

CPSLD Newsletter

Fall 2009

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CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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***CPSLD Fall
Meeting at the
University of
British Columbia***

Many thanks to UBC for hosting our fall meeting. It was inspiring to be in the new Irving K. Barber Learning Centre - alive with activity. Great food, great discussion, great tour, wonderful hospitality!



Reports

BC Institute of Technology

submitted by David Pepper, Director, Library Services

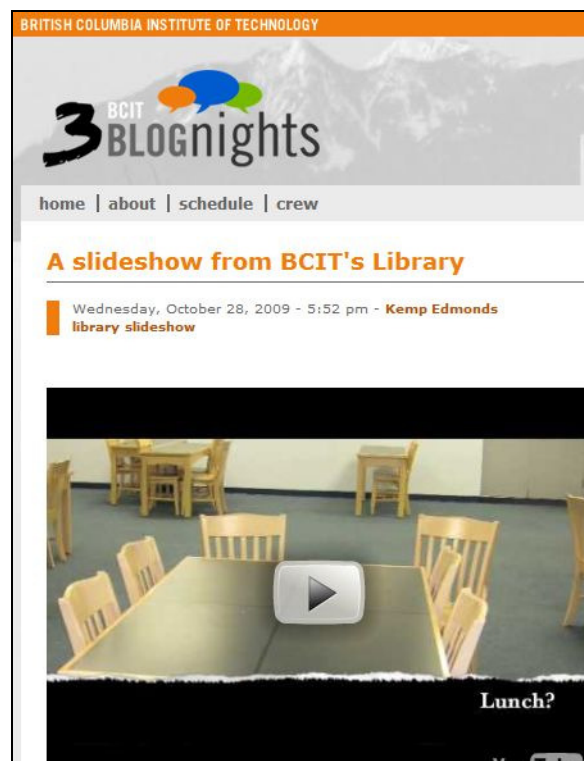
Yes, the ehPod is now open 24/7

Our wildly successful ehPod (eh, as in 'Canadian, eh' ? and as in 'extended hours') has been running 24/7 since the start of the September term. Uptake is huge! We are pleased that some of our post-secondary colleagues are – or are planning to – open a version of the ehPod locally.

The ehPod was featured a couple of times during BCIT's "3 Blog Nights"

<http://tinyurl.com/blognights>
<http://tinyurl.com/blognights2>

What the heck is '3 Blog Nights' ?



It was an information-fest for your senses. A social media extravaganza. And still is a great way to get to know BCIT. Marketing & Communications (MarCom) staff shot video, blogged and webcasted around the clock for three days and nights and it's all still here for you to see ... <http://www.bcit.ca/3blognights/>

BCIT's Learning Commons was also featured: <http://tinyurl.com/blognights3>

Using social networking sites to get feedback

The Library is looking at alternate ways to gather student feedback for the Spring 2010 Student Survey. What potential do social networking sites such as Facebook, Twitter, YouTube, etc. offer ?

A group of students in the School of Business are working with a team from the Library and MarCom to engage in 1-1 interviews of 200+ students to investigate the following:

- Recognize student preference for social networking sites and usage
- Analyze the functional and distinguishable attributes of those preferred websites for survey use
- Investigate successful use of social networking sites for survey use
- Compare possible alternatives to social networking applications (e.g. survey monkey)
- Provide recommendations regarding the use of social networking sites to improve survey response

Application Development Coordinator - a new role

The ADC is an experimental role, effective Sept 2009. Tony O'Kelly, reference librarian, is first up to bat, with the following responsibilities:

- review & facilitate technology/application options
- create a framework for submitting requests/ideas
- determine, with consultation, what is appropriate for BCIT context
- communicate with other post-secs re: best practices
- encourage a proactive vs. reactive approach
- gauge customer requirements
- increase awareness and usability of technologies to users and non-users
- market new apps to appropriate audiences
- provide strategic leadership on Library Services website
- report to the Director/Planning Team on current activity

The ADC is a highly collaborative role. It has access to - and will draw on - the richness of expertise in Library Services and the larger BCIT community. We look forward to seeing how this role evolves.

The design of informal study/learning spaces

The Director, Library Services is working with the Director, Student Services, on recommending design options for a new study space "pod" in BCIT's academic/service SW1 building currently under reconstruction. The project will involve a literature review of current thinking on the design of informal learning/study spaces, and for examples of best practice. Target date for occupancy: March 2011.

Demand for many library services (08/09 cf. 07/08) trending upwards

- 64% increase in the number of peer tutor visits to the Learning Commons
- 8% increase in the number of reference transactions
- 42% increase in number of electronic book titles and a 98% increase in the number of full-text journals
- 7% increase in patron access/utilization of the library
- 3% increase in the number of library items circulated (not incl. in-house use)
- 11% increase in # of collaborative study room bookings

Digitization of course outlines

Greg Parr, Public Services Supervisor, and Tricia Daum, Assoc Director, Records & Privacy, have been engaged in two Institute-wide projects:

- Project 1: Digitize historical course outlines, started 2007
 - To date, in excess of 12,000 outlines have been scanned as .pdf files
- Project 2: Automate process for creating current course outlines, started 2007
 - Pilot program launched in July for 100+ instructors in selected program areas
 - Full roll-out scheduled for Fall 2010 term

Camosun College

submitted by Nancy Henwood, Reference and Media Librarian on behalf of Sybil Harrison, Chief Librarian

Camosun's "Love Your Learning Library" capital campaign got a whole lot of lovin' from Prime Minister Stephen Harper and BC Advanced Education and Labour Market Development Minister, Moira Stillwell, who announced in August that the college will receive \$4 million from the federal-provincial Knowledge Infrastructure Program to complete the library revitalization project that launched last March. This grant will enable Camosun to proceed with the renovation plans for both campuses, instead of having to work in two or three phases, holding back the renovations for the second floor of Lansdowne and for the Interurban campus library dependent on further fund raising.

Construction begins in November and will continue until the following September.

Phase One: Lansdowne - 1st floor

- Relocation of services to 2nd floor July to August 15 2009
- Construction November 7, 2009 to May 17, 2010

Phase Two: Lansdowne - 2nd floor, AV Services and Library Classroom

- June 1, 2010 to August 20, 2010

Phase Three: Interurban Library

- May 2010 to September 2010

To date, fundraising efforts have raised \$220,000 for the project.

The summer was very busy as the library prepared for the Lansdowne main floor renovations, to begin in November. A huge effort on the part of all library staff, a renovation project manager, movers, and college physical resources who together planned and executed the evacuation of the Lansdowne campus library main floor and relocation of services to the second floor. This involved moving library stacks, (and de-shelving, then re-shelving their books) that were bolted to the concrete floor, to make space for an improvised circulation, reference, periodicals, reserves, photocopiers and printers, and some comfortable seating areas. Remarkably, this was achieved with just one closed day. Free ear plugs are available to help compensate for the intrusion into what was

formerly our “stacks and quiet study” floor. Some staff members have offices in the former student study rooms, others, library administration, technical services, and a librarian have squeezed into the offices and study rooms at the Interurban campus library.

First the whole collection was extensively weeded. Then most of the reference collection and part of the periodical collection were boxed up and placed into storage. Most of our office furniture is also in storage, and our offices are furnished with the bare minimum.

Here are photos of the library emptied in anticipation of the move, and a rendering of what is to come.



While the renovation work takes centre stage, significant work and accomplishments occur in other areas:

Some new databases were added this fall:

- Business Research Starters: Summary articles from Business Source Premier – our Business faculty were very impressed with these.
- Natural Standard: the authority on integrative medicine; data on complementary and alternative medicine (CAM). Information is evidence-based, consensus-based, and peer-reviewed – to fill in a gap in nutritional and alternative information.
- OED online.

The librarians continue to develop new LibGuides. The guides have been a big hit with our students and faculty. In addition to subject specific information, we are using the LibGuide platform to share a wide variety of information with the college community. For example we have created a guide for the renovation project. <http://camosun.ca/libguides.com/LibraryReno>

The week the library moved, the new catalogue interface was launched. Sirsi-Dynix's eLibrary product complete with book jackets and other enhanced content is used.

The college formed a H1N1 Pandemic Response Committee in September and Sybil Harrison was appointed as a member. The library was the distribution point for personal hand sanitizers made available to all faculty and staff.

Like most post-secondary institutions in the province, enrollments have been high at Camosun. This fall saw a 10% increase in registrations, and both libraries are packed to overflowing during most of the day.

Kathryn Laurin took over the post of president of the college in September. She comes to Camosun from Mt. St. Vincent University in Halifax where she was also president.

