Newsletter

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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

CPSLD Fall 2003 Meeting at the University of Victoria

Introduction

Many thanks to Marnie Swanson of the University of Victoria for hosting the fall meeting of CPSLD. The location was lovely, the food was delish, and the tour of the library was a special treat for those of us who don't often get to Victoria.

"Information Literacy" is a hot topic at the moment, and we appreciated the chance to attend a session on it, delivered by Inba Kehoe, UVic's Information Literacy Coordinator. If you happened to miss this one, you're in luck! Copies of Inba's presentations were distributed after the workshop, and are provided as a link here:

- Information Literacy: a Life of Learning [pdf]
- ACRL's Institute for Information Literacy [pdf]
- See also 3rd Annual Information Literacy in Academic Libraries Workshop, Nov. 24-25, 2003 - periodicals.augustana.ca/library/workshop/

Thanks again to all who submitted reports and photos to this issue of the newsletter!

Kathy Plett, College of New Caledonia

Reports

AEMAC: Advanced Education Media Acquisitions Centre

Interim Report, April to September 2003
November 2003
submitted by Mary Anne Epp
Director of Contract Administration, Langara College

This is an interim report that summarizes the outcomes relating to the key functions and priorities for AEMAC in 2003/2004. AEMAC has been listed as a positive example of system-wide services in the New Era initiatives outlined by the Ministry of Advanced Education.

A. Outcomes

1. Acquire and renew duplications rights and licenses for media products (mainly audiovisual productions and instructional software) on behalf of the province's universities, colleges, university colleges and institutes.

AEMAC began the process of negotiating prices for the top priorities of titles reviewed and nominated by the institutional representatives. AEMAC negotiated and renewed the Feature Film Licenses on behalf of 23 institutions to obtain public performance rights at considerably reduced rates. Discussions on the MAPLE software upgrade are underway. AEMAC also investigated options for acquiring provincial prices for ADOBE software but many of the larger institutions already had site licenses.

2. Strengthen and expand relationships with stakeholders

AEMAC staff had regular communication with the Ministry of Education representatives as they developed their strategy for media/software licensing. The Media Librarian maintained strong relationships with the Media Exchange Cooperative members, a key group of institutional representatives who link to other groups in their institutions. AEMAC staff attended articulation committee meetings to determine strategies for new resources to refresh the curriculum. Other groups with which AEMAC had liaison were the BC Learning Connection, the supplier of duplicated tapes, media vendors and groups, BC Centre for Education Information, the Electronic Library Network, computer directors, the Educational Technology Users' Groups and online developers' groups.

3. Determine priorities for acquiring and renewing rights to media products, in consultation with stakeholders

The priorities were determined by evaluators at the Fast Forward Media Showcase and other members who voted on the Nominations list. Vocational resources were identified by members of the vocational articulation committees and laddering programs. Titles were previewed at the Educational Marketplace in Alberta and the Fast Forward Media Showcase in BC.

4. Act as a consultant to the Ministry and individual institutions on the issue of copyright legislation.

Major federal initiatives to review copyright legislation generated a lot of discussion on strategy. The Director wrote several briefs addressing key educational and library issues and shared them with appropriate ministry officials and other organizations. The Director presented workshops on copyright issues to the Media Exchange Cooperative and several colleges. At the request of the Council of Post-Secondary Library Directors, she also facilitated discussions with the Association of Universities and Colleges in Canada regarding the model license agreement with Access Copyright.

5. Maintain catalogue records of media products for the use of individual institutions.

The AEMAC Catalogue was updated with the newest additions and deletions. Purchasers of the AEMAC titles were able to obtain catalogue records, thereby saving time and labour by individual institutions.

6. Provide information and referral services to users of AEMAC services, including presenting at workshops or events sponsored by institutions.

AEMAC staff provided information to users in locating titles, identifying distributors, and assisting with

negotiations for rights. The staff attended the annual Media Exchange Cooperative meeting and updated members on current information. They began a project to produce a media database on-line to save all users considerable time in locating industry information.

The AEMAC librarian convened the 10th annual Fast Forward Media Showcase, a very successful event that is self-sustaining. This opportunity to view new products and make recommendations on priority titles for provincial rights is highly regarded by both the industry and the participants. For more information, go to the Web site: www.langara.bc.ca/ffwd.

B. Outstanding Issues

The AEMAC staff continue to work on strategies to address the reduction in funding for licensing media resources. They are also investigating the support for resources for apprenticeship and vocational courses that are affected by the government change in direction. In addition, discussions are taking place to address the gap in resource access for the laddering programs in the high schools related to vocational curricula for which there are AEMAC rights, but no K-12 rights. AEMAC has also requested more direct participation in the Ministry's initiatives relating to on-line courses. Digital licensing could be negotiated for the province, using AEMAC's existing licenses to leverage digital rights.

BCIT: British Columbia Institute of Technology

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

Staff Appreciation Breakfast

The summer began with the "annual" staff appreciation breakfast. This was attended by most of the staff in the Library. The President Tony Knowles and VP Gerry Moss addressed the group on the accomplishments of the previous year. Library staff from different area volunteered to talk about the achievements in their area over the past year.

Library Entrance

Over the summer the steps to the entrance of the Library were completely rebuilt. The new steps incorporate planters to enhance the aesthetics of the library entrance.

Reference Area

The main floor of the library where the Information desk and reference collection is located has had the next stage of a long-term plan realized. The LAN network has been moved to a more central location (closer to the reference desk) which facilitates and expedites better service to patrons in need of help while using the LAN computers. The space previously occupied by the LAN is now a reading area and new display shelving exhibits new periodical and new books.

Library Inventory Project (LIP)

During the summer months the Library conducted its first inventory of the circulating print collection in over 10 years. The results indicate that our collection does not suffer from a high level of theft, however about 2.5% of the collection was found to be missing from the shelves at the Burnaby campus library, with less than 200 items missing at ATC and BMC combined. The Library database has now been adjusted to reflect these missing items and actions taken to replace those which are needed. The library held a contest to see who could produce the funniest statement using the acronym LIP. This contest produced a plethora of humorous sentences.

Library Catalogue

Over the summer the library management system was upgraded with the installation of Advanced Keyword Search software, the "millennium" version of the circulation system and a new media management system which integrates the video booking system into the main management system for the first time. Improved searching for students using the catalogue as well as streamlined staff processes are the result of these improvements.

