cpsld

Council of Post Secondary Library Directors   B.C.

Newsletter

Introduction - **Reports**: BCIT - Camosun College - Capilano College - CILS - College of New Caledonia - Douglas College - ELN - Emily Carr Institute of Art and Design - Justice Institute - Kwantlen University College - Langara College - Malaspina University College - North Island College - Northern Lights College - Northwest Community College - Okanagan University College - Open Learning Agency - Royal Roads University - TechBC - University College of the Cariboo - University College of the Fraser Valley

CPSLD Newsletter is published two times a year by the Council of Post-Secondary Library Directors, BC. For more information, please contact the editor, Kathy Plett

University College of the Fraser Valley - site of Fall CPSLD meeting

photo courtesy of UCFV website www.ucfv.bc.ca

Introduction

Our "cover" image is of the scenic main campus of the University College of the Fraser Valley where the fall meeting of CPSLD was held. Many thanks to Kim Isaac and staff for hosting the meeting and convening the professional development sessions.

We're busy! That's the picture that emerges from the reports in this newsletter. Most libraries are reporting unusual increases in use. Collections are circulating, full-text journals have been discovered in a big way, reference staff are "on their feet" all day and instructional librarians are hard-pressed to keep up with requests for classes. If we survive the year, let's all get together and try to figure out what happened and why!

A timely reminder - the Fast Forward Educational Media Showcase will be held on May 8-9, 2002 in North Vancouver. Details are posted at www.langara.bc.ca/ffwd/

Kathy Plett, College of New Caledonia

Reports

BCIT: British Columbia Institute of Technology

submitted by Tony O'Kelly for Brigitte Peter-Cherneff, Institute Librarian

Staff Training

The Library is in the process of offering a series of inhouse staff training sessions. Following is a list of the workshops that we plan to offer for Library staff:

- Windows 2000
- How to use Procite
- Using Databases Internet/Search Engines Bill
- Using III Circ
- Using III Reporting
- Using III Acquisitions etc
- Copyright/CANCOPY
- Using III Cataloguing

Aviation Technology Centre

Tony Knowles, BCIT's President, has announced that the government has committed $15,000,000 for a new Aerospace Technology Campus in Richmond. BCIT will have to fundraise an equal amount to make the project viable. No word on when planning on the campus would start.

New FOIPOP Manager

Tricia Daum, the new Manager: Records Management, FOIPOP (Freedom of Information and Protection of Privacy) and Copyright has started. Tricia has an MLS, MBA and CRM (Certified records manager). Tricia has extensive experience in the records management/FOIPOP field, and has worked for the last 5 years as the principal consultant in records management with PriceWaterhouse Coopers. Tricia also has experience in academic and special library settings and has done extensive training in the FOIPOP area.

Weeding Project

Following goals laid out earlier in the Spring, the Library staff have been busy culling the Library collection of unused, outdated print items. This project is part of the Library's overall plan to keep a current, relevant, research collection which reflects the curriculum needs of staff and students. To date approxiimately 22,000 items have been deleted from the collection. Discarded materials are being made available to other institutions and to students and staff through book sales. The project will continue through to December.

Conferences

In June 2001 the Institute Librarian had the opportunity to attend the American Library Association conference, held in San Francisco.

In May 2001 several library staff took the opportunity to attend the Innovative Library user conference, a yearly conference for institutions which use the Innovative library system. The staff were able to learn about

the latest system enhancements.

Institutional Review

BCIT is currently conducting an Institutional Review. "The Review" is meant to be an "inclusive" process that brings together the entire BCIT community. Contributions can come from the individuals, departments, schools, or any group of a like mind with common interests or concerns.

This is the second phase of an overall review of the Institute. The first phase was an Employee Opinion Survey, which has now been completed.

Camosun College

submitted by Catherine Winter, Chair, Library Services

We began a planning process for the Library in the spring. The Library 2010 Committee wrote a scenario describing what the library should look like to students in 2005 - 2010 was just too far away. The scenario includes an Information Commons, real time electronic reference work, self checkout and other wonders of modern libraries. We have vetted the scenario with faculty and students (about 20 focus groups and a survey) and are now preparing to present it to the Education Management Committee for approval in principle. If that goes well, we will be into the strategic planning process for next year's budget.

We had an added full time librarian for September to December. It has been unbelievably wonderful. We have been able to have a librarian on duty Saturday and Sunday at the larger campus.

We do photo ID for the College so our Staff Supervisor, Marion Davidson, and others have been deeply involved in the process of buying a new ID system. Now Marion has taken on the task of getting the College to clarify who is eligible for photo ID. With the advent of Colleague registration, full cost recovery programs, and the Upass for transit this has become a difficult issue. We hope to have the new system fully functional for May.

We have had a fall of illness, leave of absence, accidents and a fire. All have meant staff being away and needing replacement. Marion says she is now a Human Resources Advisor. She does nothing but figure out who's covering what and all the ramifications that go with that.

Nancy Henwood has been doing our full time term appointment. Also working with us this fall is Nicole Aerts. She is a fairly recent grad from UBC SLIS and a former teacher. She is currently working in Richard Baer's position while he is doing professional development. Richard is writing a program to replace ACQSYS which must die because VMS is disappearing from the College. Carol Sherwood is doing a term part time contract with us. She spends lots of her time at the Public Library and does other contract work. Filling all those absences are Terra Thomson, Debbie Giles, and Vicki Neilson.

Capilano College

submitted by Annette Lorek, Librarian Coordinator

Besides their library responsibilities (department liaison, reference and specific library responsibilities) library employees are active as members of various campus committees. Annette Lorek, librarian coordinator, sits on the College's Education Council, the Dean's Advisory Council (Student Services) and the executive of the Capilano College Faculty Association. She is also a member of the Performance Indices Committee of Education Council, which will look at evaluating services for students and employees of the College. David Lambert is a member of the Health and Safety Committee; Maureen Witney attends the Educational

Technology Committee meetings and Karin Hall sits on the Education Council Curriculum Committee. Sidney Myers is the library's steward and George Modenesi is a member of the Orientation Committee.

Our library web page is undergoing renovations, thanks to David Lambert and Maureen Witney. They are also working on setting up for the transition to Millenium Circulation, anticipated sometime next year.

We have acquired 200 new classical CDs to upgrade our core music collection. Our Collections Librarian, Karin Hall, created a timely and senstive book display on the events of Sept. 11, 2001, featuring two skyline photographs of New York, one with, and one without, the WTC towers. She has also been purchasing books on Islam, Afghanistan, and peace and terrorist movements, in anticipation of demand on these topics.

The Sechelt campus of the college now has a new reading room, containing 6 new computers for online library access, study carrels, and an expanded collection of reference materials. The Squamish campus has decided to rely on online connections to the library instead, and has decommissioned its reading room and reassigned the space for other purposes. Sidney Myers and Maureen Witney, liaison librarian for the regional campuses, will decide which items in this collection will be reassigned or withdrawn.