Library staff are pleased that our Chief Librarian, Sybil Harrison, the first person to hold the new position of Camosun college head librarian, and the first Camosun Librarian to participate in the administrative system at Camosun, has been recognized with the 2009 “Starting Strong” award, which was awarded to Sybil on

November 12th at the College's annual employee recognition night.

This award is an indication of all that Sybil has accomplished in the short time that she has been with us, and is also an indication of the new college appreciation of the library, achieved by having Sybil lead and represent us. What an exciting year-and-a-bit it has been, and we look forward to continued, exciting growth and development with Sybil. 20-year library employees Jennifer Lambert and Donna Blair were also recognized at the event.

Capilano University

submitted by George Modenesi, Library Coordinator

New Film Centre

The University has received \$30.2 million combined contribution from the federal and provincial governments to complete phase one of the University's new Film Centre. It will involve building an entirely new structure on the North Campus of approx. 64,700 sq ft that will accommodate classrooms, film laboratories and common areas. Funding for completion of phase two will be sought from other sources, including the private sector. The project will begin immediately and completion is expected by March 2011.

New President Search

The search for a new University President has commenced. The firm of Pinton, Forrest & Madden who has been selected as head hunter is aiming to have a short list of qualified candidates by January 2010 with interviews slated for March. The successful candidate is expected to be in place by August.

Strategic Priorities

As part of the University's Strategic priorities for the next three years that include the building of the Film Centre, Computer Animation classrooms in the third floor of the Library Building will be moved to the new facility and the vacated space might be utilized as a much needed additional floor to the library.

Computer Assistance Desk in the Library

A much welcomed help desk for students needing troubleshooting with wireless user

accounts, hardware/software enquiries and printing issues is now located in the library. Two IT (Information Technology) staff members share the 8 am to 4 pm. shifts Mondays to Fridays. The response to this new service has been extremely positive as a good deal of the pressure brought about by complex technical support questions at the Reference desk and the Circulation counter are now referred to the IT desk.

People

After a number of years, we have had changes in the Faculty front. Annette Lorek retired to Gabriola Island after being at the University for eighteen years. Her ebullience and sense of humour will be missed. Maureen Witney has taken on her duties that include Audiovisual Services and the Periodicals collection. George Villavicencio is the new Systems Librarian taking on Maureen's duties. David Buchanan is replacing David Lambert as Circulation Librarian while he is on educational leave.

College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Our enrollment has increased by 11% and we've been very busy.

Library Card = Free Book

In September as part of Orientation, we started offering "free book" coupons to new students. The student can use the coupon to get a free book from our well-stocked book sale racks. It's been a great success, and we plan to do this every September and January.

We're also pleased to have a new "one card" arrangement with UNBC. UNBC students can get our barcodes on their ID cards & vice versa.

Caledonia Sudoku – Contests and Displays

Our weekly contests this fall featured a wide variety of word games, including Sudoku using letters! Very popular - terrific prizes provided by the CNC Bookstore and Impark.

Art displays included "Dead Letters" by Graham Pearce (CNC English/New Media) – and "Voices and Visions," art by women at the AWAC Women's shelter, coordinated by Dahne Harding (CNC Fine Arts/New Media).



A mask from "Dead Letters"



A collage from "Voices and Visions"

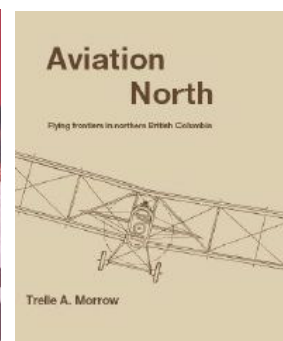
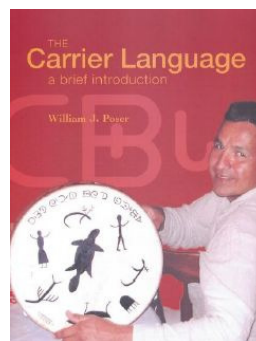
Media Services won the Halloween "Best Decorated Department" Award for their spooky production!



New Aboriginal Content

We are continuing to develop resources in support of CNC's Aboriginal Service Plan and our growing aboriginal student community. New this fall are:

- Carrier-Sekani Bibliography
- Residential Schools Bibliography
- Fetal Alcohol Spectrum Disorder Resources
- Library Research Tips for the new online Aboriginal Early Childhood Education program: 3 Camtasia videos developed by Sandra Chulka, Orientation Librarian, posted on our *Instruction* menu.



New CNC Press books

- *The Carrier Language*, by Bill Poser (CNC Press, Dec. 2009) provides a brief, readable and interesting introduction to the language, for a general audience.
- *Aviation North*, by Trelle Morrow (Dec. 2009) presents a rivetting history of air transportation in our region.
- *Monumental Transformation*, by J. Kent Sedgwick (Oct. 2009) tells the story of the Alexander Mackenzie monument in Prince George
- *The Prince George Places of Bridget Moran*, by J. Kent Sedgwick (Oct. 2009) offers a 'walking tour' of places in the author's life.

The last two are available in full-text online at http://www.cnc.bc.ca/Visiting/CNC_Press.htm

APA/MLA Changes

MLA and APA citation styles have been significantly revamped, and we have prepared new Information Sheets on both styles. Faculty and students have made great use of these; they are available in print and online on our Citations page at <http://tinyurl.com/cnc-citations>

40th Anniversary Digitization Projects

Two special collections from our library archives are being digitized, as part of CNC's 40th anniversary. West Canadian Digital Imaging in Calgary have prepared the files, and the CNC Students' Union has helped with funding. They will be available in December.

- *CNC Calendars* – searchable pdf files of all calendars going back to the first in 1970/71
- *CNC Student Newspapers* – all newspapers going back to 1969/70, to be added to the *PG Newspapers* database.

Other College News

College divisions have been re-named Schools (e.g. School of Academic Studies, School of Health Sciences). Two new trades/technology buildings are under construction, in Prince George and Quesnel. New programs in development include Medical Radiography Technology and a variety of collaborative programs with the Northern Post-Secondary Council (UNBC, CNC, NWCC, NLC).

College of the Rockies

submitted by Petra Mauerhoff, Learning Resource Centre Manager

New Manager

The Learning Resource Centre at the COTR finally has a new Manager! I am Petra Mauerhoff and I arrived from Nova Scotia at the end of October. Prior to arriving at the College, I was the Chief Librarian/CEO of the Eastern Counties Regional Library System in Nova Scotia and before that I worked as the Territorial Librarian in Nunavut. In addition to my work at Eastern Counties in NS and the Arctic, I have held positions in Montreal and Halifax. I obtained my Masters of Library and Information Studies from Dalhousie University. I am very excited to have landed at the Learning Resource Centre at COTR and will be using the Library Review that was conducted earlier this year, as well as the input from the excellent LRC staff, as a guideline to manage the Learning Resource Centre and library services for the college.



College of the Rockies Staff pose with the new Manager of the Learning Resource Centre, Petra Mauerhoff (centre in black) during a recent Open House – Meet our new Manager held by staff of the Learning Resource Centre



Evergreen

Over the summer, the change to our new Library System, Evergreen (<http://evergreen-ils.org/about.php>) was finalized. College of the Rockies is the first secondary library in BC to join the system. This was a brave undertaking on behalf of the library staff, especially since at the time of the implementation, the Learning Resource Centre had been without a Manager for more than a year. As with any change, there is a lot of excitement about the many neat features that the Evergreen system has to offer, which make up for some of the not yet implemented modules, such as a full acquisition and a booking module that would help make life easier for staff.

COTR expansion

As mentioned in the last newsletter, the Kootenay Centre, the main building at the Cranbrook campus of the College of the Rockies is currently undergoing an expansion. Some pictures of the expansion as well as drawings of the finished result can be found here <http://tinyurl.com/cotr-expansion1> and <http://tinyurl.com/cotr-expansion2>

The expansion includes 5 classrooms, 4 of which will contain full technology, including nCAST capabilities and Smartboards. The use of technology in the classroom continues to position the COTR as a frontrunner in the availability and use of modern teaching technology.

Canadian Library Month

LRC staff used Canadian Library Month to bring attention to the services provided and conducted a survey to solicit feedback from students and staff. We were able to offer a great incentive for participating in the survey: 3 gift certificates, valued at \$25 each, were purchased from the Campus Bookstore and awarded in a random draw after the survey was completed the end of October. We received responses from both students and staff/faculty, which provided valuable feedback ranging from "Everyone is always pleasant and helpful. Thank you for such great service!" to "Longer hours on the weekend please." This feedback will assist LRC management and staff in providing direction and guiding our work plan as we move forward.

