



## *Newsletter*

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[Introduction](#) - **Reports:** [AEMAC](#) - [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](#) - [Selkirk College](#) - [Simon Fraser University](#) - [Trinity Western University](#) - [University College of the Cariboo](#) - [University College of the Fraser Valley](#) - [University of British Columbia](#) - [University of Northern British Columbia](#) - [University of Victoria](#) - [Vancouver Community College](#)

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](#)



*UBC Robson Square, site of CPSLD Fall 2002 Meeting*

*photos courtesy of UBC <http://www.library.ubc.ca/robsonsquare/>*

### **Introduction**

Many thanks to Catherine Quinlan and staff for hosting the Fall meeting of CPSLD at the beautiful downtown campus of UBC on Robson Square... and for providing a tour of the new Chapman Learning Commons... and for arranging for the accompanying workshop on Leadership Renewal, with Sheila Wallace (Emily Carr)... and for so much more! We appreciate all the work that went into planning these events.

At this meeting, we honoured David Twiest (retiring Library Director of Trinity Western University), Catherine Winter (former CPSLD representative from Camosun College), and Patricia Lloyd (Library Director of Malaspina University College who passed away earlier this year). Also high on the agenda were discussions about the phasing out of the Open Learning Agency, the status of ELN, and library support services for the new "BCCampus" students.

I have been asked in the past to obtain reports from some of the university libraries who don't traditionally provide reports. Probably the easiest way to do this is by providing links to their "what's new" pages. Here are a few quick references:

**University of British Columbia** - <http://www.library.ubc.ca/home/about.html>

Refer to this page for information about the new Irving K. Barber Learning Centre, as well as the library's latest annual report, strategic plan, and news and events.

**Simon Fraser University** - <http://www.lib.sfu.ca/>

The library's latest annual report is now posted under News and Events. Click on "Ask us" to find out about the new Live Reference service. The constantly changing "did you know?" announcements on library pages are also fun to read.

**University of Victoria** - [http://gateway.uvic.ca/gateway/lib\\_news.html](http://gateway.uvic.ca/gateway/lib_news.html)

Includes details on the new "Ask Us Live" Reference Service, which is being piloted by UVic, Simon Fraser and others. Announcements posted on this page are also available by email subscription.



Thanks again to all who sent individual reports... Malaspina gets a "gold star" for being first!

If you are in planning mode at the moment, here are a few upcoming events worth noting...

- April 24-25, 2003 - **CPSLD Spring Meeting**, Selkirk College
- May 7-8, 2003 - **Fast Forward**, Capilano College, followed by MEC AGM - [www.langara.bc.ca/ffwd/](http://www.langara.bc.ca/ffwd/)
- May 29-31, 2003 - **BCLA/BCLTA Conference**, Harrison Hot Springs - [www.bclta.org/conference03.html](http://www.bclta.org/conference03.html)
- June 19-25, 2003 - **CLA**, in conjunction with ALA, Toronto - [www.cla.ca/conference/Conference.htm](http://www.cla.ca/conference/Conference.htm)

*Kathy Plett, College of New Caledonia*

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## Reports

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### **AEMAC: Advanced Education Media Acquisitions Centre**

*submitted by Mary Anne Epp  
Director of Contract Administration, Langara College*

For the Budget Year, 2002/2003, AEMAC received a reduction of \$50,000 in funding. This reduction will primarily affect the reduced purchases of rights for the priority titles on the Nominations list as provided by the post-secondary BC institutions through the preview and evaluation system last year. The reduction will begin to have an impact on local acquisitions budgets this year. The dispersal of the organizational structure for vocational courses will also have an effect on the purchase of provincial rights for career/vocational programs.

AEMAC completed the Feature Film licenses on behalf of 24 institutions to obtain public performance rights on a provincial basis. The staff also coordinated the WEBCT provincial pricing on behalf of the institutions using WEBCT for online learning in the province.

The Media Librarian attended several discussions on a provincial level to look at options for online course management systems. Discussions have been held regarding potential licensing for digital rights. Faculty members have contacted AEMAC to request information on how to obtain digital rights for video footage to be incorporated into their courses.

The Fast Forward Media Showcase completed its ninth year, with 215 participants and 17 educational exhibitors, providing a one-stop shopping opportunity for educators to nominate titles to refresh their educational resources for the curriculum and view professional development sources and recommend them for provincial purchase.

Considerable effort was put into development of briefs, offering advice and presenting workshops on copyright reform and gaps in the current legislation for educational users.

The catalogue of AEMAC titles was updated on the AEMAC Web site: [www.langara.bc.ca/aemac](http://www.langara.bc.ca/aemac). In addition, the staff are beginning the development of an online version of the Media Distribution Guide to replace the outdated print version.

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## **BCIT: British Columbia Institute of Technology**

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

### ***New Website***

The Library will launch its long awaited new website during October. The new website will streamline access to the Library's databases and catalogue. Also, the new website will allow the Library a greater array of access points.

### ***Electronic Reserves***

We are now into the 2nd semester of offering electronic reserves to faculty. In the pilot project we concentrated on reserves for Nursing faculty. The project has been very successful (almost too successful in terms of workload). We are now planning the next stages of the project and ironing out some of the bugs encountered in the first phase.

### ***Library Renovations***

Burnaby Campus Library has undergone some minor renovations during the summer months. Most evident is a refurbished lobby, which now includes an office to house the staff in Records management, FIOPOP and Copyright, a multi-purpose meeting room and a new alcove to accommodate Student Association photocopiers for student use.

The lobby also includes new entry doors, which replace the doors that date from the original construction of the Library, over 35 years ago. The updated look provides counter space for students to finish their food and beverages before entering the Library.

### ***Institute Archives***

During the summer months a feasibility review regarding the establishment of an Institute archive was undertaken. As a part of the project a physical inventory of BCIT's archival holdings (currently maintained by the Library) was undertaken and resulted in over 200 accession records being created. The final report

regarding the Archives now goes forward for consideration.

### ***Library Instruction***

Last Spring the Library hired Gary Armstrong on a temporary contract to investigate and make recommendations re what if any changes need to be made to Library instruction at BCIT. We are now in the process of implementing the recommendations of his 25-page document.

### ***Faculty Survey***

Last Spring the Library conducted a faculty survey to determine faculty understanding and satisfaction with Library services. Analysis of this survey has now been completed, and indicates that there is significant overall improvement in faculty satisfaction with Library services and facilities. The goal of the survey, which is conducted every two years, is to get feedback from faculty on a variety of topics relating to the BCIT Library system. All three library campuses were surveyed (Burnaby, ATC, PMTC), with close to 400 faculty and staff taking part in the survey. The 2002 survey closely modeled the 2002 BCIT Library Faculty / Staff Survey, allowing comparisons of quantitative results from the two surveys.

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## **Camosun College**

*submitted by Richard Baer, Chair, Library Services*

### **1. Chair**

Richard Baer took over as Chair from Catherine Winter effective Sept 1, 2003.

