dubbed "Cleanopatra"), the options for an open library unfolded. After an afternoon of rearranging furniture - voila! - we were open for business as an open stack, individual workspace library, with slightly reduced hours.

Throughout the 2020/21 academic year, our staff have been working in two cohorts with alternating weeks on campus. The librarians (mostly) enjoyed working from home, although the learning curve and time required to adapt teaching to the remote environment bumped other projects.

### Academic Services/Library Services/RHD Chat

One new undertaking that we were proud to accomplish was to build and offer a chat service with three entry points: Library Service Desk,

Research Help Desk, and Academic Support Services. Using Springshare's LibAnswers platform, which offers easy referrals and seamless transition from chat to Zoom when the query requires a more talkative approach, staff (Library Service Desk, Academic Support Services) and librarians (Research Help Desk) became available for live answers during a time with many questions.

### Retirement: Karin Hall, New Collections Librarian: Jocelyn Hallman



In September 2020, our longest-serving employee, Collection Development Librarian **Karin Hall**, retired after 32 years of service. When she started in 1989, CapU was a college and the library wasn't online yet. Her career spanned an amazing array of developments, which Karin met with curiosity and an open mind. Over the last months, we've missed her calm professionalism and deep knowledge of collections issues.

Returning to the library after a recent leave, Jocelyn will be moving into the recently vacated Collections role, a new portfolio to her. We are currently looking for someone great to fill our Teaching and Learning role.

### Goodbye and Hello



At the end of 2020, we congratulated **Janine Hodgson** on her graduation from the iSchool at UBC. After many years in key technician roles in our library - including time as Circulation Supervisor and as Technical Services Supervisor, Janine earned her MLIS from UBC's iSchool. In early 2021, she landed a role at SFU Library and we have missed her humour and baking since.

We have been lucky to bring two new CapU Library team members on board in recent months. **Shawna Buhler** has taken on the Technical Services Supervisor role, and Hannah Cowell joins our team as a Library Technician.

## Departure of University Librarian

After four years with CapU, **Debbie Schachter** will be departing in early July to take on the role of Director of Library and Learning Commons at Langara College. Debbie's skilled leadership during her tenure has been much appreciated, especially during this very unusual year. We wish Debbie well in her new endeavours, and anticipate recruiting for the new University Librarian in the coming months.

## Familiar Faces, New Roles

The past year has seen a lot of movement for our team members, as many technicians have taken on new portfolios. Jessica Siemens has joined the TS squad, moving from interlibrary loan to processing. On the Library Services side, Michelle Yu has assumed responsibility for our Reserves collection, and Chelsea Merkl has taken up the ILL role.

## New Ways of Connecting to our Collections

Since the sun setting of CUFTS a few years ago, we have been operating without an automated interlibrary loan system, but dawn is (almost) here again. After a lot of work by a dedicated project team, we're soft launching our Relais installation. As that becomes the new normal for ILL requests, we're set to install and pilot Tallis Aspire, which will allow CapU instructors to create reading lists for themselves and their students, and to integrate these lists seamlessly into eLearn, our learning management system.

## Emily Carr University of Art & Design

*submitted by Suzanne Rackover, University Librarian*

### Staffing Update



After 35 years at Emily Carr, **Danuta Zwierciadlowski**, our Electronic Resources Librarian will be retiring this summer.

With a Master of Library Science (MLS) from UBC and a BFA in painting and ceramics from the University of Manitoba, Danuta began working at Emily Carr College of Art and Design (ECCAD) in 1986. Originally in the role of Audiovisual Librarian, she has participated in the various manifestation of the institution (college, institute, university), and assisted as the library implemented its first automated system and website. In the early 2000s, Danuta transitioned from AV Librarian to Electronic Resources Librarian and also willingly took over managing and growing the archives collection.

Leading up to the move to our current building, Danuta took on the role of Acting University Librarian where she was instrumental in the planning of the new library and also initiated the idea to create a much-needed archivist position. In 2016, Danuta secured a grant to digitize the archival collection of student publications that spanned the years 1926-2014. With a lot of help from library colleagues, the collection was digitized and uploaded our institutional repository, [eCollections](#).

From Danuta: “Well, the beginnings of the 2020s is where I find myself today looking back on my time at Emily Carr College, Institute and University. It’s been quite the varied career and adventure over my 35 years as a librarian, yet never was I in a position of being responsible for managing the book collection...”

Danuta’s generosity and impact is deeply felt throughout the library and ECU as a whole and her knowledge and experience will be greatly missed!

We are actively recruiting for a new Electronic Resources Librarian and will have an update to share in the near future.

### New Initiatives

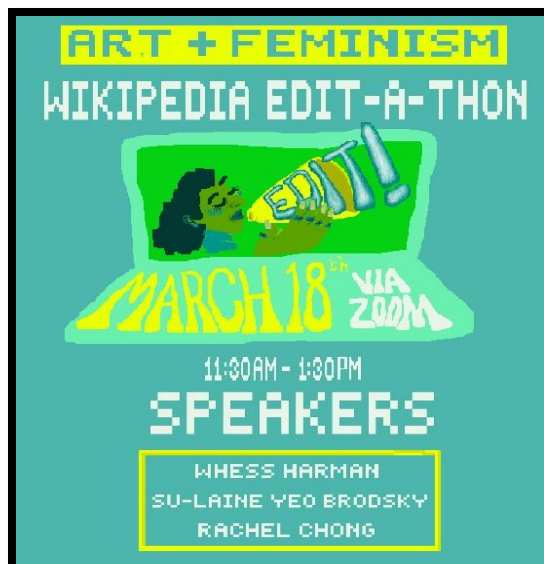
#### ECU Seed Swap



This spring, the library in collaboration with the ECU Student Climate Action Network (SCAN) introduced the “ECU Seed Swap”! Emily Carr community members can now pick up free seed packets at the entrance of the library. Several types of seeds are available including veggies, pollinators, dye plants, native species, and easy to grow varieties. Stories and experiences with the seeds are being shared on our new [Seed Swap Instagram account](#). ECU student Peggy Chi, designed the Seed Swap logo. A special thanks goes out to SCAN for catalyzing the Seed Swap initiative, and for all of the work they have put into this project.

### Events

#### Art + Feminism Wikipedia Edit-A-Thon



Members of the ECU community joined us virtually on March 18, 2021 for our annual Art + Feminism Wikipedia Edit-a-Thon, where we continued to address the gaps in information and within the editing community of Wikipedia to centre the work of women, feminist, Indigenous, queer, non-binary, and immigrant art and artists. This year, we worked together on the creation and expansion of pages for Vancouver artists who are under-represented on Wikipedia.

In addition to the editing, we were joined by a panel of speakers: Whess Harman, Rachel Chong, and Su-Laine Yeo Brodsky who discussed feminist and Indigenous citation practices.

#### Digital + Creative Knowledge Sharing: Data Management in Creative Research



In collaboration with colleagues across the institution and the First Nations Information

Governance Centre, Emily Carr University presented [Digital + Creative Knowledge Sharing: Data Management in Creative Research](#), a series of presentations and workshops on data management that ran from Sept 2020 through March 2021. The virtual environment enabled the participation of scholars and attendees from near and far. The goal of the series was to build capacity and knowledge around data management practices with a particular lens of research in the creative fields. Student research assistants were hired to provide programming and production support for the event. Recorded videos of this series can be accessed through the event [website](#).

The series was supported by Social Sciences and Humanities Research Council of Canada (Research Data Management Capacity Initiative), Emily Carr University Research + Industry Office, VP Academic and Provost Office, Emily Carr University Library, and First Nations Information Governance Centre.

## Justice Institute of BC

*submitted by April Haddad, Institute Librarian*

### JIBC Library adapts to new ways of delivering services



During the pandemic, the JIBC Library transitioned with students to online learning. The library engaged the student community through social media and met them in virtual classroom forums through a new “embedded librarian” service.

Reference services moved online and digital resources such as eBooks, journal articles and streaming media were enhanced. Access to print collections was by curbside pickup with books quarantined between uses. All library instruction sessions pivoted to online formats and attendance doubled. Library staff mostly worked from home, and although the library space was not open, the library was never closed, continuing to keep students connected.

### Library & Writing Centre collaborate to reach students during COVID-19

The library and the Writing Centre pivoted from face-to-face APA noon-hour workshops to online Blackboard Collaborate sessions. Attendance increased significantly with almost 200 students participating in the online workshops. During the workshops, the Writing Centre facilitator takes students through a “real-live” essay and demonstrates different tips and tricks for formatting their papers. The librarian then follows with explanations of the in-text citations and the references page. Faculty members regularly encourage and, in some cases require, their students to attend. The Writing Centre and the library provide continuous help with APA throughout the term, in addition to visiting specific classes as requested by instructors. Check out our [APA Guide here](#).

### Book a Librarian



Students and faculty can now book an appointment using LibCal to meet online with a JIBC librarian. Have a look by clicking on the green “Book an Appointment” button. Library is coordinating this initiative at JIBC and will be bringing on other divisions soon. LibCal is an easy-to-use web platform designed to handle libraries’ calendaring needs.

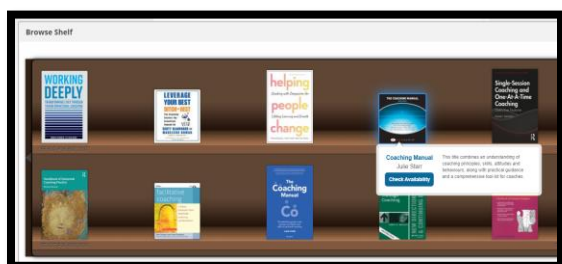


## More Canadian and Indigenous eBooks



To provide continued support to students learning virtually, the library has acquired a new database called desLibris. It provides students and faculty with access to more than 70,000 Canadian publications on varied topics including many Indigenous titles. Books from Canadian scholarly and independent publishers are supplemented with reports drawn from government sources, think tanks and research agencies.

## New look for our catalogue



In December, a [new JIBC Library catalogue](#) was launched (SirsiDynix Enterprise), providing students with a clean, modern interface that finds the items they're looking for in a user-friendly way on any device. Features new "Text This to Me," "Place Hold" and "Permalink" buttons. Syndetics Unbound provides an even richer experience for searchers allowing them to feel like they're right in the library seeing book covers and browsing virtual shelves of related titles. It also includes elements such as Summary, About the Author, Reviews, and Recommendations.

## Giving Tuesday campaign features JIBC Library



Donors to The JIBC Foundation's Giving Tuesday campaign in December helped raise \$20,000 to fund vital digital resources for the library. The demand for these resources continues to grow, and last year more than 30,000 articles and eBooks were downloaded by JIBC students and faculty. The library offers resources and assistance to students, faculty, and staff wherever they are located. Recognizing this essential role, the Peter & Joanne Brown Foundation generously donated \$50,000 for the library which will fund additional priority needs supporting student success.

## Staff changes



**Darcy Lovsin** (left) has been hired as the new Librarian, Reference and Instruction. Darcy will be providing classroom instruction to students in certificate and degree programs, both face-to-face and through online webinars. She brings to this position substantial experience in information literacy instruction, creating digital learning objects for online workshops, and conducting synchronous workshops using active learning techniques. **Marjory Jardine** (right), our current Librarian, Reference and Instruction, is retiring after 14 years of service to JIBC. She has been a valuable resource to both students and faculty over the years and received the JIBC Service Excellence Award in 2016 for her commitment to student learning.

## Kwantlen Polytechnic University

*submitted by Todd M. Mundle, University Librarian*

### Pandemic Pivot



*Service during the pandemic at KPU Tech library.  
Photo Credit: Chris Pfahl*

We would be remiss to not begin with how KPU Library dealt with the pandemic. While the initial transition was sudden, we settled on a balance of access and safety for our users and employees.

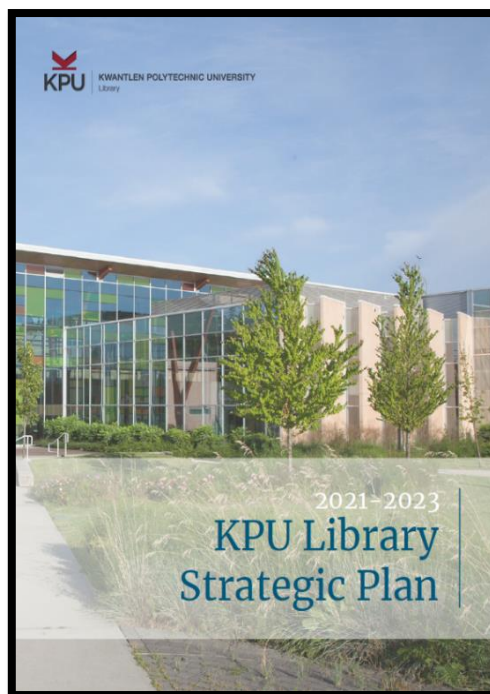
The amount of behind-the-scenes work by our library employees has been immense; grappling with keeping the libraries open, making the spaces compliant to pandemic policies, responding to the HR, workplace and work-from-home needs of our employees to keep our team running, and just continuing with the activity that libraries need to function—service, circulation, collection, administrative—has been one of the biggest challenges we have seen in recent times. The library team has done exemplary work and kudos are merited. Acknowledgement to Library Resource Technicians Ruth Mullane and Debbie Smith is especially deserved.