CILS: B.C. College and Institute Library Services

Semi-Annual Report, October 2001
www.langara.bc.ca/cils
submitted by Mary Anne Epp
Director of Contract Administration, Library Services, Langara College

This report is a summary of activities relating to the services provided by B.C. College and Institute Library Services (CILS) at Langara College for the period April to September 2001. The purpose of CILS is to provide alternate format resources for students with print disabilities at the post-secondary level in British Columbia to meet the equal access for education and employment training goals of the post-secondary system.

CILS served 344 students attending 19 colleges and institutes. Of these students, 221 had learning disabilities, 94 had visual impairments (24 braille users), 18 had physical disabilities and 11 had multiple disabilities. The information support for students with print disabilities continued to be important for students to learn adult basic education, vocational, career-related, applied academic and academic arts and sciences courses.

There was a major increase of 29% in the number of requests for all formats by CILS clients: braille, tape, large print, computer disk (electronic text), and compact disk (CD). Of the 1200 requests received, 593 titles were supplied from the CILS collection. Another 373 titles were borrowed from other agencies through interlibrary loan. One hundred and forty-two titles in alternate formats were produced or in production at the time of the report.

Of the 19 colleges and institutes requesting service through CILS, the highest number of students accessing CILS were (in descending order): Okanagan University College, University College of the Fraser Valley, Vancouver Community College, Kwantlen University College, North Island College, Open Learning Agency, University College of the Cariboo, Langara College, Camosun College, and Malaspina University College.

Access to courses of study expanded for students with print impairments to include new courses in meat cutting, outdoor education, convention planning, equine studies, specialized psychology areas, civil engineering, family studies, public safety, urban studies, and technical writing skills.

Production of taped books increased by 3% while production of large print increased by 191% and electronic text by 28%. Production formats included audiotape, large print, electronic text, and digital audio/e-text (known as DAISY). Production continued to be a challenge for most of the books that have highly graphical design presentations, mathematical formulae and many other illustrations.

No braille titles were produced because the allocation for CILS did not include operational funding for braille

production. Access to braille formats continued to be a serious deficiency for over 25% of the students with visual impairments. An estimate of $150,000 is required to develop and sustain a braille service. A Braille Report is appended to this report.

Report on Braille and Budget Request, October 2001

1. Introduction

There was an increase of 227% in the request for braille formats by CILS Clients with visual impairments (blind) in the period April to September 2001. Forty-nine requests were received for braille, which included books on history, geology, statistics, psychology, writing, literature, mathematics, social issues, emergency training, criminal justice, communications, computer science, calculus, childbirth, music, and conflict resolution.

2. CILS accommodations

CILS responded to these requests in a variety of ways. Only one and a half titles were actually provided in braille format: the first, a novel borrowed from Ontario and part of the second, a calculus text in an earlier edition, that was produced by another agency and a copy purchased by CILS, augmented by a cassette version of an earlier edition than that requested. Eighteen titles were provided in cassette format, either for the same edition or an earlier edition.   Seven titles were provided in e–text formats, and one in a pdf electronic form. One alternate title filled another request in cassette format. Seventeen were either cancelled, or not followed up by the requestor to confirm an alternate format. Information is not available on the consequences of the cancellations on the student's ability to proceed with the course.

In a follow-up telephone survey of the students and special needs coordinators, CILS employees asked how the student and/or the institution had dealt with the issue of the lack of braille service.

3. Institutional accommodations

The institutions dealt with the problem in several ways.

Three titles were commissioned for brailling by the requesting college directly to a commercial braille producer in Quebec; to date, the braille volumes had not yet been received by the student. The institution expects to be partially reimbursed by the Canada Student Grant for the brailling. These were music braille books and very expensive.

Several students who had refreshable braille displays were able to produce the text for the books themselves through scanning and braille printing. The scanning was not considered perfect. Most of the students who had refreshable braille had the equipment on temporary loan.

One student was supplied with a music tutor from the college. Another paid a student to locate her material in a reference book.

4. Student Responses

Students responded to the lack of the braille material in the following manner. These comments are summarized.

One student said, "I am not sure I am getting everything properly. I am keeping up with a music tutor once a week for two hours, but if I had the braille, I could work on this one hour a day on my own. Braille books from a commercial source have not yet been received. It is a huge shock to have had braille in the first 12 years of public education and now nothing."

Another student said he was managing ok with cassettes and e-text. The advantage of braille for classroom use was the ability to follow the professor when he refers to specific page numbers.

Another student using geography material received an earlier edition in braille and mainly cassette formats for other books. She said that the cassette format took a lot of time to find what you need, forwarding, rewinding. "Braille is easier because you can use it in class and flip through the pages." She can use e-text on her laptop as well.
She said that braille was definitely needed for math and science, charts, and numbers. Some geography books have charts

that are hard to follow in cassette format.

Another student said it was difficult to manage with reference books on tape, e.g. the Criminal Code. "Literally impossible to find the reference you need, constantly forwarding, rewinding. Tapes are of no use. Spelling is crucial and affects a large percentage of my mark if I don't get it right. E-text is good if you can use it with the refreshable braille display. I pay a student to look up references in the Criminal Code. Cassette format has weakened my ability to spell: I spell like a 12 year old. It's a matter of literacy. In the 80s, people thought computers would take over braille. Computers are not enough: we need braille."

Another student said that math and computer-programming material was not useful on tape. " It was frustrating always forwarding and rewinding tapes. Takes a lot longer than with e-text or braille. E-text is really handy because you can look through things quickly. DAISY (digital audio/e-text) is even better because it is perfectly indexed. I am lucky enough to own a refreshable braille display. For those texts I did not receive in braille, I will scan and OCR and read on my braille display. Takes about 3-4 hours to scan 400 pages in on of his books. It is never perfect. OCR won't recognize certain math symbols like pi, exponents, equal signs and other symbols. I try to guess within the context or ask somebody if I can't understand it. The one book purchased by CILS on calculus was very helpful. Not much support for braille at my college. Lack of braille is a huge problem in this country. This was a big shock after getting braille materials in high school and then coming to the college level, when you need it most, and getting nothing. I think it is backwards. The focus in North America is on speech products, not braille. Braille is a greater focus in Europe. At least people have a choice in Europe. In Holland, you have 5 year olds getting laptops with braille displays. You become illiterate just hearing speech and not reading. Also might lead to difficulty in pronunciation."

"Speech synthesizers are notorious for bad spelling. Other problems with speech synthesizers are that they are annoying after a while, mechanical sounding much as they try to make it lifelike. Also, slow to respond; i.e. when switching to different applications, braille display responds right away but with the speech synthesizer there is a delayed response.

I recommend that the price of speech synthesizers go up and the price of braille displays comes down. If people were given the choice of speech synthesizer or braille display, more people would choose the latter. Who can afford a display at US dollars $5000 to $10,000? I was lucky, I got one as a part of a research project at a technology camp.

There has to be more access to braille and braille displays. Some students are just getting audiotapes. This leads to illiteracy!"

5. Special Needs Coordinators Responses

Special needs coordinators had these comments (summarized).
The student is behind because he does not have braille. It is very difficult to describe musical scores. Braille is the only way of adapting this material.