### **2. Budget**

Received .7 librarian to add to an existing .3 contract. Nancy Henwood had the .3, she is now full time continuing. Camosun now has 4.5 FTE libns. Extra funds (this year only) allowed us to hire Will Meredith from Montreal for weekends and reference. He is on for 20 hours/week until end of fiscal. We now cover each weekend day with 4 hours of libn as well as extending weekend hours. We closed Interurban on weekends and redeployed staff to open Lansdowne 10-6 on Saturday and 2-6 on Sunday.

Book budget up to \$87K. Increase of \$15K from last year. Base is 12k, "operationalized" capital is 75K, up from 60K. Ask Richard for details on what "operationalized" means.

### **3. Learning Commons (LC)**

Going very smoothly. 16 computers at Lansdowne, 8 at Interurban. We have the furniture delivered, the computers have been stored since the summer and the network wiring is done 6 weeks before startup of Jan 2003. Computer Services has assigned an Instructional Assistant to remote labs, we are the biggest such lab so get good support. Training of staff starts Dec 9. We are presenting the training in the same order that students cycle through a semester. First comes registration, getting network accounts, Webct registration, etc. Then we will follow that with training on the MSOffice suite.

### **4. Self Serve Reserve**

Renovations were done over the summer, the room was open on first day of classes. Very popular, our reserve circ stats are dropping but we won't really know the workload implications until the semester is over.

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## **Capilano College**

*submitted by Annette Lorek, Librarian Coordinator*

Most of the news this time is from our *Circulation Department*.

- The College is acquiring Banner software to manage student records and online registration. David Lambert, our Circulation Librarian, will be looking into how other colleges with Banner and Innopac library software handle downloading and updating of patron records.
- By May 2003, we should have an Identacam system in place for patron i.d. cards. These will include a colour photograph, signature strip and magnetic strip for financial transaction and computer lab access.
- Two staff members have been affected by repetitive-motion injuries and are currently off work on disability claims.
- David Lambert is also a member of the College committee dealing with our institution's Emergency Preparedness Plan, which is now in the employee training phase.

#### *Technical Services Dept.*

- In addition to our regular work, cataloguing of the former Pacific Region Institute of Tourism collection is proceeding, and the de-accessioning of the majority of the Squamish campus collection has been completed. This collection was previously removed from the Squamish Campus reading room, at the campus manager and faculty's request. A core reference collection is still in place.
- Our Assistant Cataloguer is currently away on short-term sick leave.
- We are printing out government documents now only available in electronic form and binding them ourselves.

#### *Systems Dept.*

- We are working on revising our Library Web Page, to make functional and aesthetic improvements, and to bring it more in line with the revised College Web Page.
- The Library has now 70 wired ports, distributed over two floors, that students will be able to use to access the College network, including the Library OPAC and online databases, with their own laptops. To use these ports, students must first apply for an account with our Computer Services Dept.
- The College is converting to Novell Groupwise email software, and training of Library and other employees is currently in process.

#### *Squamish Campus*

- Five new networked computers have been installed in the public access area, thanks to a donation, providing Internet connection to online Library holdings, as well as other online information and services offered by the College. These computers are available to students and members of the community.

## **CILS: B.C. College and Institute Library Services**

[www.langara.bc.ca/cils](http://www.langara.bc.ca/cils)

*submitted by Mary Anne Epp*

*Director of Contract Administration, Langara College*

In the first six months of the budget year, 361 students requested services from 19 colleges and institutes. They were enrolled in almost 200 different courses. CILS received 1254 requests for braille, tape, large print, electronic texts and CDs. The student disabilities were represented as follows: 255 had learning disabilities, 78 had visual impairments, 17 had physical disabilities and 11 had multiple disabilities. (Breakdowns by [institution](#) and [course](#) are appended as spreadsheets).

The CILS collection provided 643 titles in audiotape, large print and electronic text formats from its own collection and another 415 titles in the collections of other provincial, national and international agencies with which CILS has arrangements for borrowing.

The production of analog tapes predominated as the single most requested medium. However large print and digital formats in both text and audio were also produced. Digital formats were developed in a variety of ways:

- electronic texts in various versions (e.g. Word, ASCII, PDF);
- digital audio; and
- a combination of electronic text and digital audio with varying levels of structure.

CILS is beginning to transfer to digital production methods as analog equipment becomes obsolete and more students have access to digital equipment. CILS has been fortunate to be involved in a number of national and international partnerships to test new hardware and software and provide advice on educational applications of digital files for students with print disabilities. CILS contributed expertise to the development of an upgraded adaptive technology lab funded through Langara College Foundation grants.

Whenever possible, CILS staff requested publishers' files for conversion to appropriate formats. Although more publishers are cooperating, the industry as a whole is not yet supporting access to its digital files. CILS is collaborating with other national and provincial groups to promote the development of a national repository of Canadian publisher's electronic files for easier access and conversion to alternate formats.

On-line courses are rarely developed with accessibility in mind. CILS staff have provided advice and recommendations to individuals requesting information on on-line accessible formats.

In collaboration with Adult Services BC (equipment loan bank) and the Provincial Resource Centre for the Visually Impaired (PRCVI), CILS is planning several regional workshops on the new technology for students with print impairments. The workshops are aimed at disability service coordinators, library employees, and vision teachers.

## College of New Caledonia

*submitted by Kathy Plett, Library & Media Services Director*

The Library "stepped out" this year during Student Orientation Week, with a booth at the Info Fair and presentations to various groups. We also gave out free donated paperbacks to students obtaining new library cards or signing out their first books. It was a very positive experience and made them feel welcome.

In other respects, it has been a difficult fall. Budget constraints led to a reduction in Library opening hours and the Media Services department was downsized following the retirement of long-time manager Stu Berry. This comes at a time when we've "never been busier." Hats off to staff for coping with increases as high as 24% in equipment bookings and 16-18% in circulation. I should add that, thanks to a staff suggestion, we now have anti-fatigue mats at the circulation counter.

On the technology front: Over the summer, the college network was upgraded and more security measures were introduced (continuous virus checking, deep freeze software, firewall, etc.). Netscape was removed from the standard lab set in favour of Explorer. People who formerly used Netscape Messenger for e-mail are being migrated to a web-based e-mail package, with training and instruction sheets being provided by the Library. Our request for a proxy server is still in process.

Librarians are now offering an e-mail reference service ("Ask a Librarian" form), and have also assumed responsibility for general college e-mail inquiries.

The laserprinter in our public area was moved to the circulation desk and everyone now pays 10 cents/page for printing. As one librarian notes, this has caused students to "evaluate carefully" before printing!

Thanks to our Facilities department, we now subscribe to *CCInfoWeb*, which includes the online MSDS Material Safety Data Sheets collection. This is a campus-wide license, enabling employees to access over



200,000 data sheets as well as a host of related chemical and health/safety information at any workstation. A special orientation was held for members of the Health and Safety Committee. Chemistry faculty were also pleased with the addition.