General COTR IT related news

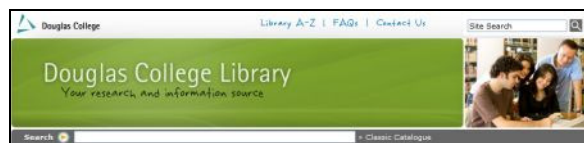
The IT department was able to double the capacity for storage and capture of the rich media delivery, which allows instructors in the classrooms to record their classroom sessions and lessons so that online learners or students who may have missed or want to review all or parts of a lesson are able to later view it online.

The Learning Resource Centre is looking forward to much collaboration with the various departments to ensure that our services and resources are relevant for all users.

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

Our New Look Webpage re-design



[Library.douglas.bc.ca](http://library.douglas.bc.ca) has had a face lift. Thanks to our Web and Systems Technician Amanda Michelsen and Dianne Hewitt, our Web Development Librarian who modernized our online look over the summer. Student feedback has been positive "Love the new web page!" on our blog.

New Search Platform

Douglas College Library proudly introduces our new, state-of-the-art catalogue search technology Encore. The new web-based search engine will reveal content such as media and e-books, suggestions of recently added or popular items, (tags or reviews added by library users and pathways to relevant websites and library databases). Students and all library patrons can access this from a single, "Google-like" search box available on all library workstations and remotely on the web at <http://tinyurl.com/douglas-encore>



In The Community Douglas College Fair

This year's first annual Fall Fair was a successful step into the community, initiated by the Douglas College Foundation. All members of the College community were invited to participate to raise awareness of their areas.

The library gave away water with the message:



Sharon Hill (with Buddy) and Michelle Tompkins (with Delhi) from West Coast Assistance Teams are pictured here at the Library's "refreshing information" booth. Contract librarian Carolyn Soltau is at the table

“Ask me” services at the Information Desk

Our “Ask me” service is now also at our Coquitlam campus. Staff link up with librarians at the information desk to answer both technical and directional queries, freeing up the librarian’s time for reference questions.



Sam Cheng and Kathy Peters at the New Westminster information desk at peak period

New Ideas

Self Pick up of Hold materials

Now students can avoid line ups when picking up material they’ve placed on hold. They simply look for their name on the items on the hold shelves at the front of both libraries. They can then either come to the circulation counter or check out the items themselves using the self-check out units.



New Faces

Our new cataloguing technicians Jean Kim and Samantha Bloomfield have replaced sisters Linda Fosti and Susan Schmidt who both retired in 2009. Olga Kalachinskaya is our new Access Services Librarian.

Physical updates

New atlas stands and map drawers were installed at New Westminster as well as five stack-end computer stands.

To make additional room for the NW collections, the entire reference collection was shifted over

the summer, and the upstairs collection was back shifted up to the end of the C’s The A’s through C’s will be done during the Olympics.

Horizons

Interactive library tutorials and self booking of study rooms are still under development here at Douglas. More next time.

Emily Carr University of Art and Design

submitted by Sheila Wallace, Director of Information Services

Welcome to Tara Robertson who started September 1st as the Systems and Technical Services Librarian. Most recently, Tara was working for the National Library of New Zealand as a web content editor. Prior to the jaunt to NZ, she was part of the SITKA Evergreen implementation team and provided training and documentation to a number of the small BC public libraries. I first met Tara when she was hired to set up a resource centre at the Great Northern Way campus for the new Masters of Digital Media program. With this background, she will take charge of the library’s website and other systems and digital resources.

Marilyn Ramen, librarian, set up the annual library orientation sessions for the 400+ first year students. This year, orientations were organized throughout the first week of classes and students were “required” to attend. This was a far more orderly process than our past experience of a one-day blitz when group after group would descend on the library, sometimes on top of each other.

Marilyn and Tara also conducted a series of 3 research skills seminars for the 15 incoming graduate students. Familiarity with library resources, especially the electronic ones, varied widely, particularly given that a number of the new students come from international backgrounds. One of the sessions was devoted to *Zotero*, the citation management tool. The Emily Carr Masters program is primarily practice-based but also requires a final thesis submission. Electronic versions of the theses are available to view on the library website at <http://tinyurl.com/ecuad-theses>

This Fall we’re also experimenting with various weekend rotation schemes for supervisors and library assistants/technicians. The goal is to

equitably share the Saturday and Sunday shifts while ensuring that we have the appropriate mix of staff available. It's a scheduling nightmare for Gail Blayney but seems to be worth the effort.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Karen Liebel joins the JIBC Library staff for term position

Karen Liebel was just hired for 8 months to a year to replace Marjory Jardine who is on leave. Karen will be doing reference and instruction, and has worked at Simon Fraser University, Langara College, and Vancouver Public Library.



In photo (left to right): April Haddad, Karen Liebel, Roxanne Wise, Christine Babec, Elizabeth Rowsell, Rob Hooft, and Christine-Louise Dujmovich



SirsiDynix

On May 27th we upgraded to SIRSI Symphony (3.2.1.2.36). Although this was quite a change for our staff, the new JAVA interface was well received. The only major challenge encountered was by those of us who administer the system, specifically in learning the configuration module. This easy adaptation may be contributed, in part, to our participation in SIRSI's live and recorded training sessions. The recorded training sessions were popular as they allowed us to stop and start to review information. On June 16th we implemented e-Library with Enhanced Content (book jackets displayed in catalogue). We love the new look and feel of the system.

We were going to schedule Patch 5 in the near future to fix a "known bug" with the Booking module. However, after participating in the latest BC SIRSI Users Group meeting at VPL, we

have decided to implement Symphony 3.3 instead. Symphony 3.3 offers more enhancements that we need, e.g. user name split into separate fields.



Lending Laptops

At the beginning of September we introduced our Laptop Lending Program (six Dell Inspirons). This program has been embraced by our police recruits who are onsite for much of their training, many of whom hail from out-of-town municipal police departments. We are starting to publicize this to all students, now that we have the policies and procedures in place.



e-CPS

We negotiated a license for e-CPS (Canadian Pharmacists Association's online Compendium of Pharmaceuticals and Specialties) to support our Paramedic course: Pharmacology 215. Statistics show immediate high usage of this valuable resource.



Copyright

Demands for copyright assistance from divisions are increasing so much that we are evaluating the copyright clearance process at the JIBC. Currently, the Library provides assistance to faculty and their support staff on how to clear copyright for all formats: including determining what can be copied, completion of the Access Copyright logsheets, sending requests to Access Copyright for digital permission, and clearing copyright directly with the copyright owner. We are looking for software to help us track copyright requests, and also, suggestions from other colleges as to how to reallocate the work within our institution. We have met with Tricia Daum at BCIT to discuss how copyright permissions are handled/documented/organized in their institution, and are hoping to visit Douglas and Langara in the near future.

Digital Asset Management

The Library is working with our Technology Services area to find a digital asset management system to store current photos used for marketing purposes at the JIBC. Our

first step is to create a template listing all of our systems requirements, grading them for importance, and then to develop a business case. While we are looking for a system for this specific need, we will be keeping in mind the other items that are organization will need to digitize in the future, and hope to find a system that will be useful for storing current marketing images, as well as other items such as applied research reports, theses, video programs, newsletters, calendars etc.

Kwantlen Polytechnic University

submitted by Allison Richardson and Jean McKendry, Public Services Librarians, on behalf of Cathy MacDonald, University Librarian

New Spaces, New Places, New Faces

What's in a NAME?

In September 2008, Kwantlen University College became KWANTLEN POLYTECHNIC UNIVERSITY. Cathy MacDonald, the Dean of Learner Resources became the University Librarian.

In recognition of the \$1 million donation by Coast Capital Savings to Kwantlen Polytechnic University, the four Libraries at Kwantlen Polytechnic University were renamed COAST CAPITAL SAVINGS LIBRARY in the Spring of 2009.

Since AUCC Accreditation was awarded to Kwantlen Polytechnic University in October 2008, the library now has full membership in COPPUL and is looking forward to full membership in CRKN.

We're EXPANDING!

Surrey campus library has been expanded and renovated!

The expansion of 5,200 square meters of additional library floor space was officially opened in September 2008 by Premier Gordon Campbell. The renovation of 1,720 square meters of the original library was completed in September 2009.