6. Summary

In summary, CILS was not able to provide most of the books that were requested in braille formats. This was the largest number of braille titles requested by students since 1997. Alternate formats in cassette tape and e-text were provided in a majority of the cases. The few students who had a refreshable braille display were able to produce their own braille text but not the graphical material, such as music scores, mathematical notations and other symbols. The students who responded to the telephone survey generally expressed shock at not having available the braille they needed and had been getting in public school. Many of the students studying technical material found that the cassette format was either not useable for the kind of courses they were studying or found the cassette format frustrating and time consuming. Several students were able to get support from their institutions by having braille commissioned at a great expense through a commercial supplier (although the braille has yet to be delivered). In a third of the cases, the requests were not followed up with or were cancelled when braille was not available. CILS does not have data on the consequences of the material not being available in braille formats for the cancelled requests. At the very best case scenario, students who received alternate formats said they were "managing".

7. Recommendation for funding

As CILS has stated in numerous previous submissions, CILS could supply braille if there was a commitment to an ongoing sustainable funding and mandate. CILS has the equipment and a growing expertise to produce the braille. In addition, the development of the DAISY technology at Langara College is making it more economical to produce a single source e-text master that can be converted to braille and other formats readily and efficiently. The college and institutes that are now paying for braille could pool their resources and have the material produced in this province rather than commissioned to another province. Sister educational organizations in other provinces have found that they can produce braille cheaper than

using commercial sources. It is probable that CILS could produce the materials cheaper and in a more responsive fashion to meet the deadlines for our students.

Studies have shown that people with braille skills have a high correlation to employment. Further, for many blind people, braille is a major literacy issue, providing important employability skills and competencies. The cost for not providing braille has yet to be studied and calculated directly in Canada.

An estimate of the cost of producing braille for the books requested this term is $150,000. CILS has once again requested that the braille service be funded on a sustaining basis at $150,000 annually.

College of New Caledonia

submitted by Kathy Plett, Library & Media Services Director

It was a very busy summer. We expanded our **Nursing** collection to accomodate the new practical nursing program ($6,000), added a new **Textbook** collection (we are now circulating textbooks for upper-level CCP-Adult Basic Education), entered **Ebooks** in the catalogue (these are proving to be quite popular), and signed up for the **CINAHL** full-text database (faculty agreed to drop several print titles in a "trade-off" for this one). Most of our print and online **information sheets** were revised, including APA/MLA. On the MLA sheet, we offered faculty a prize if they spotted any errors (there were 3 winners!). Staff also completed a major **shift** of the Stacks collection, the result of weeding in May.

In August we welcomed Jennifer Sauve as the new Public Services Librarian/Coordinator. Jennifer was formerly the campus librarian in Fort St. John. Quite a number of other staff changes have taken place, with people leaving town, having babies, moving into different positions, etc.

September and October have been hectic. Reference, circulation, orientation, web page hits and other use measures are up considerably over last year, and in some cases we are setting new records. Students are really applying themselves.

Beyond Hope Northern Libraries conference: The conference was held in September this year (instead of May, which we've requested next time). Despite the timing, we were able to host 3 Saturday sessions: (1) ELN, with John Durno and Deb Braun; (2) Ebooks, with Clare Appavoo of Coutts; and (3) Finding Online Health Information, with the local Hospital Librarian. Special thanks to all of the presenters!

SIRSI: Over the summer we upgraded to U2000 (NT version). The main change for us was in how we handled regional inventories (the "current location" issue). The big debate right now is whether to install U2001, in preparation for a SIRSI serials training session we are holding for NT colleges and School District 57 in January.

Media Services staff have re-vamped the large lecture theatre (for 35mm, DVD and other state-of-the-art presentations), expanded the hallway messaging system, installed satellite-operated clocks (!), and continue to impress everyone with their desktop publishing and web skills. The goal for the coming year is to develop expertise in digital video editing.

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

People

Our staffing is remaining stable with the only changes being the return of Catherine Doll, cataloguing

technician, from her maternity leave. Shelley Waldie, departmental assistant is just beginning her maternity leave. Gale Freeman has moved from the Department of Language, Literature and Performing Arts to become the departmental assistant during Shelley's leave.

Systems and Technical Services

We are now using a Minolta Book Scanner to scan materials to be sent as an inter-campus request to our David Lam Campus. We obtained this equipment through a College Innovative Project Proposal that was funded in the Spring. Work has been ongoing over the summer by Technical Services staff to review the Millennium Acquisitions documentation. The plan is to move from our text based acquisitions module to the windows based module in the New Year. All other processes; circulation, serials, cataloguing and the audio-visual bookings module use windows based applications. Attendance at the INNOVATIVE Users Group meeting in May prompted the development of some new features in our catalogue. Our OPAC view was revised to introduce the icons feature that illustrates the type of material, whether a book, video or electronic resource. The advanced keyword functions now present as our keyword access to the catalogue.

Educational Technology

We have received a $50,000.00 Douglas College Foundation grant to complete the computer installation at the expanded Electronic Library Facility (ELF) at the David Lam Campus. This instructional room now has twenty-five computers and seating for thirty-five students and also now matches the capacity at the New Westminster library. Part of this grant will provide two new ceiling mounted computer projection units for the ELF at New Westminster and David Lam. This installation will replace the current models. The number of library instructional sessions increased from 323 to 376 in 2000-2001 so upgrading of equipment in the two ELFs is an ongoing necessity.

Collections and Electronic Resources

We have added SPORTdiscus to our grouping of over thirty major electronic reference resources. SPORTdiscus will support courses developed through the Centre for Sport, Recreation and Wellness, Therapeutic Recreation and other health related courses. We have also added numerous music scores to our collection in support of our music programs.

Planning

A summer survey was undertaken at the David Lam Campus to determine some of the demographics of the students. Part of the survey was also a series of library questions. An adapted survey is running again to get further library data. It is hoped that an analysis of both of these surveys will provide guidance regarding the optimal hours for the David Lam library and whether there is a need to have that library open on Saturdays. A service standards review committee is looking at two areas. The first being how our library service is impacted by the number of other college related questions we have to answer, e.g. how to use the on-line registration module, and the second being our services to off-campus students and the costs for faculty and staff time involved.

