

CPSLD Newsletter

Fall 2004

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**CPSLD**  
Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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## SFU Super-Host

Many thanks to **Lynn Copeland** and the staff at Simon Fraser University Library for hosting the Fall 2004 meeting of CPSLD.

The first day was spent at the scenic mountain-top campus in Burnaby, and the second at SFU's busy Harbourside Centre in downtown Vancouver.

We enjoyed the great meeting facilities, lovely lunches, library tour and for some of us, the first chance to visit the new ELN headquarters.

## New Logo – New Website

October 28 was the official launch day for the new CPSLD website at <http://www.cpsld.ca>. The site was developed by Affinisys, working closely with a CPSLD task group on content. Members of the group – **Lila Heilbrunn** of Vancouver Community College, **Dave Pepper** of Langara, and **Kim Isaac** of the University College of the Fraser Valley – deserve a great deal of credit for seeing this project through to completion. The site includes public and member-only content and has many special features. One is the “polling” option, which gave members a chance to vote on a new CPSLD logo design. The winning design is very attractive and is featured in this newsletter.



## Reports

### BCIT

submitted by Merilee MacKinnon for Brigitte Peter-Cherneff, Institute Librarian

Since the last reporting period in April, it can safely be said that the 3000 square foot addition to the Library which began construction in March, and which will become the Learning Commons, did not finish in August. The banging and hammering continues on. Plans for this Learning Commons are underway, and this initiative will seek to provide learning enhancement opportunities for students in a manner that suits our unique BCIT culture. A Learning Commons Advisory Committee, consisting of a cross section of BCIT faculty and service personnel has been formed to provide strategic advice and guidance in the development of the Commons. Key to the Learning Commons is the concept of partnership with the educational and service providers at BCIT, as well as the BCIT Student Association, which has taken an active interest in the concept.

Other enhancements to the Library this fall include the housing of Mediaworks. This media instruction unit, formerly housed in a classroom wing on campus will be adjacent to the Library's microcomputer center, and will offer services to students who wish to learn more about media applications. The addition will make the highly used microcomputer center an even more frequent destination for students.

In addition, the myBCIT Card office has relocated to the lobby of the Burnaby Campus Library. In partnership with Ancillary services, this office has moved to provide longer hours of service to students and create more efficient staffing. Library circulation staff were trained throughout the summer to assume responsibility for the service in preparation for the fall registration period.

The ATC Library now has additional study space and a group project room available for students. With the cooperation of campus administration, the Library was able to annex an adjacent office to create much needed additional space for students.

In October, the Library prepared one of twenty-nine presentations for the Canadian Technology Accreditation Board (CTAB) which is in its final stage of a two year accreditation process for the Institute's applied science and engineering technologist and technician programs. CTAB represents industry and the profession. Graduates of accredited programs have their education recognized both nationally and internationally through transfer and protocol agreements, and they are also exempt from writing exams to join their professional associations. This process was an opportunity for us to really take in how much we have to offer, in the way of equipment and wireless technology, professional on site librarians, well trained technical staff, and remote access to very specialized databases in the applied sciences and technologies. Members of CTAB were impressed with our facility.

### BC Open University

submitted by Connie Fitzpatrick, Head Librarian

#### Library Services

The BCOU Library recently implemented an Automatic Call Distribution telephone system (ACD) to ensure that when we are open, users are immediately connected to a real person. This system replaces our telephone tree and provides one-stop shopping for our users that allows us to provide a personal touch. We are monitoring this initiative to evaluate it; initial feedback indicates that students prefer reaching a real person who can assist them immediately.

The BCOU Library has recently reorganized its workflow to use staff as effectively as possible. Librarians work primarily as consultants for research requests working with users to teach them how to become lifelong learners. We are in the process of implementing virtual reference to assist us in teaching information literacy skills as this facet of our work is the most challenging in serving users remotely.

The majority of our services are provided at a distance; however, more students are coming onsite for curriculum-based workshops and to the Library to look for resources. Workshop coordinators book time with librarians for library

orientations and information literacy training. These sessions are currently are being offered to nursing students.

Librarians participate in course development and delivery activities which includes participating in planning/course revision meetings and providing research assistance to subject specialists and course designers. Librarians also participate in tutor workshops promoting our resources and services, the latest of which is blogging.

