CPSLD

Council of Post Secondary Library Directors

CPSLD Fall Meeting at Malaspina

Many thanks to **Bob Foley** and the staff at Malaspina University College for hosting the Fall meeting of CPSLD. It was exciting to be in a brand new facility, with an impressive Information Commons, beautifully designed media carrels, large collection areas and window seating throughout. Lucky students! Items on the CPSLD agenda included the website, which is being nominated for an award - kudos to Dave Pepper, Kim Isaac and Lila Heilbrunn for making us all want to visit the site often! We also discussed reciprocal borrowing, BC government publications archiving, and the Electronic Health Library initiative, and received reports from AEMAC, CILS, ELN, the Barber Learning Centre and BCcampus. A highlight was a presentation from Brigitte Peter-Cherneff on BCIT's recent assessment activities. It is obvious that libraries are real agents of change these days, and have a lot "on the go!" You can get a real sense of this from reading the reports from each institution. I'm glad so many people managed to find the time to contribute to this issue - thanks to all contributors!

Reports

BCIT

submitted by Pat Cumming for Brigitte Peter-Cherneff, Institute Librarian

BCIT has undertaken a major 5 year, $25 million project called the TEK (Technology Enabled Knowledge) Initiative. The goal is to enhance teaching and learning through the strategic use of technology. The Library is well represented on the committees that are moving this forward, with Brigitte Peter-Cherneff, Institute Librarian as a member of the Management Committee and Tony O'Kelly, Librarian as a member of the faculty advisory. The Library is also participating by creating two information blogs for students.

Term start-up was exceptionally busy this year as the Library took over the production of student ID cards. During the orientation period, more than 2200 cards were issued. The Library was also represented at Student Services Day, a student orientation session called First Look, the President's Welcome for staff and the evening orientation for Part-time faculty.

In June a number of staff visited the new Seattle Public Library, as we plan for future innovation and renovation for the BCIT Library. This fall, Transportation Librarian Bill Nadiger visited the Embry-Riddle Aeronautical University in Daytona Beach, Florida. This institution has formed a partnership with BCIT to foster cooperation on educational research and exchanges for faculty and students.

BCIT hosted the 6th annual IT4BC conference in June. The Library was invited to deliver a presentation to information technology workers on the changing face of academic libraries. In addition, a workshop on Google Power Searching has recently been presented to a number of faculty and staff and has been well received.

We continue to emphasize self-service as Library users can now book their own videos and DVDs online. In March, the Library installed a self-service check-out machine.

This past year we have said goodbye to several staff, including Rob Roy, Linda Nichols, Judy Zerr, Chloe Yeats and Lillian Dueckman, all of whom retired. The Library welcomed Heather Maisel, our first ever UBC coop student. Heather is working on an online tutorial that demonstrates how to use the Library's Online Catalogue.

Camosun College

submitted by Richard Baer, Chair, Library Services

Single Search from SIRSI is now installed, but without a link resolver. It is useful for the more general questions, we are not heavily promoting it yet, it's largely a librarians tool so far.

We have added our first non-ELN database, Sage Criminology Full Text, but are concerned with the percentage of our databases that are funded from yearly capital allocations rather than base.

Devon King joined us from Okanagan College and is the new Library Services Supervisor until next August. Our division is considering a library review and that may change the organizational structure. Any change would happen summer 2006.

Krista Boehnert succeeded Jessica O'Neill in a term contract last spring. She worked over the summer and into October but has since left us for a full time position at Greater Victoria Public Library. Sheila Howard has returned to full time and Jennifer Lambert has moved back to Lansdowne from the Interurban campus

Margie Clarke has been a very capable library assistant for a number of years here. She will be getting her MLIS from UBC very soon and we hope to use her skills in a librarian role. Richard Baer has been teaching 2 sections of a course for the Langara Library Technician program and is at 60% time until Christmas. Carolyn Webber has taken up part of the load, she has just finished her MLS from Australia by distance.

Capilano College

submitted by Maureen Witney, Library Coordinator

Wireless

Capilano College now provides both wireless and wired connections for students in most areas of the College including the library.

Databases

We have subscribed to *Anthrosource* that provides full text for the journals of the American Anthropological Association through 2003 and current full text for 11 of their most critical peer-reviewed publications.

Renovations

This summer the Library was completely recarpeted. As we used carpet tiles and non-toxic glue, it went smoothly and we were able to keep working through most of the operations. It was a great opportunity to clean, throw out and reorganize.

Squamish campus

The College has signed a Memorandum of Understanding with the Squamish Sustainability Corporation and the Squamish Chamber of Commerce to be involved in the development of tourism, visitor services, work placements, and develop long term sustainability of tourism in Squamish. Squamish and the College will jointly approach the government for funding to develop 7 acres (and an additional 6 acres for ancillary facilities) in downtown Squamish and to develop a campus as large as the North Vancouver campus by 2030

CIO Position

The College has hired a Chief Information Officer to coordinate, standardize and prioritize systems and technological development at the College. This position sits on the Executive. Reporting to this position is a committee called "Closest to the Action" consisting of all those who manage systems such as the Library, Financial Services, Registration, Human Resources, Computer Services, Bookstore, Continuing Education, and Institutional Research. We are hopeful that this position will keep us advised of all technological decisions that will affect the library system and operations so there are not as many surprises.

College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Over the summer we added shelving and staff did a wonderful job of shifting collections and re-doing signage. New easy readers and graphic novels were added to the Easy Reading

collection thanks to funding from the International Education Department. Over 200 movies were donated to the Cinema CNC Movies collection, which promotes Canadian films, award-winners, critics choices, and independent and foreign films of interest to Film Studies students. I should add that we have created an eye-catching series of posters to encourage people to read the books in our collection that the movies are based on.

Above: a sample from our "See the Movie-Read the Book" posters http://www.cnc.bc.ca/library/movies.html

Wireless

The Library is now a wireless zone and it's great to see students with laptops sitting at library tables or carrels, accessing our online collections and services. Plug-in internet access is also available in our study rooms.

The Library Blog

We have established a blog at http://mail.cnc.bc.ca/blogs/library/ to test out the new blogging feature of our email system. It has already proved useful for posting announcements and has an RSS feed for alerting people to new postings. We are looking at other uses for blogs. A good candidate for one might be our popular monthly "TechnoBiz" newsletter, which keeps the college community informed about new information technology and systems-related news.

Course Outlines Database

Library staff received high praise for their work in creating this new database, which was launched in August and demonstrated at Education Council, Dean's and Student Services meetings. The database is available for searching at http://www.cnc.bc.ca/courseoutlines/ It includes

over 3,500 course outlines from 1999-2005. The Library will continue to add back-files as time allows. New outlines will be added by departmental administrative assistants who were given training in the uploading process.

Contests and Promotions

As in past years, we set up a booth during Orientation Week in September and many students stopped by to ask questions and enter a draw for prizes.

From mid-September to mid-November we ran our Weekly Scrabble Contest again. This year, Impark was one of the prize sponsors and as you might imagine, the chance to win free parking was a big attraction! The first week's winning student is pictured here.

Library displays featured the work of the Marketing Committee (on college branding), Strategic Planning (seeking input on our next Strategic Plan), Gym activities, and Forestry Student Insect Collections. We are now gearing up for Christmas, with a Book Sale, Hampers, and this year's special tree, "The SPCA Tree," in support of the work of the local animal shelter. The SPCA has given us a Wish List which is full of great ideas. We will be distributing widely. A copy is posted on The Library Blog.

Journals

In 2004/05 use of our online databases increased by 33% over the previous year! The new *Hospitality and Tourism Index* is popular. The new Journal Alerting services in Ebsco and Proquest were featured in an August professional development session offered by our Orientation Librarian.

Library Legacy Fund

Donations from the Elks and Royal Purple of Canada allowed us to expand our ECE and hearing disabilities collections. A substantial donation of $36,000 was received to support our Northern Institute for Resource Studies collection, which contains socio-economic and environmental studies relating to major projects in northern BC.

SIRSI

In September we upgraded to U2003.1 and changed our staff client to Java Workflows 2004.0.0.208. This client looks quite different and took some time to configure properly. Most access policies needed to be re-set. Some functions, such as SmartPort, didn't work and required calls to the helpdesk. Thankfully, we have fixed most of the problems, and there are some great new features in the upgrade, such as searching all patron fields (e.g. address, phone), cut/paste, online help, and better screen displays.