While much of our service moved online, we continued to offer limited in-person service in the form of appointments. Users were able to pick up online orders, laptops, and KPU cards. We also offered limited amount of seating and computer access in our spaces, which was governed by social distancing and other health recommendations by the Health Authority and KPU's COVID-19 policies.

We were able to offer collection access by request after June 2020, and users were able to order online and pick up their items from our libraries. Full interlibrary loan service was reinstated in November 2020.

Librarians offered reference and instruction service online using remote service options. Asynchronous and synchronous library instruction support was offered to faculty, and the library increased its roster of video tutorials exponentially. We also increased our monitoring of AskAway to support questions asked by KPU users, and provided options for reference assistance, including appointment bookings. We improved the visibility and access to our Liaison Librarian Team with a new page on our website called [Contact Your Librarian](#).

### Strategic Directions



*Title page for KPU LSP 2021-2023*

*“Our purpose is to help you achieve yours.”*

Despite the pandemic, KPU Library was able to unite and develop a strategic plan that commits to our learners, employees, partners and supporters, technology and sustainability. *KPU Library Strategic Plan 2021-2023* (KPU LSP) was finalized and adopted in early 2021, and prioritizes the values of equity, empowerment, and flexibility. The plan features six goals and accompanying key actions that prioritizes space, service, instruction, reconciliation, research advancement, community building and collections. It sets the library’s sight on becoming “an innovative, responsive and vital partner in the creative, academic and research pursuits of its educational community.”

Read [KPU Library Strategic Plan 2021-2023](#).

### Service

The first goal in our strategic plan is to “Create Innovative Spaces and Services.” We aim to provide effective and accessible services to our users—both online and in-person—and improve our spaces to support active learning and collaboration. Here are some highlights of our services and space in 2020 and 2021, in addition to our pandemic pivot described above.

- **Laptops for Students:** In May 2020, KPU Library began a Student Laptop Lending program to great success. It was especially timely, due to the pandemic and the shift to online learning, and in the first five months of the program alone we provided over 350 laptop loans to KPU students.
- **Accessible course readings:** A new service, Link.Scan.Open. (LSO), launched in July 2020. Designed to help alleviate the absence of our Course Reserve Process during COVID, LSO provides contactless service for KPU instructors to request assistance for online access to course readings from the library’s collection, within Fair Dealing and copyright law. Access comes in the form of links to integrate into course outlines or assignments, PDF scans of print material from the library’s physical collection, or assistance finding open educational resources.
- **Chat Reference Increases:** Our online chat reference service, AskAway, has continued to remotely serve our users well. Compared with the last period, March 2019 - March 2020, which

saw KPU librarians answer 531 questions from KPU users, during the period of March 2020 - March 2021, KPU librarians had over 4x more interactions and answered 2,355 questions from KPU users. One KPU student gave feedback that, “The chat is very helpful. I had so far used it twice and I went off in the correct direction. I don’t think I will ever be stuck again researching...”. Another said, ““My [librarian] on ask away was very helpful and I left the chat feeling confident that I had all the info to start on my assignment. Thank you :)”

- **Interlibrary Loan Service Resumes:** Interlibrary Loans resumed full service in mid-November 2021. During the first part of the pandemic, we were only able to process requests for articles, but we resumed processing requests for print items such as books as well as our reciprocal lending to other academic libraries, within our current COVID procedures and practices in November 2021.
- **Mail to Me:** In April 2021, we began offering a service that mails material from KPU Library collections to current KPU students and employees within Canada.

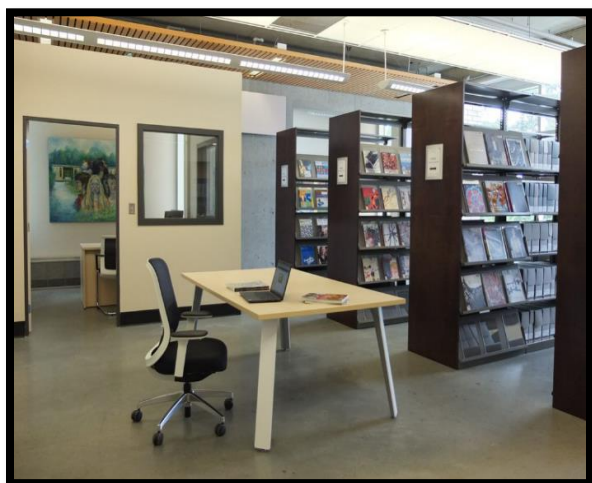
### Space

While our library spaces have been mostly closed to our users throughout the pandemic, we have still maintained access to some study space and computer access. We have also made some improvements in anticipation of our eventual return to campus.

### Improvements

There have been some small additions that improve accessibility and user comfort, such as some height adjustable computer desks, table outlets at our Surrey campus library, and new chairs at Richmond campus library. In May 2020, some of our study rooms at Surrey, Richmond and Langley locations received some technological improvements. In these rooms, students can now project onto an LCD screen via a HDMI connection or wirelessly. We have also provided an option for headphones and two USB charging ports. The addition of this technology encourages our students to work collaboratively.

## Archives



*New Archives Research Room at Surrey Campus Library*

We had the opportunity to create a new Archives Research Room on the third floor of the Surrey Campus Library. We refreshed a space that was vacated in December 2020 with new paint, art (which was discovered in roll storage and mounted for this space), furnishings, and repurposed shelving from elsewhere in the library. The result is a bright and airy space for archives-related research and interactions, and features an office, plenty of workspace, and an appealing home for archives and special collection material. We are excited to be able to welcome visitors to our new Archives Research Room once we fully reopen after the pandemic.

## Events & Community

While our in-person events were put on hold due to the pandemic, KPU Library still enjoyed interacting in some online events and social media campaigns in an effort to “connect with learners by fostering curiosity, participating in community events and generating learning opportunities” (KPU LSP, Goal 5, Action 2).

### **Online Campaigns Highlights**

Instead of focusing discussion around one book, KPU Reads encouraged connection through reading recommendations throughout the summer of 2020. We asked for reading recommendations from our KPU community and shared them on our website and twitter feed. We invited participants to engage using the hashtags #KPUReads and #KPUKeepsConnected.

Open Access Week took place October 19-25, 2020, and in addition to librarian-led workshops, we participated in a Twitter awareness campaign alongside KPU Open Education.

We recognized Black History Month in February 2021, and the library launched a month long Twitter campaign that promoted Black writers and their work, with the goal of encouraging discussion, visibility and awareness.



*Twitter banner for BHM campaign*

We are currently participating in a month-long engagement campaign for National Indigenous History month. KPU Library is encouraging the KPU community to read, listen, watch and learn about the Indigenous experience and Indigenous history, and to seek out content created by Indigenous authors and creators. Throughout June, we are asking participants to record their learning using our [National Indigenous History Month Learning Log](#) to keep themselves accountable for their self-education.

### **Online Event Highlights**

KPU Library, in partnership with the Kwantlen Student Association, hosted an online event in honour of Earth Day on April 22, 2021. *In Conversation: Creatures of Convenience* featured the filmmakers of the documentary, *Creatures of Convenience*, and they discussed their film and issues around sustainable living. Over 40 people attended the event and a lively discussion took place about the filmmaker's process and the impact of convenience culture on the environment. We received overwhelming positive feedback about the event and plan to host more

'InConversation' events that centre issues around sustainability and the environment.



Event banner for 'Your Librarian BFF'

During KPU Orientation & Transition's First Year Festival (May 4-14, 2021), KPU Library hosted an informal online session, "Your Librarian BFF." New and current KPU students were invited to join the session to meet some KPU librarians and to chat and learn about library services. Textbooks and the KPU card were the hot topics and almost 40 students attended the event. It was great to meet some new KPU students!

### Community Scholars Program

In early 2021, KPU joined SFU Library's Community Scholar Program, which provides access to over 20,000 scholarly publications to individuals from charities and non-profits in our community. As a 'bronze level' partner, KPU sponsored ten placements in this program, which provides access to current articles and research, workshop and engagement opportunities, and consultation from our Community Outreach Librarian. This program and partnership was pursued jointly by KPU Library and KPU Experiential Education and Community Engagement and supports the library's commitment to "energize community partnerships to accomplish shared goals" (KPU LSP, Goal 5)

### Teaching & Instruction

All of our teaching and instruction shifted online, and our librarians have risen to the task, continuing to deliver quality instruction to our colleagues, instructors and students. We strive to "deliver excellent library instruction" and, among other actions, to "improve the student learning experience through effective use of innovative instructional technology (Goal 2, Action 3, KPU LSP).

### Instructor and Professional support

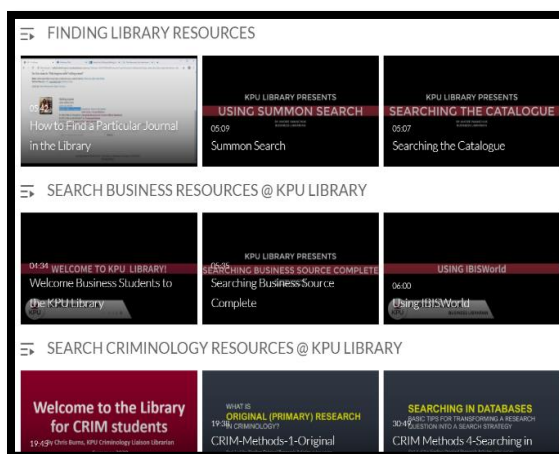
In addition to support for teaching online in the form of our guides, [Going Online: Library Resources for Remote Delivery](#), [Library Tutorials and Activities](#), and our open resource, [Doing Research: A Student's Guide to Finding and Using Best Sources](#), KPU librarians provide online training opportunities on an ongoing basis in partnership with KPU Teaching & Learning Commons. Sessions include ones by librarians Caroline Daniels, Karen Meijer-Kline and Rachel Chong: Integrating Library Resources into Moodle, Introduction to Pressbooks, Discovering OER, Copyright Awareness for Online Teaching and Indigenous Resources for Virtual Classrooms.

Linda Woodcock, KPU Technical Services Librarian, delivered a 5-day Name Authority Training program for KPU cataloguers as well as cataloguers from Burnaby Public Library, Simon Fraser University, and Vancouver Public Library in spring 2020.

### Open Education Support

In addition to an increased amount of support for workshops around topics related to open education and copyright, the OPUS (Open Publishing Suite) team at KPU Library also continues to support the production of Pressbook and other open educational resources. Publication topics include criminology, communications, sewing, and business. Supporting the creation of open educational resources directly supports Goal 6 in our strategic plan, "Develop collections and support open education."

### Video Tutorials



Screen capture of our video tutorial landing page

As with the rest of the KPU community, we had to modify the ways we connect and convey information to our students. For those instructors who wish to provide asynchronous library instruction options to their students, librarians have been hard at work producing videos, instructing viewers on topics such as navigating the library's research resources and searching specific databases, and even creating course-specific content. Visit [Library Tutorials](#) for a full listing of our videos.

In early 2021, Indigenous & Anthropology Subject Liaison Librarian, Rachel Chong, created a series of [Indigenous Information Literacy Videos](#) to support teaching and researching with an Indigenous lens. Meant for instructors, their classrooms, and for students who undertake research using Indigenous sources or in Indigenous communities, these videos cover important topics such as respectful research practices, how to cite Elders & Knowledge Keepers, and how to evaluate Indigenous sources.

## **Publications & Presentations**

### **Plagiarism Tutorial**



*Title page for 'Academic Integrity'*

On September 9, 2020 we were able to fully launch our new open resource, [Academic Integrity](#). Fully available online, it was written and designed by our Academic Integrity Liaison Librarian, Ulrike Kestler, to be easily integrated into course activities and readings by our instructors. It also has an optional Academic Integrity recognition badge that students can earn after enrolling and successfully completing quizzes in our Academic Integrity Moodle Course. By the

end of fall term, over 3,300 people enrolled in the course and 2,863 badges were issued. Academic Integrity boasts enhanced content, interactive activities, and a commitment to helping our students understand the importance of adhering to academic integrity principles, and developing awareness around concepts such as plagiarism and citation.

### **APA Pressbook**

During Open Education Week 2021 in March, KPU Library was pleased to launch another new open resource called [APA Style Citations](#), which was again written by Ulrike Kestler with a foundation from two other open resources. This Pressbook can be incorporated into class instruction by faculty and can also act as a reference resource by students. *APA Style Citations* features interactive activities and exercises alongside informational text so readers can practice the skills they learn.

### **Presentations and Conferences**

PKP Scholarly Publishing Conference, Barcelona (November 2019), Karen Meijer-Kline: "Course journals supporting social justice: developing equitable scholarly communications through in-class publishing projects" (co-presented with Kate Shuttleworth, SFU Library).

Open Education Global Conference, Milan (November 2019), Karen Meijer-Kline: "The Library as Open Publisher: supporting OER creation on campus".