The new *Health Source* databases are extremely popular, and have raised the profile of our *Journals* web page even further. It is consistently in the "Top 5" list of College web pages tracked by WebTrends software.

*Privacy Issues on the Internet* was the topic of a popular workshop hosted by the Library in November. Participants were given an insight into the fascinating world of "spam, sniffers and spyware!"

A longer-term Technology Plan is being developed for the College and I have been participating on the committee.

Regional campus news: The Burns Lake FAS/FAE collection continues to grow. This campus is a recognized leader in the field and will be hosting a national conference on FAS/FAE next year. At the campus, the library was moved over the summer and is now adjacent to a computer lab, with the library staff member helping out in the lab quite often! In Mackenzie, library space is being expanded as part of a campus-wide renovation project. In Quesnel, there have been some unfortunate reductions in staffing and opening hours. The College is, however, continuing to pursue plans to build a new campus in this community and has good community support for this.

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## Douglas College

*submitted by Carole Compton-Smith, Director of Learning Resources*

### *People*

An additional service activity, audio-visual equipment loans, has been added to our David Lam Library operations. This has meant considerable rescheduling of our New Westminster audio-visual staff so that the new service area can have five days a week of staff coverage. Staff are now working at two locations, New Westminster and Coquitlam. This new service area is being handled with no new staffing and certainly congratulations need to go to all staff in handling these new responsibilities. The audio-visual software and print services are now integrated at the one circulation counter at both New Westminster and Coquitlam.

New staff this semester includes Moira Fentum, Marlene Dilley and Deanna Waldron. Moira and Marlene are covering educational leaves and Deanna replaces our evening circulation assistant.

Penny Swanson is Chair, Educational Council and consequently is half time in the library. Joan Wenman continues her role as Treasurer, Douglas College Faculty Association and is three quarters time in the library. Susan Ashcroft continues on the College Board.

### *Systems and Technical Services*

In the late spring the library hosted INNOVATIVE information sessions over a two-day period. Librarians from SFU, BCIT and West Vancouver Public Library also attended the presentations given by Ronnie Storey-Ewoldt. MetaFind and WebBridge and other modules were reviewed at the public sessions while for Douglas College staff a review of MilCat and Electronic Reserves was presented.

### *Renovations*

The audio-visual work space at New Westminster has been renovated to provide a more private work area. The circulation counter has been revised and shortened so that check in and check out transactions, that is print, audio-visual software and reserves take place at the one location. The equipment booking location remains as a stand alone activity.

### *Instructional Services*

This year saw another increase in the number of hours of library instruction. In total over six thousand students attended library instructional sessions. All sessions are pre-booked with the librarians presenting curriculum specific instruction. The two Electronic Library Facilities, one at New Westminster and one at Coquitlam will each be equipped with a Smart Board for touch screen access to the library web pages and electronic learning resources.

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## **ELN: Electronic Library Network**

*submitted by Anita Cocchia, ELN Manager*

The ELN Interim Progress Report, July-October 2002 is now available at [www.eln.bc.ca/about/reslib/statrep.html](http://www.eln.bc.ca/about/reslib/statrep.html)

Highlights include:

### ***Strategic Planning and Governance***

Terry Piper, President and CEO (interim) of the Open Learning Agency and Provost of the British Columbia Open University, delivered a prepared statement to OLA staff on October 30. The statement addressed the outcome of the core services review of OLA and provided information on the future of ELN. In the statement, ELN was referred to as a small, but vital service identified as "core to government." The Minister committed to protecting and transferring ELN to the institution that provides the best fit for the public post-secondary system. The intention is that ELN staff will transfer with the service.

A meeting with Dawn McKay, the ELN ministry representative, has been scheduled. Further details about the destination of ELN and/or the process for the transition will be released as they become available.

The ELN Strategic Planning process is well under way. The web based ELN Town Hall has been developed to gather input from ELN stakeholders to inform the development of ELN's 2003-2006 Strategic Plan. Discussion areas have been set up to encourage feedback on institutional challenges and issues, ELN products, services, and governance, as well as strategic alliances, technology, and new directions. Connect to the Town Hall from the 'What's New' section of the ELN web site at [www.eln.bc.ca](http://www.eln.bc.ca)

### ***Strategic Alliances***

In September 2002, ELN participated in a meeting with the Deputy Premier and Minister of Education, the Honourable Christy Clark, MLA, to discuss the possibility of extending provincial database licensing among all types of libraries, specifically school libraries. The Public Library Services Branch, the British Columbia Library Association, and ELN have worked cooperatively for over ten years to provide BC's public, college, and university libraries access to world-wide databases at cost effective rates. This foundation has worked well in BC and is a model that can be extended to include school libraries.

### ***Database Services***

For the period July to November 2002, ELN licensed 2 new products, renewed 11 titles and currently has 2 trials underway. ELN has a new licence for Gale Group's Contemporary Authors (ranked 1st on the 2002/03 ELN Ranking Survey), along with Contemporary Criticism-Select and the Dictionary of Literary Biography. ELN, in partnership with the Council of Prairie and Pacific University Libraries (COPPUL), provided pricing, trial and licensing information for E\*Subscribe (ranked 5th on the 2002/03 ELN Ranking Survey). In cooperation with Public Library Services Branch, and on behalf of Consortia Canada, ELN began negotiations for a national site licence for Globe and Mail's Canada's Heritage from 1844.

### ***Resource Sharing***



The 2001 Resource Sharing Survey gave ELN a strong mandate to investigate the possibility of enhancing OutLook OnLine ILL through the addition of Z39.50 capability and ISO compliant ILL software. ELN participated in the Auto-Graphics (A-G) User Group meeting in October, where A-G announced some exciting development work along these lines. A-G has recently released a new interface, AGent, for beta test. One of the new features of AGent will be the capacity to act as a Z39.50 client. This will make it possible to include libraries not contributing to the OutLook OnLine database in searches, both in BC and beyond. Programming is underway to make the OutLook OnLine interlibrary loans module ISO compliant. ISO 10160/10161 is an international standard for interlibrary loans communications, designed to allow requests to be transmitted between different interlibrary loans systems. Release of the ISO compliant version of AGent is currently anticipated for summer 2003. This version will allow Impact/Online to both send and receive requests from other ISO compliant ILL systems.

### ***Staffing***

In October ELN welcomed Heather Morrison as new Project Coordinator. Heather comes from Alberta where she was involved with numerous consortial projects with The Alberta Library and the NEOS Library Consortium. Heather's primary responsibilities include

- Resource Sharing services (including OutLook OnLine, NET, MEC)
- Resource Sharing statistics
- Union database development
- Communications

She can be reached at

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## **Emily Carr Institute of Art and Design**

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

### ***Artists' Book Collection***

The Emily Carr Institute of Art and Design Library has the beginnings of a collection of artists' books including titles by Edward Rusha, Joyce Wieland, Martha Rosler, Gilbert & George and Marcel Broodthaers. Many of these titles are now on view in the library in a new display case on the mezzanine floor. We are raising funds to add to this interesting collection.