Staffing

Our Periodicals Technician, Helen Dahl, retired after 20 years of service in October. One of the special gifts she received from her co-workers at her retirement party was a photo album, with photos of events she has participated in over the years. Helen's retirement has caused a bit of a staff shuffle, with our Interlibrary Loan Technician moving into her job, someone from Circulation moving into Interlibrary Loans, a part-time staff member taking the full-time Circulation job, and so on!

Quesnel

We are looking forward to moving the Quesnel campus library at the start of December, from its present downtown location to the new North Cariboo Community Campus on the hill.

Media Services

Newly added: a Picture Mate printer, which prints out lab quality 4x6 photos from digital cameras at 40 cents/photo; The Terminator, which destroys data on CDs by putting a bubble-pattern on the CD (fun to watch, good for privacy); and more digital cameras with extra storage for short movie clips. Requests for portrait/studio photos have increased, in part due to the fact that the Marketing Department is adding Student photos and testimonials to all new program pages and brochures. The Media Services Assistant offered a continuing education course on *Using Digital Cameras* in October. The Publishing Assistant has been integrally involved in branding and marketing activities.

College of the Rockies

submitted by Deborah Cryderman for Barbara Janzen, Library Coordinator and Public Services Librarian

The College of the Rockies Library experienced a relatively quiet summer as we were without a Royal Roads summer cohort. That left us with plenty of opportunity to do other things.

Welcome

We'd like to welcome Susan Grieve to our team. Susan joined our staff this summer and will be working alternate weekends covering the circulation desk.

Bachelor of Nursing

We were granted additional funds in support of the first 2.5 years of the Bachelor of Nursing beginning at the COTR in association with the University of Victoria. Acquisitions for this program have been prominently displayed by the circulation/reference desk and have been very well received by students and faculty alike.

Service Excellence

On Thursday, August 25, 2005, we closed the library and were joined by several other college staff members in a "Service Excellence" workshop. Strong customer service has always been important to us, but the reminder of skills involved in providing excellent customer service was a good refresher for all.

Improved Service

In keeping with our "Service Excellence" plan, we've re-opened the "remote reference desk" in the library concourse and added OPAC stations to the stacks areas.

Back to School "Greet and Gather"

We organized and hosted a Back to School "Greet and Gather" in the technical services area of the library on September 6th. New and old faculty and staff were invited to join us to enjoy "goodies", mingle, catch up on our summers and examine some of the new items in our collection.

Essential Skills

The library stand alone lessons have been added to a new course at the COTR called "Essential Skills for College Success." As part of the Essential Skills course, students may now attend library skills lessons either in person or online to earn up to 3 college credits.

Women's History Month

In honour of Women's History Month, Karin von Wittgenstein, our Interlibrary Loans technician, organized a beautiful display entitled "Women and War." This informative and inspiring display greets people as they walk in our front entrance.

Laptops

After over a year of our laptop loaning program, we're happy to announce we still have 18 of our original 20 laptops in circulation. Of the two no longer in circulation, one was stolen and another was damaged. We are very pleased with these results.

Blog

Our cataloguing and acquisitions technician is taking courses from the University of Alberta toward her MLIS. As part of that course, she has been maintaining a blog of book summaries. We've linked to the blog on our library homepage http://library.cotr.bc.ca/

Statistics

Despite Royal Roads not joining us this summer, we were still were kept reasonably busy. Although our stats for April to September were lower than last year, they were still healthy:

9615   items circulated
8056   reference questions answered
606   laptops loaned
87313   people through our doors

Douglas College

submitted by Carole Compton-Smith
Director Learning Resources

People and Places

For the first time in recent memory the libraries at New Westminster and Coquitlam were closed for a staggered two week period from August 15 to August 26 for a collections inventory. The process was a seamless schedule of shelf-reading, bar coding the collection, downloading the data and running and reviewing the reports. A final analysis is currently underway. It appears that there has been a loss of approximately three hundred and fifty books over a ten-year period. We currently have a combined collection of approximately 180,000 volumes.

This year the College instituted an orientation week for new students. The library had a table in the common area to promote services and suckers were given out to anyone stopping by – each had an appropriate library reminder tag attached. Then, on September 21 and 22, first at the New Westminster Library and then at the Coquitlam Library, we took part in the Student Services Open House. Library T-shirts and "Ask Me" buttons were the dress code of the day!

We had our Information Literacy Wheel in action at both events, thanks to Sandra Hochstein. Students willingly answered information literacy questions in order to be rewarded with a lollipop!

Jannine Grant returned from maternity leave to her position as Instructional Services Assistant. Michelle Chao is our newest staff member working Saturdays.

Library Services

This fall sees the resumption of our drop-in Term Paper Clinics. Pilot sessions were held during winter 2005 in conjunction with the Learning Centre. This semester they are running twice a week for two hours each under the name PaperWERKS, that is, Writing, Editing, Research and Know-how for Students! Drop-in

students use our new mini-ELF, a smaller room with six computers and the next door preview room that has a plasma screen hooked up to the computer so that students may be instructed as a small group. We have worked with our systems and computing department to have a technician available during the sessions this semester.

Patti Romanko heads up this initiative and is seen in the photo with Jennifer Matthews.

We have had great faculty support for two of our more recently acquired databases, that is, NAXOS Music and Spoken Word and JSTOR. The first is heavily used by our music faculty and EASL and JSTOR is a great favourite with our history faculty.

Our Virtual Reference Service using QuestionPoint-24/7 is beginning to gain momentum; however, we certainly realize how difficult it is to offer sustained service using just our own resources. Mary Matthews is involved with the Vancouver Public Library/Library Services Branch initiative to look at a province-wide virtual reference system.

We are continuing to add to the number of computers available in our libraries. There are now one hundred and thirty student use computers and six printers available.

A new look to our home page and catalogue was launched in September. See http://library.douglas.bc.ca/

Emily Carr Institute of Art and Design

submitted by Debra Gilman for Sheila Wallace, Director of Information Services

2005 marks the 80th Anniversary of Emily Carr Institute. On November 5th and 6th the school celebrated with an open house that included free tours, workshops, demonstrations, film and animation screenings and displays. The library was a lively participant in the event. Library displays (featuring photographs and other material from our library archives) documented the various transitions of the school. An 80th anniversary historical timeline bookmark (#1 in a series) was designed and made available at the library. The library raffle was also a great success with a free draw for 3 sets of prizes supplied by numerous donors. Over 3,000 people attended the open house!

Justice Institute of BC

submitted by April Haddad, Institute Librarian

New Fire and Safety Studies Degree

The JIBC is currently involved in the approval process for our first degree. The Fire and Safety Studies degree is designed to prepare current and future fire service leaders to better address organizational and community fire-related issues. Some of the third and fourth year courses are being offered in collaboration with the School of Public Administration at the University of Victoria. We will be working with UVic librarians to provide library services for these courses.

New clients for JIBC Library

As of October 1, 2005, the Library has a contract to provide library services to employees responsible for emergency management planning (approximately sixty) in the Ministry of Health and the Health Regions. We will offer them reference and borrowing services, and subscriptions to our monthly newsletter, *Library News*. The JIBC Emergency Management Division is currently developing curriculum on emergency management for health professionals for the Ministry of Health.

Business Continuity Plan

The JIBC is working on a Business Continuity Plan so that our institution will be able to respond and restore business should a negative event such as fire, water damage, or earthquake occur. The Library is developing procedures in order to be up and running as soon as possible. We have also established a working relationship

with Canstar Restorations, in case we need their assistance during any crisis.

Listserv software

The JIBC just purchased the Listserv software program from L-Soft. In the Library we will initially use it to allow our borrowers to subscribe to our *Library News* newsletter. Future uses may include a service where borrowers can sign up for alerts to new services and resources in their subject areas.

New bibliographies

Aboriginal Peoples:
Developed for our new Aboriginal Leadership Diploma program:
http://www.jibc.bc.ca/Libraryfiles/archive/PDFDownloads/Bibliographies/Aboriginal%20Peoples.pdf

Correctional Risk Assessment:
Developed for Directed Studies in Risk-based Community Treatment course:
http://www.jibc.bc.ca/Libraryfiles/archive/PDFDownloads/Bibliographies/Correctional%20Risk%20Assessment.pdf

Kwantlen University College

submitted by Susan Bruchet, Public Services Librarian, for Cathy MacDonald, Dean of Learner Resources

The Surrey Library is expanding! An expansion project for the Surrey Campus was approved last spring that will see an expansion and renovation of the first and second floors of the Surrey Library and a renovation of the third floor, not currently part of the Library, to accommodate the Library. The expansion and renovation will begin in early 2006 and the completion date is set for late 2006.

The Surrey Library workroom was renovated over the summer. The meeting room was converted to badly needed office space and another area of the workroom was also converted to an office. These renovations provided office space for three people. The entire workroom was reorganized to ensure efficient use of space as a result of the office renovations.