Results for Student Survey

The library has now received the results of the Student Survey conducted last spring. The analysis and compilation of results was conducted by BCIT's Institute Research and Planning. Staff from this department will give a presentation of the results to Library staff later this month.

BC Open University

submitted by Connie Fitzpatrick, Head Librarian

The B.C. Open University is waiting for a decision from the Ministry of Advanced Education about our future. BCIT has completed the due diligence process; their Board has endorsed the transition of the BCOU to BCIT and now the decision rests with the Ministry. We anticipate a decision in December.

The BCOU Library remains busy with student requests, is participating in all course development planning teams and, as a result of the transition of the various components of the Open Learning Agency, the Library finds itself very involved in records retention, destruction, storage and transfer issues. This records management area of our work has mushroomed with a number of areas closing (10 Skills Centres around the province), others being transferred to other institutions (ELN, ICES) and others with their future yet to be determined (BCOU, KN).

Library staff is working to eliminate the cataloguing backlog, is weeding the collection and organizing the archives. We continue to acquire resources of value to our students and renew licenses to relevant databases. We are currently evaluating virtual reference software with a view to licensing. From all perspectives, it is business as usual.

Our staffing remains constant at two librarians, two library technicians and the Head Librarian position. We have changed the titles of our two librarians to Student Liaison Librarian and Academic Liaison Librarian. We anxiously await a decision regarding our future.

Camosun College

submitted by Richard Baer, Chair, Library Services

Budgets

All budgets are the same as last year. 50 extra sections of UT has produced many more instructional sessions and increased instructor demand for video purchases and MEC borrowing.

Learning Commons

Our Learning Commons remain very popular with the students - they can use Library materials, get help with research and MLA and APA formats while composing in Word. It's open all the hours that the Library is open - even though it does not yet have all the services we would like it to have.

News

All good things must come to an end. We have had a special (direct borrowing) Interloan agreement with UVic. They have also had a large increase in students and the work load involved in administering the agreement became too much. We certainly appreciate the service they gave our students over the years. Students will have to buy community borrower cards if they want to borrow directly.

We are installing self-serve checkout in December to help the circulation load. As well, we have gotten a counter mounted checkout/desensitizer machine for staff. This only requires one motion to checkout material, we
hope it will reduce the incidence of RSI.

Faculty tutorials

We would like to try to integrate some information literacy tutorials into the basic English curriculum, that may be a project for the spring.

Catherine Winter has gotten funding from the CCFA to write and deliver tutorials for faculty. Below is the announcement we sent to faculty. Each one was offered twice, one at each campus. Response has been good. Contact winter@camosun.bc.ca for more details.

Online Searching and Citation Workshops

- **Basic Searching A** (1.5 hours): Very basic introduction to using a browser and searching on the internet. Includes searching using and, or, truncation, and phrase searching. Saving a bookmark and exporting it to disc.

- **Basic Searching B** (1.5 hours): Using a Licensed database e.g. EBSCO Academic Search, ERIC. Improving your Google searching - terminology, formatting, finding new terms.

- **Advanced Search Techniques** (1 hour): Builds on Basic Searching A and B. Introduces NOT, using Advanced Search within Google, and using controlled language searches in licensed databases (thesaurus searching).

- **Citing Electronic Sources - MLA Style** (1 hour): An introduction to the rules of the MLA Handbook with examples.

- **Citing Electronic Sources - APA Style** (1 hour): An introduction to the rules of the APA Handbook with examples

- **Evaluating Information found on the Web** (1hour): Criteria for evaluating the quality of information found on the web with examples.

CILS: B.C. College and Institute Library Services

Interim Report, April to September 2003
submitted by Mary Anne Epp
Director of Contract Administration, Langara College
www.langara.bc.ca/cils

A. Scope of Report

This report addresses the services provided by the BC College and Institute Library Services (CILS) for the period April to September 2003 to assist post-secondary students with print impairments to access learning materials effectively.

The CILS service for the six months is characterized by offering expanded services, improving the diversity of products, building increased capacity, adapting to changing needs, implementing efficiencies and restructuring for new technology.

CILS mandate is to serve post-secondary students in colleges and institutes in BC by providing information services to them in a form that they can use. CILS also provides contract services to some BC universities and shares resources with universities, colleges, resource centers and other libraries.   This mandate falls within the overall goals of the Ministry of Advanced Education to encourage increased rates of participation and completion in post-secondary education for students with print impairments. The goal is a factor in contributing to the skills and knowledge that British Columbians need to live productive and fulfilling lives and contributing to the changing economic, social and cultural life of the province.

B.   Outcomes

To achieve these goals within the CILS service context, CILS addressed the following outcomes:

- provided increased access to alternate formats appropriate to the needs of post-secondary students with print impairments through activities such as the processing of requests, circulating and processing loans of alternate formats, and producing new alternate formats.   CILS received 1651 requests (some for multiple formats of the same title), served 337 students at 19 institutions. CILS now covers over 200 courses
- assisted institutions to improve their ability to provide effective support to students with print impairments. Activities included research, coordination and information services. The staff presented workshops, attended meetings and increased communications with students and coordinators on production strategies. The CILS librarian created a prototype for an improved Web site and expanded information service.

1. More efficient use of resources in the provision of alternate formats.

CILS continued to use the resources of its partner libraries in other parts of Canada and the United States by sharing resources through interlibrary loans and by developing and maintaining relationships with the partners. CILS borrowed 369 items, almost three times the amount that it lent to its partners. This is a significant savings because these books do not need to be produced originally by CILS.

The Director lobbied for changes to the Canada Copyright Act to expand the number of exceptions for alternate formats to include large print, sign language for motion pictures and inclusion of new technologies. If passed, this exception will reduce the time it takes to deliver books in large print formats to students by reducing the amount of permissions required from publishers. CILS submitted briefs to a number of organizations that took the message to the federal government: The Council of Ministers of Education of Canada (CMEC), Association for Media and Technology in Education in Canada (AMTEC), Canadian Library Association (CLA), Canadian Association of Educational Resources Centres for Alternate Formats (CAER), and the National Library Council on Access to Information for Print Disabled Canadians.

The Director also participated in a joint effort to extend the "zero rating" provision in the Copyright Act regulations for audiocassettes to blank CDs and other recording media that are used to create alternate formats. The result was an exemption from the levy for Langara College media for producing alternate formats.

CILS discontinued production of audiocassettes and transferred to digital audio, significantly reducing the cost of supplies and storage and producing a more efficient product for students.