ELN: Electronic Library Network

Progress Report, July-September 2001
submitted by Anita Cocchia, ELN Manager
http://www.eln.bc.ca/about/reslib/statrep.html

Goal 1

Provide access to a wide range of databases and services, and foster the development of intuitive electronic interfaces to worldwide information resources

Objective 1.1 Pursue new products and services that meet users' needs

Activities/Results

- licensed ABC-CLIO America History and Life and Historical Abstracts databases on behalf of partner libraries. Colleges, university colleges and small universities realized a 55% discount over list prices while larger universities realized a savings of 16-20%
- licensed CINAHL with Full Text from ProQuest as an alternative to renewing CINAHL (index only) from SilverPlatter. The majority of ELN partner libraries chose the full text version, which was offered at a 35% discount over list price
- began negotiations and set up comparative trials for 3 Health Sciences databases (Ministry-supported project)
- conducted trials and licensed Encyclopedia of British Columbia, in cooperation with Public Library Services Branch, on behalf of partner libraries at an approximate 37.5% savings off the list price

Objective 1.2 Ensure existing products and services meet users' needs

- renewed CBCA Fulltext Education database. Migrated database to Micromedia server to reduce hosting costs
- renewed Encyclopedia Britannica Online, a Consortia Canada licensing initiative, at no increase over the initial subscription price of July 2000. Fourteen ELN partner libraries participated in the license, an increase of 6 libraries over last year. As of September 1, 2001, the free version of Britannica Online is no longer available
- renewed Wilson Indexes (Art, Humanities, Social Sciences, Biological/Agricultural, Applied and General Science, Reader's Guide Abstracts) and Canadian Newsdisc
- renewed ERIC on the EBSCOhost interface. Partner libraries were offered the choice of renewing the existing WebSPIRS subscription, switching to the EBSCOhost interface, or cancelling ERIC altogether. The majority (27 libraries) chose to switch to the EBSCOhost interface. ERIC was removed from the ELN core database package; participation in the ERIC licence is no longer tied to participation in other database licences
- announced the results of the first annual Ranking Survey. Participation among ELN partner libraries was high with 29 of the 32 libraries completing the survey. Based on the survey results, a schedule of database trials for the remainder of the 2001/02 fiscal year was posted on the ELN web site
- completed upgrade to WebSPIRS version 4.3 for all WebSPIRS databases
- renewed EBSCO's Academic Search Elite and Canadian MAS. ELN partner libraries were also offered the option of upgrading to Academic Search Premier with an increase in the number of full text titles from approximately 1,530 titles in Elite to 3,175 titles in Premier. Although interest in upgrading was high, most libraries found the cost increase unmanageable. A this time, 3 libraries upgraded to Premier.

Objective 1.3 Develop streamlined connections to ELN databases and services using new technologies and protocols

- advised partner libraries on implementation of database-level linking to the ProQuest Direct and EBSCOhost interfaces
- advised partner libraries on new account set-up procedures for Ingenta Reveal. Users can now register email addresses for non-institutional domains

Objective 1.4 Facilitate the availability of instruction for ELN products and services

- scheduled EBSCO training sessions to take place the week of November 12th in Vancouver, Victoria and Prince George

Goal 2

Facilitate resource sharing among institutions to ensure users have timely and effective access to the province's collective information resources

Objective 2.1 Integrate holdings/requesting features into commercial database services

- coordinated implementation of article-level linking from GODOT to EBSCO's Academic Search Elite database for partner libraries, and worked with SFU library systems to identify and correct initial parsing problems

Objective 2.2 Provide leadership in establishing a coordinated provincial resource sharing network

- continued work on refinements to ILL Statistics Module: database migration to new server & authentication layer enhancements now in progress
- met with consultant contracted for the Physical Delivery Project to review preliminary report and recommendations; second draft now in preparation
- completed negotiations and coordinated orders and delivery of 31 Fujitsu ScanPartner 15C scanners as part of Ariel Initiative (Ministry-supported project)
- completed negotiations with RLG for purchase of Ariel software v 3.1 as part of Ariel Initiative (Ministry-supported project). Surveyed partner libraries on copies of software required and made copies available to affiliate libraries and public libraries at discounted pricing

Objective 2.3 Improve the utility of union databases

- met with Auto-Graphics and Public Library Services Branch to discuss migration to new Impact/Online platform (IOL2); drafted project plan covering schedule & requirements for libraries; seeking input from other library consortia that have previously migrated to IOL2

Objective 2.4 Improve OutLook OnLine ILL service

- solicited participant feedback regarding Media ILL Pilot in August to ascertain whether project should continue through November; responses were positive

Goal 3

Provide a mechanism for post-secondary libraries to play a prominent role in educational planning, policy development and program delivery

Objective 3.1 Participate on provincial/national projects and planning groups

Objective 3.2 Maintain a presence and impact within the Ministry and at the senior executive level of post-secondary institutions

- contributed to President's Reports for OLA Board
- held briefing meeting with Ministry representative, September 2001

Goal 4

Promote organizational alliances that are mutually beneficial to users and service providers

Objective 4.1 Extend alliances and partnerships with public, school, and health sector libraries within B.C.

- invited Public libraries to share in advantageous pricing available for Ministry-supported initiatives, Ariel and Fulltext Health Sciences database trials. Increase in participant numbers in these initiatives will reduce overall cost and benefit a greater number of British Columbians
- trialled and licensed Encyclopedia of British Columbia in cooperation with Public Library Services Branch [see also Objective 1.1]
- met with Health Libraries Association of BC to discuss opportunities for their participation in the Health Sciences database licence

Objective 4.2 Expand national and international alliances

- successfully negotiated first joint licensing initiative with COPPUL for two ABC-CLIO databases [see also Objective 1.1]

Goal 5

Generate strong and diverse support for ELN products and services

Objective 5.1 Strengthen accountability for ELN key stakeholders

Objective 5.2 Strengthen communications framework for ELN key stakeholders

- provided web-based access to the terms & conditions documents for all remaining databases, where available, including a summary list of permissions for document delivery, electronic reserves and archival access
- published first issue of ELN Connect, a communiqué providing an overview of ELN initiatives to stakeholders and other interested parties
- implemented new Resource Teams and distribution lists; posted terms of reference to the ELN web site
- issued news release announcing the purchase of a core collection of business-related electronic books from netLibrary, made possible with special one-time funding in the amount of $40,000 from the Ministry of Advanced Education (MAE)

Objective 5.3 Pursue appropriate business opportunities to export ELN's services and expertise to other organizations or regions

- presented on ELN database licensing initiatives at the Beyond Hope conference in Prince George
- co-presented, with SFU, preliminary findings of Eserial Management survey at Access 2001 conference in Winnipeg

Objective 5.4 Ensure sufficient resources to meet current and long range needs

- contributed to ELN staff members' professional development through participation in Access 2001 Conference, BCLA Copyright Forum Session, IFLA Conference, Library Consortia Workshop: Current developments and future opportunities

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Emily Carr Institute of Art and Design

submitted by Sheila Wallace, Director of Information Services

Hot off the press! Emily Carr Institute will be participating with BCIT, SFU and UBC in the development of a joint campus on an 18-acre site donated to the four institutions by Finning International. The institutions have committed to developing shared facilities and resources as well as programs that complement each other. I imagine that this will be an exciting opportunity for the libraries of the various institutions also to work together to provide the services needed for the new campus and new curriculum.

Over the past few months, Emily Carr Institute has been engaged in a curriculum planning process under the rubric of "Transitions." Some of the main goals include creating more opportunities for students to work in an inter- or cross- disciplinary fashion. This may mean more choice of courses, fewer prerequisites or more interdisciplinary course content. Library staff has participated in surveys, focus groups, all-institute meetings and planning groups that examine issues related to curriculum planning, administrative structures, services and resources. The work of this planning process will tie in nicely with the further planning for the use of the Finning site.