### **Library Resources**

The BCOU Library continues to develop a course-based print and video collection by acquiring input from Deans, coordinators and course development specialists. Our process includes checking UCC's comprehensive collection, therefore using our resources wisely not duplicating but augmenting their holdings.

### **Transition**

As you are all aware, the BC Open University has been acquired by the University College of the Cariboo to become part of BC's newest university - Thompson Rivers University. This transfer comes into effect April 1, 2005. Because office space needs to be constructed in Kamloops, the BCOU will continue to reside in Burnaby until approx. summer/fall 2006.

From the library's perspective, we are very happy to be joining with Nancy and her group.

UCC has many databases that will benefit BCOU students/staff; they also have a comprehensive collection for us to draw on. We are also looking forward to being part of COPPUL.

The two institutions have formed a transition committee; Nancy and I are working on library issues. There is a limit to what we can do prior to legally becoming one institution; however, Nancy immediately offered us free interlibrary loans and direct document delivery to our students which is benefiting us immensely. We are beginning to work on amalgamating our websites, looking at best practices in the provision of services to distance students, and organizing videoconferences to facilitate our staffs getting to know one another.

The BCOU Library is preparing its collection for transfer by ensuring that all course videos and serials are catalogued, by organizing our archives and institutional contracts, and by reducing the number of boxes held by the institution in offsite storage. After April 05, we will continue to integrate our processes, harmonize our policies, as well as combining our database licenses and implementing Sirsi in Burnaby.

There is a lot to do; it is a time of great change and excitement for us all.



## **Camosun College**

submitted by Richard Baer, Chair, Library Services

Sheila Howard has taken a 50% leave of absence effective January to December 2005. Jessica O'Neill has been hired to replace her. Jessica comes to us by way of Newfoundland.

Sheila Cooper will retire at the end of the year. Sheila has been at the Library for 18 years and has filled many roles, mostly at the Interurban campus. She has been the Campus Supervisor since the late 90's as well as running a lot of the Unicorn system.

Single Search, SIRSI's federated search product has been ordered and it should be installed in December. We got the funding for it from our Foundation and the licence starts from when it is installed. We should have a full year to see if it's worth the maintenance fees.

Proxy server is installed and working well. We notice a lot more holds now, it could be that they are much easier to do now. Before logins, students had to know their PIN to do a hold. Not many did. Now that they all need a PIN to access the databases, holds/requests are very quick because they are already signed in to Unicorn.

We retired our VAX based Acquisitions system in the spring and have converted to Unicorn Acquisitions. Our acquisitions person, Margie Clarke, is going on leave in Jan. 2005 to go to SLAIS for the year. We are now doing cross training so that her expertise does not go off to UBC with her.

## **Capilano College**

submitted by Maureen Witney, Library Coordinator

The new BC Centre for Tourism, Leadership and Innovation is to be located at the Squamish Campus of Capilano College. The new Centre will coordinate education and training programs to meet the future employment demands in

tourism in BC. The new Centre will work cooperatively with other institutions offering tourism education. Plans for a new site for the Squamish Campus and the Centre are yet to be finalized.

The Library's Audio Visual Services has undergone extensive renovation as we move from providing media production to making all services self-help. We now have workstations available for faculty and students for scanning and doing digital downloads to CDs and DVDs. We provide initial help but charge if a training session is required.

We are now using Serials Solutions and can search for all our online, full text and print periodical titles in a single search from our catalogue page.

Several Library faculty and staff attended a Nonviolent Communication workshop. It was both motivating and practical and we are recommending that the College consider sponsoring such a workshop for employees. For more information, the website is <http://www.cnvc.org/>

The Library is into its second year of an aggressive no food and drink program. We allow only bottled water and are finding that most students are cooperative and many voice their appreciation.

Our ILL requests for articles have increased dramatically over the past year. We have decided to instigate a \$1 fee for all article requests to cover photocopy charges and to make students think twice before requesting ILLs. This cost applies whether or not students pick up the article. We have also lowered the number of ILL requests per assignment from 6 to 4.

Following the CPSLD discussion about Food for Fines, we have decided to do a trial run this December. Thanks to Tim Atkinson of UBC for recommending the idea.

## College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Ralph Troschke from Portage College is our new President. We now report to the Vice-President of Student Services, John Bowman, and are enjoying being part of the Student Services team.