Extended Reference Hours

This fall, the Library has extended weekday hours at the Information Desks by an hour in the morning, opening at 8am, at Surrey and Richmond, and an hour in the evening, closing at 9pm, at all campuses. However, the Friday closing hour remains 5pm and the Saturday hours have remained unchanged at all campuses: 10am – 4pm. This extension is in response to student demand and requests from instructors for Research Skills Classes beginning at 8am. This initiative will be evaluated in April.

Cloverdale

Construction of the new Cloverdale campus is proceeding apace as is planning for the transfer of existing library collections and the ordering of new library materials. The new Cloverdale campus will be opening in late Fall 2006.

Library Survey of Students

Results of the Library Survey of Students completed in February, have been analyzed and steps are being taken to address the main concerns of students. One of those concerns was the fact that the Information Desks were not open during all of the Library open hours. We have addressed this by extending Library hours at the Information Desks. In the spring, we will be conducting a Library Survey for Faculty, Staff and Administrators.

First Year Experience

This September, as part of the First Year Experience initiative, Kwantlen is offering University 1100, a course that will help students with the transition to college and university studies. This 3 credit course includes a four hour Information Literacy component that is being taught by our librarians: Mirela Djokic, Sigrid Kargut and Jan Penhorwood. There are six sections of University 1100 which include about 200 students. Teaching a credit course is a new experience for Kwantlen librarians and so far, it has gone very well.

At the end of August, first year students participated in Connect @ Kwantlen, a welcome to Kwantlen event designed to orient them to the campuses, provide information about programs and services and give them a chance to meet other first year students, faculty and staff in a relaxed, fun environment. The event which was held at all 3 campuses was successful and gave the Library an opportunity provide welcome sessions to about 400 students.

Library Instruction

It was a busy September for Library Research Skills Classes. There were 91 sessions held in September, about the same as the previous September.

Electronic Resources

New subscriptions to article indexes include: Naxos Music Library, Mental Measurements Yearbook and the CICA Handbook.

We are continuing to investigate the purchase of citation management software for Kwantlen. The products being considered are RefWorks, EndNote and ProCite.

Collection Development and Degree Collection Development

Work continues in developing collections for our new degree programs which began this September as well as for our non-degree programs and for Cloverdale.

Circulation

We have changed our Library catalogue interface from WebCat to iLink. Although we are still fine tuning and customizing the screens, overall response to the new look has been positive. Students appreciate the extra features that iLink offers such as book abstracts, table of contents, images of book covers and the option of signing into My Favourites.

We have increased the employee loan period from 3 weeks to 1 month. Kwantlen employees are permitted 3 renewals (students are permitted 2).

As of September 1st, all Community Borrowers who do not qualify for a free Community Borrower Card must now pay $15 per semester.

We are now issuing Affiliate Cards for students who were registered in the previous semester, have this semester off, and will be registering in the next semester. Previously, these students would have had to purchase a Community Borrower card.

Online Study Room Booking

Our online booking system for study rooms has been in place for one year. Students can book library study rooms through the Self Serve link on our library web site, from on or off campus. The database not only shows students available times but includes seating capacity of rooms and maps of each library. Statistics for the period Sept 2004 to Aug 31 2005 show that there were approximately 11,692 study room bookings across all campuses.

Celebration of Scholarship Day

The Library participated in Kwantlen's first Celebration of Scholarship Day last May. The Library's booth showcased books and articles by Kwantlen authors. We also gave demonstrations of Search Alert services offered through our electronic databases. It is hoped that this will become an annual event.

Library Strategic Plan

Work continues in all of the Strategic Plan committees.

Library PD Day

Our annual Library PD Day was held on April 26th. The day included a trip to Douglas College for a guided tour of the library. It was great to meet our colleagues at Douglas and we appreciated the tour, interesting presentations and the coffee! Back at Kwantlen, we had a variety of presentations including one from the Kwantlen's Director of Facilities on the Surrey Library Expansion. The PD Committee consisting of Cathy MacDonald, Karen Archer, Denise Dale, Judy Isaac, Ann McBurnie, Andrea Page, and Debbie Smith organized a very successful day!

People in the Library

Jamuna Venkataraman, cataloguing technician, will be retiring at the end of 2005. Jamuna has been a valuable member of the Tech Services team for so many years! She has an extensive knowledge of cataloguing and a wealth of experience. Jamuna has been a wonderful colleague. We will miss her and wish her much happiness in her new endeavours!

John Alexander, the successful candidate to replace Jamuna, will begin his new job in mid November.

Robert Gore, longtime Kwantlen Collections Development Librarian, has taken a one year leave to work at the Visual Arts Library of UCLA. While we wish Robert all the best, we will certainly miss his depth of knowledge and skill and, of course, his sense of humour!

Robert's leave has created a domino effect in the library: Linda Rogers has assumed Robert's responsibilities, Elaine Samwald (who was Caroline Daniels' maternity leave replacement) has assumed Linda's responsibilities, Mirela Djokic has assumed Elaine's responsibilities and Ulrike Kestler has assumed Mirela's responsibilities.

Janet Wong has returned from her one year leave of absence as a librarian at a Men's College in the United Arab Emirates. At our meeting in August, Janet talked about her experiences and presented an interesting slide show.

The Library welcomes Kim Striha as a new auxiliary.

Langara College

submitted by Dave Pepper, Director, Library, Media & Bookstore Services

New Library wins "sustainable construction" award

Teeple Architects and Langara College received one of 10 Holcim Foundation Awards for sustainable construction at the first North American awards ceremony, held September 29, 2005, in Boston.

The Library/Classroom project received one of four Acknowledgement Awards. The Holcim Awards 2005 Jury identified that: "This project is distinguished by the innovative effort to produce a building that reflects the environmental forces to which it responds. The systematic approach to achieving a sensible urban ecology is to be highly commended in that it actively pursues a sustainable, low energy design, yet is not functionally or aesthetically compromised."

"I am absolutely thrilled that we have received international recognition for the design of our new Library/Classroom Building," shared Langara College President Linda Holmes. "The

new Library/Classroom Building is an example of our Environmental Responsibility governance policy coming to life, and it demonstrates that we are committed to using and managing our own physical environment in ways that lead to sustainability."

The Holcim Awards competition is an initiative of the Holcim Foundation for Sustainable Construction based in Switzerland. It is the mission of the Holcim Foundation to select and support initiatives that combine sustainable construction solutions with architectural quality and enhanced quality of life beyond technical solutions. More than 1500 projects were considered for the awards, of these, 183 entries were from North America.

The Foundation works closely with its partner universities – five of the world's leading technical universities (Swiss Federal Institute of Technology in Zurich; Massachusetts Institute of Technology in Boston; Tongi University in Shanghai; University of Sao Paulo; and the University of the Witwatersrand).
[excerpted from press release]

New Library project moves into the furniture and equipment selection phase

An important & very useful by-product of the endless programme data sheets we completed during the design phase is our furniture+equipment (f+e) database. It provides detailed specs for every type of f+e, telling us what exists, what needs to be replaced, what needs to be purchased and/or upgraded. Reports from the database will inform the tendering process, expected to begin in the summer of 2006. Building occupancy is scheduled for summer 2007.

Beginning in December and continuing into the new year, library personnel will be visiting a number of local libraries, armed with a checklist designed to elicit information about what f+e works well in other settings.

"Project Migrate" moves to implementation phase

Implementation of the Library's new Innovative Interfaces Inc software is well underway. Training begins in December and continues into the new year, with a public "go live" date still targetted for May 1, 2006.

More "enhanced" classrooms on stream

Four (4) additional enhanced classrooms (described in Spring 2005 Newsletter) were activated for the Fall 2005 term, bringing our total to 14. Utilization has increased significantly, with bookings already for the summer 2006 term. Kudos to Instructional Media Services, Information & Computing Services, and Facilities - the team that has made this all happen with lightning speed! Details about the specific technologies included are available on request.

"Key Commitments"

The Student Support Services Management Group has put together a group of "Key Commitments", major projects which we want to accomplish within the next fiscal year. Each Commitment identifies the rationale, time frame, budget required, strategic documents that inform the Commitment, and partner groups in the College whose support and input we need to accomplish our goals.

"Tipping Points"

Patricia Cia, our new Technical Services Librarian, is completing her term as Cabinet Chair for the Special Libraries Association Board of Directors. Ethel Salonen, immediate past president of SLA, cited Patricia's important work. "I am a believer in the value of "Tipping Points", says Salonen, referring to the recent best-selling book by Malcom Gladwell. In my opinion, Patricia's role on the SLA Board will be viewed as one of the major tipping points in the future direction for SLA. She shows a rare leadership skill of compromise and bringing people together with differing viewpoints ...."