Justice Institute

submitted by April Haddad, Institute Librarian

Terrorism

The JI now has a Centre for Public Safety and Security, which will help Front Line Responders in Canada prevent future terrorist attacks and to respond if more attacks occur. They have a web site which you can view on our site: www.jibc.bc.ca. If you have a look at this site, you will see our bibliography on Terrorism, and our collection of links on this topic.

SIRSI

We are still on version 99.4 and hope to upgrade to 2001 by January 2002. We will be attending the SIRSI training session held at CNC in January to learn about Serials.

Strategic Planning

The JI has just completed its strategic plan, and the Library is currently participating in a strategic plan for the new department we have just joined: Learning and Information Services.

Digital Media Archive

We are working on the first phase of a Digital Media Archive project, which will provide access to various forms of digital media for faculty involved in curriculum development. We are preparing a broad inventory of existing digital media at the JI, and are interviewing faculty to determine their needs in this area. Finally, we are researching current projects in other libraries throughout North America.

Proxy Server

We are trying to provide off-campus access to online indexes using a proxy server. We're investigating Easy Proxy. We will also be investigating costs for providing access to these databases for our library users that are not students (justice and public safety professionals throughout B.C.)

Kwantlen University College

submitted by Susan Bruchet, Information Services Librarian
for Cathy MacDonald, Dean of College Resources

During the first two weeks of classes, welcome tables were set up close to the checkout counters in all campus libraries. The tables held copies of our library brochure "The World at Your Fingertips", our "Check Us Out" newsletter which highlights library developments, our library bookmarks and a bowl of candy. Students were seen munching and browsing as they waited in line for their library cards.

Library Instruction

As usual, September was a very busy month for library instruction sessions. Jan Penhorwood reports that during September, librarians taught 101 classes across our 4 campuses and that translates to approximately 2148 students. These statistics are almost identical to last September.

The Library Web Team

Caroline Daniels, our Web Librarian, has been busy with the on-going work of managing and developing our library web site. Some changes on our web site include: a section called "Tutorials in Library research". This includes material developed by Jan Penhorwood during her release time last January. Some of the topics are Library Basics, Term Paper Research and Library Anxiety: Tips for Overcoming It! Our library home page also featured a link called "Surviving September" which has now been replaced with a link called "Term Paper Panic". Both of these links offer useful and relevant tips to students in a non-intimidating way. A note of interest: for the year 2000, our library web site ranked second in the College for the number of times it was "hit". The College Calendar ranked number one.

Caroline has also developed a library web page on Kwantlen's Intranet (Plaza). This site provides library information of interest to faculty and staff. Visit us at www.kwantlen.ca/library.

Computer and Database News

We are very pleased to say that we have implemented EZPROXY and now offer remote access to all of our article indexes. We have replaced Academic Search Elite with Academic Search Premier. We have added Sociological Abstracts to our Article Index page and we are looking forward to results of the ELN Health Sciences Database Trial.

Circulation and Audiovisual

We implemented Workflows during the summer and are preparing for an upgrade to Unicorn 2001 in December. We now have a Feature Film License and are developing a feature film collection.

Serials

The new expanded Periodical Holdings List, which includes not just our print/microform holdings, but also our database holdings was loaded on the library website during the summer. Margaret Brown is developing a searchable database of our serials holdings (both print and electronic).

Four Librarians facilitated three Focus Groups for faculty in early May on the issues surrounding maintaining a print periodical collection and providing access to on-line, fulltext periodical articles. The focus groups were well attended on all 3 campuses and provided the librarians with some interesting feedback from faculty.

Technical Services and Interlibrary Loan

Phyllis Liu reports that our collection continues to grow and as of September 30, 2001 there were 149,718 items in the collection. Planning is underway to implement Workflows for Acquisitions and Cataloguing during 2001/2002.

Interlibrary Loans has implemented a new Interlibrary Loan procedure in which students can request books directly on the requests module in WebCat instead of filling out a paper form. So far, students seem to like the new procedure and there have been no hitches. Our interlibrary loan statistics for both borrowing and lending have gone up this September in comparison with September 2000 and September 1999.

Collections Development and Degree Collections Development

This year we have had an increase to our operating and capital budgets for purchasing library material. This has already had a positive impact on our library collection.
We have been working with the Kwantlen University College Foundation Dept. to identify funding needs.

Real Estate Collection

The library received a grant from the Real Estate Foundation of British Columbia to establish a real estate collection. During the summer, Sigrid Kargut and Denise Dale worked to identify books, journals and videos as well as on-line resources for this collection. The print and video materials are now being ordered and an Internet Subject Guide for Real Estate is on our library web page.

Library Master Plan

Work is continuing on the action items resulting from the Library Master Plan, June 2000. The Librarians reviewed the status of these items in June and priorities were established for the year ahead.

Library Survey

The results of the library survey, conducted last March have been tabulated. A subcommittee is being established to analyze the results and make recommendations.

Buy a Book

The Buy a Book campaign has been very successful this year raising $16,885.00 for the Library.

Staff News

In September, we welcomed three new sessional librarians: Bill Blair, Renee Chalut and Eva Veres. Jan Penhorwood began working a 60% workweek as of September 1, 2001. Arlene Whetter was the successful candidate for a temp position that includes some of Jan's functional area.

Langara College

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

Innovations

Funded by a 2001 Langara Initiatives Fund grant, reference librarians have developed an online module entitled, "Evaluating Web Resources" that helps students develop a critical mindset about using the Web and evaluating what they find there. Although it was developed for Langara students, the module can be helpful to anyone who uses the Web. As well as some interactive self-tests, there are two short multiple-choice quizzes. Check out the site at webct.langara.bc.ca/public/librtutorial/

The Library has also been awarded a 2002 LIF grant for a project entitled, "Information Literacy for College Prep Students".

Technology Task Force

Innovative Training Solutions Inc has produced the "Langara College Technology Strategic Plan 2001". The focus for planning now centers on a number of "Best Practices" identified in the report, spec. merging organizations [centralizing services], outsourcing [collaborations & consortia], online student services, integrated connected environments, internet access [campus-wide], ed tech support centers, total cost of operations, faculty training, laptop learning and financing technology innovations.

Project WOW!

Expenditures of the one-time Ministry funding will be broken out as follows: acquisition of materials (49%), equipment purchases (11%), library system upgrade (27%), and temporary project-specific staffing (12%).

Adaptive Technology

The Library's Adaptive Technology Lab has been expanded to enable students with disabilities to take advantage of new Web-based learning and digital information technologies. Adaptive technology for persons

with mobility impairments has also been incorporated into the new design. The expansion was funded by an internal campaign ($14,000) and a grant from the BC Paraplegic Foundation ($11,300).

Where it's @

The reference & instructional services staff recently hosted a Web site event for College-wide employees. Focus was on connecting to the Library and beyond, locating electronic periodicals, electronic reserves and e-books ….