Fashion Now and Then Conference hosted by LIM College, New York City (November 2019), Denise Dale (co-presenter): "Iconic Fashion Identities: Education in the Zeitgeist" (co-presented with Shirley Thompson).

Maskwacis Cultural College Microlearning Series, online (January 2021), Rachel Chong: "Indigenous Information Literacy."

Vancouver Island Library Staff Conference, online (February 2021), Kelsey Chaban (co-presenter): "The Community Scholars Program: Paywalled Literature & Academic Library Services for Organizations that Support Healthy Communities."

BCLA Conference, online (May 2021), Rachel Chong: "Indigenous Academic Librarianship Online."

## **Collections & Collection Support**

### **Online Resource Additions**

The pandemic has reminded us of the importance of access to collections and the support of open educational resources. We focused attention to our online resources, and made several significant subscription purchases and increased access to online resources over the past year. Here are some highlights:

- Criterion On Demand: Streamed access to over 4,000 feature films for KPU employees and students for personal, noncommercial, and educational viewing from on or off campus
- SAGE Business Cases: This collection brings together 3,000 cases selected from a variety of sources, including key university and association partnerships, to meet the needs of business faculty and students internationally.
- Fairchild Interior Design Library: Provides access to several required textbooks and eBooks to some of KPU's interior design courses.
- JOVE Education: Biology Core and Biology Lab Manual: Provides video content that covers the same material as popular required biology textbooks.
- PrepStep: provides practice tests and other learning support materials for standardized tests such as NCLEX, IELTS, TOEFL, LSAT, MCAT, GRE, and the RCMP Aptitude Test
- *Vancouver Sun* Historical Archive: Grants access to the archival articles of the *Vancouver Sun* from 1912- 2010 and complements our *Vancouver Sun* Recent Archive.
- CRC Handbook of Chemistry and Physics: This is an authoritative source for information related to chemistry and physics, though its usefulness spans additional scientific fields such as biology, geology, environmental science, and engineering
- Taylor & Francis eBooks: Access is now available to a significant collection of approximately 122,000 eBook titles from the Routledge and CRC imprints - all titles published in 2018 and prior
- Passport: Includes internationally standardized statistics and data; analysis of lifestyle, population, and socioeconomic factors; historical and forecast data; market information for Canada and 51 other countries.

In addition, in 2021, KPU Library updated its collection strategy to incorporate Evidence-Based Acquisition (EBA) strategies. We phased in two EBA purchasing programs, the first from Wiley, and the second from Cambridge. The addition of these two EBA programs results in an increase of about 32,000 new eBook titles. EBA programs complement the library's existing Demand Driven Acquisition (DDA) programs. With the addition of these EBA programs, the library's collection strategy continues to focus on our users. This supports a key action from KPU LSP, to "Build, sustain and provide access to dynamic, scholarly collections in different formats, recognizing the diverse and changing needs of our users" (Goal 6: Develop Collections and Support Open Education).

### **Indigenizing our Collections**

Support for our collection continues and our Technical Services team has done a great job supporting our users and collections throughout the pandemic.

KPU Library has recently completed two phases of a large project to decolonize the name and subject terms used in our catalogue for Indigenous Peoples and topics. The project has been informed by the work of others, including colleagues at Libraries and Archives Canada, the Manitoba Archival Information Network, UBC's X̱wi7̱wa Library, and the Greater Victoria Public Library. Our Technical Services Librarian, Linda Woodcock, was fortunate to be able to consult with our Indigenous & Anthropology Liaison Librarian, Rachel Chong as the project progressed. This is an ongoing project and there is more work to be done, but this is a significant step towards Indigenizing our library practices (KPU LSP, Goal 3).

The first phase of the project saw us change the headings for the names of First Nations in BC in our catalogue to reflect the preferred terms by Indigenous nations themselves (for example, the heading 'Kwakiutl Indians' changed to 'Kwakwaka'wakw'.) The second phase of the project involved modifying subject headings used for Indigenous Peoples in Canada from outdated terms (such as 'Native peoples' and 'Indians of North America – Canada' to 'Indigenous Peoples' and 'First Nations – Canada'. This process involved modifying over 4,600 bibliographic records related to Indigenous studies in Canada and represents many hours of detailed hard work and diligence.

## Comings and Goings

In late November 2019, Administrative Assistant **Genevieve Kreye** retired. In December 2019, we said another goodbye to librarian **Jan Penhorwood**, who retired after serving as contract faculty. **Shannon Rego** was hired as Administrative Assistant in January 2020 after serving as an interim, part-time auxiliary. In June 2020, **Kelsey Chaban** returned from leave and resumed her position as Student Engagement & Community Outreach Librarian. In August 2020, we had to say a difficult goodbye to our auxiliaries due to the pandemic, but we are hopeful many will be back when we return for fall 2021.

## A Final Note

Like the rest of our colleagues, KPU Library had to pivot abruptly in spring 2020. While the pandemic wrought not an insignificant amount of stress and confusion, it has also brought with it moments of empathy, ingenuity and resilience, and the team at KPU Library has demonstrated these qualities time and time again. KPU Library has remained open throughout the pandemic, with modified service and access, and we are proud of our employees for continuing their work throughout. They provided service to our users even in the midst of uncertainty, and demonstrated teamwork, dedication and adaptation. The items listed in this report is by no means a complete list of our employees' efforts. I want to take this opportunity to thank our staff and librarians for their stellar work and their commitment to serve our users and the KPU community.

## Langara College

*submitted by Patricia Cia, Director, Academic Innovation*

### Director, Academic Innovation Retires

After over 16 years at Langara as Librarian, Technical Services Coordinator, Department Chair, Head of Library Services, and finally Director of Academic Innovation, **Patricia Cia** will be retiring as of August 1, and notes: "It has been my pleasure and honour to collaborate, engage, lead, and innovate with everyone at Langara. I am so proud of what we have accomplished over the years and the newer initiatives that are just

starting to see fruition." The position of Director, Academic Innovation will also be retired.

### New Director, Library Services and Learning Commons

We are very pleased to share that **Debbie Schachter** will be joining Langara on July 12, 2021, in the role of Director, Library Services and Learning Commons. Debbie has led a variety of academic libraries and support services and has contributed to Indigenization and decolonization initiatives. In her most recent role at Capilano University, Debbie successfully led the development of a new academic support model for the institution. In addition, she is no stranger to Langara, having also taught in the Library and Information Technology Department.

### Library Services in a Virtual World



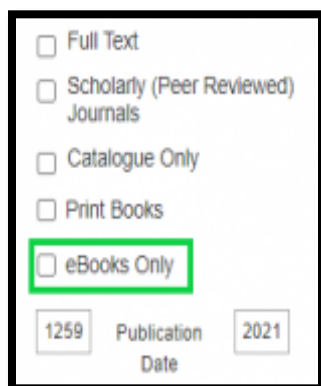
As with all libraries, the ways we interact with students has changed dramatically this past year. Notably, our robust research and tutoring services shifted completely online. Langara students were the fourth highest users of AskAway during the 2020-21 fiscal year and the library team committed to connecting with our students in this online environment. Of the 3,600 Langara students who accessed AskAway during this past year, 80% interacted with a Langara librarian or reference assistant.

Students with more in-depth research questions, or simply those who prefer to discuss their research "face to face," can book Zoom appointments with subject librarians. The library recently made this much easier by adding a "Schedule an Online Appointment" button on librarians' profile pages.

The library has invested heavily in its online collections in recent years, which served us well



during the transition to online learning. During the early months of the pandemic, the library added a new filter to its Quick Topic Search to make finding eBooks easier.



The library's physical collection remained accessible since the start of the COVID-19 shutdown in a way that maintained proper health protocols. After submitting a request for an item in the collection using our [online form](#), students and staff are notified when the

requested items are available for contactless pick-up. All materials can then be returned to the library's outdoor book drop.

### Long Night Against Procrastination



Langara's first ever Long Night Against Procrastination (LNAP) was held virtually on Zoom on March 25.

Peer tutors, research librarians, and faculty helped students with writing assignments and studying, and attendees could join breakout rooms for games and other relaxation activities to provide an energy boost. In addition to hourly prizes that included tuition vouchers, DoorDash gift cards were offered as door prizes to welcome the attendees.

Twenty-eight faculty, staff, peer tutors, and student volunteers assisted the 85 attendees that participated in the event. Over 81% of respondents to the post-event survey found the experience useful in helping them prepare for assignments and/or de-stress.

In response to the successful inaugural event, the second LNAP has been scheduled for July 15, 8 p.m. - 11 p.m.

### Indigenization at Langara Library

In November 2019, the BC provincial government passed legislation to implement the UN Declaration on the Rights of Indigenous Peoples (UNDRIP), which the Truth and Reconciliation Commission (TRC) confirms as the framework for reconciliation. Langara Library is committed to upholding the principles outlined by the TRC and UNDRIP. In 2021, the library published its [first status report](#) monitoring its efforts to Indigenize and decolonize its practices, which can be accessed on [The LaIR](#) (Langara Institutional Repository).

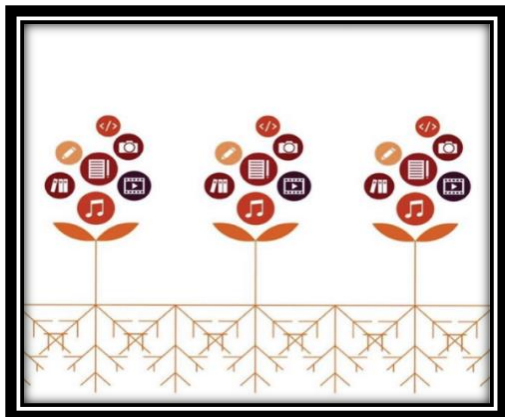
### Langara Open Student Scholar Prize

In the spring of 2020, the Langara Library, [Open Langara](#) (Langara's Open Education Advisory Committee), and the The LaIR introduced the Langara Open Student Scholar Prize. The prize celebrates exemplary work being done by Langara students and offers them the opportunity to share their work in an open access format.

In March and April 2021, the library jointly ran the Open Student Scholar Prize for the second time, with great success. The judges were pleasantly surprised to receive almost double the number of submissions from last year, as well as an increase in instructor-nominated projects. As part of the submission process, students are asked to share their experience with or interest in Open Education. Some reflect on using open textbooks or open-source tools in class, while others focus on why they want to openly share their work. Many students point to Open Education as a means of fostering equity and diversity in academia and explore the idea of scholarship as a conversation.

All winning projects can be discovered in the [Open Student Scholar Prize collection](#) of the LaIR.

## UN Sustainable Development Goals Open Pedagogy Fellowship



On March 4, 2021, snəweyət leləm – Langara College joined Kwantlen Polytechnic University, Thompson Rivers University, and four US colleges (Montgomery College, Maricopa Community Colleges, Pima Community College, and the Community College of Baltimore County) as an institutional partner in the UN Sustainable Development Goals Open Pedagogy Faculty Fellowship. The United Nations Sustainable Development Goals (UN SDGs) are a set of 17 goals that address a wide range of social issues, such as poverty, inequality, climate change, peace, and justice.

The Langara UN SDG fellows will join a team of 2 - 3 instructors from different disciplines and different institutions. Each fellowship team will design three renewable assignments in summer 2021 and implement at least two during the fall 2021 or spring 2022 semester. A student showcase will take place in early 2022 in which a select number of students will present on how they improved their communities and achieved global justice through open pedagogy using the UN SDG framework.

### Staffing Updates

Media Librarian **Annie Jensen** welcomed a baby boy to her family in 2021 and started her parental leave. **Mia Clarkson**, the library's Media Librarian from 2017 to 2019, has returned to Langara to again cover Annie's maternity leave position.

Science Librarian **Jennifer Weldon** has taken on a full-time position with CAPER-BC. We wish Jennifer well in this new position and are grateful she will still be located on Langara College's campus. Copyright Librarian **Lindsay Tripp** will be

taking a parental leave starting in the fall. The hiring process to fill both the Science Librarian and Copyright Librarian positions is underway.

## Northern Lights College

*submitted by Dawna Turcotte, Regional Librarian*

### Library Staff

**Meredith Temple**, our Copyright/Library Assistant in Dawson Creek, left NLC at the end of April to join the North Vancouver City Library as a Librarian. She holds an MLIS degree.

We are pleased to announce that **Jamie Bond**, our part-time Library Assistant in Dawson Creek, is our new Copyright/Library Assistant. Jamie has a Library Technician Diploma and has completed her Canadian Copyright Certification.

The part-time Library Assistant position, a sessional position, which begins at the end of August, will be posted later this summer.

### Our Campus Libraries since COVID

While the onset of COVID-19 essentially prompted a near lockdown in BC in March 2020, the NLC Library staff have stayed connected with students and staff by providing individual support through email, phone, AskAway & Microsoft Teams.