The CILS supervisor requested publishers' digital files for the creation of electronic texts and digital audio products, thereby reducing the time of scanning. This process is not always successful because of delays or denials from the publisher but when it works, it is much more efficient to produce a book than scanning and correcting the errors.

Last year, CILS employees developed a more comprehensive checklist for identifying students' personal skills, access to technology, and preferences for alternate formats. Coordinators began to use the checklist, making it easier for the CILS staff to match the student attributes and the available alternate formats.

2. Enhanced expertise in developing alternate formats

The repertoire of production capability was increased to create a variety of products to meet the diverse needs of students. Production efficiencies were also instituted to improve delivery times.

CILS now has the capacity to produce the following formats (Numbers produced this fall are in parentheses)

- Electronic text (word processing files) used by students (visually impaired, learning disabled) with screen voice readers, such as JAWS, to read print materials using a computer (55)
- Large print (18)
- Electronic text (PDF format) for students with low vision who can enlarge their own print products or read them off the computer screen
- Large print: print enlargement on paper
- Large print: electronic format
- Analogue audio (phased out) (3)
- Digital audio, CD MP3 format, with human voice, no navigational features (3)
- Digital audio, CD MP3 format, with synthesized voice, transcribed from electronic text, with file names. (29)
- Digital audio, CD MP3 format, with human voice, with navigational features (DAISY format) (DAISY stands for Digital Audio Information Systems) This format includes ability to find specific pages, chapters, sections and, in some cases, index entries. This format is used only for materials that require human voice and navigational features. (7)
- Simple tactile graphics (not requested this semester) (0)
- Braille (technology has been developed, but braille was not produced due to lack of funds) (0)
- Publishers files (text) (3)
- Publishers files (PDF) (2)

New technology evaluation included the synthesized voice products, efficiency tools and new software programs for producing digital products.

3. Enhanced quality and consistency in provision of alternate formats.

The staff continued the process of interviewing students who required digital audio productions. This step has become necessary to provide a higher level of accountability for production on the part of both the student and CILS.   During interviews, the staff learned that students are also going through a transition in their use of computers and other adaptive technology.   More students are acquiring the capacity to use computer-based products. Sometimes, students updated the information provided by coordinators on useable formats. The interview also builds commitment by the student to use new products and learn the new software. The staff also learned about the impediments to accessing technology because many students don't qualify for grants. CILS attempts to fill the gaps so that eligible students can develop the information skills to succeed in college.

The staff demonstrated leadership in introducing new technologies to disability coordinators and library staff. The introduction of the new technologies, especially digital audio and e-text products, greatly enhanced the students' ability to navigate a book and become more efficient text users. It will take several years in the transition to achieve full competency in transferring to digital formats.

Access to the CILS catalogue was provided through new software upgrades of the main Langara College Library. While the Catalogue was always available through the Web site, it was difficult for some students to access it with a screen reader.   Announcements will soon be made to students, coordinators and librarians and posted on the Web site to assist students to search the resource listings directly.

Plans are underway to provide an additional service to identify full-text periodical articles now available to sighted students through online databases. CILS has completed a preliminary study that shows that some of these full-text articles are accessible with screen readers (JAWS) and need to be brought to the attention of librarians and students. This will enlarge the volume of accessible resources and reduce the need for expensive productions.

The staff attended and presented workshops at conferences, networking with other groups and individuals who have expertise. The CAER (Canadian Association of Educational Resource Centres for Alternate Formats) annual meeting was held in Quebec City. The consortium of provincial educational service providers is a catalyst for resource sharing, solving common problems of service delivery and setting standards of services. The group also forwards issues to the National Library Council on Access to Information for Print Disabled Canadians and lobbies for copyright exceptions. Other workshops were presented at the AMTEC Conference in Montreal, and the CADSPE conference in Vancouver (Canadian Association of Disability Service Providers).

4. Enhanced knowledge about alternate formats for institutional personnel.

The CILS staff completed the round of traveling workshops throughout BC in collaboration with the Provincial Resource Centre for the Visually Impaired, and Assistive Technology BC (previously Adult Services) to demonstrate the new technology and give participants hands-on experience with the various formats for learning. These need to be continued to reach more disability specialists and library/information specialists in the institutions. CILS has received notification of a grant from the Canadian Association of College and University Libraries (CACUL) to offset the costs of the pilot workshop in the spring.

In order to improve ability of institutions to provide effective support to students with print impairments, CILS embarked on a new strategy to enhance the information services for disability specialists, students and library staff. This was done through the development of a prototype of an enhanced Web site, an examination of online databases for accessibility and research on sources of full-text sources. The full-text will expand access to a much broader field of information but also provide sources for e-text and digital audio production that will speed up the process of production.

The Librarian also participated in two online forums and courses on universal design (UID) and online accessibility (EASI).

5. Outstanding Issues

The CILS staff continue to work on several outstanding issues. These include:

- The clarification of roles of disability coordinators, CILS services and network stakeholders.
- More emphasis is being put on communication to the field of CILS' expertise to deliver alternate formats, assess material for adaptation, develop information literacy tools, produce a diverse set of alternate formats, provide accessibility guidelines for Web sites and provide expanded reference and information services.
- CILS is working with institutions to develop consistent copyright statements on materials produced by the institutions.
- While the capacity of braille production could be developed at CILS, the Ministry has not funded this mode of alternate format, other than to provide the equipment and a pilot project.
- With the growth and proliferation of private post-secondary institutions, CILS has been getting calls from private colleges requesting services
- Regarding vocational resources, a new strategy is needed to access the masters for vocational resources previously available through C2T2.
- Discussions regarding the services to universities are continuing.
- CILS is developing guidelines for creation of accessible Web sites. CILS needs to be involved more directly in the discussions to provide a more direct service to institutions so that retrofitting of resources is not needed.
- The Director initiated discussions for changes to the restriction on access to CDs of the major external supplier, Recording for the Blind and Dyslexic (RFB&D).
- Further strategic work is needed to expand the copyright exemptions.

College of New Caledonia

submitted by Kathy Plett, Library & Media Services Director

Summer:

It was busier than usual, with an influx of Summer Institute, International Education and Homestay students.

We appreciated getting extra funds to update our Easy Reading and English as a Second

Language collections.

We also added the SCOEA collection (on evaluating academic services and programs), and a large donation of socio-economic and environmental reports for our Northern Institute collection.