Some trends to note …

"Reference questions asked" climbed 11% between 97/98 and 00/01. For the month of September 2001, # of questions increased 9% over the same month last year.

"Number of students instructed" increased 19% between 97/98 and 00/01. For the month of September 2001, # instructed increased 53% over Sept 2000.

"Gate count" increased 1% between 99/00 and 00/01. For the month of September 2001, gate count decreased by 3% over Sept 2000.

MEC Executive Committee

Niina Mitter, Langara's Media Librarian, was appointed MEC Chair for the year 2001/2002.

Malaspina University-College

submitted by Linda Leger for Patricia Lloyd, Director of Library Services

The summer months saw a flurry of activity in the Library's reference area. New seismic-quality shelving was installed, freeing up precious space. This space will eventually house a small Information Commons, but in the interim, the students appreciate the additional study space and new quiet study carrels. Librarian Jean Blackburn has been seconded from the Educational Technology Centre to coordinate planning for the Information Commons and to provide part-time assistance at the reference desk. A spacious and modular reference desk was installed, making it easier and more comfortable for two librarians to provide reference service at the same time. Lastly, Jennifer Brownlow assumed the duties of Reference Coordinator.

New high-end computers have been installed in the OPAC area and the Electronic Research Centre, and more are on the way. Based on the student research activity thus far in the semester, these computers can't arrive soon enough.

Loans Services reports that all our students, faculty and staff on two campuses have been issued new photo ID cards, which double as library cards. We have upgraded our system to Unicorn 2001, and Loans Desk staff members have partially switched from Infoview to the WorkFLOWS client. We have also switched from a proxy server to authenticate our users to using EZProxy on a LINUX server; this results in more transparent access to our licensed databases for our users working from home. We are now providing monthly updates of our database to Autographics for the ELN Outlook database, instead of annually. This past summer was particularly busy for us because it marked the first time we offered library services, both circulation and reference, a couple of evenings a week and on Saturdays.

Building on our previous positive experience with forms approval plans, a number of additional profiles have been set up to assist the selectors and faculty in spending their respective book budgets. Hans Fadum, our cataloguer, reports that technical processing staff is hard at work learning and adapting to copy cataloguing with ITSMark, the online version of Bibliofile.

Linda Leger has begun her new duties coordinating collection management tasks, focusing on a review of serials development and processes.   Her article on her experiences obtaining copyright permissions to use database screen captures in web-based instructional materials has been accepted for publication in the autumn issue of *Feliciter*.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Since our last meeting, a number of changes have occurred within Library Services at NIC. While we continue to see improvements in staffing levels and systems, we've also undertaken some new projects, and with more registered students, library activities do not slow down. During September and October, the library concentrated on delivering library instruction and more recently, providing reference and information services.

Over the summer we first upgraded to Unicorn 2000 and then proceeded to implement acquisitions. With the help of Malaspina Technical Services, who provided both on-site and remote support, we took the leap and still continue to fine tune and grapple with the intricacies of the software. This work was done in preparation for the acquisitions project, made possible by the $132,000.00 Ministry funding.

In alignment with focusing on collection development, the college approved the hiring of another librarian, who started in late August; this position is responsible for both collection management and library services to support off-campus students and faculty. To jumpstart off-campus services, we contracted a half time librarian until March 31, 2002 to research and implement the first phase of our outreach services. This consequently has freed more time for the Collections Librarian to set collection priorities and work with both library staff and faculty on acquisitions.

A library support assistant position was also approved; this position is linked to the Ministry funding and will support technical services from mid November, 2001 until March 31, 2003.

The library is currently engaged in a CUPE staff review, which includes updating job descriptions and completing job questionnaires for classification purposes. During the month of November, the library will be developing its annual tactical plan, followed by inclusion in an Education Support and Student Services virtual conference to set division priorities for next year.

Northern Lights College

submitted by Janet Beavers, Coordinator of Library Services

The summer was an extremely busy time for us this year. Dawson Creek campus had to have new carpet installed so everything had to be moved. We decided to move all the books ourselves so designed a workflow that enabled us to weed, inventory, and shelf read all in one process. We only boxed up the first 4 rows of stacks and the carpet-layer obliged us by doing the floor in thirds with a day in-between to allow moving of books and shelves onto the finished portion. As Facilities moved the shelves over, we filled them with unpacked books. Then we moved it all back and finished all this 2 weeks. We feel that it was very well done. The space looks bigger and brighter now and the faculty and students are still commenting on how much they like it.

The computer lab on the Dawson Creek campus had 10 new Pentium 3's installed over the summer with Deep Freeze to control the displays and settings. The one laser printer is heavily used and we're looking for a way to control printing and payments without having to invest in an expensive card system. The lab is in constant use even though a few networked computers were installed in the new dorms.

The Ministry capital grant has made a big difference in our Acquisitions and Cataloguing volume this year. This funding enabled us to keep a second cataloguer busy for a few months to keep the materials moving. Catalogue records are downloaded as items are received allowing faculty and students access to materials "in processing" – either used in the Library or "quick processed" in a day or two.

We have not yet been able to replace the campus Librarian for the Fort St. John campus library. It is difficult to attract people away from the larger centres to the smaller towns in the North even though it's an excellent opportunity for someone to move into a more management position in an academic library. We're interviewing again and hope to have someone soon.

Much work has been invested over the past few months to get our new webpage designed and developed. It was finally live this week and we're now ironing out the snags. We've developed it in FrontPage so that changes can be made quickly and easily – I'd like it to be a very active place with new files added as they become available and a messaging capability to keep our users up-to-date. The new features include several online request forms - Ask the Librarian, Intercampus and Interlibrary loans or copies, Media booking, etc. We've almost finished signing a license with C2T2 to use the excellent skills tutor developed by Malaspina with some local modifications. We're already getting some very positive feedback on the page from faculty. I'm sure I'll still be working on this when our next report is due!

We're going to postpone upgrading to SIRSI NT 2001 for a few more months. After our nasty bout with the Nimda virus, we're just happy that the system is working well right now. In January we'll be joining CNC and Northwest in more SIRSI NT training at CNC. We hope to get the serials module working shortly after that and initiate the Acquisitions module with the new fiscal year.

Northwest Community College

submitted by Patti Barnes, College Librarian

Governance – The Library finally attained a seat on Education Council! A faculty seat was created to represent Library and Student Support Services, and Patti Barnes, College Librarian, was elected as the faculty representative for this seat. Previous to this, the Library had no representation on EdCo.

College Education Plan – In June, the College Board passed an Educational Plan for the College. Identified were "core" services and programs for each campus, and Library Services was identified as a core service on each campus. This varied from daily face-to-face professional service, to once per week, to a "virtual" library service.

New Technical Services / Systems Librarian – Joanne Doucet, most recently from St. Mary's College in Calgary, has joined us as of November 19th. She is replacing Colleen Reilly, who left in August to pursue a PhD in Clinical Psychology (who would have thought??). (And Joanne is moving here because it's much too dry in Alberta!)   We are so glad she is here.