New Systems/Reference Librarian position in Contract Services

Corey Davis, currently with Thompson Rivers University, Open Learning Division, has accepted the position of Systems/Reference Librarian in Library Contract Services, effective December 5. Corey's strong technical acumen, his interpersonal skills - and his ability to "think outside the box" - are just a few of the assets he brings to this new position.

Malaspina University College

submitted by Linda Leger for Bob Foley, Director of Libraries

Our move to occupy all areas of the New Library and the renovated existing building occurred over the summer months, and culminated in the official New Library Opening Celebration on September 30th. On that day, the Donor Wall, situated just under the skylight and overlooking the Information Commons was unveiled, thanking the more than 350 government bodies, companies, organizations and individuals who donated to the New Library Building Campaign.

Here's our New Library in a nutshell:

Cost: $14.1 million

Size: The Library grew from 3 to 5 floors. The completed building has over 100,000 square feet total space, with the Library occupying just over 70,000 square feet of this.

Study stations: grew from 310 to 677 seats

Stack space: The collection has stack space to house an additional 100,000 volumes over our existing 160,000 volumes

Special Features include:
- Information Commons with 54 computers, 3 media stations, 10 web stations, all located outside the Library's secured space. Within the secured space, there are an additional 10 OPACs, 8 scanning stations, and 6 computers, for a total of 91 computer workstations on the Library's main level.
- Wireless technology throughout the building
- AudioVisual Preview Room
- New Journals Reading Lounge
- Special Collections/ Archives Room
- Four video/sound editing rooms
- Boardroom with state-of-the-art projection technology
- Computer lab for library instruction with 33 computers; this room is open to students outside of scheduled instruction.

Tenants: We share our new building with 19 tenants, including the Writing Centre, Print Shop, Institute for Coastal Research, Educational Technology Centre, Teaching & Learning Center, Online Development Team, IT and IS staff, Bookstore, Research Suite, and the Coffee Shop.

The most notable change to our working environment has been getting used to the activity and presence of large numbers of students who now occupy virtually every seat in the building every hour the Library is open. The Information Commons is open an additional hour before and after the Library closes, 7 days a week, providing 14 hours of extended access to the computers for the students. After nearly four years of planning, meetings, fundraising, building, renovations, moving and settling in, the Library has succeeded in its primary aim to become the heart of the campus.

Several staff changes have occurred recently. Long-time employees, Joanne Whiting (ILL) and Norma Collings (Technical Services) retired. Lesley Berry moved into the position of Government Publications, and Debbie Shearing joined our team in Cataloguing and Receiving. Mary Wood has moved into her new position in ILL, Zella Smith has moved to Client Services, and Colleen McVeigh was the successful Library Assistant candidate for the Library Services Desk.

Some photos of Malaspina's new facility taken by Ted Goshulak (Trinity Western U)

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Since CPSLD met in the spring, the library successfully upgraded the ILS software and teamed with the Colleague department to extract and import employee records for use at circulation and EZproxy. The system upgrade did not go as smoothly as we hoped; we discovered some problems in acquisitions and patron-initiated requesting, the latter still outstanding, waiting software programming at SIRSI. With employee records directly extracted from Colleague, we've eliminated manual input of employee information and now use employee numbers as patron IDs.

ELN and SFU responded to our input for the Godot ILL form and we now have it mounted on the library website for online completion (electronic submission pending).

NIC has been approved its first 4 year degree to be offered in 2006-07 – Bachelor of Business Administration – Accounting major, building on the Collaborative Nursing and ECIAD Fine Arts degree programs already in place. This fall we've seen the first group of third year Emily Carr students on campus (26 FTE); the two libraries are working closely together to provide complimentary library services – lots of new statistics to record and analyze. Capital funding (25,000.00) was approved for journals and books and NIC joined the ArtFulltext license through ELN.

NIC is hosting the ETUG (Educational Technology User Group) conference June 1-2, 2006.

The institutional organizational structure has been changed temporarily as the CIO, responsible for IT, IR, Colleague, Student Services and Library is on maternity leave. The library currently reports to the VP-Finance.

Northern Lights College

submitted by Janet Beavers, Coordinator of Library Services

In April 2005, B.C.'s longest serving college President, Jim Kassen retired from Northern Lights College. Since then, a new president has taken the helm. Her name is D. Jean Valgardson. Jean recently received the Alberta Centennial medal for her contributions to post secondary education in Alberta. Her last post before retirement from Lethbridge Community College was Vice President of Curriculum. Jean comes to NLC out of retirement with great plans for making NLC a "learning-centered college". Changes at senior levels means new possibilities are ahead for the library. Watch this space!

There's a new look to the NLC webpage and it just went live this month. The Library page fits the new look and new software will allow further and more rapid development.

The Dawson Creek campus library has a new position of evening clerk and we welcome Bev Weidman to our staff complement. Some of you may remember her from her years at Trinity Western U. and Kwantlen UC. We're very happy to have her experience and her good-natured approach to providing better service to our evening users.

Reorganization and renovation of our Dawson Creek campus is underway to provide space for the new art gallery wall. Painting will start soon and the purchase of a selection of standard frames to display the works of our Visual Arts students is being undertaken. We aim for an opening night for the community in mid-January. We are also still looking for bids to build a new circulation desk. With the building boom underway in an expanding Dawson Creek right now, carpenters are scarce. Hopefully this will get going in January.

The Centre for Student Success on the DC campus is getting underway slowly. We now have 12 faculty members and counsellors involved in providing tutoring and other help as needed. The book collection assigned to that area includes books and videos on student success, stress management, research methods, etc. and has seen a lot of use. We hope this service will grow and evolve as students avail themselves of the service more.

Northwest Community College

submitted by Patti Barnes, Coordinator, Library Services

Activities

Community Partnerships

1. Federation of North Coast Libraries
I have been working closely with the Public Libraries in the communities of the northwest to form a Federation, with the college as an associate member. We are in the process of writing a Service Plan, with the top priorities being:
- Shared delivery network
- Shared integrated library system (possibly using Sirsi)
- One card

2. Northwords Creative Writing Camp

The NWCC Library partnered with the Terrace Public Library, Misty River Bookstore, and UNBC to offer a 4-day creative writing workshop during the summer. Participants spent 2 evenings at the College and 2 evenings at UNBC. It was highly successful and other northwest communities are asking to be a part of it next year.

3. Literacy Now initiatives

Three communities in the northwest were awarded Literacy Now funding – Prince Rupert, Smithers, and Hazelton. We are in the process of putting in an "Expression of Interest" letter for Terrace and Houston. The college library continues to work closely with the literacy groups in each community.

4. Oral Histories and Local History Projects

The College Library partnered with two local First Nations bands (Kitselas and Kitsumkalum) to gather oral histories which resulted in two booklets to be used in their tourism endeavours. We also obtained permission to add them to our local northwest history collection. We are also working closely with college instructors to add student papers to our local history collection, particularly those that reflect the past from a First Nations and woman's point of view.

5. "Living Landscapes" grant through the Royal BC Museum
The College Library, in partnership with a local college history instructor, received a "Living Landscapes" grant from the Royal BC Museum to research and record the history of four towns along the Skeena – *The Meaning of a Place: townsites and communities along the Skeena River.* Students were hired to do the research and the results are published on the RBCM's website as well as being added to our local history collection.

Staffing

Our circulation clerk (Louise Chaput) successfully finished the first online offering of the Library Technician diploma through UCFV and Langara, along with 3 or 4 others from the northwest. All our regular staff (except one) now have a library tech diploma!

Collections

We did an inventory this summer – first time in 11 years! – and it worked extremely well. We are still finishing up on three campuses and will analyse the results and post a report by the end of the year. We received funding through the Young Canada Works program.

We received $15,000 start up funds for our new collaborative Bachelor of Science in Nursing program with UNBC. NWCC offers the first two years, UNBC the third and fourth years – but all in Terrace.

This is the 30th anniversary of the college and we have been having fun unearthing early anecdotes, history, and photos of NWCC. We even found a reel to reel tape in the College archives with the college theme song "The old college try" – strong Beach Boy influence!

Library Plans

The library had a very successful cluster meeting with all library staff in June this year and updated our Mission statement, goals and objectives, and action plans. Our mission statement is now a haiku:

Centre of Learning
Knowledge, an enriching quest
@ our Library

It was fun.