Since September 2020, we developed a number of new services and products to meet our students' needs:

- Both the Dawson Creek (DC) and Fort St. John (FSJ) campus libraries were reconfigured to provide safe study and computer spaces.
- The two campus libraries are staffed with one on-site person during regular working hours to facilitate curbside pick-up, computer access and study space use.
- Students may book study and individual or small group tutoring spaces in the FSJ Atrium and the DC (CCET) Trades Training Centre.
- New library guides that were developed to ensure remote information and service access including:
- Our [Library Services and Resources](#) Guide, which provides the most current library information

- [Computer Basics, Tech Tips & Tutorials](#) includes how to guides on D2L, Browser Lockdown, MS Office Suite, internet browsers and more
- [Book Requests](#) with our contactless checkout procedures
- [Book & Article Scanning](#), following Canadian Copyright guidelines
- [Open Electronic Resources](#) for open and free e-books and e-journals.
- [Group Studying and Tutoring Spaces](#) a booking service to use the FSJ Atrium & the DC Trades Training Centre
- [Book a Study Seat or Computer Station](#) in the library

Despite the challenges brought about by COVID-19, the library staff continue to look for ways to adapt our service delivery and successfully support the needs of our students. We look forward to the day we can safely return to the college and resume working more in person with our colleagues and our students.

## Okanagan College

*submitted by Ross Tyner, Director of Library Services*

As is undoubtedly the case for anyone reading this newsletter, the past year at OC Library has been one that we will always remember, but also one that we will be glad to have put behind us. Along with dealing with the challenges presented by the pandemic, we mourned the death of two long-time employees. Nevertheless, despite these setbacks and obstacles, we accomplished an incredible amount and learned many lessons about our institution, our communities, and ourselves. These accomplishments and learnings were only possible due to the compassion, enthusiasm, humour, patience and perseverance of the exceptional Library Services team. I cannot thank them enough for all they have done over the past fifteen months, including the following notable achievements.

## COVID-related planning, initiatives and services



Led by Campus Librarians, Campus Library Coordinators, and campus library staff, we spent much of last summer developing detailed COVID health and safety plans to allow limited opening of our four campus libraries, from September to the present.

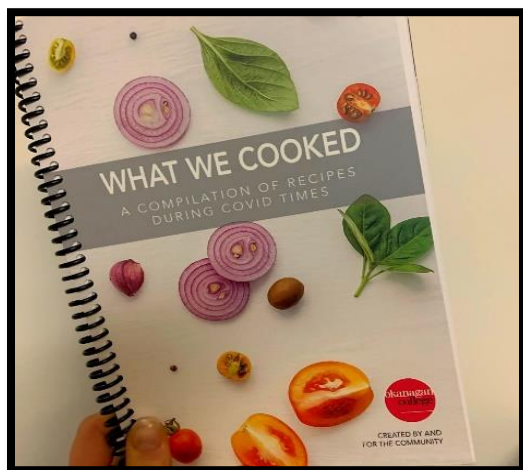
With staff on all campuses working diligently to ensure students received the books they needed in time for fall and winter classes, we mailed thousands of books to students, thanks to the Canada Post Library Shipping Tool. The service was so successful that we will likely continue it in the fall.

We implemented a [Delivery on Demand](#) service that allowed users to request the scanning and delivery of book chapters and other print resources. The service will continue in the fall and will likely be more integrated with Talis Aspire than is currently the case.

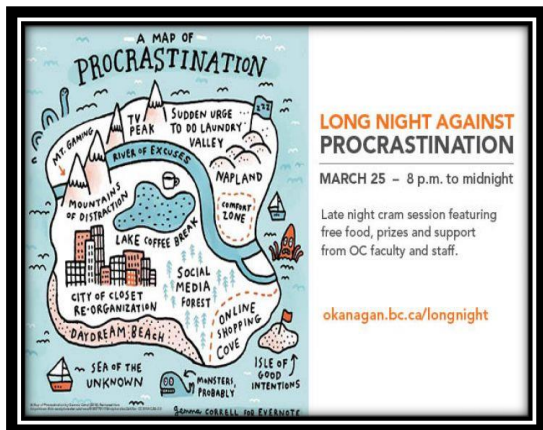
Web Services Librarian Roën Janyk led the implementation of [LibCal](#), College-wide, for booking appointments, spaces and seats. LibCal is being used by eight departments at OC.

Thanks to the initiative of OC Library employees Lisa Wakefield, Roën Janyk, Jennifer Finlay and Claudia Valencia, and with assistance from the OC Public Affairs team, we compiled and published a cookbook, [What We Cooked](#), with recipes contributed by members of the OC community and the public. All proceeds from sales were donated to OC student-led food security initiatives. The Culinary Arts department also

offered a take-out meal service featuring recipes from the book.



### Student-focused initiatives



Coordinated by Penticton Campus Librarian Eva Gavaris, we ran two very successful online Long Night Against Procrastination (LNAP) events. The events were among the most popular of all virtual events hosted by OC during the pandemic, with close to 100 students participating in the most recent event in March 2021. Given their success, we are considering making future LNAP events a combination of online and in-person.

We continued and expanded the library e-text program, which offers licensed eBook alternatives to course textbooks. In 2020-21, the program provided more than 100 e-texts across a wide range of departments and disciplines, and is estimated to have saved students nearly \$275,000 over that period. Since the program began in 2018, total student savings are estimated at approximately \$666,000.

### Social justice, EDI, and Indigenization



We made a library-wide commitment to anti-racism and equity, diversity and inclusion. Some of the actions we've taken to date include participation in an "Equity in Action" online course, a facilitated session with EDI educator Shereen Samuels, and a diversity audit of the library's Canadian fiction collections. Special thanks are due to former term librarian David Gill for encouraging us to get started on these initiatives.

With the leadership of Eva Gavaris, we worked with students in the Human Service Work program to develop a practicum placement that involved an accessibility audit of the library's physical and online spaces. The resulting report will be invaluable in redesigning library facilities, systems and services to ensure they meet the needs of all learners.

We sought and received approval for a new full-time faculty librarian position, for Indigenous Initiatives and Services. The hiring process is underway and we hope to have someone in the position by August.

Renovations are underway on washrooms on two floors of the Kelowna campus library. The renovations include the creation of the library's first gender-neutral washrooms.

## Staff comings and goings



As noted in the introduction, we mourned the passing of a long-time former employee, **Claudia Cable**, and a long-time current employee, **Erika Henfling**. Between the two of them, they worked at OC Library for more than 80 years. The library worked with the OC Foundation to establish a new [student award](#) in their honour.

We also bid farewell to retirees **Yvonne Caldwell** (E-resources Technician), **Terry Tuck** (Executive Assistant), and **Lisa Wakefield** (Acquisitions Technician).

We welcomed (and in some cases later said goodbye to) new employees **David Gill** (full-time term Learning Services Librarian, 2020-2021), **Leslie Russell** (Executive Assistant), **Kim Nohr** (Metadata Technician), **Doug Mehus** (Acquisitions Technician), and **Can Li** (full-time term Web Services Librarian, starting July 2021).

## Systems changes and implementations

Just as the pandemic began, we implemented the [Talis Aspire](#) digital reading list management system. Aspire facilitates access to library and web resources and integrates with the College's Moodle LMS. As one of the first two libraries in Canada to implement Aspire, we were also a partner in developing a Canadian copyright module for the system.

Ending a 16-year relationship with the Voyager ILS, we completed the first phase of a system migration to FOLIO, with implementation, hosting and support services from EBSCO. As of June 1 we went live with Circulation, Inventory, electronic resources management, and EDS catalogue integration. We are now working toward

implementation of Metadata, Acquisitions, and Course reserves. The implementation team of Gilbert Bede, Greg Hutton, Roën Janyk and Nicole Arbuckle have committed a great deal of their time and attention to the project to meet a very tight deadline.

As part of the college's website redesign, we launched an updated library website in summer 2020.

## Learning resources

Led by Roën Janyk, and with a grant from BCCampus, we developed an Open Education Strategy and Action Plan which will provide direction and momentum as we try to grow Open Education at OC.

Led by Lindsay Willson, we are in the midst of a comprehensive review of copyright policies, practices and costs. We expect to make recommendations to OC regarding proposed changes by the coming fall.

## Simon Fraser University

*submitted by Chloe Riley, Library Communications Officer, for Gwen Bird, Dean of Libraries/University Librarian*

## Responding and adapting to COVID-19



Like many institutions, SFU Library closed our doors in mid-March 2020, while continuing to offer robust virtual services. Over the past year, we have gradually restored some in-person services,

including contactless hold pickup service at all three library branches and study hall on weekday afternoons at W.A.C. Bennett Library. We anticipate welcoming students, faculty, and staff back into our physical branches this fall.

### **Inaugural Non-Fiction Writer in Residence: Mark Winston**

We're thrilled to share that Dr. Mark Winston was SFU Library's inaugural Non-Fiction Writer-in-Residence. This new writing residency emphasizes the power of non-fiction writing to share research beyond academia, complementing our existing activities in the area of knowledge mobilization. Winston is the winner of a Governor General's Literary Award for Non-Fiction, and a professor in SFU's Centre for Dialogue and the Department of Biological Sciences. Over his 8-month term, he coordinated a Q&A video series with writers and academics on writing for public audiences, and offered intensive workshops and manuscript consultations to SFU students and researchers, enhancing their capacity to write effectively for the public.

### **Launch of the Indigenous Curriculum Resource Centre**

The virtual [Indigenous Curriculum Resource Centre \(ICRC\)](#) offers resources for SFU instructors who are working to interrupt the repression or negation of Indigenous knowledge within post-secondary education systems. Centering Indigenous approaches to teaching and learning, the ICRC provides a place for instructors to explore all stages of this work, including curriculum materials, resources for decolonizing and Indigenizing classrooms, and Indigenous pedagogy. While planning for the physical ICRC, to be located on the 4th floor of W.A.C. Bennett Library, has been delayed by COVID-19, we look forward to its opening in the next year.

### **Inclusive and Antiracist Writing Guide**

Staff and student peer educators in the Student Learning Commons developed an online writing resource to help students learn how to avoid language that excludes groups of people or unintentionally causes harm. Offering accessible information, strategies, and exercises, the [Inclusive and Antiracist Writing Guide](#) also includes steps on how to start questioning assumptions and habits in writing, a glossary of terms, and examples of inclusive writing. It covers

topics such as gender identity and sexual orientation; Black peoples, Indigenous peoples, and peoples of colour; and ableism, disability, mental health, and neurodiversity.

### ***un/settled* installation at Belzberg Library**



Since November 2020, the [literary art installation \*un/settled\*](#) has covered the 240 square feet of Belzberg Library's street front windows in downtown Vancouver. For Ebony Magnus, Head of Belzberg Library, the closure of the space due to COVID-19 presented an opportunity to meaningfully reimagine the library's role in the community.

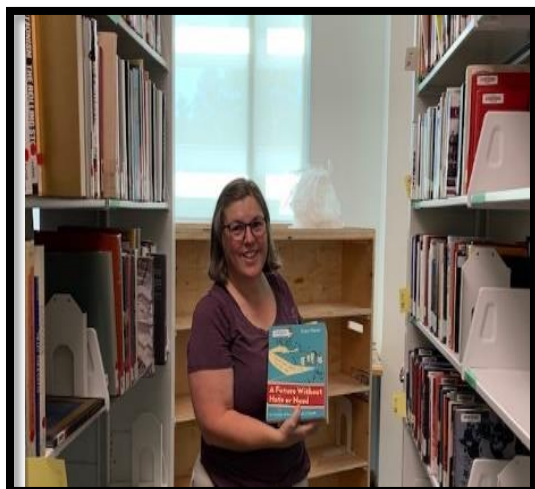
Combining poetry from Otoniya J. Okot Bitek with portraiture by Chantal Gibson, in collaboration with Mily Mumford and Adrian Bisek, *un/settled* offers a tribute to Breonna Taylor that centres Black womanhood and Black creativity, thought, and joy. Esteemed poet Okot Bitek is the 2020 Ellen and

Warren Tallman Writer-in-Residence with SFU's Department of English, and a 2021 Doris and Jack Shadbolt Fellow in the Humanities, and Gibson is an award-winning artist and writer, as well as a University Lecturer in SFU's School of Interactive Arts and Technology. By obscuring the empty library's windows, *un/settled* illustrates the global uncertainty and displacement caused by the pandemic and situates itself within the ongoing systemic violence against Black people, Indigenous people, and people of colour, while also unapologetically raising up and celebrating Black art and Black communities. *un/settled* will remain on display until November 30, 2021.

## Thompson Rivers University

*submitted by Tania Gottschalk, Interim University Librarian*

### People



### Pútucwiye (goodbye)

**Kathy Gaynor** recently departed from her role as University Librarian. Kathy has moved to Saskatoon to be closer to family. Kathy made many significant contributions to TRU including leading the development of a new five-year strategic plan for the library; securing ongoing funding for several new library positions; and advocating for and organizing the move of the library from the Main Library building into the larger and much newer Brown Family House of Learning (HOL). We wish Kathy well in her new position as Director, Collections and Service Infrastructure at the Saskatoon Public Library.



We also said goodbye to three other long-time library employees. **Penny Haggerty** recently retired from her position as Collection Services Librarian. Penny first started work at the former University College of the Caribou 27 years ago. She has played an important role in developing the collection over many years, overseeing its transition from one with a print-based focus to one that is largely online. Her wit, wisdom, and expertise served as an inspiration to her colleagues.