### ***Library Orientations***

September was once again a busy time in the library with orientations for the Visual Culture class. This large class has 12 tutorial groups of 20 students each and it has been challenging to set up orientations to enable the students to spend enough hands-on time with online indexes as more of our resources become available electronically.

### ***IPAC***

We are working on the IPAC 2 upgrade and plan to have it up early 2003.

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## Justice Institute

*submitted by April Haddad, Institute Librarian*

**SIRSI:** We are in the process of installing a new server for SIRSI. Serials are being catalogued now and the serials module will be implemented in December.

**Staff:** Janet Mensah, our Library Technician for interlibrary loans and circulation has left us for the Mississauga campus of the University of Toronto Library. Rob Hooft, video booker, has taken on interlibrary loan, and we have hired a Systems/Circulation Librarian (Christine-Louise Dujmovich).

**Hours:** We are now open Saturdays from 9am to 4pm (from September to June).

**ISO 9001:** The Library has just become ISO 9001 registered along with many other support services at the JI, so our entire organization is now ISO 9001 registered. ISO 9001 is a quality management system based on international standards.

**Store:** The JI now has a store where you can purchase all sorts of stylish clothing and giftware, and a small number of books.

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## Kwantlen University College

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

The past six months have presented us with many challenges in the library. Unfortunately, we closed one of our campus libraries in June. We were busy over the summer preparing for a visit from the AUCC accreditation team, implementing new services such as E-Reserves and revising our library web site. We experienced one of our busiest Septembers ever and have received positive student feedback on new initiatives.

### **AUCC**

A team from the Association of Universities and Colleges of Canada visited the Kwantlen Library on August 16th. We made a brief presentation at the Surrey Campus Library. We are waiting for their report.

### **Newton Campus Closure**

Our Newton Campus Library closed on June 14, 2002. The Librarians and Staff worked very hard throughout most of the summer to pack up the library and arrange for a smooth transfer of materials to the other campus libraries. Although some programs have been moved from Newton to the Surrey campus, other programs (mainly trades) will remain at Newton for at least another year. The Librarians, together with library staff and instructors, worked out a detailed plan for providing library service to the students remaining at Newton and this stood us in good stead as we made the transition to a three campus institution. There were two library employees affected by the closure: campus senior assistant Jane Robinson and Judy Isaac. Fortunately, both were able to take positions at the Surrey campus library.

### **E-Reserves**

Our E-Reserves service was implemented during the summer. This service allows students to access on-line articles that their Instructors have placed on Reserve either through their Web course pages or through the Library Reserve Module. Students and instructors have received this new service with enthusiasm. More

students have been accessing our collection from off campus and they appreciate being able to download reserves from home.

### ***Library Instruction***

Once again, September was a very busy month for Library Research Skills Classes/Orientations. During the first week of September, the library participated in the College's First Year Experience Program. The library set aside time during the first week of September to provide special orientations and research skills classes for first year students participating in this program. During the rest of the month, we conducted 89 classes across three campuses. This represents approximately 2,262 students and is a 5% increase in the number of students over last September.

During the fiscal year 2001/2002, the number of classes taught was up 25% over the previous fiscal year and the number of students was up 15%.

### ***Information Services***

Our reference statistics for 2001/2002 were down 10% compared with 2000/2001. One of the reasons put forward for this decrease was the fact that the information desk must close while the librarian conducts an orientation. Given the fact that orientations were up 25% during this period, it is not surprising that we saw a decline in reference statistics.

The librarians decided to undertake a new initiative during our busy orientation time in September to try to address this decline in reference statistics. Librarians were asked to give up office time to work at the reference desk during most orientations. Each librarian was asked to keep a tally of the office hours that were used to work at the reference desk. Later in the semester, a sessional librarian will be hired to replace a librarian who will use this compensating shift off the reference desk to work in the office. The good news is that the September reference statistics show an increase at all campus libraries over last September and a remarkable 40% increase at our busy Surrey campus. This initiative was successful in increasing our student contact at the reference desk.

### ***Library Web Site***

Visitors to our library web site will notice that a thorough revision has taken place. The web site includes more information on library collections and services and is organized in a very user friendly way. There are new links including **Our Journals at Kwantlen**, which gives students information on print journals that we subscribe to and to journals that are included in our web article indexes. **Ask a Librarian** invites students to send e-mail reference questions to a librarian by filling out an on-line form. In addition, there are links for a **Library Directory** and **Library Calendar**. The revised web site has been advertised throughout the college and has been well received. In fact, our statistics on the number of times our web site has been accessed have increased significantly over September 2001. Visit us at [www.kwantlen.ca/library](http://www.kwantlen.ca/library).

### ***Database News***

We have added *Gale Literary Criticism Select* and *Sociological Abstracts* to our Article Index page on our Library Web site.

### ***Circulation***

During the fiscal year 2001/2002, our circulation count, including in library use, was 157,670 and our gate count was 639,970.

In May 2002, we began a campaign to encourage students to give us their e-mail addresses. By providing us with email addresses students will receive:

- instant notification when a book that has been requested is ready for pickup;
- instant notification that a book a student has out on loan is needed by another and must be returned;

- e-mail overdue notices - students can clear up any overdues before they interfere with registrations;
- new book lists.

This new initiative will provide better service for students and will allow the Library to reduce the costs (both money and staff time) of purchasing, producing and mailing paper

### ***Serials***

We are conducting a trial of an enhanced version of the electronic journal service from Ebsco. So far, the results are positive and we look forward to increasing electronic access to our collection

### ***AudioVisual***

During the fiscal year 2001/2002 charges of bookable software were up 21.06% over last fiscal year. Booking statistics for AV software both internal and external were up 5.18% while equipment statistics were down 7.41% over last fiscal year. Statistics for September show both software and equipment up over last September.

We are now using the Unicorn Booking Module to book videos instead of using Median. The implementation of this module has facilitated full integration of booking into our library system and allows us to do new things as well as streamline operations.

### ***Interlibrary Loan***

Ariel is up and running and the turnaround time for journals has improved. During 2001/2002, there was an overall increase of over 30% in activities in both borrowing and lending, filled and unfilled. We loaned 1,253 items and borrowed 1,607 items.

### ***Technical Services***

Our collection count for 2001/2002 is 159,372. Staff has been busy processing materials purchased as a result of the increase last year to our operating and capital budgets.

### ***Collections Development and Degree Collections Development***

We are currently drafting a plan for faculty liaison that will have an impact on the way we do collections development.

The increase we received to our operating and capital budgets in 2001/2002 for purchasing library materials has had a very positive impact on our library collection.

We continue to work with the Kwantlen University College Foundation department to identify funding needs.

### ***Library Day***

The library was closed on April 30th for our annual library pd day. This year's theme was working and communicating in a multicultural environment.