Archives Project – We received "a one-time allocation of discretionary funding for … library acquisitions [of $94,339] for 2000/01". This is more than double our annual acquisitions' budget, and we do not have the staff to acquire, catalogue, or process this amount, nor do we have the physical shelf space to shelve it. Consequently, we put in a proposal to use $28,000 of the grant to address the Archives in the Library – to develop a collections policy and procedures manual for the Northwest BC Collection (which was established in 1979 as an "Information Bank"); to obtain full institutional membership in the Archives Association of BC; to preserve, store properly, and expand the Northwest BC photograph collection; and, to develop a records retention/disposal schedule for the NWCC college records.   The proposal was accepted, we hired Sherry Morrison, an Archivist who also happens to be our 60% Prince Rupert Librarian, and we're on our way!

Library Website – We finally have a website! Thanks to Sherry Morrison (the above mentioned Archivist/Librarian/ Web Designer) who launched us in June 2001, and has been expanding, updating, "fluffing" the site ever since. The students and faculty love it – and so do we. Go to www.nwcc.bc.ca and click on <Library>. Next step – off-campus access to the ELN databases. We purchased EZ Proxy and

should be ready to go by the end of next week. Keep your fingers crossed.

LPN Start-up – The College received funding for a 24 seat LPN program, starting January 2002. Part of the mad push to get through the College of LPNs accreditation process was the "Self Evaluation Report", which included "Library Resources (including books, journals, audio-visual and other learning resources) which are current, available, accessible and sufficient to meet the curriculum goals/outcomes". The Library portion of the report was a total of 32 pages long (7 appendices), and took a fair amount of time to compile and write. However, I couldn't have done it without the invaluable assistance of Camosun, College of the Rockies, CNC, and Okanagan, who generously shared their resource lists and own self-evaluation reports That's librarians for you!

College Re-structuring – Our still 'new-to-us' President, Stephanie Forsyth, has been working on the College's organizational structure and committee structure, and at the June Board meeting, the College Board approved the new administrative structure. The revised structure has three Deans responsible for broad, cross-campus program areas. The Dean of Instruction/Western Region is now responsible for Library services. I feel we have found a true home. We are now included with all University Credit programs and Health and Integrated Human Services.   We also have Library representation on three strategic College-wide committees – Computer Advisory, College Website, and Educational Technology.

Prince Rupert Building – The latest on this project is that while the capital freeze is still in effect, the College is exploring other opportunities for funding. The College is interested in entering into a 'lease to purchase' agreement with a private company, and is pursuing this option with the City of Prince Rupert through an "Expressions of Interest" package. Until we know more, our new Library and Archives building is on hold.

Okanagan University College

submitted by Laura Neame, University College Librarian

It's business as usual at OUC Lbrary, with a few added bumps. Library use is very high, part of what seems to be a four year cycle that we have never been able to figure out. As reported in our recent CPSLD meeting, we have dropped the student ILL limit of 5 items per topic. This has been increasingly difficult to enforce anyway, due to non-mediated Godot and on line ILL reference forms. In addition, our arrangement with the University of Alberta allows a higher volume of ILL's to be processed for the same unit price.

OUC Library has improved service to a number of MSW students getting their degree in a partnership arrangement with UBC. OUC library is now a full service library for these UBC Social Work students, including ILL and research instruction. This is in exchange for a transfer of funds into our library budget to support the service.

OUC library has responded to pressures for collection ordering and management by working with computing services in order to adapt script from Vanderbilt University to provide a seemless ordering process between Blackwell's Collection Manager and the SIRSI acquisitions module. The Vanderbilt script was modified to allow currency conversion from and to Canadian Dollars and Pounds. The next step is to work on a similar interface with our Canadian vendor.

Open Learning Agency

submitted by Connie Fitzpatrick, Head Librarian

The Open Learning Agency Library is continuing its move in the direction of developing a virtual library. Central to this initiative is the ongoing development and maintenance of our Library Website which recently has seen the addition of citation resources, customized lists of resources by course and the addition of electronic books. We are currently working on putting up our series of information literacy modules.   We

expand our licenses to electronic databases as resources allow. Our focus of meeting students' needs through our Website and providing resources electronically does not prevent us from ensuring that students receive resources in the form they can use and are able to reach us in all possible ways including telephone, email, fax, snailmail in addition to our Website.

Another step in the evolution of our virtual library is revising the Library's longstanding relationship with Simon Fraser University Library. Our current contract includes leasing office space for our staff member who works at SFU Library accessing their collection to meet our students' information needs. The new document delivery model, which will take effect January 2002 will include mailing books directly to students from SFU and transmitting articles via Ariel. In addition, we are working to meet our students' needs by acquiring print resources for those frequently-requested items not available electronically and are purchasing the necessary equipment to efficiently operate our service to staff and students from our centralized location.

Any change provides opportunities to review work processes and to revise systems and workflows.   Making efficient use of resources is resulting in staffing adjustments and some space reutilization. Our goal is to provide excellent service by making these changes to our services as transparent to our users as possible. "Bringing the Student Library Service Home" is the subject of the celebration we are planning for the New Year.

Another positive change for the Library has been the Library switching its reporting to the Vice President, Academic and Provost of the Open University.   Because of the Library's participation in the development of the e-management program, we are seen as a key player in the development and delivery of Web-based courses and programs.

Royal Roads University

submitted by Rosie Croft

Looking back on past submissions to the CPSLD newsletter, we're usually announcing that someone is pregnant or on maternity leave at RRU library … and this time it's Dana. Dana's second daughter, Beatrix Rae McFarland Taylor, was born on June 15. Dana will be rejoining us at the end of March, and until then Shailoo Bedi will be our acting University Librarian. We are also very fortunate to have Naomi Eichenlaub joining us for a ten month contract during Dana's absence. Naomi is paying particular attention to helping keep our web site up to date and giving our government documents collection some much needed attention.

When Shailoo returned from maternity leave last January, the new trio of librarians moved into a new office on the library "patio". Space constraints continue to be an important issue both at the library and the campus as a whole, as our new university continues to grow and add new programs. Our latest program addition is a Master of Business Administration with a Knowledge Management focus. RRU will also be offering a diploma program in Knowledge Management.

Thanks to continued HRDC funding, we were again able to hire a university student to help us with our reclassification project. Apparently we've been saying for 3 years that it would be finished by the end of the summer, but this time it's almost true. We look forward to being completely "Dewey free" in the very near future.

We also recently upgraded to the most recent version of ezproxy and have already noticed the improvements in connectivity for our off-campus learners as a result of the reduced firewall constraints. Ezproxy has been and continues to be an invaluable part of our virtual library.

TechBC: Technical University of BC

Information Resources and Digital Library (The Portal)

submitted by Gohar Ashoughian, Managing Director

TechBC's New President

The Technical University of British Columbia has a new president. Dr. Jean Watters comes to TechBC following three years as president of Laurentian University in Sudbury and four years as president of Collège Boréal before that.