In August, we "bit the bullet" and upgraded our SIRSI system to U2002.0.17, from an NT to a Windows 2000 server. It hasn't been easy; we are still working through some problems with system performance

President Terry Weninger and Library Director Kathy Plett with SCOEA collection

A Fun Place: This fall our goal was to make the library a fun place, and we have been running assorted contests and promotions. During Orientation Week we gave out free paperbacks and held t-shirt draws. A Native Art contest in September attracted a lot of attention. And throughout the fall, we have been running weekly "Celebrity Word Scramble" contests where students can win Bookstore prizes - very popular!

Budget: We were able to add a part-time position to the library in the fall and extend opening hours, making students very happy. The Library Endowment Fund now stands at over $13,000 and for the second year in a row now, we were able to use the interest from the fund for collections (FAS, geography, nursing, forestry).

Databases: ELN full-text databases continue to be heavily used, on and off-campus through our proxy server. We are particularly pleased with the recent addition of the *Prince George Citizen* to the *Canadian Newsstand* database.

Regional News: In June, the government announced $11.6 million for a new CNC/UNBC campus in Quesnel and we have been working with Quesnel campus staff, the architects, and UNBC librarians on plans for the new facility. In August, the Burns Lake campus completed its renovation, which included a library move to new quarters. This project was completed just in time. At the end of September, over 400 people from across Canada visited the campus to take part in the Canada Northwest FASD Partnership Medical Symposium.

Publications: I am pleased to report that the Western Geography Journal is now available in full-text online, from 1994 to the present (http://office.geog.uvic.ca/dept/wcag/westgeog.htm). Special thanks to the Association and editor Jim Windsor (CNC Geography) for supporting this initiative and Jordan Bacon (CNC Media Services) for preparing the documents for posting.

Digitization Project: We are partnering with the local Museum and UNBC in a Canadian Culture Online Project. "The Opening of New Caledonia" will be a website devoted to the history of industry in our region. CNC's contribution is a collection of 3,000 forestry slides taken by a former forestry faculty member during his tenure at the college. The slides are being digitized by students in our Writing and New Media Technology Program and entered into the museum's database, for inclusion in the website. A content-rich and exciting project for us!

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

People/Places: This Fall we have had the opportunity to go

through the hiring process for a new Technical Services Librarian. Congratulations to Penny Swanson, our current incumbent who will move to Simon Fraser University in January 2004 as Head of Processing. It seems as though a summer never goes by without some major renovations or installations. This summer we installed new modular workstations for all library staff at the New Westminster Campus. As well, in August, we installed a new server for our Innovative system. All went well with these improvements and we were most pleased that everything was in place well before the busy September activities.

Systems and Technical Services: With changes happening for Technical Services, the focus has been on ensuring that all of our systems are working effectively. Debra Flewelling has taken over circulation systems. In December we are anticipating the installation of our first Libramation self-check unit at the New Westminster Campus; the unit will be operational for student use in January. Also this fall we are undertaking the start up of QuestionPoint Virtual Reference Service. We obtained College Innovation Funds to purchase this OCLC product.

Instructional Services: During the first six weeks of the semester we again exceeded, over the previous year, the number of instructional sessions given by the librarians. Patti Romanko is now handling Instructional Services. We have been fortunate to add some additional contract librarians into this busy schedule

Other:

- ILL traffic increased by 17 per cent during September. We have yet to fully analyze the impact of this type of increase.
- We received a $30,000.00 ongoing operational increase to our Collections Budget this year.
- Major capital expenditures included a new Alpha server, a self-check unit, staff furnishings, and various audio-visual equipment items.
- Renovations to the circulation area at David Lam Library to provide access to audio-visual equipment. New and improved location for the video collection at David Lam.
- Launch of the Saturday opening at the David Lam Library. Student visits have been building over the last few Saturdays.

ELN: Electronic Library Network

submitted by Heather Grace Morrison, ELN Project Coordinator
for Anita Cocchia, ELN Manager

The ELN Progress Report, January to August 2003, is available at www.eln.bc.ca/view.php?id=128

Recent Activities:

Database Services

ELN and Public Library Services Branch (PLSB) are coordinating two series of database training sessions at a variety of locations. EBSCOhost interface and EBSCO Admin module training began in October and will

conclude in November. Training on the ProQuest interface to *Canadian Newsstand* and CBCA products will be held in early December.   Registration for these sessions is online, using a web-based automated event registration system developed by ELN, which includes a database that automatically keeps track of registrants for each event. Registration for training sessions is at www.eln.bc.ca/events/index.php

ELN, The Alberta Library (TAL), Council of Prairie and Public University Libraries (COPPUL), and PLSB met in Vancouver in October to explore opportunities for joint initiatives. There was agreement amongst participants of the need for clear and open communication due to the overlap in consortial activities and members. Outcomes from the meeting include a joint trial of EBSCO's *Business Source Elite* and *Premier*, and TAL's interest in using the ELN web site as a template for their own web site development.   The new Consortia Canada website under development is also based on the ELN web site.

Resource Sharing

In July 2003, ELN partner libraries migrated to the new AGent interface for the union databases and other library catalogues via Z39.50. ELN has received many accolades about the AGent interface, as well as suggestions for improvement which have been forwarded to Auto-Graphics.

In September, ELN participated in the Auto-Graphics' User Group Conference in Pomona, California, along with 8 other consortia. ELN's Heather Grace Morrison presented a session on Z39.50 administration. The conference was very interesting and informative. Auto-Graphics is doing some very exciting development work with AGent. AGent Version 2, incorporating a number of features requested by ELN partner libraries, will be released in the near future.

BC is the beta test site for Auto-Graphics' ISO compliant ILL. ISO 10160/10161 are standards that allow different ILL systems to communicate with each other. ELN partner libraries using OutLook OnLine ILL, or another ISO compliant ILL system (e.g. RSS), will be able to participate in ILL requesting as if all were using the same system. The first phase of beta testing is complete. Communications with RSS and with the National Library of Canada have been successful. Simon Fraser University Library, Vancouver Public Library, and the National Library of Canada have been participating in beta testing. More volunteers, including libraries using OutLook OnLine ILL, will be needed for the next phase.

BCcampus

ELN's John Durno prepared a concept document and draft Phase I report for a BCcampus Library Portal. These reports were based on input from the BCcampus Library Learning Services CPSLD Subcomittee. The first phase would provide BCcampus users with streamlined access to electronic information resources (including fulltext electronic journals and eBooks), library reference services, the BC Union Databases, and interlibrary borrowing services. Future plans include posting these documents to the ELN web site. ELN and Todd Mundle at SFU have developed and launched the BCCampus survey. The purpose of the survey is to assess the current state of library services for students at a distance in the publicly funded British Columbia post-secondary educational sector.