### ***Staff News***

Marjorie Coey, Assistant to the Dean and long time library employee, retired at the end of July. A reception attended by many of her colleagues, friends and family was held at the Langley Campus in August. At the reception, Marjorie was presented with a beautiful, stained glass Kwantlen plate by our president, Skip Triplett. Following the reception, Marjorie was treated to a restaurant dinner hosted by our dean, Cathy MacDonald and Kwantlen library employees. We will miss Marjorie's wit, wisdom and experience and wish her well in her retirement.

Ann McBurnie took on the position of Dean's Assistant after the retirement of Marjorie Coey. Ann had formerly been the Senior Assistant at the Surrey campus Library.

Jane Robinson became the Surrey Campus Senior Assistant in July. Jane had formerly been the Newton Campus Library Senior Assistant.

Judy Isaac, Library Support Assistant, transferred from the Newton Campus Library to the Surrey Campus Library in July.

## Langara College

*submitted by David Pepper  
Director, Library, Media & Bookstore Services*

- Langara's student handbook was re-invented as "Connections" by a College-wide project team, led by the Director, Library, Media & Bookstore Services(LMBKS). The project provided a great opportunity to illustrate the diverse talent in LMBKS. CILS and Instructional Media expertise went into action and produced the student guide in a number of formats for students with print impairments. Besides being available in print and on the Web, "Connections" now exists in large print, audiotape, digital audio and e-text formats. The result: an integrated, student-centered project.
- Sean Brooks, CILS technician, received his CNIB transcriber certification. He is now certified in Literary Braille Transcription in North America.

The English Braille Standards Committee of the Canadian Braille Authority (CBA) has been awarded an E-text Related to Braille Research and Access Project grant from the Canadian Braille Literacy Foundation. The primary objectives of this research grant are to guarantee that all users receive accurate, useful and electronic-text transcriptions and to standardize their format for production of Braille, e-text and large print formats.

A sub-committee, chaired by Sean Brooks, has been struck with reps from BC, Alberta, Manitoba, Ontario, Quebec and the Atlantic Provinces.

- Langara College hosted the first-ever BC Post-Secondary Support Staff Conference on June 12. Committee Chair for the conference was Sylvia Skene, Library Technician with AEMAC. If you want more information about the June 4, 2003 conference, see <http://www.langara.bc.ca/psssc/>
- The College is looking to implement a Web Time Entry/Leave Recording system. LMBKS has been asked to be the pilot for the prototype because we have a centralized model in place already for absence reporting/monitoring.
- The Library is in the process of replacing the WebPac interface to the Dynix catalogue with the long-anticipated iPac. We expect an implementation date of April 2003.
- LMBKS had the largest number of employees donate to Langara's internal SOS [Support Our Students] Campaign 2002.
- Our Media group successfully negotiated a sale of withdrawn Library media material to the film production company that has been filming Stephen King's "Dreamcatcher".
- Laura Game, an office assistant in Library Contracts, was one of three SFU marketing students (dubbed "Team Baked Potato") as North American champions in the finals of a worldwide computer marketing challenge, sponsored by L'Oreal. The team was #1 of 790 teams in the world after the first rounds of competition. [Ed. Note: a Polish team won the final challenge ... but our congratulations to Laura and her teammates for an amazing performance!]
- Alison Curtis, Reference Librarian, participated with the Dean of Student & Ed Support Services and the Dept Chair of English in a professional development workshop on "Plagiarism – minimize, diagnose, respond." See the student

Web pages at [http://webpac.langara.bc.ca/asp/avoid\\_plagiarism.asp](http://webpac.langara.bc.ca/asp/avoid_plagiarism.asp)

- Instructional Media Services received an unprecedented \$65,000 in capital money this year. Subsequently, Kees Hof, Supervisor, has been negotiating significant discounts with suppliers to stretch that \$65,000 even further!
- Hits on the Library's Web page reached 261,954 in September, placing it #3 in Langara's Top 30 listing.
- In collaboration with Information & Computing Services, we've started to develop a series of computer infrastructure schematics for LMBKS. The Bookstore was the pilot project. Each hardware/software/communications component is identified, along with first, second and third level backup. Information will be invaluable when the "system" is broken, when we're discussing enhancements, capital budget requirements, security, etc.

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## Malaspina University-College

*submitted by Linda Leger for Catherine Whiteley, Acting Director of Libraries*

The one major project that Catherine Whiteley, Acting Director of Libraries, and most of the library staff have been immersed in since our last newsletter entry is planning for the addition to and renovation of the Library. The new facility will integrate a variety of student services, including traditional library services, the bookstore, print shop, and a much expanded Information Commons. Faculty support services for teaching, research and technology will also be part of the mix within a centre for teaching excellence. Information Technology (IT) will be one of several tenants in the new facility. Especially important has been the planning for expansion opportunities to accommodate growth in the future: the expansion will be able to handle an extra floor, and space can be freed up when tenants vacate their respective spaces. The vastly increased seating and carrel space being planned for students cannot arrive soon enough.

The reference librarians are as busy as ever providing library research instruction to classes, reports Jennifer Brownlow, Coordinator of Reference. The students and librarians alike have been appreciating the expanded GODOT linkages recently made available in a number of our high-use indexes. The librarians have been adding noteworthy weblinks to our online catalogue at a quickening pace; these abbreviated catalogue records are routinely uploaded to the catalogue by our cataloguer. Linda Leger has completely revised the online Research Skills Modules, which provide instruction and screen captures useful in teaching and learning the new article indexes. At the beginning of the semester, the Library hosted a wine and cheese reception to welcome new faculty, show off our resources, and introduce the liaison librarians responsible for their respective areas of the collection. Over the summer, Jean Blackburn (IT Librarian) presented a workshop at the Justice Institute on the differences in communication between instructional and technical personnel.

Hans Fadum, Cataloguer, reports that Lynda Colbeck has completed her contractual tasks cataloguing the Small Woodlands Collection and the backlog of donated materials. In addition, Ivan Cormier, formerly one of our student assistants, has joined the Technical Services staff in catalogue finishing.

Jean Blackburn is pleased to report that the printing system pioneered in the Library last spring has now been adopted campus wide, the new digital microform scanner has been installed, and several computer-savvy students have been hired to provide computer support for students using the Information Commons during our evening and weekend hours. Johnny Blakeborough, Media Technician, continues to integrate the multimedia functions into the Library's Information Commons.

Kate Challenger, Manager Loans Services, notes that the number of faculty members using the electronic reserves service has been steadily increasing. In addition, users are finding and using the newly installed self-checkout station to sign out their materials, reducing and bypassing the checkout lineups.

Vicki Tysdal, Senior Library Assistant Powell River Campus, reports that they have recently implemented a mini-Information Commons using a computer, scanner and colour printer donated by the Powell River student union.