**Quesnel:** The new CNC/UNBC campus is under construction, to open in September 2005. The library has twice as much space and an adjoining lab for online research. Over the summer, we barcoded the existing collection of approx. 7,000 volumes, to enable us to automate circulation at that campus.



**Course Outlines Project:** We are working on a project to put all CNC course outlines online. Library staff are scanning and loading outlines into a database created by our web developer. The project should be finished in April. After that, faculty will be able to add their own outlines. We will be automatically notified when new ones are added and will continue to keep current copies in print, at least for the foreseeable future.

**Equipment:** We have a new Canon Microform 300 Scanner and Printer; space-saving flatscreen monitors at the circulation desk; a bank of new computers in the open access lab; and some popular additions in Media Services, such as a colour laserprinter (25 cents/page) and VHS-to-DVD converter.

**SIRSI:** In August we upgraded to Unicorn 2002.0.17.0. Email with the NT/Windows version has always been problematic. Our users can now email result lists from catalogue searches, but we're still working on email overdue notices.

**Contests:** Weekly "word scramble" contests throughout the fall were popular. This year's theme was Superheroes, and we tried to include some unusual ones (Snowbird, Wolverine and Superman's dog, for example). Prizes were sponsored by the bookstore, library and communications department.

**Art displays** in the library have attracted a lot of media attention. We have featured landscapes by Vivien Antoniwi; portraits of native elders by Kirk Sauer; collages by Elaine Kerr; and part of Betty Kovacic's exhibit "A Roomful of Missing Women." This is a tribute to the over 60 sex trade workers who disappeared in Vancouver, leading to the creation of the Missing Women's Task Force and the largest serial killer investigation ever undertaken in Canada. Betty's portraits left a powerful impression on all who saw them.



### Survey Results

We did well in Provincial Student Outcomes, and also in the CNC Spring 2004 Service Reviews. 408 students and 115 employees responded. There were higher ratings in most categories. We are now working to address questions and improve services further. Copies of the surveys are posted at <http://www.cnc.bc.ca/ie/>

## Douglas College

submitted by Carole Compton-Smith  
Director Learning Resources

### People/Places



Joan Wenman, our Collections Librarian for twenty-three years, retired effective September 1, 2004. Her skills and knowledge of the college curriculum, library and college history will be missed. Susan Ashcroft has taken over Collections. Susan previously handled audio-visual software acquisitions and now does all print acquisitions as well. We have realigned some other librarian duties, for example, Patti Romanko handles Instructional Services and Sandra Hochstein Information Literacy to allow for the increased focus on these important teaching and learning areas. We have concluded our search for a new Borrower Services Librarian and Sam Catherine Cheng will be joining us in this position on January 1, 2005 from Portage College in Alberta.

### Library Services and College Employees

In an ongoing effort to make more employees and faculty aware of the services provided through the library we have been running a series of articles in the college newspaper INside. The first article was on the Oxford Reference Online resources and the second on Open Access journals such as the Canadian Medical Association Journal and other open access medical literature available through PubMed/Medline. As well, on October 29 a QP Legaleze training session was offered for all employees by the library. About twenty five people attended the session. On November 4 a RefWorks session was offered for faculty again with a good representative turnout.

### Capital Enhancements

Most of our capital budget items for this year are already in place and operational. They include:

- Additional stack shelving at both campuses. This is the first time that we have added to our shelving. To this point we have always relied on weeding to keep our book space active.
- New study carrels for the upper level at New Westminster.
- A new mini Electronic Learning Facility at New Westminster with six computers and an instructor's computer.
- An additional eighteen computers with full Microsoft Office capabilities at New Westminster, and six additional computers at DL
- Innovative Interfaces Inc. Modules Edifact and XML Harvester
- Two additional touch screen monitors for the Circulation Desk
- Ongoing, additional open hours during the summer semester, i.e. Saturdays through to the end of June.

**The Annual Library Highlights for 2003-2004** which provides a brief look at some of our statistics and other changes and updates can be found at [http://library.douglas.bc.ca/pdf/hghlights\\_200304.pdf](http://library.douglas.bc.ca/pdf/hghlights_200304.pdf)

## Emily Carr Institute of Art and Design

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

### Online Tutorial

TILT (The Information Literacy Tutorial) is now a required component of the first-year art history class. We have received positive feedback from students who like an online tutorial that they can do on their own time and at their own pace. We will continue working on TILT to customize it for our student population. Tilt can be viewed at <http://tilt.eciad.ca/>

### Horizon Upgrade

We will be installing a new Horizon Information portal (HIP) server and upgrading to Horizon

7.3.2 and HIP 3.05 by the end of the year. Gail Blayney, Circulation Supervisor, has just returned from the CODI conference in Portland and is ready to implement all that she learned there.