E-Health Library Working Group

Formed by the BC Academic Health Council (BCAHC), ELN is participating on a number of subcommittees and working groups. In cooperation with the e-Resources Task Group, ELN developed survey content to explore the potential for shared licensing of electronic library resources by interested health agencies, professional associations, and post-secondary institutions. The survey was conducted with the technical support and assistance of David Kisly, using a web-enabled survey tool . Preparation for a final report is underway.

Access 2003

ELN was one of the co-hosts of the Access 2003 conference, held in Vancouver Oct. 1 - 4 at the Hyatt Regency. The conference was a huge success, with record attendance (216) and rave reviews of the program and facilities. While most attendees came from across Canada, some came from as far away as Japan and the U.K. Presentations are being posted to the Access web site; a link is posted on the "What's New" section of the ELN web site.   Be sure to mark your calendars for Access 2004, to be held October 13 - 16, 2004, in

Halifax.

Administration

Bill Harlan is now Chair of the ELN Steering Committee. As a result of the transition process, it was decided that OLA no longer required two senior executives, and the positions were merged. Effective September 17, 2003, Dr. Terry Piper resigned and Bill Harlan became Interim President and Chief Executive Office of OLA.

Anita Cocchia is expecting her second child and is scheduled to begin a maternity leave in March 2004. A plan for Maternity / Parental Leave Coverage is in the works and will be presented to the Steering Committee for review in January 2004.

Sidebar Oct. 29, 2003:   The Ministry of Advanced Education (AVED) has just announced the selection of Simon Fr University (SFU) as the successful proponent for the BC Electronic Library Network (BC ELN), a provincial service currently operating out of the Open Learning Agency (OLA)... AVED and OLA's Transition Team will be commenc discussions immediately with SFU for the transition of BC ELN operations, with the due diligence process expected t begin in November. The target completion date for the BC ELN transition is January 2004.

Emily Carr Institute of Art and Design

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

- **Proxy Server:** EZProxy was installed in time for the beginning of the fall term and we are finding we have far fewer off-campus login problems than with our previous authentication system.

- **Orientations**: We have just completed a series of in-library research workshops for first year students. In the past this has been a required component of the first-year art history class. Due to a substantial increase in enrollment this year, there simply wasn't the time or enough library staff to do sessions for all first-year students. After discussion with the instructor, we decided that the associated quiz ("treasure hunt") would still be mandatory but that the workshops would be offered on a sign-up basis only. We were prepared to offer as many workshops as demand required. The result was that only 62 students attended a research skills workshop out of the full 290 first-year students. We are now considering other ways to deliver this important component of the curriculum, including development of an online interactive tutorial.

- **Library Web Site**: The redesign of the Emily Carr Institute website continues. As part of this project, we expect to have a new look for our library website in the new year. Also watch for Emily Carr Institute's new logo/wordmark which will begin to appear on brochures, stationery, etc. at the end of November.

- **Horizon Library System**: Our web catalogue software has been upgraded to IPAC 2.0, not without considerable trials, tribulations, and effort on the part of Danuta and Gail.

Justice Institute

submitted by April Haddad, Institute Librarian

New Logo

The JI has a brand new logo and an official coat of arms. The new logo was developed from the shield in the coat of arms, and bears the symbol of the griffin which represents justice and protection in mythology.

New Victoria Campus

The grand opening for our new downtown Victoria campus at 910 Government St. was held on October 23rd. We're currently delivering paramedic training, and offering courses in effective management, conflict resolution, fire safety and law enforcement. In 2004 the campus will also offer programs in critical incident stress, police training, investigation skills, fire officer programs and more.

Proxy Server

Now that we have our proxy server up and running we are working on electronic reserves direct linking to individual articles from EBSCO, Proquest, and Gale.

Amicus

All of our print, video, and serial records have been exported to Amicus. (This is the first time in several years.)

Serials

We have just completed cataloguing our collection of 350 journals, and they have been added to Outlook and Godot.

Serials Solutions

We just signed a contract with Serial Solutions, and now have a link on our web page to our e-journals.

New Bibliography

Traffic Accident Investigation, our latest bibliography listing books and videos in the JI Library, was created to support our new Forensic Traffic Sciences Certificate Program.

Kwantlen University College

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

Spring and Summer 2003 presented new challenges to the Library. The College significantly increased its course offerings this summer at the Surrey Campus while the Richmond and Langley campuses saw no change from the previous summer. The library extended its summer hours at Surrey to accommodate the increase in students and maintained the status quo at Richmond and Langley.

Janice Friesen retired from the Library on August 31st. Janice worked as a librarian for Kwantlen for 30 years, beginning with Douglas College and then with Kwantlen when Douglas split. Janice has helped guide the Library through many transitions and challenges, notably the development of four campus libraries and the implementation of our on-line integrated library system. Most recently, Janice coordinated a major renovation to the Surrey Campus Library. Janice was the Campus Librarian for Surrey for many years and was also responsible for developing our fine AV collection. Library Staff and Librarians held a dinner in Janice's honour on October 3rd. Cathy MacDonald presented Janice with a lovely stained glass Kwantlen plate as well as a scrapbook full of pictures, mementos and best wishes from colleagues and friends at Kwantlen. We will miss Janice's experience and dedication as well as her wit and wisdom.

Janice Friesen at her retirement dinner, holding the Kwantlen stained glass plate

Student Focus Group

As a follow-up to the Library Survey undertaken in January, a student focus group was held in June. The purpose was to delve more deeply into certain areas of student concern such as the journal collection and study space. The results of the student focus group have helped us in setting our Library priorities.

Library Strategic Plan

A preliminary meeting for all library employees was held in April on the Library Strategic Plan. A subcommittee was formed that included the Dean, staff and librarians to look at the results of the meeting as well as the results of the librarians' priority setting meeting and come up with a draft strategic plan. The draft is in the final stages of the process and should be finalized soon.

Smart Cards

As part of a college initiative, the library has replaced the library/student ID cards with Smartcards. The new smartcards are colour photo ID cards that function as both library, student ID and employee ID cards with the added feature of having a "smart chip" that can be loaded with cash for photocopying and laser printing. The library began issuing Smartcards in August.