Several other staff changes have occurred. Eileen Edmunds joined our staff as the Regional Campus and Loan Services Librarian in June. Eileen's arrival has permitted Gwen Bailey to assume her duties as Coordinator of Library Systems full time, and Linda Leger to assume her new duties as Collection Management Librarian. Laura Halliday and Donna Holt have joined the Cowichan Campus Library team as Library Assistants. Janice Buie was the successful candidate for the Library Assistant Client Services position, and will be responsible for library reserves. Colleen McLennan has joined us as a part-time Library Assistant. Bob Dobinson has been helping out on a part-time basis as our IT technician.

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Library staff members were all deeply saddened by the death of Patricia Lloyd in early June. Pat joined the Library as our Director in spring of 1997. During her tenure, she was instrumental in establishing the Information Commons and spearheading the library expansion project. She will be remembered for her vision, leadership, and wonderful sense of humour.

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## North Island College

*submitted by Mary Anne Guenther, Coordinator, Library Services*

The Library recently participated in the Educational Support and Student Services divisional planning, which was held by ITV. During two half day sessions, approximately eighty staff from registration, assessment, financial aid, computing and library worked in teams to build awareness and develop next year's objectives. ITV allowed the participants to contribute both locally and to a wider audience, without a great deal of work disruption.

The library had the opportunity to inform other members in the division about staffing and collections needs, both being our biggest challenges for next year. While staffing levels have improved at two of the three campuses, staff workload at the Comox Valley campus, where centralized services are provided, has not been adequately addressed. In addition to staffing, acquiring a stable collections budget is also a high priority.

The library saw a number of staff changes this year. One long serving staff member retired, another accepted a position in cataloguing, another resigned to take a position at Malaspina, and a new part-time position was created. We consequently have some new staff as well as staff new to old positions.

During the fall semester, library staff concentrated on providing library instruction to individuals and groups, including faculty. We introduced some user services such as online renewals and requests, which have been popular.

Over the summer, library reserve articles were barcoded for better circulation control, replacing manual procedures and providing better tracking. Plans to upgrade the library software have been postponed until December when a server replacement is expected.

Collection management activities, including interlibrary loan assessment, weeding, consultation with faculty and acquisitions have continued to be a focus. The one-time funding from the Ministry in 2001 will be encumbered by March 31, 2003, as originally proposed (an eighteen month project). Workload for acquisitions and cataloguing staff has been heavy. Similarly, public services staff report a hectic fall semester.

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## Northern Lights College

*submitted by Janet Beavers, Coordinator, Library Services*

More staffing change as our Circulation clerk in Fort St. John completed her teaching certificate and accepted

a teaching offer she couldn't refuse. We now welcome Florence Stelmack to the position. Florence has several years experience in various libraries in the province and some of you will recognize her name as the FSJ campus has a very active interlibrary loans and video booking faculty. The FSJ campus has also been very active in orientations and bibliographic instruction with Charmaine Borden, the campus Librarian, in much demand in the classrooms with her excellent Powerpoint presentation on library and research skills. The Library there was also busy recently when they hosted a poetry reading with Lorna Crozier, one of BC's best-known poets.

### *Systems*

We recently upgrade our SIRSI NT to the 2002 version. We had a lot of little problems for some reason but the subrelease 2002.0.15 has fixed most of them. We are very happy with the new acquisitions wizards and they're making our move over to using the acquisitions module much easier.

Cataloguer Lynn Ripley completed a summer project to classify our serials collection of the Dawson Creek campus and enter control records for them into the SIRSI serials module. We're now checking them in online as they arrive. We are one of the few libraries still circulating our periodicals collection so online checkout has made it easier.

Our students are moving a lot this year into group classroom multi-media presentations. We're in the process of adding software and equipment to help them: Powerpoint software on all Library lab computers, a cd-burner, a laptop and Proxima projector that they can book. The faculty Ed Tech specialist will come in and assist them when called. The project is proving very successful and is a big hit with the students.

Ariel is finally installed and running. We're very happy with the fast turnaround time on requests and very appreciative of the assistance from several libraries as we struggled through the ports-on-PLNet problems.

### *New programs*

The Dawson Creek campus has added a Practical Nursing program and FSJ has added programs related to the oil and gas industry. Collection development is underway to support them

## **Northwest Community College**

*submitted by Patti Barnes, College Librarian*

### *Staffing*

- The Technical Services Librarian position (most recently held by Joanne Doucet) was reduced to a 50% position in May and is being split between our two remaining librarians - Michele Cook in Smithers (responsible for the online integrated library system and database-Sirsi, plus all hardware, software, and network issues) and Sherry Morrison in Prince Rupert (responsible for administering the operations of acquisitions, cataloguing, and the library website).
- The cataloguing position has been reduced to 15 hours/week and has been filled by Karen Westby in Terrace.
- Our Acquisitions clerk, Earla Peden, is on an extended medical leave and has been replaced temporarily by Rhonda Edgar, also in Terrace.
- The Evening Clerk position in Prince Rupert was not filled this year.
- Louise Chaput and Rhonda Edgar, circulation clerks, are both enrolled in the Online Library Technician diploma program, offered jointly by Langara and UCFV, along with 5 other northwesterners.

### *Services*

- All English classes in UC and CCP (ABE) programs across the region, as well as Career, Trades and

Transition programs, have received one hour Library orientations in September;

- The 10 Library Literacy units for English 030 are now complete, and have been offered to classes in Terrace, Kitimat, Hazelton, and Houston.
- The North Coast Library Association held their fall meeting - "The Twenty-first Century Digital" - on Terrace campus, October 25th. Twenty-five public library staff attended from Prince Rupert, Kitimat, Terrace, Hazelton, and Stewart, and along with the workshops, ate lunch in the cafeteria and had a tour of the Library and the campus. For many, it was their first time at the College!
- Five English 12 classes (over 150 students) from Caledonia Senior Secondary in Terrace, over a one week period, visited the Library and received the "fast-tracked" Library orientation plus began work on their research assignment.
- Evening and weekend scheduled reference desk hours have been re-established for November and December, to try and serve the students that are not able to access the library during the day. Already, after only one week, the appreciation from students is overwhelming.

### ***Collection***

- Proxy server access to all the Online Journal Databases and Reference databases is now available from off-campus to all registered library patrons.
- Our Library website has a new look - and a new mascot, M. Perrault. Check him out.
- September 20th, Michele Cook guided us successfully through a Version 2002 upgrade to the Sirsi library system. The first to be done in BC for NT users, and for us, a huge leap forward from version 99.4, which was done over two years ago and had not been updated since. Thank you Michele!
- Our new college campus building in Prince Rupert is back on track, with the Library in the centre (as it should be!), including an Archives. The budget, however, remains very tight, and we have been asked to consider fundraising activities "to ensure the building is properly equipped". A Murder-Mystery in the Stacks might be fun - or a Buy-a-Book campaign? All creative ideas will be gratefully accepted.

## **Okanagan University College**

*submitted by Laura Neame, University College Librarian*

OUC library has hired into some additional librarian positions: Jennifer Sigalet is Public Services Librarian, Northern Region, Jan Gattrell is Public Services Librarian, Central Region, Robert Janke is our new Access Librarian, and James Laitenen will be filling the Collections position vacated by Eileen Heaslip. We are currently readvertising our Systems Librarian position.