**Anita Penner**, one of our Library Client Service Associates (LCSAs), retired after 35 years. Anita spent many years performing cataloguing and acquisitions work as well as serving on public service desks. Anita's outgoing personality, enthusiasm and work ethic will be greatly missed.

**Jessie Lampreau**, another one of our fantastic LCSAs, successfully completed her MLIS from the University of Alberta and secured a contract position at the University of Saskatchewan Library. Jessie recently accepted a full-time permanent position as a librarian with the Thompson Nicola Regional Library in Kamloops.

## Weyt-k (hello)



**Tania Gottschalk** joined TRU as Associate University Librarian in May 2020, sharing accountability for the library's academic mission, strategic direction, and leading operational planning. She has over 30 years' experience working in academic libraries in Canada and the United States, most recently as head of the Sciences and Technology Libraries at the University of Manitoba. She has an MBA from Athabasca University, MLIS from the University of Illinois, and a BA from the University of Alberta. As a result of Kathy's departure, Tania will be serving as interim University Librarian for the next year.



**Julia Wells**, the User Engagement and Student Success Librarian, will be serving as the acting Associate University Librarian for the next year. Over the years, Julia has served on many TRU committees, such as the Budget Committee of Senate, the Student Success Committee of Senate, and the Chair of the University Library Divisional Council. Julia has led the development of many TRU Library initiatives, such as Long Night Against Procrastination, Free Menstrual Product Initiative, Virtual Stress-Free Zone and Escape the Library! Escape Room.

**Kimberly McMillan** joined TRU as an LCSA in April 2021. Kimberly has an Associate of Commerce Diploma from Vancouver Island University (1998), and graduated with honours with a Library and Information Technician Diploma from Algonquin College of Applied Arts and Technology (2020), where she received both the *Library Technician Award for Highest Standing* and the *Library Technician Peer Recognition Award*.

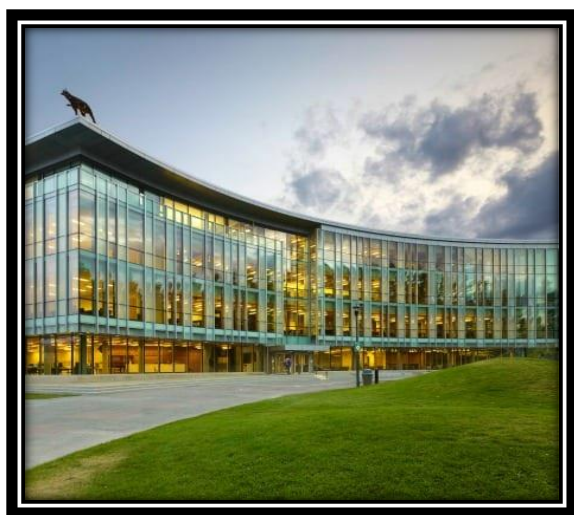
## Spaces & Places

The switch from face-to-face instruction to online instruction because of the COVID-19 pandemic afforded TRU the opportunity to accelerate plans for campus reconfiguration. As part of the TRU Space Allocation Plan, the long-awaited move of the library into its intended home in the HOL, occurred over summer 2020. The library had been in the Main Library building for nearly 50 years. The HOL, which opened in 2011, is TRU's first LEED Gold-certified building.





The move was a huge undertaking for library and facilities staff. In addition to packing up offices and service areas, the print collection of 230,000 volumes was moved from the Main Library to existing compact shelving area on third floor HOL. Using large wooden book trucks rented from a local moving company and loaned by the Okanagan Regional Library, approximately 5.5 kms of books were moved by the library team. A careful mapping, flagging, and labelling system ensured books were moved in the correct order and fit into compact shelving. All work occurred under the provisions of a COVID-19 safety plan approved by Office of Safety and Emergency Management.



The new student focused library space in HOL features an updated learning commons area; a makerspace; group study rooms for both undergraduate and graduate students; a family friendly library research room; computer workstations; a silent reading room; and additional student study, collaboration, and workspace in the form of carrels, individual study pods, and group study tables. The third floor print collection will be open stacks with self-checkout to support borrowing. Compact shelving was added to the basement of HOL to store less frequently used materials.

HOL will be the home not only to the university library, but faculty and students will benefit from the co-location of the Centre of Excellence in Learning and Teaching, focused on promoting engaged teaching practice and the scholarship of teaching and learning for all faculty members, and Supplemental Learning, academic support linked to challenging introductory courses.

Updates to signage, space, technology, and furnishing have been occurring throughout fall 2020 and spring/summer 2021. HOL continues to be a limited access facility under current COVID-19 campus safety protocols, making it easier for these modifications to occur. HOL will be fully open for student and faculty use in early August 2021. The new makerspace will open January 2022.

### Services & Resources



The library moved to online delivery of library services in late March 2020 due to the COVID-19 pandemic. Library support staff and librarians quickly adapted to work from home and have been able to support faculty and students throughout the fall 2020, winter 2021, and summer 2021 semesters. LCSAs monitored and responded to thousands of information questions virtually. Students took advantage of the flexibility of connecting with librarians online resulting in close to 900 virtual research consultations. Many faculty also invited liaison librarians into their online courses to deliver information literacy sessions. Virtual versions of Long Night Against Procrastination and Stress-Free Zone were offered and much appreciated by students.

The library began offering touchless borrowing services in September 2020. In the library's Discover search tool, EBSCO added a "Request this Item" link each print item record. Choosing this option permits users to choose to pick up items from 24/7 hold pickup lockers located outside of HOL; request a section of a book to be scanned and emailed; or, have an item shipped to a Canadian address. The service has proven very

popular with over 1200 items picked up, scanned, or shipped. Overall, the service resulted in better support to all students in TRU, including those taking courses at a distance or through open learning. We will continue to offer it throughout the next academic year.

A new course readings service was also offered to faculty for fall 2020 to assist in making their course reading lists available 24/7. The Springshare eReserves platform was purchased for this purpose. Our access services librarian continues to explore how to best help faculty utilize this service for integrating reading lists into Moodle.

The pandemic year has been tremendously challenging on many levels, but our library technicians and librarians have been amazing at handling change while providing high quality services. We look forward to opening the doors of the House of Learning Library to students in the fall, and the new set of challenges we will face in our post pandemic world.

## Trinity Western University

*submitted by Darcy Gullacher, University Librarian*

Like all other CPSLD libraries, 2020 will be a year not quickly forgotten! Below is a partial summary of some of the happenings at Trinity Western University.

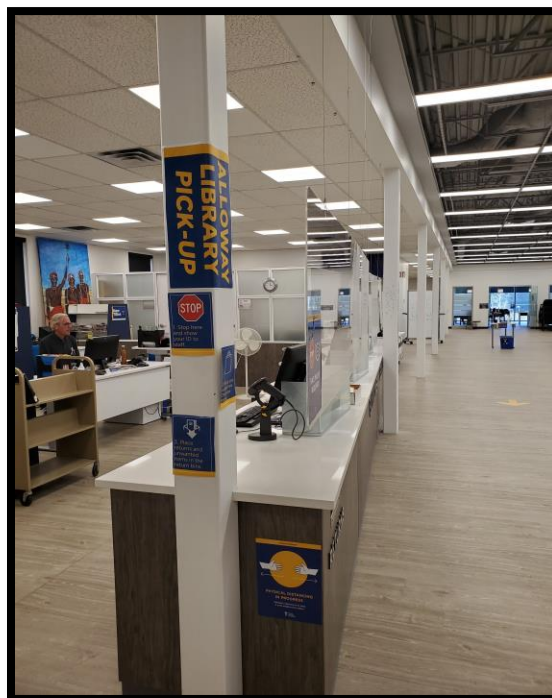
### COVID-19 Response

We rose to the COVID-19 challenge by:

- Pivoting quickly to a “contactless hold pick-up” service. Library users have continued access to the print collection through this service.
- Creating a “Scan and Deliver” service, where book chapters and articles were scanned and sent to users or faculty for use as electronic course reserves.
- Reference librarians providing research help services, information literacy tutorials, and orientation sessions through live Zoom sessions, chat reference, and pre-recorded videos.
- Assisting faculty with finding suitable electronic equivalents to print resources and making those resources available to students seamlessly through Moodle.
- Reducing access to our physical space through closing public access to the upper and lower

floors of the library. This also reduced the risk of COVID transmission amongst library staff, and limited the amount of deep cleaning required by Building Services. Services located on the second floor, such as the Archives and Special Collections and the Curriculum Resource Centre, were available by appointment.

- Acquiring needed electronic resources and electronic books to support the transition to fully online teaching and learning. This was made possible through the generous support of the University’s Emergency Multi-Access Fund.



*Our Borrower Services desk outfitted with shield*



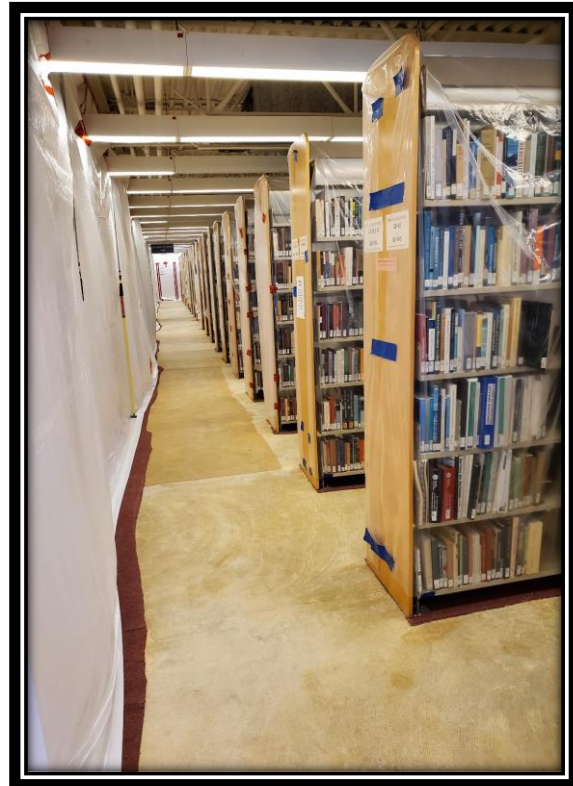
*Directional signage at our front entrance.*



Even though the elevator remained operational, this sign kept students on the main floor.

## Flood Repair

- In fall 2019 we had a flood on our lower floor. In summer, 2020 repairs were completed, including:
  - Replacement of carpet with a polished concrete floor.
  - Re-painting of the walls, replacement of the lighting, replacement of the blinds, and a re-configuring of the washrooms to improve accessibility.



*From this...*



To This.

### HVAC Upgrade

Over the Christmas Break HVAC systems on the main floor were replaced, providing a more comfortable atmosphere for students and staff



These HVAC units made...



This...



Feel more like this.

### Storywalks

As a way of taking the library outdoors during the pandemic, a staff member created a series of Storywalks that were displayed on campus. Featured Storywalks included one on

Remembrance Day, one on mental health awareness, and one remembering missing and murdered Indigenous women on [International Women's Day](#).



[Image](#) details.

## University of British Columbia

*submitted by Michelle Blackwell, Director of Communications and Marketing, for Susan Parker, University Librarian*

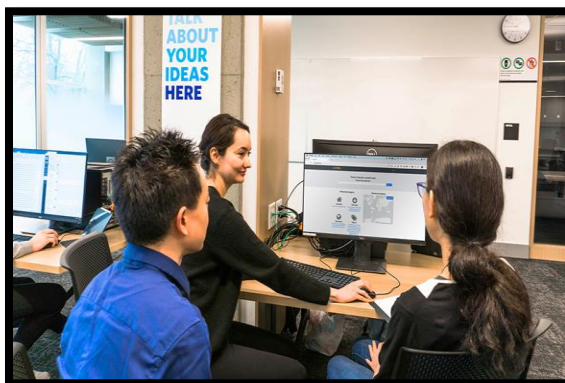
### Without the Library



UBC Library launches Without the Library, a student profile series that welcomes the unique stories of UBC students and showcases how the library helps shape each student's academic success and campus experience. This video series features undergraduate students from various disciplines who share an appreciation for different library branches, services and spaces. "Without the Library, I would probably spend thousands of hours going through resources on the internet instead of having it customized and delivered to me when I needed it," says Glichelle Pereyra, Bachelor of Education student. This effort

aligns with UBC Library's strategic direction to foster students' passion for growth and cultivate their learning experience by using the library's resources and innovative spaces. [Learn more](#)

### Open-source geospatial data discovery tool Geodisy launches



The UBC Library Research Commons launches Geodisy, an open-source tool that allows users to search online for Canadian research data through map-based discovery. With funding awarded by CANARIE in November 2018, the Research Commons team works in collaboration with several partners to create a more robust version of their originally proposed tool. The resulting software meets the increasing demand from researchers across disciplines for a map-based search alternative. [Read full story](#)

### Downtown Eastside Research Access Portal

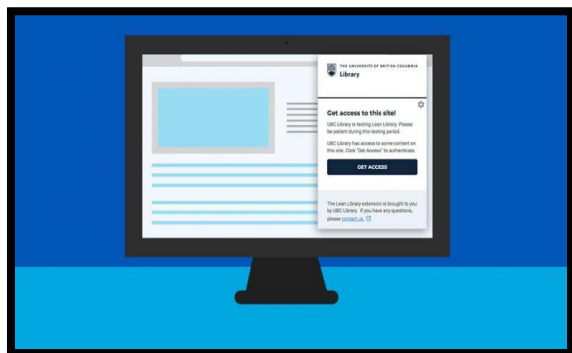


The Downtown Eastside Research Access Portal (DTES RAP) launches to provide access to research and research-related materials relevant to Vancouver's Downtown Eastside through an easy-to-use public interface. The portal is part of the Making Research Accessible Initiative (MRAi), a sustained collaboration launched in 2015

between the UBC Learning Exchange and UBC Library's Irving K. Barber Learning Centre, and in consultation with DTES residents and community organizations through focus groups and user experience testing.