Authentication

Effective September 1, 2003, students must sign on to all Kwantlen computers with their student numbers and passwords. Students first have to activate a lab account and in many cases, need instruction from the librarians. Although our OPACS can function as guest stations using the station number for sign in, the learning lab computers require authentication with student id and password. This change in policy added to an already busy fall semester.

First Year Experience

The library participated in a college wide program called First Year Experience during the last week of August. Each campus library offered tours, door prizes and draws as well as munchies in an effort to provide a warm welcome to new and returning students.

Library Instruction

September has been a busy month for Library instruction. More instructors than ever are requesting detailed, subject specific sessions and many are requesting more time than the usual 45 minutes to 1 hour. The summer statistics at our Surrey library were up significantly this year, due to the increase in the number of courses offered at the Surrey campus during the summer. At the Surrey campus during the summer, there were 51 library instruction classes held which included over 1,000 students. This compares with 23 library instruction classes and 375 students during summer 2002.

Library Web Site

Our library web site was revised over the summer to include more links to services, on the front page. The site also has a new "look" with a new picture and colour scheme. This new look is echoed on several of our print publications. Our First Year Experience link provided access to our Library Basics tutorial and other relevant information. Our web statistics continue to rise.

Circulation

Our loan period for General Collection material has been increased from 2 weeks to 3 weeks. This change took effect in July.

During fiscal year 2002/2003 our circulation count, including in-library use was 153,026. This represented a slight decrease over the previous year. However, the good news is that our gate count for 2002/2003, 664,257, represents an increase over last year!

AV

Students and instructors are now able to book Kwantlen and non-Kwantlen videos and DVD's on-line through our Library Catalogue. The response to this change from the paper form has been very favourable.

Information Services and Public Relations

The upward trend in our reference statistics continued over the summer. Our summer statistics were up 58% system wide over the previous summer. This increase is due in large part to the increased number of classes that were offered at the Surrey campus over the summer. The September statistics show an increase of 14% system wide over the previous September. This increase may be due, in part, to questions surrounding authentication.
The Real Estate Foundation of British Columbia was invited to a reception in late April. The purpose was to

thank the Foundation for the generous funds provided to the Library for the purchase of real estate resources. Librarians had an opportunity to showcase the print resources and to demonstrate the on-line resources.

Technical Services and Interlibrary Loans

Our collection now stands at 150,445 items. Our interlibrary loan totals for all formats for 2002/2003 are: 1512 received and 1303 sent. Our received figure is slightly lower than last year while the sent is slightly higher.

Collections Development and Degree Collections Development

The Library's collection development team is continuing its work to build current and comprehensive collections for existing programs and new degree programs. A new Library Impact Assessment form has been developed and is being used as part of the college's new degree proposal process to assess potential costs and other impacts on the library.

Library PD Day

Our annual Library PD Day was held on April 28th. This year's session explored issues surrounding providing service in a multicultural environment. We had two guest speakers and their presentation gave our group much food for thought as well as practical strategies. Thank you to Cathy MacDonald, Margaret Giacomello, Bev Blair and Ruth Mullane for planning and preparing a very successful day.

Langara College

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

Over to you, Brigitte!

Verna Magee Shepherd, Langara's Dean of Student & Education Support Services, has accepted the position of Vice President, Student Services at BCIT, effective November 28. This is an exciting career opportunity for Verna, but a real loss for Langara. Now the task of breaking in yet another Dean awaits us!

One message, but many ways to deliver it!

"Connections", Langara's student handbook, has been re-engineered as "Student Connections." What makes this new edition significant is that it exists in an even wider variety of formats to service the increasing number of students with print impairments. The multimedia package consists of: print, large print, Web [www.langara.bc.ca/connections/], digital/audio (MP3, Daisy, PDF), interpreted video (sign language), Braille and E-text. The project draws on a cross-college team and highlights in particular the expertise and synergy within the Library, Media & Bookstore Services group.

Library Contract Services (LCS) has a new face

Stephen Blaeser, formerly Knowledge Manager and Systems Analyst with UBC Enrolment Services, and a graduate of both the archival and information studies programs at SLAIS, joined LCS in mid-August. Stephen will be involved in the design and implementation of services primarily relating to media formats, including access to alternate formats for BC post-secondary students with print disabilities. He will work in close partnership with college and institute libraries, disability coordinators, online curriculum designers and partner agencies in the development of a new Web-based information service.

"Project Interface"

Langara's Student & Education Support Services has initiated a business process review & redesign called "Project Interface" – the place where our processes affect the delivery of products and services to the student. The scope of the project includes 4 areas: information & recruitment, admissions & initialization, retention and graduation/credentialing. Dave Pepper has been working with the Dean in the development of the project charter document, and identification of best practices.

Digital Asset Management

As a beginning towards an overall strategy for records management, a cross-functional task force has been struck to address the issues swirling around photographic images (print & digital). Dave Pepper is chairing the task force that includes representation from Instructional Media Services, Communications, Professional Photo-Imaging and Information & Computing Services.

"Project Migrate"

Two years ago we earmarked a fund for the eventual upgrade or replacement of our integrated library system (currently Dynix). We are now feeling compelled to move ahead sooner rather than later. The "Project Migrate" team has been formed to review our short- and long-term ILS needs in the context of College-wide technology developments. We have had initial meetings with a prospective consultant who will work alongside us on needs identification and vendor evaluation.

ALPS [Academic Librarians in Public Service] at Langara

Langara College will host the ALPS 2003 Winter meeting on December 5. Checkout the URL for details. [www.bcla.bc.ca/alps/1203mtg.html]

Public Service Librarians at Langara

Alison Curtis was appointed to the new full-time position, effective May 1, 2003. Alison had formerly been in a temporary leave replacement position.

Suzanne Ottewell, formerly with the Extension Library at UBC, was appointed to a temporary leave replacement position, effective August 11, 2003.

[see separate reports for AEMAC and CILS]

Malaspina University-College

submitted by Linda Leger for Bob Foley, Director of Libraries

It is an understatement to say that it's been an eventful several months at Malaspina. In August, library staff and the Malaspina community welcomed Bob Foley as our new Director of Libraries. Since the moment he arrived, Bob has been promoting fund-raising events for the new library. This new $10 million library, designed by Garyali Architect Inc. of Victoria, is the largest project ever constructed at Malaspina. In addition, the funding for the new library is unique in that it will include revenues from Malaspina's domestic and international contracts, government grants, and corporate and private donations. There have been a number of events well covered by the local media in an effort to promote the new library as the community resource it will become. Ground scraping began September 15. Those interested can follow the construction in pictures and text at www.mala.ca/library/new/default.htm. We expect the new library to be ready for occupation September 2004, after which time, the renovation of the current library building is scheduled to begin.