Internally, we are moving to a Liaison Librarian model, with each librarian taking responsibility for a number of Departments. This involves not just collections issues, but research and instructional support, and assistance in library resource support and development for new courses and programmes.

We are currently working on Phase One of an Information Commons, with a target completion of September 2003. This will include a GIS and spatial analysis centre, as well as a statistical data centre. External funding is being sought for this part of the proposal.

## **Open Learning Agency**

*submitted by Connie Fitzpatrick, Head Librarian*

### ***The Open Learning Agency***

As you may be aware, the Open Learning Agency has been "under the microscope" since the government began its core review process. Much speculation has taken place about our future but it became clearer the last week of October with the announcement of the government's intent to dissolve the Open Learning

Agency. Those parts of the institution deemed as “core” will be preserved in some form – that includes the Electronic Library Network, the International Credential Review Service and the B.C. Open University. The Minister stated that these services would be transferred to a public post secondary institution; the transfer is to be complete by September 2004. I will not go into the details of the full announcement, but refer you to the announcement made by the Minister of Advanced Education.

The Open Learning Agency Library provides library services to all components of the Agency; however, the bulk of our service is provided to the staff, faculty and students of the B.C. Open University/Open College. As such, the Library is being considered part of the B.C. Open University.

### ***Serving Students***

Since the Library brought its Student Library Service home in January 2002, (formerly located at SFU Library) we have noticed a substantial increase in the number of students served. Even though we are an open learning/distance education institution and serve our students remotely either through traditional or electronic means, a number of students have been able to come to the Library in person. It is gratifying for us to work as well with them in person!!

### ***The Library Collection***

The Library’s resources, both electronic and print are expanding to meet our growing needs, especially in the health sciences area. Our Dean of Health and Human Services provided funding for the purchase of numerous nursing resources which we are in the process of adding to our collection.

### ***Serving staff and faculty***

The Library has become increasingly involved in the course development process, meeting the information needs of the staff in the Product Research and Development Group. We are now considered integral to the process and participate on course development teams providing access to appropriate electronic resources. One of our librarians is also involved in the learning object metadata initiative.

All in all, even though the past year has been one of intense uncertainty, in the midst of this, the Library has been growing. Library staff continue to serve students, faculty and staff with the same dedication they have always shown. Many thanks to this special group of positive employees!

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## **Royal Roads University**

*submitted by Rosie Croft, for Dana McFarland, University Librarian*

Our latest news on the maternity leave front is that librarian Shailoo Bedi gave birth to her second child – Eliot – on August 3. Both mum and baby are doing just fine, and Shailoo will be rejoining us at work at the beginning of April. Recent SLAIS grad, Mari Martin has joined us for the duration of Shailoo’s leave.

The maternity relay baton will be passed almost immediately to our Interlibrary Loan assistant Tania Johnson, as Tania and her husband expect their first child in April.

Our serials collection project is well underway: about half our journals have been barcoded and their records cleaned-up. We are also currently installing a new front desk in the circulation area. Hopefully this will have positive effects on ergonomics, workflow, and customer service.

We are also seeing very good work on a number of other recon projects and improvement of cataloguing practices generally due to the efforts of our relatively new team in that area, Naomi Eichenlaub and Paul Burry.

We're considering various options to provide live virtual reference and online classrooms (LSSI, etc), but are still investigating the various products and trying to coordinate our efforts with other departments at RRU. We have started using Ariel for our interlibrary loans (but not without difficulty) and are on the verge of installing RSS as our automated ILL system.

In order to facilitate better access to our collection of online journals, we implemented an integrated journals list this month via Journal Webcite. We've had very positive feedback about this new list so far, and hope it will help mitigate the volume (and user frustration) of our second most popular reference question, "How do I find fulltext for...?"

Though we still haven't quite rid our catalogue of leftover Dewey records, we are ever closer to finishing this project. Pursuant to its completion, we hope to add our library's holdings to the Amicus database for the first time since the days of the military college. We are also motivated because NLC has recently devised an easier method for Endeavor libraries to add their holdings to the Amicus database.

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## Selkirk College

*submitted by Liz Ball, College Librarian*

Castlegar campus library renovations are now concluded, and are being very well received. Most patrons assume there is now additional space, an illusion created by opening visual access across the breadth of the library where large windows frame both ends. (This was accomplished by relocating standard 7-foot shelving, and study carrels. The windows were already there.) The new library computer lab (12 workstations) is in great demand, for individual student use and for library instruction. The lab stations are in addition to 8 standing/quick reference stations. The new and relocated circulation desk, with modular ergonomic work spaces, is proving more efficient than the old. And finally, changing the colour scheme, from the popular orange of the late 1960's, to a more modern hue completes the picture. A grand [re]opening is scheduled for November 29, 2002, in conjunction with the College Foundation's Festival of Trees, an annual week of college-wide events. John Mansbridge, our longest serving librarian, will be feted with the naming of the Mansbridge Kootenay Collection, to honour his contribution in building the library's local and archival collections.

Staffing levels have remained static, and stretched, over the past while. Finding temporary replacements to cover staff absence during illness has been a challenge. Luckily, we were able to hire Sian Landis as reference librarian for fall 2002 semester, but we weren't able to replace the acquisitions technician position. However, regular staff have regained their health, and we will be back at usual strength in January 2003. Regardless, an argument will be made to retain at least a portion of the additional reference librarian position to help to address one of our greatest challenges, that of providing reference and information literacy services for students at other campuses and learning centers, and for distance education students.

We will be moving to a new SIRSI server in the new year, and will look at upgrading to v.2002 after that transition. Staff attended SIRSI acquisitions and cataloguing training at Kwantlen in Surrey earlier this year, and API training in Huntsville.

The Ministry grant monies (originally 2001-02) have been targeted for several areas / disciplines of the collection that were showing great age, or hadn't enough depth to support current levels of instruction. Some of these areas were ESL and international student needs, Early Childhood Education, Social Services, Children's Literature, Latin American Studies, Ecology, etc. While new materials are being added, a much-needed weeding is also being undertaken. It is painful to consign books to recycling! The College Librarian is now sitting on the College Curriculum Committee, a sub-committee of Education Council, giving the library opportunity for input at the planning stage of new courses and programs.

Selkirk Library hosted the West Kootenay [public] Library Association meeting in May, which included an afternoon computer lab orientation to the College Library's online environment. WKLA again visited Selkirk Library this fall, for an EBSCO online workshop, conducted by Lisa Jane Watson in the computer lab.

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## Trinity Western University

David Twiest, retiring Director of Trinity Western University Libraries, has just received an Honourary Doctorate for his 31 years of service to the University. Click on this link to read the full story: [http://www.twu.ca/news/news\\_detail.asp?NewsID=151](http://www.twu.ca/news/news_detail.asp?NewsID=151)

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## University College of the Cariboo

*submitted by Nancy Levesque, Director, Library & Information Services*

Compact shelving has been installed in the Library's former A-V viewing room. Capacity is 20,000 volumes and will bring a temporary relief to our crowded book and journal stacks.