The Surrey campus library now has three floors:

The first floor atrium has 66 thin client workstations in the new learning commons, as well as 35 thin client workstations in the

renovated teaching lab. The microfilm and newspapers are now located in the special collections room. The reference collections, the current and back issues of the print journals, as well as the video and dvd collections are all conveniently located on the first floor. The Learning Centre and the Math Assistance Centre are also on the first floor.

All the books in the Surrey campus library general collection are located on the second floor of the Surrey library. A new teaching lab with 35 thin client workstations, as well as an additional 12 thin client workstations are on the second floor of the Surrey library. The Office of Research and Scholarship and the Faculty of Social Sciences are also located on the second floor of the Surrey library. There are 10 new group study rooms for students on the second floor. The balcony overlooking the main entrance is the new reading room.

Technical Services will be relocating soon from Richmond campus library to the third floor of the Surrey campus library. The rest of the third floor of the Surrey library will be used for faculty offices and student study space. All Kwantlen libraries are wireless.

Surrey and Richmond campus libraries are now open until 11 pm Monday through Thursday, until 9 pm on Fridays, and on Sunday afternoons.

Who's who in our new READ Posters?

Over the past year, Chris Pfahl, the resident Audiovisual Technician at the Cloverdale campus library, has been busy creating beautiful READ posters for Kwantlen libraries. Gerry Laverty, who teaches the Farrier program at Cloverdale campus was the subject of the first READ poster. Dr. Elizabeth Lamberton, who teaches Music at Langley campus was the subject of the second READ poster. Dr. David Atkinson, the President of Kwantlen Polytechnic University, was the subject of the third READ poster. We look forward to seeing more of Chris's amazing photographic talent.

Where are the Kwantlen ARCHIVES?

The Kwantlen Archives are located at the Richmond campus library. Denise Dale, the Kwantlen Librarian responsible for the Archives, developed a searchable database of Kwantlen archival records which will soon be accessible through the Kwantlen libraries website.

Hatches, Matches and Dispatches

- Karen Archer, a Circulation Assistant at the Surrey library is still on sick leave. We all wish her a speedy recovery.
- Bev Blair, Supervisor of Technical Services is now Mrs. Bev Boyd. Judy Taylor was acting Supervisor of Technical Services during her leave of absence last year.
- Chris Burns is the new Chair of the Kwantlen Librarians, succeeding Denise Dale who served as Chair for past two years.
- Emily Cheng, a Circulation Assistant at the Richmond library, is on maternity leave with her new son Victor.
- Rob Jacobsen, Supervisor of the Langley campus library, replaced Norma Frick when she retired to the Okanagan after 18 years at Kwantlen libraries.
- Melody Oshiro, from the BC Centre for Ability, is the new Secretary for Library Resources. She just completed a Graduate Certificate in Project Management at Royal Roads University.
- Ann McBurnie, Operations Manager for Kwantlen Libraries, is working on her M.A. in Leadership at Royal Roads University.
- John Potter-Smith returned to his Audiovisual duties at the Surrey library, after taking parental leave with his new daughter Laura.
- Jacinta Sterling, a Circulation Assistant at the Surrey library, is in the process of adopting a son, Ryan, who is thirteen, into her family.
- Maria VanTol, an Auxilliary at Langley library is now Mrs. Maria Vandenberg.
- Welcome to the following new Auxillaries: Christine Nelson, Lana Demin, Robbie Mattu
- and On-Call Auxillaries: Katie Kasuya, Cora Fanucchi and Michelle Yu!

Technology

Kwantlen library staff workstations have been upgraded to SYMPHONY 3.3, which has a JAVA client graphical interface. The improvements include Audiovisual Equipment and Study Room booking modules, as well as enhancements to the Acquisitions module.

Linda Woodcock reported that the Authority Records for Kwantlen library catalogue have been upgraded, and that Kwantlen library holdings are now included in OCLC's WorldCat database.

Kwantlen library is in the process of switching to RELAIS, an Interlibrary Loan management software.

Caroline Daniels reported that she converted the Kwantlen library webpage to IronPoint, and that several Kwantlen faculty have inserted the AskAway Qwidget into their Moodle-based course sites.

Other News

Aboriginal students from the Squamish Nation and from reserves elsewhere in the provinces are busy taking trades courses at the Cloverdale campus. Tina Mathews, the Trades liaison for Aboriginal students at Kwantlen has been working with Susan Bruchet, the Librarian at Cloverdale campus library.

The Langley campus library, the School of Horticulture and the Langley campus Bookstore co-hosted a public lecture by Mark Flanagan, Keeper of the Gardens at Windsor Great Park in England in May. The lecture was attended by horticulture faculty and students as well as many local gardeners. A DVD of the lecture is available at the library.

Music Librarian Allison Richardson reports that Langley campus music students have re-discovered the old vinyl record collection since it was moved adjacent to the music CD collection in the summer, and the old record turntable in the Langley library is back in use again.

Langara College

submitted by Grace Makarewicz, Director of Library and Bookstore Services

Greeting Students

At the beginning of the September term we expanded our goal of helping students feel welcomed to the campus during the first week of term by stationing 'greeters' outside the main entrance. Greeters answered directional questions, and handed out campus and library information, maps, and candy. We also invited students to log in to the library website and enter

a contest to win a gift certificate for the bookstore.

This term we added a giant Scrabble game outside the main entrance which was a huge hit with the students. In fact, we just took it down and would like to figure out a way of creating an on-going giant Scrabble game.



Roving Service

Library Technician Heather Forbes wrote an article for the *BCLA Browser* on the Circulation Department's roving service. Staff 'rove' through the stacks, offering their services to students who may need help locating material. Statistics are kept on the type of student queries and many students appreciate the assistance.

Virtual Learning Communities

In conjunction with key partners, the library has created a test site called Langara Live!, a virtual learning commons modeled after UBC's LEAP site. Langara Live seeks to be a convenient web-based location to access learning resources that support academic success and networking activities. Our next step will be to write a business case to obtain funding to build a fully supported prototype. A student focus group yielded interesting information about how students expect to engage both with the College and with the library.

New Search Interface

We have just acquired a federated search tool - Research Pro and Encore, a single box search interface, from Innovative Systems. Both have been installed, although we won't be changing our public search interface until January, as we don't want to surprise the students in midterm. Our hope is that the students will like the easy-to-use, Google-like interface, and that our online collection usage will soar.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

The library launched its new website in September; along with new and revised content, we added more online features (forms and links) and improved navigation; we developed our first subject guides using the Libguides template from Springshare.

The Library recently added the Community and Career College Collection from ebrary, an e-book collection of approximately 20,000 titles.

Two long-time Technical Services staff members are retiring this year.

The Writing Center is available again in the Comox Valley campus library; students are able to meet with faculty by appointment or on a drop-in basis.

The library is experiencing record attendance this fall; we regularly find carrels and tables occupied and students sitting on the floor! Enrollments are up by 14% and students are definitely using the library.

Changes to library hours have occurred this fall; after last year's trial, it was decided that the Comox Valley campus would continue to remain open until 9:00 p.m. Monday to Thursday; at the Campbell River and Port Alberni campuses, the libraries are closing at 6:00 p.m. Monday-Thursday during the fall and winter semesters on a trial basis. We gained a staff member in the Comox Valley for evening coverage; in CR and PA, fortunately staff hours were not reduced, enabling us to concentrate staffing during busier morning and afternoon hours.

After an overwhelmingly successful NIC Reads last year, it is again up and away for 2010. A list of BC books is currently being compiled and the title of choice is expected to be known before Christmas. It is anticipated that NIC Reads: BC will culminate in an author visit and reading/book signing for the College community and general public in the spring.

Preliminary work is being done to prepare for an upgrade to Symphony and e-library, planned for 2010. We have joined the BC Books Online project, expecting to download records in early 2010.

Northern Lights College

*submitted by Janet Beavers, Coordinator,
Library Services*

Staffing

The Dawson Creek campus library saw some staff changes as Lynn Ripley retired as cataloguer and Gloria Rounds moved from the Services Desk to the Cataloguing office. Bev Weidman now runs our Services Desk during the day and Jenna Doleman in the evenings and weekends. In Fort St. John we welcomed Daphne Zimmer to the evening and weekend position.

Systems

This Fall we upgraded our SIRS system from the old Unicorn 3 something to the latest version of Symphony. It took a long time (2 weeks) with many glitches along the way. All of us really like the new Workflows interfaces. Now we're looking into updating WebCat to e-Library and hope to have that by Spring 2010.

Facilities

Last year we updated the entire circulation desk area on the Dawson Creek campus so this year it was Fort St. John's turn. The photo we've included shows it dressed up for Halloween. Now the staff no longer has to work with their backs towards the visitors at the desk.