Celebrating the beginning of the New Library construction are:

- *Director of Community and Corporate Development Ross Fras*
- *President Rich Johnston*
- *Board Chair Jane Gregory*
- *Site Manager Harry Slobodan of Knappett Construction*
- *Director of Library Services Bob Foley*

To make way for some of the construction activities, several librarians and all Technical Services staff moved to and have settled into the building recently left vacant when the International Education facility opened. Delivery of recently processed materials from Technical Services to the library takes place twice a week and is running smoothly.

All selectors, deans and faculty members were involved in a serials cancellation project over the summer in an effort to get control of the accumulated over-expenditure in the serials budget. Campus administrators presented the deans with the reasons for and the objectives of the project in May. Selectors and faculty finalized the cancellations lists mid-September. Linda Leger, Collections Librarian, reports that the cancellation tally comprises 201 subscriptions and a projected savings of approximately $117,000.

Jennifer Brownlow, Reference Coordinator, reports that the pilot virtual reference service entitled "Ask-a-Librarian!" has been running since spring. Our goal is to respond to information requests within 24 hours. Since the reference librarian on duty answers these requests, most questions receive responses within an hour or two of their receipt. Those using the service include students, faculty and others from the local community and afar.

Eileen Edmunds, Regional Campus Librarian, is very pleased to note that the Powell River Library/Bookstore expansion was completed over the summer. The addition of 224 square feet has given the library/bookstore a lighter and brighter atmosphere which has been appreciated by the students, as evidenced by the greater numbers of same now drawn to the space for studying.

Two notable staff changes have occurred. Laura Halliday, Library Assistant, has transferred back to the Nanaimo Loans staff. June McLaughlin replaced Laura at Cowichan Campus. Some of you will remember June when her surname was Learmonth, and she was the original Library Assistant at Cowichan from 1989-1994.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Since we last met, a number of initiatives have occurred, some within the library and some within the institution, which have an impact on the library.

The College has introduced a new CUPE evaluation system, which involves an annual review of achievements, setting goals and planning career development activities.

Student Services, of which the Library is part, is scheduled for departmental reviews during 2004-05. Over the next several months, the library will be investigating tools and models in preparation for the evaluation process.

The Library is collaborating with IT on migrating from UNIX to NT, prompted by the inability of IT to confidently support UNIX and an aging server. At this point, Sirsi has completed a test migration, with some complications and consequently, the project is on hold.

The Library is currently developing its departmental goals and budget, both of which are due within the next week.

In compliance with the College's decision to delegate copyright responsibilities among Faculty, Library and Instructional Materials, my position now provides copyright advisory and education to the college community. A detailed copyright guide for NIC has been developed with much appreciation to Kwantlen for permission to adapt the contents of their copyright document. NIC held a copyright session on October 17th, with Mary Anne Epp providing a powerpoint presentation and answering questions. It was a successful event, with twenty-six staff, faculty and administrators in attendance.

Over the last several months, the cataloguers have concentrated on cataloguing hundreds of videos. The Comox Valley campus library completed a collection barcoding project and library inventories were done at all three campuses over the summer. We were fortunate to provide a practicum placement for a graduate library technician student in May.

The fall has been a busy one – statistics on library instruction, reference, circulation and inter-library loans consistent with previous years.

Northern Lights College

submitted by Janet Beavers, Coordinator, Library Services

After a very busy summer we have inventoried the entire collection on all 8 campuses and report few losses. The new laptop and wireless inventory system is working very well and everyone is pleased with it. While underway, we also automated 2 more campuses: Fort Nelson and Chetwynd. All their materials are bar-coded and they can now checkout online. That brings our automated campus library total to 4 of 8.

The cataloguer has finished creating control records for all Dawson Creek periodicals and we're now checking them in online. Back issues are entered as they arrive at the circulation desk. The records for Fort St. John and Chetwynd campuses are in process. Circulation is getting a lot easier.

An Information Literacy program is well underway. We are working with the English faculty to embed our instruction in their curriculum and taking an hour in their classes in early October when students are gearing up for term papers. Faculty from other programs are asking now to be included. To assist with this, Charmaine Borden, Campus librarian FSJ, has created dozens of subject guides, how to: guides and topic guides. Faculty members have been consulted on every one of these and they are handing them out in their classes. They are also available on our webpage. There has been lots of excited participation and feedback from faculty.

We have been given a one-time funding amount of $25,000.00 that we have to use to benefit the whole region at once. We'll be using this to upgrade our SIRSI server, install EZProxy and hire short-term part-time staff to catch up on our cataloguing backlog.

Finally, in September we instituted a library staff professional development day once a month and have had participation from three campuses. Our challenge lies in extending this to include our remote campuses. So far

we studied the layout of our webpage, WebCat searching, the new AGent interface, searching the EBSCO databases and Canadian NewsStand, and launching our new information literacy project. The enthusiasm generated by having staff members come in from distant campuses and meet together is well worth the time spent.

Okanagan University College

submitted by Laura Neame, University College Librarian

Information Commons

Preparations for Phase One of an Information Commons are in full swing at North Kelowna, the main campus. 70 student use computers with full productivity software have been ordered. 22 of these will be located in the library learning lab. The rest will be located on "wave tables" on the main floor. A new 4 person Information Desk will be located near the entry. At busy times, it will be staffed by three librarians and library assistants, a computer technician and a student lab monitor.

In preparation, 64 bays are being removed from the floor. Compact shelving has been installed in order to accommodate back periodical runs at another location. Gale titles for which there is full text access are also being relocated to compact storage. The video collection was moved to the 2nd floor, as were some lower use reference titles (we will now have a REF2 designation).

In order to get the renovations accomplished over Christmas, there will be some dislocation for students in the exam period, and in the first week of classes, and alternative arrangements are being made with extended classroom and lab access at other places on campus.

One of the rewards for the hard work involved has been picking out the colours for the feature areas at the entrance and in the reading area. A dramatic midnight blue, a dark green and a dark purple have been chose. Pictures available at the next CPSLD meeting.

As part of the preparation for this project, we ramped up subscriptions to full text databases, thus allowing their print equivalent to move off the floor. Our expenditure in this fiscal year on databases will be in the $200,000 range, up from $85,000 two years ago. This expenditure will increase once again after we join the CNSLP licenses. A subscription to the journal archiving service J-STOR was been instituted. It is proving very useful for some disciplines. The largest problem at present is with load time. This means problems for the old and slow computers currently on the floor, but should be just fine when the new generation is installed in January.