Okanagan College

submitted by Laura Neame, Director of Library Services

SIRSI migration to Voyager was completed September 2. All has gone well, although we are hearing more about what SIRSI did better from staff than we are as to what Endeavor does better. We'll give it a year before the final vote.

The Kelowna Campus Library underwent renovation, doubling the number of student workstations to 48 and doubling the number of shelving bays. As a part of this, the compact shelving was moved from the main floor to the bottom floor. Just a note on this, although the compact shelves passed all structural engineering tests, after one year on the main floor (reinforced concrete) a noticeable floor shift resulted in jamming of the shelving and cracks in the floor. We are much happier with it on grade.

We entered into a contract with Blackwell's for shelf ready books, using one time only funding. While generally happy with the results and the costs and fill rates for books from U.S. and European sources Blackwell's has been unable to provide call numbers and labels for materials ordered from Canadian publishers. We were aware of this as an issue for books in the Canadian History and Literature designations for which NLC information was required. We had not anticipated however that this would be an issue for all Canadian titles.

OC Library hired into a number of positions over the past few months: Shannon Dineen is replacing Eva Engman in Technical Services for a year while Eva is on leave, Frances Phillips is helping replace Ross Tyner and Anne Cossentine on their partial secondments (congratulations to Anne who is interim Chair of Ed Council), Faith Peyton has joined us from UBCO as out Reference Assistant/ILL Library Technician, Taryn Schmid has come from Camosun College to help us with Reference and orientation duties in Salmon Arm and Vernon, and Brandon Uhlman has moved all the way from Nova Scotia to become our computer systems support co-ordinator.

Selkirk College

submitted by Judy Deon, Library Director

People

After a number of staffing challenges earlier this year, things have settled down a bit. One staff member was elected to the executive of a national union, and another is away on a semester leave to study and travel, but we've been able to hire replacements for most of their work. In October, Liz Ball was a delegate from the Federation of Post-Secondary Educators to the CAUT Librarians conference: "Negotiating the Changing Culture of Academic Librarianship" in Ottawa. Jill Seaborn, our cataloguing technician, attended a workshop in Victoria on "Basic Subject Cataloguing Using LCSH".

Systems

This fall Kate Enewold, our systems administrator, implemented two new features: loading records from the college's student records system into our SIRSI patron database, and having student ID cards printed with a barcode that our scanners can read.

Collections

I reported last spring on a proposal to the college management to catalogue a collection of 3,000 volumes for the Kootenay School of the Arts, which is merging with Selkirk College. The proposal was not funded, but the Tenth Street campus (Nelson) library technician, who is usually laid off for the summer, was able to work an extra five weeks, and completed about a quarter of the job. We had also asked for some minor renovations to make room for the books. The facilities department postponed the renovations, but they did buy us a lot of really nice shelving. It's quite crowded, but we're managing for now.

Another collection of interest in Nelson is the library of the former David Thompson University Centre. Originally developed by Notre Dame University, the collection of about 70,000 volumes is now owned by the City of Nelson. It has been under the care of the Nelson University Centre, a small group of academics who offered courses through various institutions – most recently Athabasca University. NUC has done its best to preserve the collection, but the buildings have been deteriorating, and in the last few years, NUC was unable to keep up with

utility payments. Nelson City Council has decided to dispose of the collection. The books are being offered to the public library, Selkirk College, and the Nelson Museum and Archives. Meanwhile, the NUC board is appealing to the B.C. Ombudsman and others for help to keep the collection together.

Simon Fraser University

submitted by Todd M. Mundle, Associate University Librarian (Building, Budget & Personnel) for Lynn Copeland, University Librarian

Student Learning Commons

An SFU Student Learning Commons is being created in response to the October, 2004 report on Student Learning Support Services and subsequent discussion and feedback. The Commons will become part of the services offered through the Library to provide academic support for students, expanding on the student learning skills classes currently offered to include support for the new writing and quantitative curriculum. A Director will be hired and a web page created. The Commons will be in place for September 2006 and more information can be found at http://www.lib.sfu.ca/slc/.

SFU Kamloops

On September 16, SFU formally signed an agreement with the Kamloops Indian Band to provide continuing university services in Kamloops. In preparation, the Library reviewed the staffing, systems and collections resources of the Kamloops Resource Centre to determine how the students and faculty could best be served.

The changes include: hiring long time employee Margaret Gardiner fulltime to staff the Resource Centre; adding holdings from the Resource Centre to the SFU Library Catalogue; designating collections money to build the collection; computer upgrades; courier delivery of materials from other SFU Library branches; and agreement for further library services from Thompson Rivers University.

Library Staff Development Day

The very successful first annual SFU Library Staff Development Day took place on April 28, 2005. A high percentage of library staff

participated in at least one of the lively mix of informative, education and entertaining sessions throughout the day.

Presentations were done both by SFU Library staff and members from the university community. Lunch was provided and participants had front row seats to the first ever SFU Library Great Book Truck Race, won by Document Delivery Services.

Bennett building changes and shifts

Several changes to the service area on the 6th floor were completed. These included: long overdue removal of the "orange cage" which once signified a defined "Periodical Reading Room"; amalgamation of the Science and Social Science current journal collections into to one arrangement; creation of "Received Today" shelves for all, not just science, print journals; combining the Microform Periodicals and Microform Newspapers into one collection; moving the microfilm collection and reader/printers closer to the 6th floor service point; and renaming the 6th Floor service point, "Journals and Microform Assistance" (JAMA).

Because of the changes on the 6th floor the Library was able to do a long overdue major shift of books on the 5th floor. Many monographs were moved from the 5th to 6th floors freeing up space on five to let the collection breathe a little more easily.

The reference collection was weeded by 25% to make room for upcoming moves on the 3rd floor. Titles were either added to the reference indexes on Floor 2 or into the general stacks. Planning is underway to move Document Delivery Services from the west end to the east end, Media Collection from Floor 5 to the east end of Floor 3 and the SFU Student Learning Commons into the vacated Document Delivery space. Construction is to begin soon and hopefully will be completed by May 2006.

Campus Appeal 2005 - Special Library Project

SFU Library staff and retirees on the Library's Campus Appeal Committee have chosen a special project for the funds we raise this year. Our goal is to raise **$10,000**, to be matched by interest from endowment funds to become **$20,000**.

The project is the creation of a **comfortable student lounge area** within the WAC Bennett Library. The highly used - and highly worn and uninspired - space east of the Library entrance is currently used as a lounge, meeting, and work space by our students and faculty members. We'd like to renovate it, creating a *warmer*, *more welcoming and relaxing* space - a space *wired* for technology, *furnished* for comfort, and *decorated* for inspiration. We want to create a space that will be a lasting gift to SFU's students and faculty who spend so much of their time working here in the Library.

Many Library and university staff donated to the project and the campaign raised $10,848. When matched by endowment funds the final tally doubled to $21,696. Plans are underway to select furnishings and lobby the university to pitch in part of its Annual Capital Allowance dollars to complete the project.

Information on the project can be found at http://www.lib.sfu.ca/campus_appeal/

Software @ SFU Library

This year has seen many changes with software development at the SFU Library. Not only have we been working hard on the release of CUFTS 2, dbWiz 2, and GODOT 2, but we also began collaborating with UBC's Public Knowledge Project, in the development and support of three outstanding open source software projects: Open Journal Systems (OJS), for online journal publishing; Open Conference Systems (OCS) for managing conferences; and the Open Archives Harvester.

To reflect these changes, we have created a new site called Software @ SFU Library at http://software.lib.sfu.ca. From here you can learn about the PKP project (http://pkp.sfu.ca), or visit the newly redesigned reSearcher site, at its new URL: http://researcher.sfu.ca

Highlights of software development include:

CUFTS 2: Latest features include, Electronic Resource Management (ERM) and the CUFTS Journal Database (an A – Z style serials list, known as the CJDB). CUFTS ERM allows you to store data about your electronic resources in a single, convenient location. The CUFTS Journal Database (CJDB) provides your users with an online serials database, integrating both electronic and print resources that can be browsed or searched. 6 ELN libraries are

currently using CJDB to help manage their online serials.

dbWiz 2: Version 2 of this federated software was recently released to the COPPUL partner libraries involved in the initial funding of the software development.

RefWorks and GODOT: If your library is a RefWorks customer, you can add it to your GODOT interface, making bibliographic management even easier. For details, see: http://lib-cufts.lib.sfu.ca/twiki/bin/view/GODOT/GodotRefworks

GODOT: GODOT links are now supported by GEODOK, a free database which contains more than 60,000 entries, primarily in German, English and French, concerning geographically related literature. Geodok is produced by the Department of Geography of Erlangen-Nuremberg University: http://www.geodok.uni-erlangen.de/_index.htm

Open Journal Systems (OJS) v2.0: The SFU Library in conjunction with the Public Knowledge Project (PKP) at the University of British Columbia announced the release of Open Journal Systems, Version 2.0. This open source journal management and publishing software represents a complete rewrite of OJS v1.X, based on two years of working with the editors of more than 350 worldwide journals using OJS.