New circulation desk at Fort St. John



In Dawson Creek, the ground has just been broken for the new alternative energy building. I know because the excavator is working about 10 feet from the front windows of the Library! And I thought the ground was too frozen to get my bulbs in, never mind the 2 feet of snow this week. This new building will attach to this existing one right at the end of the Library though how it will attach is still under discussion. There are hints of a Library café, an expanded art wall, a bookstore move, an atrium, etc. We'll see after discussions with the architect next week. In addition to the start of the Centre for Clean Energy Technology, a new instructor in wind turbine maintenance has been hired and he's just returned from a month's training in Germany. Students will be trained to the LEEDS standard (Leadership in Energy and Environmental Design (LEED) Green Building Rating System™)

Miscellaneous

In the Dawson Creek Library we saw the retirement of the Visual Arts instructor who had been teaching here for 25+ years and the instructor of art history also moved on. We have two new instructors now who are both professional artists as well and they have adopted the Art Wall in the Library and opened with a showing of their work fresh from a gallery in Edmonton as a way of introducing themselves to our community. We're looking forward to the displays as they change every two weeks.

Over the summer it was decided to close down the small library collection in Chetwynd as the campus was feeling a space crunch and library use had declined. We're now working on a plan to provide accessible help from centralized locations to all our distant campuses and students.

Okanagan College

submitted by *Laura Neame, Director of Library Services*



Okanagan College has selected **Ross Tyner** as Director of Library Services at Okanagan College, replacing the retiring Director, **Laura Neame**. Ross brings 17 years experience as a Librarian at the college, in

a variety of roles, most recently as Web Services Librarian. In addition to his direct responsibilities in the Library Ross Tyner has held several leadership roles within the Okanagan College Faculty Association, and has also been involved, as an editor and contributor, in several Kalamalka Press publications. Ross is currently a member of the 2010 BCLA Conference Planning Committee as Web Site Coordinator.

Alex Pazdzierski, a Grade 2 student at Dorothea Walker Elementary School was a winner in the Library's annual Book Draw contest held in conjunction with the Kelowna Okanagan College Career Fair. This year, there were five book prizes, with Theo Gray's *Mad Science: Experiments You Can Do At Home - But Probably Shouldn't* the most admired book in the selection. The library was a resting place for weary visitors and a staging place for participants in the robotics demos outside. Community members had a chance to ask about library membership cards, the renovations, and to ask questions on careers in libraries.



The Library has worked with the English Department to formally incorporate information literacy skills (research skills) into all first year

English curricula. As part of the English Department's commitment to the development of critical writing and reading skills, specific wording addressing information literacy has been included in all first year English syllabi. This initiative provides a model for the formal integration of information literacy skills wording into other research-based courses and programs at Okanagan College.

In addition to quantity, standards of quality and respect for students in reference interactions are high. A student response was posted to the Library Suggestion Box Website on October 3:

"I used the reference desk for the first time and I was just amazed. I have gone to post-secondary institutions before but I have never got the same kindness and help that I got from the reference desk here. Thank you for being there for us."

In order to update reference librarians on research assignments and course outlines, the Library maintains a reference wiki. The wiki, called *oklibref*, allows immediate posting and sharing of information and documents across all campus libraries, and at all time of the day and week. Every librarian can create, modify, update and make changes. This has become a valuable side of the desk tool at the reference desk.

The addition of *Ask a Question* links on library web pages have helped boost e-reference for students working away from the library. These allow students to have questions answered in "real time".

The Library engages in an ongoing program of service evaluation and effectiveness. This focus is a part of ensuring actionable learning outcomes. In the past year, the Library developed and implemented an *Online Resources Usability Study*, using Camtasia Studio, to find out how students actually sought information on the web site. This resulted in a redesign in order to better meet the information seeking behavior of the students.

The on-line *LibGuide* research help format that was adopted a year ago, allows librarians to create subject specific research guides to support research in specific subject areas. Often these are developed for students in a specific course and integrate with the instructor's determination of student learning needs.

The adoption of the *Library Collection Development Policy* by Education Council has allowed the Library to provide a solid base of common understanding for collection decisions. This is the first time that a formal Collection Policy has been in effect at the institution.

The Library has worked as part of the Centre for Learning team in Kelowna on planning for the addition, expansion and renovation of the Kelowna Library space. This incorporates an Information Commons Classroom as well as six student group study rooms. The number of student workstations increases from 51 to 81, and the space also houses an expanded Learning Centre. The addition of a third floor to the library space will allow the physical collection to be housed there, as well as providing additional quiet study areas for students.

The Senior Library Assistants organizes an annual workshop for all library circulation staff, to update them on procedures and get them ready for a new academic year. These are extremely successful, due to the commitment and energy of the organizers and the mixture of fun and information. This year's theme was "use your peepers, not the beepers"; a reference to the beep of the computer at the circulation desk meant to alert the staff member to an issue. Often these beeps are misleading, thus the advice to use your own eyes, don't rely just on the computer.

Quest University Canada

submitted by Venessa Wallsten, University Librarian

With the Olympics a scant 3 months away, the whole Quest campus is getting ready for the January/February closure. There are no classes being offered on campus except for the women's and men's basketball teams; they're required to attend classes in order to remain active in the BCCAA league. Many of the students will be taking experiential learning blocks or studying abroad during the Olympic period, so the Library will be open limited hours to support the athletes and also distance students en masse, a first for this residential campus. Staffing will be at skeleton levels so there won't be any ILL services, and class-specific orientations will be offered only. We're back to regular services and hours in March for Spring Term.

We were able to hire 2 part-time positions for September. With the additional staff support,

the Library has been able to extend its open hours, expand the orientation program, and increase our general visibility on campus: hosting lunchtime brown bag sessions where international students talk about their home countries, or students who've studied abroad present as part of their coursework; starting a 'movie + book + pizza' club (*Coraline* was the inaugural title); hosting various speakers from the community and corridor at the invitation of faculty and students; and sponsoring special events like the presentation and Q&A of the local film production *Carts of Darkness* with writer/director Murray Siple.

As part of extended hours, the Library is now officially a 'Quiet Study Only' zone in the evenings from 7-10pm. So far comments from students and faculty have been very positive, and regular users of the Library during these times are self-policing the noise levels. Easy to do when every student knows everyone else!

Also new for September was the reopening of the University Bookstore in the Library building with an expansion of its services to include all student printing, varsity merchandise and general supplies.

Royal Roads University

submitted by Rosie Croft, University Librarian

Beginning with staffing news, Rosie Croft was reclassified as University Librarian at the end of June. The librarians have elected to join the faculty association and will be engaging with the upcoming bargaining process for the first time. Librarian Will Meredith has just returned from paternity leave, and thanks goes to Liz Hansen, who filled in during Will's absence. The library is as fertile as ever as library assistant Erin Lacasse will be going on maternity leave in February, and library assistant Norman Macleod and his wife are expecting any day now.

Progress on the construction of the new academic building, the first new building constructed during the era of Royal Roads University, is fast and furious. A new road has been constructed and the foundations of the new building are already in. The library is still possibly to be a tenant in the new building as part of a learning commons – stay tuned for updates!

Rosie Croft and Corey Davis have had a proposal to the Offcampus Librarians

Conference accepted for next April in Cleveland. The presentation and paper, to be published in the *Journal of Library Administration*, will revisit a 2003 survey of RRU students as to their attitudes and preferences regarding ebooks, to investigate student current student attitudes as well as measure how those attitudes have changed within a distributed learning environment over time.

Will Meredith is helping with the local arrangements for the forthcoming Accoleds meeting in December in Victoria at UVIC. With RRU's first doctoral students beginning coursework in March 2010, access to data resources will become more important than ever.

During a visit from the Prime Minister in August, our copyright officer Melanie Martens was able to meet Stephen Harper and thank him for opening up the dialogue on copyright.



Simon Fraser University

submitted by Todd M. Mundle, Associate University Librarian, Special Projects, Budget & Personnel

Energy meters now available for loan

As part of SFU's Sustainability Campaign, the SFU Library began loaning energy meters in May 2009. Library users can sign out the meters, take them home and measure energy use by devices at home. It's a small step but it helps library users measure their carbon footprint.