Library instruction classes have been revised to be more interactive with the students. The library classroom includes a ceiling-mounted projector, an instructor work station with an Elmo, and 18 PCs for student use. To accommodate larger classes, the librarians guest lecture in larger multimedia classrooms in other buildings.

For some years, students have been bringing coffee mugs and water bottles into the library, and we have been too busy to consistently and effectively enforce a "no food/drink" policy. Therefore a new policy of responsible use of coffee/water/juice and snacks is in effect. UCC Business Operations has introduced a small coffee/snack cart in the building in response to student surveys expressing a need for more lounge and food services on campus, especially when other areas are closed.

Nancy Levesque was invited to present a paper at an education conference held at the University of Oxford, July 2002.

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## University College of the Fraser Valley

*submitted by Kim Isaac, Director of Library Services*

The UCFV Foundation Board has announced the Gateway to Learning project, a fundraising effort to provide additional electronic databases and updated computers for the UCFV libraries. The lead sponsor is Prospera Credit Union, which has donated \$135,000 over a five-year period, matched by \$75,000 from the Ministry for a total of \$210,000. The Library has added three electronic databases (with plans for the subscriptions to continue for a five-year period), as well as updating a number of public access workstations in Abbotsford, Chilliwack and Mission. In exchange for the donation, Prospera is receiving credit on the Library's Web site. Take a look yourself: [www.ucfv.bc.ca/library](http://www.ucfv.bc.ca/library). We are hoping that other sponsors will follow Prospera's lead in this unusual fundraising endeavour.

After 27 years as Technical Services Coordinator, Judy Inouye retired at the end of August. Judy was also our systems librarian, and shepherded the Library through the implementation of UTLAS, BUCAT, and SIRSI. Those of you who know Judy will know how much we will miss her outstanding knowledge, dedication and professionalism, and perhaps most of all her wicked sense of humour.

We are delighted to welcome Corinne McConchie to the position of Systems and Technical Services Librarian. Corinne was the Manager of Technical Services at both Surrey Public and Greater Victoria Public Libraries, and brings a wealth of knowledge and experience to the position. (Some of you may know her as the former Corinne Peters.) Corinne is a graduate from the Library and Information Technology Program, back in the days when we were Fraser Valley College. She went on to obtain her BA and her MLS from UBC. Corinne has been a sessional instructor for the LIBT program, and we consider ourselves extremely fortunate to have her as part of our team.



After two false starts, it now looks as though we will finally break ground on a new building for the Chilliwack campus. The Library will be the largest tenant in the new building, which was originally designed in 1994. The NDP government of the day withdrew funding for the project, so it was put on hold until 2000, when we were asked to bring the plans up to date. Unfortunately an election and change in regime led to another postponement in 2001, but unexpectedly over the summer word came that the project will be funded. It's about to go to tender, and we hope to move in by the summer of 2004. This building is desperately needed; the existing structure was built as temporary quarters in 1975, and is overcrowded and unhealthy with moulds and mildew.

As of April 1st, 2002, the UCFV Library is a member of COPPUL, the Council of Prairies and Pacific University Libraries. Membership in this consortium brings many benefits for us, including preferential interlibrary loan rates, participation in consortium licensing of databases of interest to universities, and the ability for our faculty and students to obtain limited borrowing privileges at partner institutions within COPPUL and in other university library consortia across Canada.

Providing staff training is always a challenge due to lack of funding and time, and in the fall of 2001 when we decided to make the change from the Infview to Workflows version of SIRSI, we needed to find a cost-effective way of training all our circulation staff. We were extremely fortunate in being able to take advantage of the knowledge and expertise of our neighbours, Kwantlen University College Library, which also uses the SIRSI system and which had migrated to Workflows the previous summer. We contracted with Kwantlen to provide us with two days of training on site in Abbotsford, and Debbie Smith and Ruth Mullane, Kwantlen's Library Resources Technicians, came out and worked with our staff. This was a tremendous success, and a wonderful model for library cooperation.

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## University of Northern BC

*submitted by Alison Nussbaumer, University Librarian*

UNBC is happy to welcome Heather Empey to the Weller Library. Heather is our new Education Librarian and she began working with us in July. Heather has been energetically organizing/building the collection, website and physical plant for our new Curriculum Laboratory. The Curriculum Lab will open its doors the beginning of January and the grand opening is slated for Jan. 17, 2003.

The Weller Library is undergoing several renovations: the building of the Curriculum Lab; the relocation and expansion of space for Archives and Special Collections; and a new design, open-space and increased access to the OPAC area. In January we will be commencing a pilot project for designated carrel and locker space for graduate students.

Keep up on the latest news, posted on the main UNBC Library page at <http://lib.unbc.ca/>

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## Vancouver Community College

*submitted by Lila Heilbrunn, Director, Library and Learning Resources*

### ***Staffing***

For the past few months, the library has been coping with budget reductions at the College. Every library department was effected by layoffs and bumping. Many employees have had to learn new jobs and have incorporated new tasks into their daily duties e.g. the ILL assistant now handles all ILL requests including media. As a result of staff losses opening hours have been curtailed. Library employees have shown remarkable fortitude and resilience and despite all the changes, have continued to provide excellent service

In July, my responsibilities were expanded to include the Learning Centres. The Learning Centres have also seen significant staff change. They have a new coordinator and three of nine positions have been bumped. I have been attempting to find synergies between the library and the Learning Centres in the hope of creating a learning commons.

IMS lost their coordinator and recently the two graphic designers moved to the Marketing Department.

### ***Facilities***

The Circulation desk at King Edward Campus has finally been replaced. We have also added some shelving at both campuses, moved several collections, student seating and the reference desk at KEC.

### ***Technology and Teaching***

New computers with flat panel monitors have been installed at all public service points and student computers will be replaced before Christmas. We are planning to implement iPAC in mid December and we hope that iPAC and a new library website will facilitate student access to library resources.

This Fall we successfully experimented with using large screen TV monitors in the library to demonstrate electronic resources. Librarians also tested a new OPAC 'lab' which focuses on information literacy standards and outcomes. We have also decided to purchase CD or DVD rather than audio and videotapes where possible and have acquired several DVD players

### ***Survey***

We are currently distributing our library survey. In order to ensure a statistically significant response rate, we have enlisted the assistance of instructors to distribute a number of the surveys in class. Students who completed the survey in the library were entered into a draw for a gift certificate from the campus bookstore. Despite incentives and instructor support, responses have been slow.

### ***Other News***

We have established a small recreational reading collection in the Learning Centre at the International Education Campus. We also presented 4 "Film Breaks" at lunch time where we showed selected videos from our collection. Although sparsely attended, the feedback was very positive and I hope to continue this initiative.

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Return to: [CPSLD Home Page](#) | [CPSLD Newsletter Index](#)

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