With the launch of OJS v2.0, the Public Knowledge Project is moving its scholarly publishing software development (including Open Conference Systems and PKP Harvester) to SFU Library, which will provide OJS journal hosting services, in a partnership that also includes SFUs Canadian Center for Studies in Publishing.

More information including software demos and downloads for the OJS software is available from http://pkp.sfu.ca/ojs

Multicultural Canada Project

The SFU Library is spearheading the "Multicultural Canada" project which aims to preserve Canadian immigration history through digitization. SFU is partnering with the University of Calgary, Université Laval , Multicultural History Society of Ontario, University of Victoria and Vancouver Public Library, to collect and digitize relevant materials.

The first collected materials in this project are about Chinese immigrants who constituted an important part of Canadian immigration history. Two projects are underway: digitization of the Chinese Times [Dahan Gong Bao], a Chinese language newspaper started in 1915; and video interviews of Chinese immigrants living in BC and southern Alberta.

In addition to the Chinese materials, researchers will soon be able to find items on immigrants from Ukraine, India, Japan and many other nations. For more information look at the website at www.multiculturalcanada.ca.

Understanding and Avoiding Plagiarism Tutorial Now Available

The SFU Library released its "Understanding and Avoiding Plagiarism" tutorial as a WebCT module for import into any existing WebCT course. This interactive tutorial is designed to help students understand what plagiarism is and how to avoid committing it.

Working through the tutorial, students will learn to recognize different types of plagiarism and be introduced to various practical skills -- citing, note-taking, quoting, and paraphrasing -- that will assist them in the writing process. The tutorial takes about 30 minutes to complete and includes two interactive quizzes to test students' comprehension. The tutorial has been set up to allow for easy tracking of student completion.

For further information on the tutorial contact Gordon Coleman at gcoleman@sfu.ca.

Walk this Way! Pedometer Program

SFU's Health, Counselling and Career Centre (HCCC) implemented its 'Walk this Way!' program in September. The project aims to get the SFU community more mobile. SFU Library's role is lending pedometers to help people keep track of their distances.

The pedometers were given to the Library from HCCC and the UniverCity development. The pedometers are listed in the catalogue under 'pedometers', and available from the Reserves counter. They are available for three week loans and are renewable.

Personnel changes

SFU Library is very pleased to announce the appointment of Heather De Forest to the position of reference/liaison librarian for Urban Studies and Public Policy at Belzberg Library. Heather replaces Cindy Swoveland, who retired at the end of August. Heather has a BA from UBC, an MA in English Language and Literature from Queens, and a Master of Library and Information Studies (MLIS) from UBC. Her interest in urban studies and public policy issues, particularly in the area of information policy, and her work as the Chair of the BC Library Association's Intellectual Freedom Committee match well with her new liaison responsibilities.

Further news and updates are available from http://www.lib.sfu.ca/whatsnew/

Thompson Rivers University

submitted by Nancy Levesque, University Library Director

At the TRU Library, work continues on integrating the collections, policies and services of the former UCC and BCOU libraries.

The TRU Library has purchased five laptops to loan out to students for use in the building.

The TRU Williams Lake Campus building project is underway and includes a new, larger library.

Thompson Rivers University has a new Canada Research Chair in Cultural and Artistic Inquiry. There is increasing emphasis on research and graduate programs at the university. The MBA is now offered and more graduate degrees are planned.

Nancy Levesque has authored a chapter, "Partners in Education: the role of the academic library," in a recently published eBook, *Probing the Boundaries of Education.*

See http://www.inter-disciplinary.net/publishing/idp/eBooks/ptboeindex.htm

Trinity Western University

submitted by Ted Goshulak, University Librarian

From the Library blog at
http://twulibrarynews.blogspot.com/
October 5, 2005

Alloway Library's Ethiopian Manuscripts Impress Scholar

To the unschooled eye, they are mysterious ancient-looking texts: stained parchment neatly inscribed with unintelligible black and red markings. One has axe-hewn wood boards for covers; another has hand painted illustrations of haloed figures. All that was known was that they were from Ethiopia, acquired in the 1950's and 60's and were properly referred to as codices. With some sleuthing by library staff and the help of Biblical studies scholars, TWU's Ethiopian codices are no longer exotic curiosities-- they are now destined to make a contribution to scholarship once again.

While visiting TWU in September 2005 for the opening of the Septuagint Institute, Dr. Stephen Delamarter of George Fox University viewed the manuscripts. He was pleased to discover the texts and able to identify them. The oldest is a fragment of a 17th century Psalter, while others are 20th century liturgical texts containing canonical and non-canonical material. In the past 9 months Delamarter has "discovered" nearly 120 manuscripts in Canada, England and the USA. These represent just a fraction of the thousands that have left Ethiopia as spoils of 19th century war or sold to tourists by people who may be desperate financially and ignorant of the value—both monetary and cultural—of the manuscripts. He pointed out how these unique, handmade documents represent the "national archives of a culture."

Later this year Delamarter plans to photograph the collections using high-resolution digital imagery and add the images to the Hill Monastic Manuscripts Library at St. John's University in Collegeville, MN where they will be catalogued and accessible to researchers around the world. In addition, the images will be deposited at the Institute of Ethiopian Studies in Addis Ababa and at TWU's new Septuagint Institute.

Currently, two of the codices are on display on the main level of the library, while other items are kept in the TWU Archives and Special Collections on the library's upper level.

University College of the Fraser Valley

submitted by Kim Isaac, Director of Library Services

Chilliwack: The Continuing Saga

As has been reported many times in the CPSLD Newsletter and at CPSLD meetings, the Chilliwack campus library resides in a building that has long outlasted anyone's intention. The first plans to construct a new building on that campus, with the library as the major tenant, date back to 1993. Over the years these plans have been resurrected and then postponed three times due to directives from the province and the Ministry. There is now a complete moratorium on any renovations to existing building, and only minimal repairs are being done. As of Winter 2006, very few classes will be held in this building, leaving it mostly as library and administrative offices – not a central location for a library. We reached the crisis point for space in the library years ago.

For the past three years or so, the delay has been due to the possibility of the entire Chilliwack campus moving to the site vacated by Canadian Forces Base Chilliwack in 1995. The goal is to turn the property into an education park, with a variety of partners involved. Negotiations have been complex and difficult, to put it mildly, involving many agencies from many levels of government as well as the private sector. Word at present is that a deal will be reached imminently…but we aren't making any plans to move as of yet.

SIRSI Changes

We are excited about a number of big changes coming up with our Sirsi integrated library system in the next few months. We will have a new server, replacing the original server purchased back in 1996 or 1997 when we moved to Sirsi. (The old server will be retired with a letter of congratulations from the Queen and the Prime Minister.) We'll be moving to version 2003.1.4 from our current version 2002.17 and installing the iLink interface. At this point we're hoping to have the new server and software running on a test basis through January, with a live date for the midterm break in February.

LibQUAL Survey

We ran the LibQUAL survey in April 2005, surveying UCFV faculty and students regarding their perception of the Library's services, resources and facilities.

LibQUAL was developed by the Association of Research Libraries and is run in partnership with Texas A&M University Libraries. It is a not-for-profit, self-sustaining service, with libraries like ours paying to run the survey at our institutions. The cost to us for running the survey this year was $2250 US.

The UCFV Library had not surveyed students regarding our services since 1997. To the best of our knowledge, faculty had never been surveyed. The Library needed to establish benchmarks against which we can track our performance. With little survey expertise among our library's staff, LibQUAL was attractive because it is a tested instrument that has been found to be of use and value to other academic libraries.

Respondents were invited by e-mail to complete a web survey form. Their answers were sent to a central database at Texas A&M University. The data were analyzed and presented to us in reports describing our users' desired, perceived, and minimum expectations of service. We also received our raw data in Excel and SPSS formats for further analysis.

LibQUAL is not perfect, and it does not pretend to provide answers to all the questions we might have about our users' needs and expectations. Some respondents complained about the complexity of the questionnaire. On the whole, however, we were pleased with the information that it did provide and we intend to run it again in the spring of 2006.

For more information on LibQUAL, go to www.libqual.org.