SFU Library secures \$400,000 more in funding for Multicultural Canada Project



Three Kyuquot first nations elders who are 100 years old. The picture is dated 1900 and is courtesy of the Vancouver Public Library

The federal department of Canadian Heritage and Official Languages announced a grant to the SFU Library of \$400,000 to digitize additional content for Phase 2 of the Multicultural Canada Project <http://multiculturalcanada.ca> Project partners include Dr. Barbara Winter (SFU Museum), Dr. Oslem Sensoy (Faculty of Education), Burnaby teacher Craig MacLeod, Multicultural History Society of Ontario, UofT, University of Calgary, and UBC. Over 400,000 photographs, diaries, books, newspapers, oral histories and Indonesian shadow puppets will be added to the existing half million items already digitized thanks to an earlier grant. Chinese, Japanese, Italian and Ukranian materials will be a focus this time, while web site improvements and related curriculum materials will add more value. University Librarian Lynn Copeland says, "We're delighted to further develop this project to enhance support for SFU students and researchers and strengthen our community ties."

With input from the Project's members the highlights of Phase 2 include:

- 200 hours of oral history tapes of Italian immigrant women
- 10,000 pages of photographs, diaries, and other archival materials from approximately 125 individuals of Italian descent
- 657 text pages in Chinese from the Dart Coon Club (correspondence, account books, herbal medicine books, etc.) reflecting the social and cultural lives of Chinese Canadians from 1900-1945
- The *Chinatown News* founded by Roy Mah in the 1950's, consisting of 7,290 pages in English and 564 pages in English/Chinese (phrase books)

- Material reflecting the Japanese experience in Canada and about 1,725 pages of Reverend Andrew MacDonell's papers
- 40,000 pages of Italian Canadian material and material identified in Howard Palmer's *Land of the Second Chance: a history of ethnic groups in southern Alberta* (Lethbridge, Alberta: Lethbridge Herald, 1972)
- Materials dealing with the events and issues around the 1997 handover of Hong Kong
- 300,000 pages of ethnic newspapers
- The Wayang collection of 500 shadow puppets

City of Vancouver OpenData Initiative

During Open Access Week in October, the SFU Library presented Andrea Reimer, City of Vancouver Councillor who spoke on the City of Vancouver's "Open Data, Open Standards, and Open Source" motion. As part of its work to enhance citizen engagement and foster digital innovation, the City of Vancouver is taking steps to provide more of its data to the public. One of the first steps was the City's launch of its OpenData web site which can be seen at <http://data.vancouver.ca/>. The full motion is accessible from the OpenData web site.

Users can download data such as municipal election results, firehalls, community centres, parks, orthophotos, transit lines and stations, homeless shelters and more for their own information and use without cost. That data can then be mashed up into other resources to provide timely useful applications from publicly generated data. As an example have a look at the somewhat frivolous but entirely useful site at <http://vantrash.ca/>. If you live in Vancouver, you can find your garbage schedule, download the schedule to your calendar or set a reminder to your email and never forget to take the garbage out again.

SFU Author's Event

SFU Library hosted its Author Recognition Event in November for all SFU authors who were an author or editor of a book (or chapter in a book) or creator of a video, CD, DVD, or electronic book published between July 2008 and June 2009. The event was open to students, staff and faculty (current or retired). SFU authors' works enhance the university's reputation as an interdisciplinary institution dedicated to scholarly excellence. This year we celebrated almost one hundred publications, doubling last year's

contributions. The titles cover a wide range of languages and subjects, from traditional academic topics in science and humanities, to improving airline service through employee engagement. SFU authors are truly 'Thinking of the World'.

2008/09 Project: Quiet Student Space on the 6th Floor, WAC Bennett Library

The northwest corner of the 6th floor in the Library was ratty and stuck in the 1970s with a patchwork of purple and orange carpets along with wood and mustard paneled study carrels. Yech.



Using dollars raised from the 2008 and 2009 Campus Campaigns and design inspiration from great reading rooms the space was renovated into the following:



The area features seating for 50 students at a variety of different study spaces. There are cafe style high study tables along the windows with views to the west and north, comfortable bench seating in the corner, study tables with built in power and lighting and built in desks between the concrete columns. The area is finished off with a latched wall and a refurbishment of the flooring to create a distinct, defined area. Wood plays an important role in the latched wall,

chairs, high study tables. library tables and built in desks. In September, the students immediately flocked to and filled the new space.

Thompson Rivers University

submitted by Nancy Levesque, University Library Director

The TRU House of Learning is on track for construction. The four-storey building will be 63,000 00 square feet. Right now it's a construction zone and the bare bones of concrete and metal are in view. The new building will have 250,000 kg of rebar, 4,000 cubic metres of concrete, 15 km of electrical conduit and 27 km of radiant tubing. Completion is scheduled for late Fall 2010.

Midnight hours continue this year seven days/week September through April. Very popular with on-campus and in-town students.

September's orientation week once again had librarians at the Back-to-Class BBQ with a table display of library resources and services plus a zombie contest. (Zombies empty your brain, librarians fill it!). Good prizes and great fun!

Librarians Kathy Gaynor and Elizabeth Rennie gave a presentation "Library Research 2.0" at a TRU-hosted workshop, "Research 2.0: new technologies for scholarship." This 3-day workshop held at the end of August was attended by faculty, graduate students and the community.

TRU and the library were pleased to welcome back to campus Dr. Irving K. Barber, and Sandra Singh, Executive Director of the IKB Learning Centre at UBC. Nancy Levesque serves as Chair of the newly-formed Advisory Committee. Representatives from the TRU Kamloops and Williams Lake as well as from the community met with Dr. Barber and Ms. Singh throughout the day to discuss opportunities for outreach and collaboration.

Trinity Western University

submitted by Ted Goshulak, University Librarian

Highlights from June-November 2009

Alloway Library staff were proud to note another good Report Card from the *Globe and Mail*. Our users gave us an "A" for Satisfaction with Library

Staff placing us in the top tier of some 60 institutions across Canada. We received an "A-" for Overall Library Satisfaction which puts us in the top tier among BC libraries and above the cross-Canada average among our peers in the "Very Small Schools" category. Compared to our previous Report Cards Alloway Library improved in 4 categories and held onto high marks in the other two.

On Monday August 18 University Librarian Ted Goshulak joined TWU President Jonathan Raymond and others to receive a cheque totaling \$2.6 million from Langley MP Mark Warawa. Alloway Library's share for funding from the federal government's Knowledge Infrastructure Program (KIP) totals \$298,000.



Trinity Western University Librarian, Ted Goshulak with TWU President Jonathan Raymond

The money will support research through improvements to the library's infrastructure and will be used to add more book shelves, replace the 20 year-old carpeting and repaint the interior. Library users can look forward to better access to resources as staff plan some major reorganization of space within the building.

One component of the infrastructure improvement plan was already completed this month with the installation of a natural gas-fired generator to act as an alternate power supply during electrical power failures.

Nearly all of the public workstations in the library have been improved to provide more tools for student researchers. The change comes in response to many requests from students wanting access to their network data drives (the same Z:Drive that they can use in the student

labs.) For TWU students this means new productivity tools on the workstations and a new method to pay for printing. TWU Information Technology staff also enabled the playback of audio and video files using headphones.

We added a "Find Out More" feature in the item record of our catalogue to put more resources at researchers' fingertips. Links connect the user to related topics within the catalogue and on the web.

The TWU Graduate Student Association generously provided funding for more than 122 volumes of the *Cambridge Companions* series of e-books.

In spite of a major hardware failure this fall, Alloway Library staff assisted patrons to find and borrow the resources they needed. It took 13 days to bring the library's database back online. Library staff evaluated their response activities and made recommendations to key decision makers about the very real and widespread impact that loss of library services had on stakeholders on and off campus.

In the weeks prior to the awarding of the Man Booker Prize, Alloway Library mounted a display of all the winning works and many titles from the Booker shortlists for various years as well as movie versions of some winning and shortlisted works.



The Man Booker Prize display attracted browsers and borrowers

Over \$1500 was raised when Alloway Library sold some 100 antique, rare and collectible titles. Nearly half of the 100 titles were priced under \$10 including many finely illustrated volumes. The oldest item, *A compleat collection of farewell sermons, preached by Mr. Calamy, et al.* dating to 1663 remained unsold at \$1000.

Alloway Library staff closed the library on September 1 in order to prepare for the coming academic year by participating in a professional development retreat.

The Library's staffroom is a little greener now that staff can put compostable 'stuff' - apple cores, orange peels, and coffee grounds - into a tidy composting pail. Eventually, the organic waste makes its way into the TWU community garden.

Alloway Librarian Bill Badke's article, "Stepping Beyond Wikipedia," (*Educational Leadership* March 2009) has been selected for inclusion in a new ASCD e-book entitled *Challenging the Whole Child: Reflections on Best Practices in Learning, Teaching, and Leadership*, the second in a series of Whole Child e-books.