An innovative use case for UBC's open access digital repository cIRcle, the portal relies on cIRcle's infrastructure and services for content processing and reuse permissions. Serving a variety of purposes both within the UBC community and beyond, the DTES RAP serves as an instructional tool, as a way for researchers to amplify the reach and impact of their work, and as a reliable, primary information source for the DTES community. [Read full story](#)

### New browser extension creates seamless access to online resources



Library users can seamlessly access UBC Library subscriptions from anywhere on the web, thanks to a new Library Access browser extension. Once installed, the extension automatically detects when users are on a website that contains content the library subscribes to and allows access without having to visit the library website first. If the content is not accessible, the extension automatically checks for open access versions. [Learn more](#)

### A Conversation with Dr. Robin Wall Kimmerer



Xwi7xwa Library and Woodward Library present, in partnership with UBC Forestry and the Simon K. Y. Lee Global Lounge and Resource Centre, an immensely popular virtual event with Dr. Robin Wall Kimmerer. The acclaimed author of *Braiding Sweetgrass: Indigenous Wisdom, Scientific Knowledge and the Teachings of Plants* is joined by moderators, Dr. Ayesha S. Chaudhry and Corrina Sparrow to discuss the author's influence on multidisciplinary understandings of her work and how readers can integrate this into our connections with land and each other through our respective disciplinary lenses. The conversation goes live to 1925 viewers and the post-event recording is viewed more than 8,600 times. [Read more](#)

### The Phil Lind Klondike Gold Rush Collection offers essential new source for historical research and scholarship at UBC Library



UBC Library has received an unparalleled collection of rare archival materials, dating from the Klondike Gold Rush era (1894-1904) in British

Columbia, from alumnus and Canadian telecommunications icon Philip B. Lind, CM. The donation includes a \$2.5 million gift that will support the collection at the library. [Learn more](#)

### Materials Pick-up Service



After the library's physical locations close temporarily, the Materials Pick-up Service launched in July 2020 to provide library users a way to access those physical resources that are not available in electronic formats. Through the service, thousands of requests are sent through the online library catalogue, processed within seven business days and held for two weeks at the main entrance to Koerner Library on UBC Vancouver campus. Materials in the Humanities and Social Sciences collection account for 43% of all requests submitted.

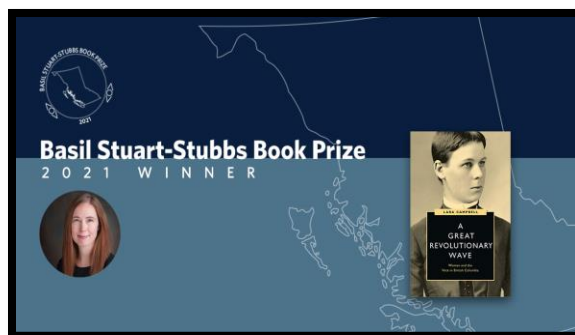
By November, the library is able to increase staffing levels to keep up with demand, extends pick-up hours and provides expanded access to include additional user groups. [Read the full story](#)

### How UBC Library has provided safe study spaces on campus



As one of the only study spaces currently open at UBC, the Irving K. Barber Learning Centre (IKBLC) has been a popular campus destination for currently-registered students, faculty and staff with a valid UBC card. Rigorous safety and cleaning protocols, physical distancing measures, and an active security presence have made it possible to provide this essential space. [Read the full story](#)

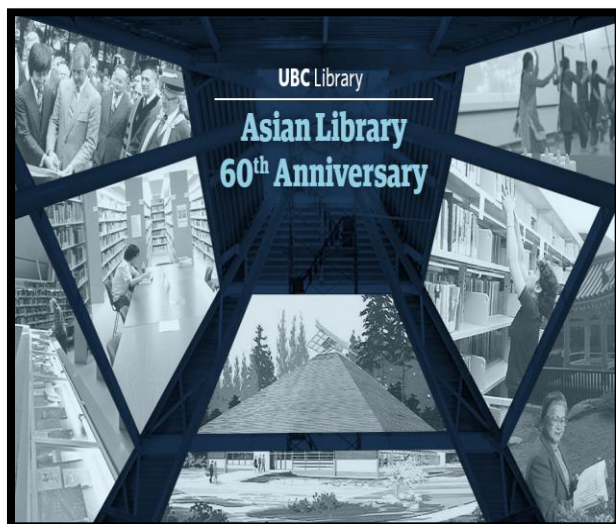
### Dr. Lara Campbell wins the 2021 Basil Stuart-Stubbs Prize for her examination of the complex history of suffrage in British Columbia



Dr. Lara Campbell wins the Basil Stuart-Stubbs Prize for outstanding Scholarly Book on British Columbia for her book *A Great Revolutionary Wave: Women and the Vote in British Columbia*. The \$2,500 prize, given by UBC Library and the Pacific BookWorld News Society, will be awarded later this year.

Published by UBC Press as part of the Women's Suffrage and the Struggle for Democracy series, Dr. Campbell's book examines how the case for female enfranchisement in British Columbia grew and gained support, while negotiating the ambiguities and features that distinguished the movement in British Columbia. [Read the full announcement](#)

## Asian Library celebrates 60 years



The Asian Library celebrates its 60<sup>th</sup> anniversary with an online exhibit that explores the history and development of the branch. The exhibit details the spaces, collections, research, learning and teaching, community engagement and people of the Asian Library through stories written by the library's faculty, staff and student staff.

An interactive timeline shares snapshots of key events throughout the branch's history. [Read full story](#)

## University of the Fraser Valley

*submitted by Kim Isaac, University Librarian*

### COVID-19

The UFV campus libraries closed on Wednesday, March 18, 2020 due to COVID-19, and since then library staff have found many ways to continue providing access to collections, services, and support to faculty and students. As of May 2021, students can book individual study spaces in both the Abbotsford and Chilliwack libraries, so we are starting to reopen our on-site access and are busy planning for a full return to campus in the fall. Here are some of the ways that librarians and library technicians adapted existing services or added new services during the pandemic:

- UFV's library technicians joined the librarians in monitoring the AskAway Institutional Queue for questions from UFV students and faculty. This

was new for our technicians, and they enjoyed the training and the experience.

- **Alternatives to the physical library collection:** For the first few months of the pandemic, the physical library collection was unavailable as libraries were closed and staff were working remotely. We put a moratorium on ordering any new physical materials, and put a focus on sourcing and acquiring requested items in digital formats. On a number of occasions, we were able to give a faculty member or student access to a needed item within hours, by ordering the eBook. Although we will now order items in print, we are encouraging librarians and faculty to choose the digital version if it is priced within reason and will meet the need. The temporary change to e-only dramatically expedited a trend over the past years to move collection spending to digital collections.
- **[Course Resources Service:](#)** Working from a course reading list and/or syllabus, we provide faculty with copyright-compliant, [stable, persistent links](#) to digital resources available from the library's licensed [databases](#) and [journals](#), or from the open web. We advise faculty on the use of print materials and media content, and will digitize those if appropriate and in compliance with copyright law.
- **[Select & Collect: Library Pickup Service:](#)** in August 2020, the library launched **Select and Collect**, a curbside-like pickup service to our primary users (students and employees) and to UFV alumni. The service is still being provided four days per week from both the Abbotsford and Chilliwack libraries.
- **[Library Instruction:](#)** Librarians developed research guides, tutorials and quizzes to deliver instruction on library research and information competency. Students can access these at point of need, and faculty can add links within their online courses. More information is available [here](#).
- **[Extended reference via Zoom:](#)** Individual appointments with librarians had been available to students before the pandemic, but we are now using the Zoom platform to make the service available remotely. All students can book a 30-minute appointment with a librarian, and if students are in third year courses and



above, we'll try to match them up with the liaison librarian for their program.

Although we are planning for a full return to on-campus services this fall, we know that a significant percentage of UFV's classes will be fully or partly online, so it is likely that most or all of these services will continue in parallel with face-to-face services.

### Open Education Faculty Fellows

UFV received an Open Education Foundation grant from BCcampus in late 2020. This funding, which has been matched with funds from the Provost, is being used to develop an Open Education Faculty Fellows (OEFF) program. Three faculty have been chosen, and will receive funding to support their proposals to further the development and use of open educational resources at UFV and beyond. The program is being coordinated by the library and by UFV's Teaching & Learning.

### Library receives digitization grant

The UFV Library has been awarded a grant from the [BC History Digitization Program](#), administered by UBC's Irving K. Barber Learning Centre. This is the second BCHDP grant for UFV. The first grant allowed the library to digitize the Abbotsford, Sumas, & Matsqui News (ASMN) from 1922-1938. The library followed that project by digitizing the ASMN for the war years, 1939-1945. This grant will allow us to digitize issues from 1946, which will complete all the years that are currently in the public domain. The ASMN constitutes an invaluable record of the Abbotsford area's cultural history. It was the only Abbotsford area newspaper from 1922 until the mid-1980s. The newspaper's coverage of local current events traces the history of community development through information about local businesses, advertisements, infrastructure projects, city and district annual reports, and many other historical events. The ASMN can be found in HarvestIR, [UFV's digital institutional repository](#).

### Staffing notes

Longtime Media Technician **Heather LeGood** retired in July 2020. Heather was one of the earliest graduates of the Library Technician Program at Fraser Valley College, and she went on to get her BA in Political Science from SFU.

Her early work experiences took her from the Clearbrook Public Library, to the Vancouver Board of Trade library, to the Keyano College Library in Fort McMurray Alberta. In 1995 she came back to Abbotsford and after a short time working as an on-call technician, Heather became the Media Library Technician, the position she held until her retirement. Heather was well-known and highly respected in the BC library media community, and was an invaluable resource to many faculty through her years at UFV.

I will be retiring as University Librarian on June 30. My connections to UFV are longstanding, starting when I was a student here in the 1970s. In 1989 I became an instructor and then Program Head for the Library and Information Technology Program. I have been University Librarian since 2000. My longtime colleague Patti Wilson wrote a [blog piece](#) about my retirement:

**Camille Callison** has been appointed as the new UFV University Librarian, and will start in this role on July 1. Camille comes to UFV from the University of Manitoba, where she was the Indigenous Strategies Librarian. She brings to this position substantial leadership experience and an inclusive, forward-thinking concept of libraries as the heart of an active campus, acting as a partner in the integrated fabric of diverse faculties and communities. Please join me in warmly [welcoming Camille!](#)

## University of Victoria

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



*Photo: Christine Walde*

## Sacred Fire Ceremony

On June 1, 2021 a Sacred Fire ceremony was held on campus to offer support to students, staff, faculty and Elders as we honoured the 215 Indigenous children whose bodies have been confirmed to be buried on the grounds of the Kamloops Indian Residential School in Tk'emlúps te Secwépemc First Nation territory. For the month of June, the Mearns Centre for Learning - McPherson Library and university road entrances were lit orange as a connection to [Orange Shirt Day](#)—a visual symbol of our awareness of the need for ongoing reconciliation. Hundreds of people came by to sit by the fire, lay down prayers and medicine, and write messages to the 215 children which were burned in the fire as part of the healing. [Watch the ceremony.](#) [Support and Resources: 215](#)

## All Things Digital

### Land Title and Survey Authority Digital Maps



We have partnered with the Land Title and Survey Authority of British Columbia to make some of their [rare historic maps](#) openly available to our community. These maps include some of the earliest surveys of Vancouver Island and Victoria dating from the mid-1800s. British Columbians can now discover the history of their neighborhood from a new perspective!

## Playlist Partnership



We are pleased to announce a new [playlist of original compositions](#) from the talented students in UVic's School of Music. These instrumental pieces evoke peaceful reflection, concentration, and mindfulness--a perfect soundtrack for studying. Professor Kirk McNally and Vancouver Island's Flood Tide Music were supporting this creative work with help from the Learning and Teaching Support and Innovation (LTSI) Experiential Learning Fund.

## Victoria Daily Times



Following the success of digitizing the [British Colonist](#) (1858-1980), UVic Libraries partnered with Dave Obee, editor-in-chief of Victoria's *Times Colonist*, and CRKN/Canadiana, a consortium dedicated to expanding access to research across Canada, to make more than 13,000 issues of the [Victoria Daily Times](#) (1884-1940) freely available online. Historic issues of both newspapers are

accessed by people from around the world and are particularly popular with the local community, including authors, genealogists, historians, and students. Read [Times Colonist story](#).