Library Staffing Changes

Corinne McConchie, our Systems and Technical Services Librarian, has been seconded to UCFV's Library and Information Technology Program for this coming academic year. We are very pleased to welcome Myfanwy Postgate to replace Corinne. Myfanwy did almost exactly the same job at Okanagan University College until this past summer, and so she has been able to move into our position in a way that has been almost seamless.

Colleen Bell has been hired as our Information Literacy and Outreach Services Librarian, filling the position vacated last fall by Art Knight. Colleen comes to us from the University of Oregon Library where she was responsible for instruction programs. Colleen is Canadian and received her MLIS from the University of Western Ontario, but she headed south and was a "transplanted goose" working in Oregon from 1994 until now.

University Status for UCFV?

This fall, UCFV embarked on a major campaign to have the provincial government grant our institution special university status, as they did for Thompson Rivers University. Much time, money and energy has been devoted to this campaign to gain community support. Many letters have been sent to local MLAs encouraging them to support this change and to push for it within government. Internally faculty, staff and students are being encouraged to support this campaign as well through letters, signing petitions, speaking at community groups, etc.

UCFV maintains that the change will help our students and graduates by dropping the little-understood "university college" moniker. The institution has pledged to keep the comprehensive range of programs we currently offer: everything from trades training and developmental programs, through career diplomas, to undergraduate and graduate degrees.

First Masters Degree at UCFV

This fall marks the first intake of students in UCFV's new Master of Arts in Criminal Justice. A cohort of about 20 students began their program in September. The program is designed for people working in the field, so classes are held on weekends every third or fourth week.

Fortunately, UCFV has had a strong and popular diploma and undergraduate degree program in Criminology and Criminal Justice for many years, so our collection in this area is fairly strong. The students in this first cohort are almost all UCFV graduates and quite self-sufficient when it comes to accessing information resources through the Library. So

far, the impact of this program on library services, policies etc., has been minimal.

Search for New VPs and Other Organizational Changes

UCFV is looking for a new Vice President Academic and Provost, and a new Vice President External. It is expected that the successful applicants will assume their duties in the summer of 2006. Our current VP Academic, Wayne Welsh, is retiring. The VP External is a new position to UCFV.

UCFV will be undergoing a fairly significant change in its organizational structure in January of 2006, and the Library will be reporting directly to the VP Administration. This is the same person we report to now, Tim Segger, but Tim will be taking on a much expanded portfolio of responsibilities. Fortunately for us, Tim is a passionate and articulate believer in the crucial role that libraries play in academic institutions, even though both he and I believe the library is a better fit on the academic side of the institution.

University of British Columbia

submitted by Tim Atkinson, Assistant University Librarian (Arts, Humanities and Social Sciences) for Catherine Quinlan, University Librarian

People

Since our last newsletter UBC has been able to fill a number of the positions we have advertised. Bronwen Sprout has joined UBC as a Digital Initiatives Librarian, Vanessa Kam has taken on the role of Fine Arts Librarian and Joy Kirchner who was E-Resources Librarian has move to the position of Science Collections Librarian. Theresa Lee has become the fulltime Pharmacy Liaison Librarian, David Winter has assumed the role of ILL Librarian for both the Koerner Library and the Woodward Library, and Leonora Crema, Head of Borrower Services takes on additional responsibilities as Head, Community Borrowing for the Irving K. Barber Learning Centre. Melody Burton has been hired as the Head of UBC Okanagan Library. The Library has also hired Shakeela Begum Manager of the Development Office, Mona Chan, Major Gifts Officer and Glenn Drexhage, Communications and Marketing Officer. Gerard Law is the Senior Manager, Administrative Services, Office of the University Librarian.

Irving K. Barber Learning Centre Update

The first phase of the Irving K. Barber Learning Centre opened on August 29th. The move of hundreds of thousands of items both to open shelves and into the Automated Storage and Retrieval System went relatively smoothly considering the magnitude of the task. Since we began to actively use the robotic retrieval we've all been impressed with the rapidity of the process and we are now planning to move material stored in various locations into the facility.

The public space in the Irving K. Barber Learning Centre is already very well used by students and people are delighted with the attractive and functional environment. If you had ever used the stacks in Main Library you know the challenges of locating material and with the new facility it is much easier to organize ranges of books and shelf retrieval has been simplified. The new Ridington Room houses the portraits of Presidents and Chancellors of the University and is graced by a suspended glass art work by John Nutter which was commissioned by Mrs. Barber. The Ridington Room study tables always seem to be full and the hushed atmosphere is one that the students themselves have created.

University of Northern British Columbia

submitted by Heather Empey for Alison Nussbaumer, University Librarian

Renovations

Phase I of the Library renovations is almost complete. We are in the final stages of having the bookshelves installed and the paint touched

up. By the use we have seen to date we know the students are enjoying the new space and enhanced services. Some of the changes and enhancements that have been made to the Library include:

- The main service points of the Library, the Circulation and Reference Desks, have been moved from the second floor to the 1st floor.
- We now have a self-serve Reserve section – students can walk-in and browse through the books on Reserve. There is a photocopier conveniently located in the Reserve Room.
- There is a new instruction lab on the 1st floor. When this lab is not being used for library instruction, the computers are available for students to use.
- We have added 31 new computer stations bringing the total of public computer stations in the library up to 91.
- 5 group study rooms have been added (including one seminar room for larger groups) which brings the total of bookable study rooms up to 7. These rooms can be booked by students at the Circulation Desk. These rooms have proved to be very popular - in September we had over 500 bookings.
- The reallocated space on the 2nd floor was filled with 100 additional bays of shelving. The new shelving will be filled some books and journals from storage and will also allow for collection growth.

One of the concepts behind the library renovations was to have the noisier and more active areas on the 1st floor of the Library and allow the 2nd and 3rd floors to be for quieter study - and it's happening.

People

Nancy Black, Distance & Document Delivery Librarian, is off to UBC for a year to begin her PhD. Heather Empey, Education Services Librarian will be taking on Nancy's duties in her absence. James Lovitt is also joining us for a 1-year term position to help with changing workloads.

Promotional Campaign

In an effort to increase the library's profile with the faculty, the Geoffrey R. Weller Library has initiated a monthly Library Top 10 flyer to be sent out to all faculty. The debut of this flyer was

Top 10 Misconceptions and has been greeted with great enthusiasm. To view the flyer, go the Library's website at http://library.unbc.ca

Vancouver Community College

submitted by Lila Heilbrunn, Director, Library Learning Resources

VCC - "40 years of Changing Lives"

This year VCC celebrates its 40th Anniversary. As part of this celebration all College employees past and present were invited to a huge "Feeling Groovy" party. Decked out in 60's outfits - saved in many instances for an event such as this - over 500 revellers kicked up their heels, feasted on wonderful food and danced until dawn.

VCC was formed in 1965 by an amalgamation of four separate centres, Vancouver Vocational Institute, Vancouver School of Art, Vancouver School Board Night School Program and King Edward Senior Matriculation and Continuing Education Centre.

Campus Expansion

VCC desperately needs additional space both to meet current needs and to expand programming offerings. Jointly funded by the Provincial Government and a major fund raising campaign, ground breaking for the new building at the King Edward Campus is expected to begin in the summer of 2006. The new facility will open in September 2008.

This expansion will house the School of Health Sciences and other programs and will free up some space on the campus which will allow the expansion of the King Edward Library.

Library Staff look forward to the development of facilities such as a library classroom, expanded computer lab, enhanced individual and group study spaces and adequate staff space. A new library building is planned in phase 3 of the development project at KEC campus – a very long wait!

Learning Commons

In September last year, the Library and the Learning Centre at King Edward Campus were united in a single space. This has formed the

beginning of a Learning Commons at VCC with improved services for students. Audio and video equipment and a small computer lab were consolidated, hours of operation for the Learning Centre were expanded and some of the more heavily used learning resources are now available on reserve at the Circulation Desk to provide better access.

The facility is much lighter and brighter, the addition of some new carrels and seating has greatly improved the appearance of the facility - and use has increased. The facility is still far too small and during the day it is difficult for students to find a seat.

New Library System

In the Spring, VCC implemented VTLS integrated library system. Implementation went very smoothly and the library closed for only 1 day. Since then, staff having been working hard to customize the system for VCC. We are expecting to upgrade to a new release in early December which should provide the library with greater functionality and resolve several procedural issues.

To assist the Systems department in their work, we have added one more staff member to the Systems team and we hope to hire a contract staff person to assist with improving the web interface. Jacqueline van Dyk, our Systems Coordinator, has started a VTLS users group in BC (VCC and Richmond Public Library) and by sharing expertise locally, they hope to be able to add additional functionality to our system more quickly.