Integrated Library Information System

Better service at a lower price is the result of a new agreement signed between the University of Victoria Libraries and the Technical University of British Columbia in June, 2001. Under this cost-saving agreement, the UVic Libraries will host the TechBC Information Resources database on the libraries' integrated library computer system and will provide ongoing technical support.

The integrated library computer system which TechBC is going to share was purchased by UVic in 1998 from Endeavor Information Systems, Inc., provider of library automation systems. More than 850 academic and research libraries of every size have chosen Voyager, including the Library of Congress, Cornell, Princeton, Yale, the Ontario Tri-Universities Group, Queens' University and Royal Roads University.

Staff from both libraries are working closely on the project. In August the Portal staff received system administration, cataloguing and circulation modules training at the University of Victoria. This was an extremely positive experience. We appreciate very much the time and effort the colleagues at Uvic put into preparing and delivering the training sessions. Everything was so well organized!

TechBC is in the process of migrating to the Voyager system right now. The system administration, cataloguing, circulation and Web OPAC modules are being implemented first, with the acquisitions and serials modules scheduled for implementation early next year.

E-Journal Management Vendor Presentations

TechBC hosted a series of presentations by the vendors of electronic journal management systems. In late September the president of TDNet presented their product to librarians from all over BC. On November 9 we had presentation of SerialsSolutions. We have a good sense now that it will be cost-effective to use the services provided by SerialsSolutions to manage our electronic journal collection. We will be implementing the product very soon.

Multimedia Games Added to Collection

At the request of faculty and learners at TechBC the Information Resources and Digital Library has started a multimedia games collection to supports the Interactive Arts and Information Technology program areas. This is a new endeavour for us and we will be in the process of identifying the "best practices" for handling these types of multimedia resources. Technical Services staff will catalogue and process the games.

Team Day

In August we held Information Resources and Digital Library Team Day. It was a rather successful experience. We conducted a workload analysis for the Portal staff and developed a working tool to identify gaps in resources and capacity. This tool is going to be very helpful in overall planning and budgeting process.

Staff

There are no permanent additions to the Portal staff at this time. Cecilia Roberts works with the Technical Services staff on Voyager implementation project on a 4 months contract basis. We are very happy to have her.

Professional Development Activities

The Information Resources and Digital Library staff had several presentations at professional conferences in BC and the US: Connections 2001 in Whistler, ALA Annual Conference in San-Francisco, Horizons 2001 in Surrey.

University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

The UCC Library restructured our library classes to make them more focused and interactive. Responses this semester from students and faculty have been positive.

Our library classroom has eighteen new workstations, a newer model projector for displaying PC screens, and an "Elmo" desktop document camera to control the presentation of images from computers, videos and printed material. We plan to offer more specialized drop-in classes next semester geared to specific courses and subjects.

We are recruiting now for a new Librarian position, a welcome addition to the UCC Library team.

University College of the Fraser Valley

submitted by Kim Isaac, Director of Library Services

New Building for Chilliwack on Hold

The decision by the new Liberal government in Victoria to delay all capital projects means that the desperately needed new Library at our Chilliwack campus will not be happening for at least another three years. At the time of the announcement, UCFV was weeks away from going to tender for the Chilliwack Phase III project, a three-storey replacement building incorporating the Library and Instructional Media Services, classroom and lab space, and offices for faculty and administration. The original plans for this building had been drawn in 1993-94, but the project had been put on hold by the NDP. In 2000, UCFV was told to dust off the old drawings and bring costs down from $12 million (in 1994 dollars) to just over $10 million (in 2000 dollars). After many months of work to adjust the old plans to accommodate the available budget and the changes that had taken place in departments, services and technology over seven years, the news of the delay was a bitter disappointment to Chilliwack-based faculty, staff and students. But for the Library, where shelving is at capacity, where there is virtually no study space, and where staff work in very cramped quarters, this news was not only disheartening, it created an emergency situation. We simply cannot manage in our current space for more than 18 months, and so Library staff and UCFV administration are working to find solutions to our space problems. So far these range from making the most effective use of the space available by weeding, rearranging, and transferring some items to our Abbotsford campus, to knocking out some walls to expand into adjacent rooms. No one wants to pump money into the existing building, which was built in 1975 as a temporary structure and has suffered from extensive problems with leaks, moulds and mildew, but at this point there doesn't seem to be a viable alternative.

SIRSI Workflows Implementation

The UCFV Library has arranged with Kwantlen University College Library to provide Workflows training for our circulation staff. On December 5th and 6th, Debbie Smith, Library Resources Technician at Kwantlen, will come out to UCFV and give all circulation staff hands-on Workflows training in our Abbotsford computer lab. Depending on the response of staff and the librarians, we will then decide on a date to make the transition from Infoview to Workflows for our circulation department. From all accounts the change has gone very smoothly at Kwantlen, so with the benefit of their expertise and experience we are hoping for the same.

The next area to go to Workflows will likely be serials, with other areas in technical services to follow.

Associate of Arts Degree Online Pilot Project

The Ministry-sponsored pilot project for an online Associate of Arts degree began this fall with six participating institutions: UCFV, Camosun, Langara, Okanagan, Selkirk, and College of the Rockies. UCFV, Langara, Selkirk and College of the Rockies all agreed to run their courses off a central server. This fall there are 22 sections running in total, with 11 from UCFV. Despite the short notice between the time that the project was approved and the launch date, courses have been almost fully enrolled.

A recent survey of the AA Online students indicates that of the respondents, most are also taking at least one other course on campus in addition to their online course. The majority of students are from larger centres in BC, with very few living in truly rural areas. These factors probably contribute to the fact that demand for distance library services has not increased greatly at UCFV. However, with better promotion of the AA Online degree in place for the winter semester, we are expecting that we will have more students who are truly at a distance from the UCFV catchment area. Therefore we are working on fine-tuning our policies for services to distance students, and preparing to promote and deliver these services in the winter 2002 semester.

At the CPSLD PD event in early November, participants discussed briefly whether the AA Online institutions might want to sit down and compare our distance services policies to see whether we want to coordinate them.   This might even be a broader discussion, since in the future we may all find ourselves in similar partnerships.

New VP

UCFV is looking for a new Vice President of Learning and Student Success. This new position emerged from the shuffling of duties and responsibilities that occurred upon the resignation of our VP of Finance and Administration, Norah Andrew. For the past 15 months, the Library has reported to our VP Academic, Wayne Welsh, on an interim basis. Once the new VP Learning and Student Success is in place, we will report to that position, along with Student Services, Information Technology Services, Admissions and Records, and Access Services.

Staffing Changes

Art Knight has been named to a permanent position as Public Services Librarian after spending last year with us filling in for a leave of absence. Formerly, Art had been the Director of the Southern Oregon Library Information System, and Head of Library Systems at Coquitlam Public Library. His areas of responsibility at UCFV include orientations, databases, and computer hardware.

Deborah Longhurst retired in August after serving 10 years with the UCFV Library. Her successor is Mary-Anne MacDougall, who came to us from Vancouver Public Library where she was responsible for the Special Collections department.   Mary-Anne will be looking after our government publications, displays, and Heritage Collection.

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