Building Expansion

As soon as Phase One of the Info Commons is over, we will be moving to a Library Building expansion phase that will complete the 2nd floor footprint and add a 3rd floor. Most of this space will be allocated for classrooms and faculty offices. The Technical Services portion of the library operation however, will move to the 3rd floor expansion as soon as it is complete. In the long run, the Master Plan calls for all the space to revert to the library.

Royal Roads University

submitted by Rosie Croft, for Dana McFarland, University Librarian

We're becoming recon project finishing machines! Thanks again to HRDC summer funding, we have now completed barcoding our print serials collection. Stay tuned to find out what our next recon project might be!

On the systems side, we have successfully imported 13,000 ebrary records into our library catalogue. Shailoo and I are also planning on presenting a paper at next year's OFFCAMP conference on ebooks and their use in distance education. Our ebooks, particularly our ebrary collection, have generally been warmly received by our students.

We are also deep into the implementation of RSS interlibrary loan software and will very soon have the lending side fully in production, to be followed in the near future by borrowing. Serials Solutions is now our journals listing service, which has served us well so far. Our campus has also changed its ISP, so please note that various IP addresses connected with the library have changed or will be changing imminently. Please contact me, rosie.croft@royalroads.ca , for more information.

It continues to be challenging to create and staff new positions as we grow, but in recent months we have managed to fill various temporary appointments. We're delighted to welcome Jennie Oberg and Bevin Clempson to the RRU Library teams as circulation assistants.

We have also recently mounted our own information literacy unit called Infoquest library.royalroads.ca/infoquest , which incorporates animated segments created with the Viewlet software. Please send any feedback about this unit to shailoo.bedi@royalroads.ca .

Shailoo is still looking for volunteers for the CLA/BCLA 2004 conference in Victoria. If you're interested in helping out on the local arrangements committee of the conference, please contact Shailoo Bedi at the email address above. It's going to be a great conference!

Trinity Western University

submitted by Ted Goshulak, University Librarian

It is with great pleasure that I announce the appointment of Shirley Lee as the new Assistant Librarian, Reference effective 01 January 2004.

Shirley has a B.Comm. & MLIS from UBC and for the past 20 years has worked for VanCity Credit Union in their Vancouver headquarters. Her duties have included:

1. starting up, and managing, a corporate library
2. heading up a team which has developed two versions of a corporate intranet
3. working in the market research area

Shirley's business background will be a great asset as she works with our students and faculty at the Information desk. Her fluency in Cantonese and her working knowledge of Mandarin will also be of great benefit!

(P.S. "the former me" is now replaced and I can see what my new position really entails!)

University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

- Active Desktop has been installed on the public PCs to enable us to customize messages to users on this Web wallpaper program.
- Library classes have increased significantly over last Fall's numbers. Librarians continue to work with faculty to embed library resources in WebCT sites.
- UCC Library has joined the consortial proposal to C.F.I. for the Research Knowledge Network.
- The Reference Board continues to be useful for reference staff in Kamloops and Williams Lake to

share information, resources, tips, problems, questions.
- UCC has introduced a series of web courses and training called Learn It Online to support staff professional development. See www.cariboo.bc.ca/webtrain.
- A Faculty Library Services brochure has been produced by the librarians; also available as a web doc.
- The online inter-library loan form has been well-received by students and faculty.
- The advance email notice for materials due within three days has also been well-received by library users.
- UCC's net-library titles have been added to the library catalogue.
- Nancy Levesque made a presentation to the Merlot conference, Vancouver, August 2003.   (Merlot is Multimedia Educational Resource for Learning and Online Teaching. merlot.org).
- The Idea of Education, edited by David Seth Preston, published September 2003 by Rodopi, Amsterdam/New York, has a chapter on academic libraries authored by Nancy Levesque.

Sidebar:

- www.iub.edu/~nsse/ - website for the National Survey of Student Engagement (US) mentioned at the CPSLD meeting. "The NSSE project is grounded in the proposition that student engagement, the frequency with which students participate in activities that represent effective educational practice, is a meaningful proxy for collegi quality."
- www.ala.org/acrl/blueprint.html - website for K-20 collaboration for information literacy - academic and scho librarians working together.

University of British Columbia

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

UBC has had an exciting fall. We have chosen a new Integrated Library System, Endeavour and Encompass and the plan lays out a "go live" date of mid-April 2004. As you can imagine the training schedule has already started and will be fairly intense for the next few months.

The Irving K. Barber Learning Centre continues to develop and as you heard at the CPSLD meeting the North Wing of the old Main Library has been demolished and work has started on the site excavation. Through it all the Chapman Learning Commons has remained open and is still a popular venue for students to congregate in spite of the construction noise etc.

Our Library Card was merged with the UBCcard/UPass this year and in total about 44,000 cards have been issued since last spring.

We also developed a new Library Guide for Students and revised the Faculty Guide which was developed last year.

On a personal note, I'm still very new to UBC and have not yet had a chance to meet some of you. I'm looking forward to coming to the next CPSLD meeting and to working with you.

University of Northern BC

submitted by Heather Empey for Alison Nussbaumer, University Librarian

Marketing Initiatives

UNBC has implemented a number of initiatives to raise the profile of the library. We have put out posters advertising our library services using the "@ your library" theme from ALA and have started a weekly

submission to the student newspaper to highlight library facilities and services. In addition to this, we submitted three pictures of the library building to Choice Magazine and one was chosen for the October cover. Be on the lookout for the October issue of Choice and think of us.

Professional Development

The Geoffrey R. Weller Library will be hosting a two-day professional development workshop on November 20-21. The first day will feature training in EBSCOhost and the second day will feature Andrew Waller, Serials Librarian at the University of Calgary discussing electronic journals and how they relate to academic libraries. Please join us for this exciting professional development opportunity in the North.

Northern Medical Program

Plans for the Northern Medical Program are advancing daily here at UNBC. A new building is being built and planning for the library services are ongoing. We are eagerly awaiting the initial test of our facilities and services during the Prototypical Week in January 2004, when eight medical students from UBC will spend a week at UNBC.

People

Our University Librarian, Alison Nussbaumer, is the President of the British Columbia Library Association this year. We are very pleased for her and wish her much success during her tenure.

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