As VTLS includes an automated ILL module (VDX) we will be moving the ILL assistant Tom Lazar, into the Systems Department in the new year. It is hoped that Tom will receive the support that he needs to transition effectively into an automated ILL environment

VCC in the news

Last year the provincial government designated the College as B.C. Centre for Leadership and Innovation in Hospitality. VCC now offers a degree in Hospitality Management and as this has been built on existing programs, several students should graduate with VCC degrees in 2006. It is hoped that VCC will offer degrees in both Music and Nursing in the near future. VCC continues to expand it course offerings both f2f

and online. These changes challenge the ability of the library to provide appropriate support.

Senior Administrator search

VCC is currently searching for a Vice-President of Education. Our former VP, Dr. Joan McArthur Blair was recently appointed President of Nova Scotia Community College. We will also be searching for a new Vice President, Finance as Trish Pekeles is accepted a position with BC Hydro.

Special Reports

Advanced Education Media Acquisitions Centre (AEMAC)

Located at Langara College
www.langara.bc.ca/aemac

prepared by Mary Anne Epp
Director of Contract Administration
Langara College Library Contract Services

April to September 2005

This report summarizes the outcomes relating to the key functions and priorities for AEMAC from April to September 2005 as outlined in the Ministry of Advanced Education funding letter and contextualized within the Ministry's Service Plan priorities of access, quality, technological delivery, research and innovation.

The provincial approach to purchasing media resources represents a significant cost savings to institutions in the province and provides equitable access in rural and urban areas to a wide range of resources in university transfer, vocational and developmental programs.

AEMAC contributed to the success of the knowledge industry in British Columbia by identifying and promoting BC educational media productions and providing a location service for customers in both public and private institutions.

AEMAC developed the expertise to add digital rights to the program mix to support online learning. AEMAC also negotiated the Feature Film license for 28 institutions, facilitated group purchases of business videos, responded to requests for information, and compiled the nominations list of new provincial priorities.

Partnerships continued with the major stakeholders and the educational media industry. Educational distributors in Canada and independent BC filmmakers were showcased in the 12th annual media trade fair, Fast Forward Media Showcase.

The information database for locating Canadian distribution of educational products was updated. The staff answered many queries relating to the search for relevant educational media. Significant effort was focused on Canadian copyright reform, particularly advocacy for user rights.

The staff identified further funding packages that are required to support continuing development of AEMAC services to meet the needs of post-secondary institutions in B.C. The erosion of funding support for purchase of licenses in the past three years has disadvantaged many institutions, particularly those in rural areas and those institutions instructing in the trades areas.

Digital licensing for online courses also needs to be addressed on a provincial basis. Programming is required to make available the online tool for locating educational media resources. The Image Bank resource project would assist many institutions to acquire free or reasonably priced media resources for teaching, learning online and in the classroom. An Advisory Committee would also facilitate communication with stakeholders.

BC College and Institute Library Services (CILS)

Located at Langara College
Serving BC's Post-Secondary Students with Print Disabilities
www.langara.bc.ca/cils

submitted by
Mary Anne Epp
Director of Contract Administration
Langara College Library Contract Services

Report of Activities - April to September 2005 Summary

This summary of the semi-annual report to the Ministry addresses the outcomes relating to priorities of the BC Ministry of Advanced Education funding letter within the context of the Ministry's strategic service plan objectives of access, technological delivery, quality, research and innovation. CILS supported equity of access to information by ensuring that all regions and institutions, urban and rural, receive the same level of service for students with print disabilities. The emphasis was on diversification of services to assist institutions to improve the ability to provide effective support to students with print impairments. The services provide these students with access to a wide range of post-secondary courses, including priority subject areas identified by the Ministry.

Students received books in alternate formats on loan from CILS and partner agencies. Preferred or useable formats included analogue audio, digital audio, DAISY, e-text, PDF e-text, large print and braille. Partnerships with other provincial educational resource centres, Assistive Technology BC, the Provincial Resource Centre for the Visually Impaired and the CNIB extended the services, streamlined the process of acquiring alternate formats and ensured major cost savings. CILS produced 105 new titles in all formats except braille.

Copyright reform continued to be a critical issue. Activities included the development of briefs for federal officials and politicians, workshops to inform the clients of their rights and responsibilities and participation in the pilot project for the national electronic clearinghouse.

Information services were enhanced to assist disability coordinators and students to speed up the delivery of alternate formats. Guidelines for priorities of service were incorporated into the service guide. A new feature on the Web site identified new titles in production. A pilot project to test a portable production station was initiated to increase production capacity and flexibility.

Accessibility of online courses and digital information sources was the focus of the research project in process. Expanding resources beyond the textbook, CILS provided more information on accessible products through its reference services. Continuous improvement was based on ongoing feedback from consumers, research on student needs and regional workshops. The staff also assisted students in their development of strategic technological skills to use adaptive technology effectively.

Planning for future development, CILS staff have identified the need for strategic updating of public policy to improve accessibility of online courses and college Web sites. Another issue

that needs addressing is the identification of intellectual property in college in-house publications for more efficient transcription into alternate formats. Equity for access to information for students in private colleges is an ongoing concern.

CILS has proposed funding packages to increase access to digital resources, improve training in adaptive technology, and enhance the accessibility of online courses. Additional funding is also required to increase production capacity (including braille) and efficiency tools. In the area of research and development, CILS is in a unique position to support the Ministry goal of innovation and economic development by undertaking further research on accessibility of knowledge products.

BC Electronic Library Network (ELN)

submitted by Heather Morrison

The BC ELN Progress Report, April - September 2005, is available at http://www.eln.bc.ca/view.php?id=1209

Highlights

Hospitality and Tourism Index was licensed for publicly funded BC post-secondary libraries using a one-time AVED special project grant. BC ELN libraries are participating in a province wide license for *Encyclopedia of British Columbia Online*, in cooperation with Public Library Services Branch and the Ministry of Education. This was made possible by one-time BC ELN funding. 64 new titles were added to the *netLibrary* Business collection. New licenses were signed for *Canadian Literary Centre*, the *Dictionary of National Biography*, *CINAHL Full Text, CINAHL Plus Full Text*, and the *CUFTS Journal Database (CJDB).* The 2005 Resources Forum discussion is now in full swing – be sure to visit to see what others have suggested, and to add in the titles you would like to see as well.

BC ELN's collaborative and consultative relationships with other consortia and sectors continued and expanded. The contributions of BC ELN to the e-Health Library Working Group (e-HLBC) of the BC Academic Health Council have been very substantial. The BC ELN Manager has been seconded on a part-time basis to this initiative, with additional time and expertise supplied as an in-kind contribution to

the project. BC ELN participated in the Ministry of Education 's Education Resource Acquisition Consortium (ERAC) meetings, and consulted on ERC RFP development and response evaluation. An August meeting of Consortia Canada was co-chaired by the BC ELN Manager. BC ELN took part in the Public Library's Virtual Reference Symposium and Gateway Symposium, and in the BC Resource Sharing Management Meeting.

Public Library Services Branch has initiated a number of task groups to implement their vision of "Libraries Without Walls". BC ELN is participating on 3 PLSB task groups: e-audo, virtual reference, and e-text.

A newly redesigned BC ELN web site prominently features a blogroll-style "What's New", and includes site-search functionality. One new feature that BC ELN partner libraries have long desired is the ability to track payments and commitments to date. Improvements have also been made to the back end to improve workflow, streamlining database invoicing and content editing for site administrators.

The *Communications Framework* has been updated. This document includes a history of communications at BC ELN, and outlines current communications strategies. One basic direction is to expand and enhance quantitative approaches to illustrating the value of BC ELN and its services. This approach is illustrated by the *2004/05 Year in Review*, a snapshot of BC ELN products and services over the year, which can be found at http://www.eln.bc.ca/view.php?id=1186. Another basic strategy is to expand and enhance external and qualititative communications (stories). Watch for more details as plans for the 2006-2009 Strategic Planning process unfold.

In OutLook OnLine, Z39.50 shelf status checking has been set up for several libraries. When a book is located in OutLook OnLine, a Z39.50 shelf status check can be initiated so that the user can determine if the item is actually available before placing a request.

Coordination work on the technical implementation of the *BCcampus Library Services Portal* continued, focusing on proxy authentication and an expanded knowledgebase, including over 300 research databases and other electronic resources.

In the area of emerging technologies and trends, BC ELN staff published articles and/or presented sessions on BCcampus, open access, resource sharing, and database usage statistics & scholarly communications, and prototyped a web-based document delivery application (EDEN).

Happy Holidays and Best Wishes for the New Year