### Holocaust Graphic Novels Partnership



With support from Digital Scholarship librarian Matt Huculak, a newly created digital exhibit was launched, [Stories of the Holocaust: Local Memory and Transmission](#), featuring ten stories told by local community members whose families were devastated by the Holocaust. This past semester, students in the Holocaust and Memory Studies course offered by the [Department of Germanic and Slavic Studies](#) at the University of Victoria worked one-on-one with community members from Victoria, Vancouver, and Salt Spring Island to discuss and present unique stories of the Holocaust in the form of an online exhibit. The exhibit centres not only on the stories themselves, but also on notions of relationship building, storytelling, and transmission, as well as memory work, intergenerational trauma, and active remembering. At UVic Libraries, the students involved with this project gained experience in digital formats and preservation techniques; they also described the objects that can be viewed in this exhibit using Dublin Core metadata.

### Language Revitalization & 3D Printing Support



An intern in the [Digital Scholarship Commons](#) (DSC) was working with educators from the Esquimalt and WSÁNEĆ First Nations to design and 3D print sets of magnetic letters for their alphabets to use in K-12 classes. UVic Libraries is very pleased to be able to support each of their language revitalization efforts in this way. Pictured here is a first attempt at printing the SENĆOŦEN alphabet. The DSC will print classroom sets of the magnetic letters as well as cookie cutter tools of the letters for both languages and will give the 3D model files of the letters to each community so that they can print more letters on their own, or use in other language revitalization projects.

### Events

#### Indigenous Approaches to Holistic Wellness



From January 18-22, 2021 participants were able to explore five different ways to support individual and community wellbeing through virtual, passive and active workshops, activities, events and discussions. In partnership with the University of Victoria Students' Society and over 15 campus partners, including UVic Libraries, The Office of Student Life presented UVic's 7th annual Wellness Week. This year's theme was Pathways to

Wellness with many students isolated and disconnected from normal support systems, building community and supporting wellness was more important than ever. Associate University Librarian – Reconciliation Ry Moran held a virtual conversation with Elder Yvonne Rigsby Jones, Brenda Reynolds (mental health consultant and trainer), and Survivor Elder Dr. Barney Williams about [Indigenous Approaches to Holistic Wellness](#). Following the event, a [LibGuide](#) was created by library work study student Paula Raimondi Cantú.

### Love Your Data Week



From Feb 8-12, 2021, [Love Your Data Week](#) was an international awareness campaign devoted to topics in research data management planning, curation, security, and preservation. This year, UVic Libraries and the Office of Research Services partnered on a series of workshops to promote the importance of research data management. UVic students, faculty and staff were invited to attend these events to learn about resources and gain experience with tools supporting data needs throughout the research lifecycle.

### Mural Ceremony



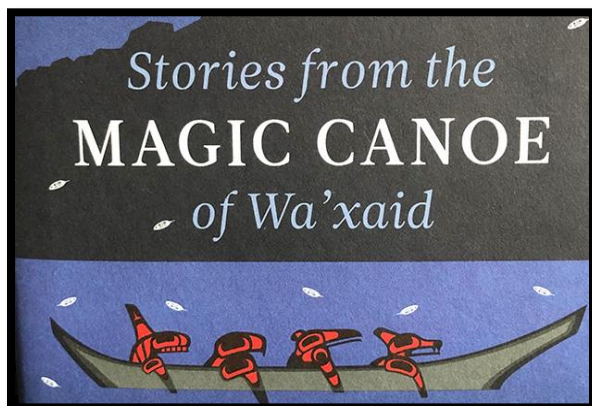
On June 4, 2021 UVic Libraries held a blessing ceremony for a new mural located in the Mearns Centre for Learning - McPherson Library, located between the third and fourth floors. Created by the [Kinship Rising Collective](#), the Innovative Young Indigenous Leaders Forum, and the Fearless Collective, the [Fearless Sisters Rising](#) mural honours the fearless, healing medicine of Indigenous bodies and land relations. Completed in 2018, the mural was imagined and created by Coast Salish artist Brianna Bear from the Songhees/ləkʷəŋən Nation and the Kwa Kwa ka'wakw/Namgis Nation, Diné artist Nicole Neidhardt, and the Sisters Rising network, including Indigenous youth from across Canada and South Africa. Prior to the blessing ceremony, stewards of the mural received their blankets.

### KULA Special Issue



On June 22, 2021 UVic Libraries celebrated the publication of "[Indigenous Knowledges](#)," the special issue of [KULA: Knowledge Creation, Dissemination, and Preservation Studies](#) guest edited by Robert L. A. Hancock, Ry Moran, Carey Newman, Shelagh Rogers, and Andrea Walsh. The cross-disciplinary issue features sixteen pieces from over fifty contributors, whose contributions on many different subjects and in diverse formats—project reports, research articles, a commentary, a teaching reflection, and multimedia conversations—reflect the plurality of Indigenous Knowledges and ways of knowing. The event, hosted and moderated by UVic Chancellor Shelagh Rogers, was a conversation with the editors and some contributors about lifting up these different kinds of knowledge in this special issue of the journal.

## Decolonization Reading Groups



UVic Libraries launched the [Decolonization Reading Groups](#), an initiative from the Libraries' Equity, Diversity and Inclusion Committee, spearheaded by library staff. The reading groups were inspired by the reading groups at Camosun College and the good work they have been doing towards decolonizing and Indigenizing their institution.

## Publications

### Anthropologica



The journal [Anthropologica](#) is now open access and hosted on the Open Access Journal (OJS) platform at the University of Victoria Libraries. [News release](#): "Libraries have long rung alarm bells about exponentially rising costs of journal subscriptions, and small university presses are under pressure from big commercial publishers. Publishing with a non-profit university press that

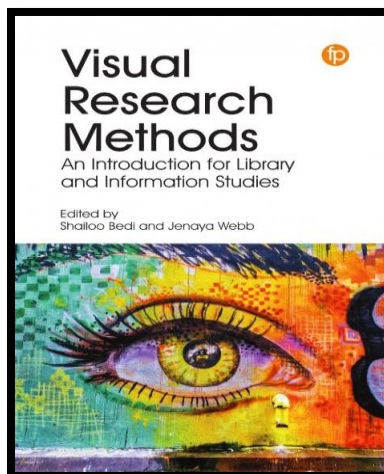
charges moderate subscription fees is one way in which *Anthropologica* tries to counter this trend."

## Anti-Racism LibGuide



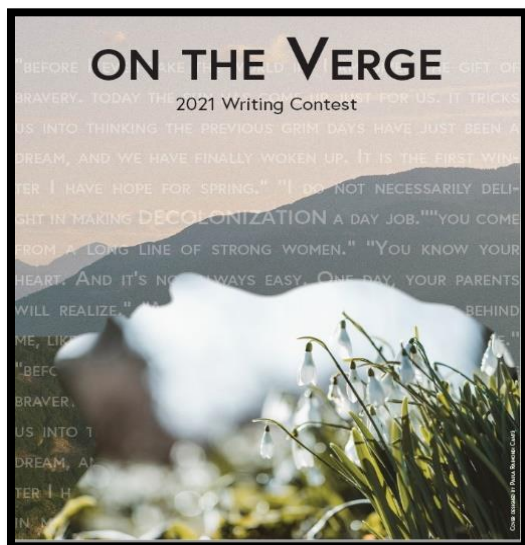
Engineering librarian Aditi Gupta, in consultation with law librarian Sarah Miller and former staff development coordinator Carmen Craig, designed and created a [guide](#) last summer on anti-racism resources that was recently featured on the [Government of Canada website](#) and by the [Toronto media](#).

## Shailoo Bedi



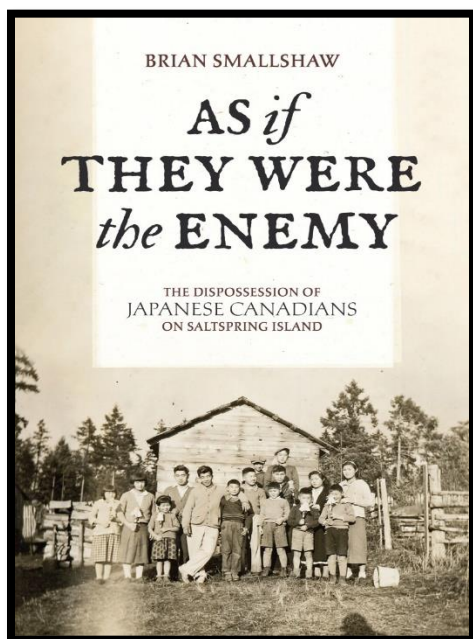
[Shailoo Bedi](#), Director, Academic Commons and Strategic Assessment with UVic Libraries, and Director, Student Academic Success, Learning and Teaching Support and Innovation (LTSI), and Jenaya Webb, OISE Librarian, University of Toronto Libraries recently published: [Visual Research Methods: An Introduction for Library and Information Studies](#).

## on the Verge Student Writing Contest



In spring 2021, the grants and awards office held an online "[on the Verge](#)" [Publication Launch](#) with powerful words of inspiration about resilience in a newly released contest publication, featuring all the winning entries in the categories of fiction, poetry, non-fiction and spoken word, designed by UVic Libraries' work study student Paula Raimondi Cantú.

## As If They Were the Enemy



Our e-publishing department launched their latest open-access publication [As if They Were the Enemy](#) by Brian Smallshaw—a microhistory of the

dispossession of the Japanese Canadians who were living on Salt Spring Island before being imprisoned in internment camps during WWII.

## Christine Walde



UVic librarian [Christine Walde](#)'s article in the [May issue of College and Research Libraries News](#) tells the story about breaking new ground as the Grants and Awards Librarian.

## Library Response to COVID



## UVic Libraries Signs Multiple EBA Agreements in Response to COVID-19

In partnership between GOBI Library Solutions (EBSCO) and select publishers, adjustments were made to the Libraries' collection development strategies, including expanded access to eBook content through [Evidence-Based Acquisitions](#) (EBA) plans to support data informed purchasing decisions. UVic Libraries signed agreements with four publishers—Cambridge University Press, Oxford University Press, Taylor & Francis, and Wiley Online Books—and negotiated access to

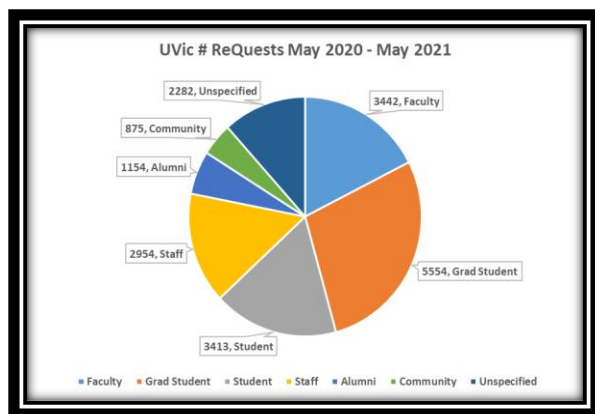
+200,000 eBook titles to support online learning and research, and licensing terms that allow for full eBook interlibrary loans with both Taylor & Francis and Cambridge. Significantly expanding the holdings of 1.7 million eBooks in the Libraries' collection, these additional eBooks are discoverable via UVic Libraries' catalogue and via a newly created LibGuide—[eBook Collections at UVic Libraries](#).

[Read the Q&A with Associate University Librarian – Collections & Open Scholarship, Lisa Petrachenko](#) to learn more about how our library was affected by the pandemic, and the steps Lisa and her colleagues took to respond to immediate needs and plan for the future.

### Special Collections & University Archives In-Person Appointments

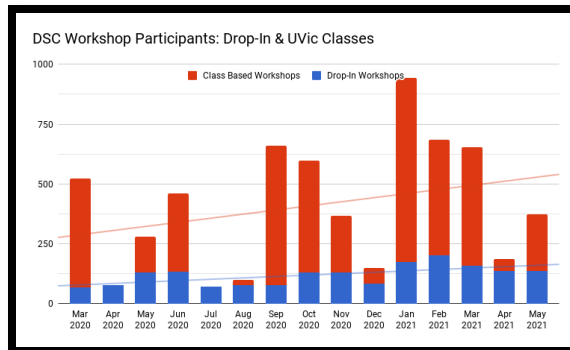
Effective June 2021, UVic students, staff and faculty can now book a [research visit](#) to access the library's rare and unique collections. Bookings must be made 24 hours in advance, for 2 hour visits in either the morning or afternoon on Tuesdays, Wednesday or Thursdays.

### Re:Quest Service During COVID



On May 11, 2020 in light of the COVID-19 situation, the [Re:Quest](#) service was relaunched to support faculty, staff, and students during the summer session. The expanded Re:Quest service offered physical retrieval/ borrowing of books from the print collection, and scans of journal articles and book chapters. While sections of the library still remain closed to access for users, library staff continue to provide the university community, community members, and alumni with selected materials physically and digitally.