University of British Columbia

submitted by Glenn Drexhage, Communications Officer, UBC Library/Irving K. Barber Learning Centre

The following is an article written by Glenn reporting on the M-Libraries Conference held at UBC in June. It first appeared in the BCLA Browser <http://bclabrowser.ca> and we're pleased to include it here.

Headline: The Mobile Library

What is the role of libraries in a world that's becoming increasingly saturated with mobile technologies?

In June, that big-picture question was explored in various ways at the Second International m-Libraries Conference, held on the sunny UBC campus.

The conference, jointly hosted by UBC, Athabasca University, the UK Open University and Thomson Rivers University, attracted more than 120 participants. Presentations and sessions took place at the First Nations Longhouse and the Irving K. Barber Learning Centre.

Following a round of pre-conference workshops, keynote speaker Lorcan Dempsey officially kicked off the event by delivering an intriguing talk entitled “Concentration, Connection, Diffusion: Mobilizing Library Services.” Dempsey, Vice-President and Chief Strategist for the Online Computer Library Center (<http://www.oclc.org>), gave some examples of the broad and growing influence of mobile technology, highlighting the recent U.S. presidential election as a watershed moment in terms of communicating via text messaging, social networking technologies and mobile devices.

Libraries will need to adapt to these new and emerging realities. As Dempsey noted, libraries are used to having users adapt to their workflows. But this situation is changing – and libraries now need to think in terms of how their services fit into other people’s workflows.

The mobile world will force other changes as well, according to Dempsey. Previously, activities around space, expertise, collections, and systems and services were vertically integrated around a library’s management of its collection. Now, however, in a networked environment, these categories are becoming less tightly bound.

Another observation noted that “Libraries must also demonstrate value in the context of growing competition for resources. This suggests that it is important for the library itself to become more visible.” As a result, libraries will need to place a bigger emphasis on areas such as marketing.

These are just a few brief highlights from Dempsey’s presentation. For more on his views, visit his blog at <http://orweblog.oclc.org>

A host of sessions over the next two days followed Dempsey’s keynote. The wide range of topics included talks on the role of mobile phones in the developing world, using mobile devices to improve community health, podcasting as an outreach tool, mobile learning and much more. A complete program, along with abstracts and PowerPoint presentations, is available at <http://m-libraries2009.ubc.ca>

In addition, the UK publication *Ariadne* features a comprehensive report on the conference, which is available at <http://tinyurl.com/m-lib-conf>

Thank you to the organizers, and thank you to all participants who attended this timely and thought-provoking event.



Keynote speaker Lorcan Dempsey at the Second International m-Libraries Conference, held at UBC. Photo by Glenn Drexhage

Added notes from CPSLD...

We’d like to issue a warm welcome to **Ingrid Parent**, the new University Librarian at UBC.

Many thanks to UBC for hosting the **fall meeting** of CPSLD. A few more photos from the meeting are included here.

We celebrated the 40th year of CPSLD with a beautiful cake. The cake was cut by incoming CPSLD members Gohar Ashoughian (UNBC) and Rosie Crost (RRU) and outgoing member Laura Neame (OKC).





This next photo shows the group assembling at the entrance to the Irving K. Barber Learning Centre at UBC – a truly remarkable building.



University of Northern British Columbia

submitted by Gohar Ashoughian, University Librarian

New President



On October 16th, 2009 Dr. George Iwama was officially installed as UNBC's fourth President. The installation ceremony was very well organized and was attended by hundreds of local residents, students, UNBC employees and guests of the University including Hideki Ito, the Consul General of Japan, Stephen Toope, President of UBC, Allan Cahoon, President of Royal Roads University, Ralph Nilson, President of Vancouver Island University, and College of New Caledonia President John Bowman. Performances were given by the Prince George Symphony, the Gitlakdamix Ceremonial Dancers from the Nass Valley north of Terrace, and a group of UNBC students and alumni called the Dakelh Singers. Dr. Iwama is the first Canadian university president of Japanese descent and the Installation Ceremony featured a distinctive Japanese performance by traditional Japanese dancer Izumi Tanahara.

Dr. Iwama was born in Okinawa, Japan, and moved to Vancouver at the age of 17. He attended UBC and later returned as a professor of Zoology for 15 years. His academic and administrative career also took him to Acadia University, the National Research Council, and Carleton University.

New University Librarian

Gohar Ashoughian joins UNBC from the University of Regina, where she held the position of Associate University Librarian for Collection Services and Assessment since 2007. In this position she provided leadership in strategic planning, collection development, technical services, and library services assessment. From 2008 she also served as

Interim Head of Research Services, with responsibility for Library Research Services and Reference as well as Subject Liaison Services.

Originally from Armenia, Gohar earned a Master of Library and Information Science and Advanced Certificate in Library and Information Science from Louisiana State University. Since then she has held a number of leadership positions in the US and Canada. She was the Manager of Library Services, Learning Commons & Information Technology Services for the University of Guelph-Humber from 2002 to 2007. In 2004-2006, she was honoured with the Presidential Distinguished Professor and Librarian Award from the University of Guelph. In 1999, Gohar became the founding Director of the Information Resources and Digital Library at the Technical University of British Columbia (now merged with SFU), where she was responsible for the design and development of library services for the new university. Gohar has also worked as Electronic Resources Specialist at the Ontario Colleges Bibliocentre, with responsibility to negotiate, license and acquire electronic resources for 25 Ontario Colleges of Applied Arts and Technology.

New Web Services Librarian

Geoffrey R. Weller Library welcomes James MacDonald as the new Web Services Librarian. He comes to UNBC, most recently from Elk Point, Alberta where he was Manager of Information Technology for the Northern Lights Public Library System. A Graduate of University of Alberta Library Science Program, James and his family are originally from Quesnel. It is nice for James, his wife and 3 children to be back closer to home. James comes with wide range of experiences and skills, and many great ideas for innovation. Welcome James!

UNBC Library – Towards the Research Library

On November 2, 2009, the Geoffrey R. Weller Library embarked on a Strategic Planning Process to help us build a new vision as “Research Library” in support of UNBC as a research intensive university.

To facilitate the Library’s evolution, we invited the entire campus community and our colleagues from Prince George Library community to join us at the ***Strategic Planning Kick Start Event***. The attendees of the event received a warm welcome from UNBC’s new

President, Dr. George Iwama and Provost, Dr. Mark Dale. We had the privilege and honor of having Michael Ridley, CIO and Chief Librarian at the University of Guelph, Ingrid Parent, University Librarian at UBC, Marnie Swanson, University Librarian at UVic, and Lynne Copeland, Dean of Library Services and University Librarian at SFU join us for the day, sharing their expertise and experience. Our guests presented four wonderful presentations, which provided us with a unique insight into their Library’s successful academic evolution and what it actually means to be a “Research Library.” The event was broadcast to all UNBC regional campuses.

The Geoffrey R. Weller Library will continue its planning process to have the new plan in place by the end of December 2009 to coincide with and feed into the new University Plan.

University of Victoria

*submitted by Susan Henderson,
Communications Officer*

Canadian Library Month in October saw UVic Libraries celebrate with an exhibition of award-winning book design, a book sale and auction, a book launch, and a reception and reading to honour recent UVic authors.

From October 5 to November 14, the 32 winners of the Alcuin Society Awards for Excellence in Book Design in Canada were on exhibit in the Archives and Special Collections reading room. Award winners from BC publishers, authors and artists, include Frances Hunter, Daphne Marlatt, PK Page, Paul Headrick, and UVic’s Jan Zwicky.

UVic Libraries 15th annual book sale for the United Way returned to the McPherson Library. The record-breaking success of the sale last year -- \$9,100—was due to the silent auction of collectible books. There were many generous donations for this year’s auction, and the fundraising goal of \$10,000 was surpassed with the final tally a whopping \$13,522.

Michael Prince, Lansdowne Professor of Social Policy in the Faculty of Human and Social Development, launched his new book, *Absent Citizens: Disability Politics and Policy in Canada* (Univ. of Toronto Press). The book describes how disability exists in the shadows of public awareness and at the periphery of policy making. Prince gave a public talk, followed by

refreshments in the staff lounge of the McPherson Library.

UVic Libraries and the UVic Bookstore invited everyone to a reception to honour UVic authors. The evening reception featured readings by four authors chosen from the 144 submitted works from 2007 and 2008: Lorna Jackson read from *Cold Coked: On Hockey*; Bill Gaston, *Gargoyles*; Paul Zehr, *Becoming Batman: The Possibility of a Superhero*; and Karena Shaw, *Indigeneity and Political Theory: Sovereignty and the Limits of the Political*.