### Digital Scholarship Commons



In response to the pandemic, UVic Libraries launched a [new web app](#) for ordering 3D printing projects from the comfort of home. The UVic community is invited to learn how to design and print 3D objects, for fun or as part of a research project. Library staff from the Digital Scholarship Commons conduct the 60-minute virtual, hands-on 3D Design & Print workshop, and at completion, a 3D object is printed, if desired, for a nominal fee, and picked up at the library. Since March 2020, over 6,100 participants have participated in an assortment of drop-in or class-based [workshops](#).

### K-12 Learning at Home Resources

In response to the pandemic, our [K-12 Learning at Home library guide](#) to support BC's K-12 curriculum-focused learning in home settings was launched in 2020, and was one of the most highly used guides at the time from the collection. Education librarian Pia Russell is no stranger to homework, recently graduating with her [fourth university degree](#). Read about Pia in the [Times Colonist](#) and on UVic's [The Great Indoors](#) blog.

## Staff Updates

### Ry Moran



*Photo: Nardella Photography*

With **Ry Moran's** recent appointment in the newly created position of Associate University Librarian–Reconciliation, UVic Libraries will be looking both to partner with Indigenous communities to help preserve and sustain Indigenous knowledge, and to introduce Indigenous approaches to knowledge into the daily work of the Libraries. Learn more about [Ry's work in the UVic online story](#). [Read the news release](#).

### Alex Burdett



Congratulations to Law librarian **Alex Burdett** on being appointed as Director, [Diana M. Priestly Law Library](#)

## New Staff



[Metadata Librarian Laura Doublet](#) arrived in the midst of the pandemic, and has settled into her new role and looks forward to meeting colleagues in person soon.

## Retirement



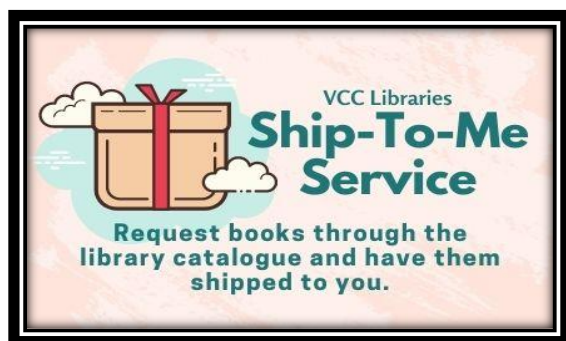
[Carol Gordon](#), Head, Distance Learning and Research, has worked at UVic Libraries for over 25 years, and has spent most of her career supporting distance education programs through the Division of Continuing Studies, and the Faculty of Human and Social Development, as well as serving as subject librarian for Greek and Roman Studies, and Slavic Studies. Carol has dedicated herself to service, being an integral member of the Faculty Association, serving on three bargaining teams, as well as the CAUT Librarians' and Archivists' Committee, for which she won an award. Carol is highly regarded by all her colleagues, and we wish her all the best as she embarks on the next chapter of her life.



## Vancouver Community College

*submitted by Mari Paz Vera, Department Head, for Shirley Lew, Dean, Library, Teaching and Learning Services*

### Moving face-to-face services to online/distance services



Even though the VCC physical Libraries were quiet in the last year, the library staff was anything but. Behind the scenes, a lot happened to provide the library resources and support that students and faculty needed for learning and teaching in a virtual environment.

The library implemented the Takeout and Ship-To-Me services; students and employees were able to order books, course reserves, or AV equipment online for pick-up, and request to have books sent to their home within British Columbia free of charge.

The library staff also expanded their hours of the online chat service (AskAway) to offer additional support. New laptops were added to our circulating equipment collection for regular collection, student with disabilities and Indigenous students.

The library created a guide to library support during COVID-19 for faculty and students with information about library services and resources including streaming videos, images, instructor materials, eBooks, and more to help library users pivot online during the pandemic.

In response to online delivery of courses, the Coordinator of E-Resources and Collections revised the collection development budget to expand eBooks, eSerials and streaming videos collections as well as securing eBook versions of

as many textbooks as possible. Librarians worked with faculty and students to source alternatives if a resource they were seeking wasn't available.



The Coordinator of Research and Library Instruction created a quarterly email newsletter, Online Teaching Series that included articles and eBook chapters exploring best practices in online teaching.

### Orientation to online learning website for VCC students

The library and the Learning Centre and Counselling developed a website to support students navigating an online/hybrid education experience. The orientation included key information like setting up a productive workspace and logging into the different College accounts; becoming familiar with Moodle, Zoom, Kaltura and Office 365; learning online learning strategies like time management, and building virtual learning community; understanding academic integrity; and self-care along with a list of VCC's numerous student supports.

The website was included in the International Education newsletters to new international students, and in the welcome emails from the Registrar's Office to all incoming students.

### Library Kaltura Gallery and YouTube Channel

The library created 13 new videos to support the Online Learning Website and 15 new videos to support asynchronous library instruction in "virtual times." The new short videos answered frequently asked questions about library research, resources, VCC learning technologies and more. Other videos were deleted and other updated. Our

measure of success came when faculty, students and administrators requested more How-to videos, not just about library resources and services, but VCC services available to students.



### Library sessions

Online course delivery presented unique considerations when it came to the copyright of course materials and other digital resources. The Coordinator of Copyright and Scholarly Communications offered many sessions to assist faculty with transitioning their courses. Questions and requests for review were on the rise.

Other sessions offered included:

- Screencasting with Kaltura Capture and Screencast-o-matic
- Streaming videos in Classes: Beyond DVDs and YouTube
- Open your Textbook!
- Embedding library resources into online course & Moodle site

### Hellos

As of February, the library reports to **Dr. Tannis Morgan** who is VCC's new Associate Vice President – Academic Innovation. Tannis joined VCC most recently from BC Campus, and before that the Justice Institute of British Columbia, where she led academic planning and innovation, along with teaching, learning, and research. Welcome Tannis!

## Vancouver Island University

*submitted by Ben Hyman, University Librarian*

### Library Renovation

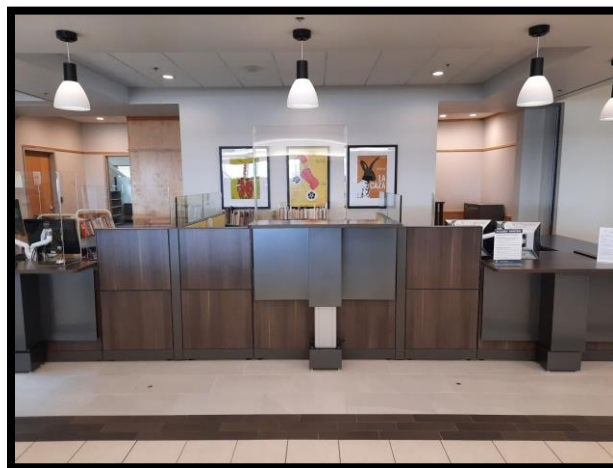
As the vaccine rollout continues and our work lives begin to return to some semblance of how they used to be, we hope that we will be able to see you all in-person one day soon. Despite the strange times of the pandemic, life has been continuing at VIU Library. We have been open with limited occupancy for most in-person services since the beginning of the pandemic.

We are thrilled with our recently-completed renovation of the Nanaimo Library's main floor. As a result of the reconfiguration of the Learning Commons, the entire 43K square foot library is now open to students and employees 24 hours a day, 7 days a week, with VIU card access.

Other improvements include:

- a new single-point service desk that incorporates other service providers
- a centralized print/copy/scan area
- new self-checkout stations
- an increase in the number of computer workstations
- numerous accessibility enhancements
- new plantscaping throughout

The creation of a Family Space provides a dedicated place in the library for students and their children to relax, learn, play and study. The Family Space is equipped with comfortable, child-friendly seating and computer workstations.



*Image: New service desk*

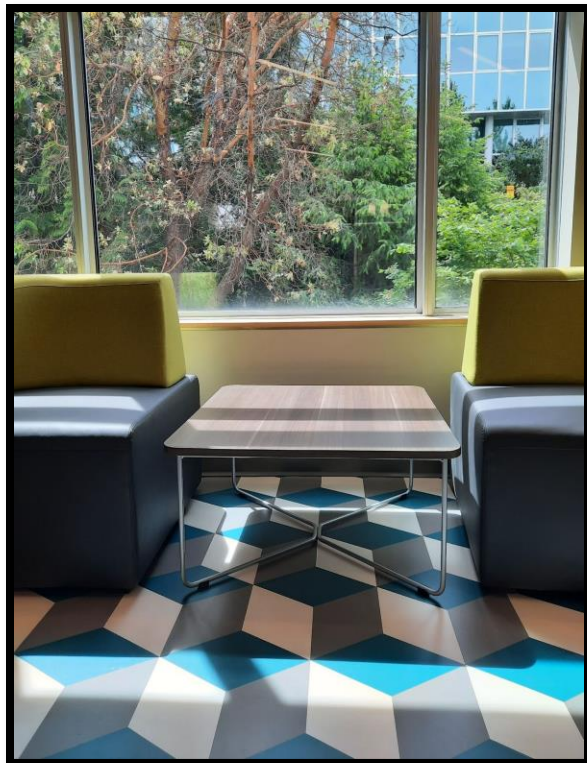


Image: New Family Space



Image: new Madrona Room

### Web Archiving and COVID-19

In coordination with the Canadian Web Archiving Coalition, we continue to selectively [web archive regional information related to the COVID-19 pandemic](#). In collaboration with UVic and other BC web archiving libraries, we are actively gathering web-based information of regional significance that may be vulnerable to loss, with particular focus on community impacts and responses. [We](#)

[welcome suggestions to enrich this web archiving work.](#)

### Community Scholars Program

Through the pandemic, the work of various non-profits in supporting wellbeing in communities has become more critical than ever. Like other organizations, non-profits are responding to rapid change and unprecedented stresses. With funding from the McConnell Foundation, and thanks to the ongoing leadership of SFU Library, the [Community Scholars Program](#) offers eligible BC non-profits access to paywalled library content and academic library services so that they can apply research-based information as they develop services, evaluate programs, apply for grants and more. VIU Library facilitates the Program for Vancouver Island & region. For more information, or if you are aware of non-profit groups that might benefit from the Community Scholars Program, please refer them to [here](#) for application details.

### Special Reports



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

*Prepared by Jennifer Weldon, Accessibility Librarian CAPER-BC*

### Staffing Update

After over 22 years with CAPER-BC, **Shuyan Dai** retired at the end of December 2020 and **Daniel Carkner** moved into her Library Technician role. **Corrie Playford**, Accessibility Librarian resigned in May 2021 and **Jennifer Weldon** has now taken on the role. Jennifer comes to us from the Langara Library, where she has been the science librarian for three years and helped to bring web accessibility principles into the design and

guidelines for the library's LibGuides. Corrie will be missed for her wealth of experience and knowledge about alternate formats, as well as her tireless work and advocacy for accessible post-secondary education. We wish her all the best in her new adventures.

### Responding to COVID-19

With COVID-19 necessitating a sudden move to remote interaction across the province, CAPER-BC also adjusted many of our processes and practices to ensure we could continue to support students. While this brought challenges, it also introduced some unique opportunities for enhanced collaboration among our accessibility partners.

CAPER-BC initiated weekly meetings, co-hosted with ACE-BC (formerly PCAS) and AT-BC, providing an informal forum for Accessibility/Disability Services coordinators and staff across the province to share resources and ideas on how to best support students with disabilities in the shift to remote learning. These meetings still occur on a bi-weekly basis and continue to provide a forum for discussion on a range of accessibility topics including the upcoming BC Accessibility legislation, supporting students as we move back on campus in September, assistive technologies, and many others.

### Proposed BC Accessibility Legislation

*Bill 6 – 2021: Accessible British Columbia Act* has had two readings in the legislature and been through one round of debate. If this bill is enacted, it will give the province the power to create accessibility standards in a variety of areas. The government has released an [infographic about the legislation and potential standards](#), the education standard is notable as it would apply to post-secondary institutions.

CAPER-BC contributed a written submission to provide feedback on the proposed framework, encompassing our unique area of insight as provincial accessibility service providers for post-secondary students. We encourage everyone to follow along with the legislative process, as any accessibility legislation introduced will have significant impacts on post-secondary education (particularly library services!).

### Outreach Activities

Communication and outreach efforts continue to be a high priority at CAPER-BC, with an Accessibility Librarian meeting frequently with Accessibility Services at many of our partner schools as well as presenting to faculty groups and other interested parties on accessibility topics. Please feel free to contact Jennifer if you would like to talk about how to improve accessibility at your institution.

Corrie Playford represented CAPER-BC on the Disability Resource Network of British Columbia (DRNBC) executive and event planning committees, the Centre for Equitable Library Access (CELA) Educator Advisory Group, the Langara College UDL working group, and advisory committees for the Provincial Resource Centre for the Visually Impaired (PRCVI) and ACE-BC; enhancing CAPER-BC's presence in the broader disability community in BC.

Jennifer Weldon presented at an information session at the Provincial Resource Centre for the Visually Impaired (PRCVI) on CAPER-BC services and accessibility support in the post-secondary environment for visually impaired students transitioning from K-12 into post-secondary and teachers of the visually impaired.

### Questions? Feel free to contact us:

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