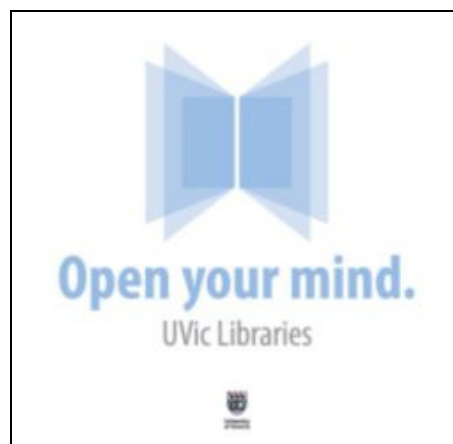
On campus, one of the university's most distinctive capital projects, First People's House welcomed its first occupants. The house creates an academic and cultural centre for Indigenous students as well as a welcoming space on campus for the broader community. First Peoples House includes academic, administrative and ceremonial spaces. Boasting a green roof, the building is expected to achieve gold-level certification with the LEED Green Building Rating Standards program.

The UVic Libraries Management Group has begun the process of renewing our Strategic Plan for 2010-2012. The framework of the Plan will continue to reflect the University's Plan and objectives from the previous Plan will be brought forward and new goals and objectives will be added. As part of this process, an invitation went out for interested staff to participate in a half-day session facilitated by organizational development consultant Mary Martin. At this session participants had the opportunity to work in small groups to develop actions tied to each of the objectives established by the Libraries Management Group.

In September, changes to the Libraries website were made which came as a result of usability testing and feedback from staff and other users. These changes will improve the functionality of the site and the user experience. Users are particularly pleased with the new call number location feature added to each record in the Main Library Catalogue. This feature is called "Show me where" and links to the correct floor map and section of the floor. This link is available from the Action Box located at the right of each item record. This enhancement helps our users as well as reduces those repetitive questions regarding finding a particular item in the library.

The University of Victoria won a Certificate of Recognition for a major contribution to BC heritage from the BC Heritage Society and an Award of Merit from the Hallmark Society, both jointly with the *Times Colonist* for the British Colonist Online project. The University of Victoria on its own also won an Award of Merit for the Colonial Despatches project from the Hallmark Society. This is a terrific honour for UVic and is a credit to the teams from UVic Libraries that worked on these projects. Our application for grant funding for \$97,700 for the BC Genesis, Colonial Despatches project has been approved by the Canadian Council of Archives. This archival digitization project has allowed online access to a collection of documents considered the most significant in the history of a Canadian province.

UVic Libraries new brand guidelines and templates to be used in conjunction with UVic brand guidelines have been launched to help us maintain consistency throughout all communication material for both internal and external audiences. Last fall, UVic Libraries began assessing the effectiveness of our communication tools. The 2008 opening of the renovated and extended McPherson Library was an appropriate milestone to redefine the image of UVic Libraries through a unique icon and tagline. You can view the design here:



Vancouver Island University

submitted by Bob Foley, Library Director

As announced in the spring newsletter, a new totem pole was commissioned for the library in partnership between campus groups, the Snuneymuxw First Nation, and several other donors. Carving progressed over the summer

and earlier this month, the 30-foot pole created by Master Carver James Johnny and James Johnny Jr. was installed in the middle of the night. It is to be unveiled by the Snuneymuxw later this month. A picture of the pole in its new home in the library will not be available until after the unveiling but some pictures of the installation are presented here. It was a very interesting exercise in logistics and public art.



This September, we were joined by Dan Sifton as the new Coordinator of Library Automation and Technical Services. Dan comes to us from Cariboo Regional Library in Williams Lake where he held a similar position. Some of you may know him as chairing the Technical Gaps Committee of Project Sitka.

A long serving companion of ours, Hans Fadum will be retiring this summer and will go on a well earned extended vacation in the new year. Hans has directed our technical services for over thirty years and is a familiar voice in the cataloguing community. He will be missed. We hope to begin recruiting for the position over the winter.

Since last spring several staff have had some professional development opportunities. Eileen Edmunds attended the WILU conference in Kelowna, Dana McFarland attend M-Libraries in Vancouver and Jean Blackburn attended the Charleston Collections Conference in Charleston South Carolina.

The silent study space project was completed early in the fall. This was a major effort which included weeding the reference collections, relocating some materials in the main collection and shifting the entire library collection. There is now a 30 seat facility using noise masking technology. It is about 1500 square feet in total. Reception has been enthusiastic and plans are underway for a silent reading area.

Plans are now proceeding for the new campus at Cowichan Place in Duncan. It is expected to open in December 2010. A feature of the facility is a library commons at the centre of the main floor which will have a 30 seat commons, a 24 seat library instruction lab, some bookable instruction rooms and a silent study area. All student supports and services will be housed in close proximity. The architect is Shiv Garyali, who designed the Nanaimo campus library several years ago.

Special Reports



BC Electronic Library Network (ELN)

submitted by Sunni Nishimura

Collaborating to Keep Price Increases Low

With every license that BC ELN negotiates on behalf of partner libraries, there is evidence of

our strength in numbers. During vendor negotiations this year, BC ELN staff have made use of the International Coalition of Library Consortia (ICOLC) Statement on the Global Economic Crisis and its Impact on Consortial Licenses, endorsed by 91 library consortia around the world to date, including BC ELN. The ICOLC statement is intended to help vendors understand better how the current unique financial crisis affects the worldwide information community. By reminding vendors that libraries around the world are experiencing significant and prolonged budget cuts, compounded by fluctuating interest rates, BC ELN has successfully negotiated very low, and in some cases 0% increases for 2009/10 BC ELN licenses.

Steering Committee Terms of Reference Consultation

With time generously set aside from the October CPSLD meeting, BC ELN partner library directors took advantage of an opportunity to meet in-person to review the BC ELN Steering Committee Terms of Reference. Facilitated small group discussions forged the elements of a revised TOR; these have formed the basis of continuing work by partner library directors and a Steering Committee Terms of Reference Subcommittee made up of Bob Foley (VIU), Todd Mundle (SFU), Marnie Swanson (UVic), Sheila Wallace (ECUAD), and Anita Cocchia (BC ELN).

Strategic Plan Refresh

This spring, partner library directors participated in a BC ELN Strategic Plan Refresh. The final Strategic Plan Refresh 2009-11 document is now available at <http://eln.bc.ca/0911refreshfinal.pdf>. 100% of partner library directors indicated that the document meets the needs of their institution. Sustaining BC ELN's core services of database licensing, resource sharing, and AskAway is seen as priority; there is strong support for all emerging programs and services. The time and thoughtful comments from participants in the consultation is much appreciated, and will guide BC ELN in its operations over the next couple of years. Planning for the next full BC ELN Strategic Planning cycle will commence at the end of 2010.

Undergraduate Foundation Collection (formerly Multi-Sector Bundle)

BC ELN launched the sustainability toolkit for the Undergraduate Foundation Collection (UFC), formerly known as the Multi-sector Bundle. The purpose of the toolkit is to assist each partner library in deciding whether to participate in the core suite licensing initiative into year three and beyond. The toolkit contains data, resources, and evidence about the impact of the core suite of databases on post-secondary libraries and learners in BC. The Undergraduate Foundation Collection is a critical tool for libraries to provide their learners with a broad base of resources in the most cost-effective manner possible. In the coming weeks, development will continue on the toolkit, and partner libraries will be surveyed for quantitative and qualitative feedback on the impact of the UFC, priorities for development, etc.

AskAway Software License Signed

Vancouver Public Library (VPL) and BC ELN have signed a license agreement with OCLC QuestionPoint to provide virtual reference (VR) software for the provincial AskAway service. The agreement includes guaranteed 3-year pricing, with no increase for 2 years. QuestionPoint is aware of the current loss of Ministry funding for Public library AskAway and was willing to include a clause allowing AskAway to withdraw from the contract should funding become unavailable. Post-secondary AskAway software funding is in place and the Post-secondary AskAway service model remains the same.

Staff Changes

Heather Morrison is on full-time Study Leave until August 31, 2010. While on Study Leave, Heather will be starting work on a PhD at the Simon Fraser University School of Communication, and doing research to inform the 2012-2017 BC ELN Strategic Plan. BC ELN is pleased that Sunni Nishimura has agreed to take on more hours on a weekly basis during this time frame, in addition to her duties as part-time AskAway Coordinator, to cover some of Heather's duties.