### **Minister's Visit**

The Minister of Advanced Education, Shirley Bond, visited the Library briefly during her tour of Emily Carr Institute on Nov. 10/04. She expressed great enthusiasm for libraries in general and was interested in our wireless connection, digital image project and public use of the library. In the background students were busily plastering signs on the library doors protesting tuition increases.



### **Justice Institute of BC**

submitted by April Haddad, Institute Librarian

#### **Staff**

Roxanne Wolinski is our new Library Technician, Serials and Acquisitions, replacing Lucie Manojlovic. Roxanne is a recent grad from the Langara College Library Technician program, whose previous job was at the New Westminster School Board library system.

#### **Buy A Book Campaign**

Our 6<sup>th</sup> annual Buy a Book Campaign raised \$9,000 this year. Each book purchased with campaign funds gets a 2004 Buy A Book campaign bookplate.

### **SIRSI**

We upgraded to Version 2003.1.3.0 in August and are now working on implementing the Media module.

#### **Computers**

We purchased 8 new Pentium IV computers to replace outdated student computer stations.

#### **Shelving**

We purchased new shelving to accommodate our growing collection. This will increase our capacity by ten percent. We have also started to slowly weed our collection on a regular basis when time allows. Regardless, we will still need more shelving next fiscal year.

#### **Publications**

All of our library publications will soon have a new look, incorporating the new JIBC logo and graphic style.

### **Kwantlen University College**

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

Spring, Summer and September 2004 were busy and eventful. The highlights include:

#### **Two New General Bachelor of Arts Programs and a New Librarian**

It is now official! Kwantlen will be offering two general BA programs in September 2005. There will be a BA with a major in Community Criminal Justice and another BA with a major in Psychology. A new full time librarian, whose responsibilities include developing library collections for the new degree programs, was hired during the summer and began work in September. Chris Burns is a welcome addition to our library and her position is the first new full time position in many years.

#### **Cloverdale**

After a great deal of work during the summer and many meetings with architects and planners, the architectural plans for the new Cloverdale campus library have been approved. Planning for the collection has begun in earnest. The new Cloverdale campus will be opening in 2006.

## **Richmond Lab Renovation**

The long awaited renovation of the Richmond Campus Library Lab is now slated for December. The new lab will include more square footage and more computer workstations. The configuration will be more conducive to teaching library research skills classes.

## **Library Web Site**

Our library web site was completely revised over the summer by librarians Caroline Daniels and Mirela Djokic, and has a great new look! In addition to links to Help with Research, Resources by Subject and Journal Titles there is also a Self Serve link to our growing number of self service options. Our link to Article Indexes has also been updated and changed. Students like our new look and feedback from librarians teaching research skills classes has been very positive. Visit our site at <http://www.kwantlen.ca/library>

## **Electronic Resources**

The library now subscribes to over 30 web article indexes that cover the wide range of subject areas taught at Kwantlen. During the spring and summer, we added the following products: Cambridge Journals Online, Criminal Justice Abstracts, JSTOR, MLA International Bibliography, and Social Science Full Text.

We are using Serials Solutions for our journal titles and it has been well received by librarians and students.

## **Online Study Room Booking**

As of September, library study rooms can be booked online through the Self Serve link on our library web site. Students can book study rooms from on or off campus. The database not only shows students available times but also includes seating capacity of rooms and maps of each library.

## **Reciprocal Borrowing with Simon Fraser University**

Kwantlen students now have reciprocal borrowing privileges with SFU. Students at both institutions will benefit from this cooperative arrangement.

## **OPAC Authentication**

This September, the setup of our library OPACS was changed from the majority being guest

stations to the majority requiring authentication with student ID and password. There are still a few OPACS that function as guest stations and the switchover has been relatively smooth.

## **Library Survey of Faculty, Staff and Administrators**

The library conducted a survey of faculty, staff and administrators in February. The results have been analyzed and plans are afoot to work on the recommendations.

## **Library Strategic Plan**

Library strategic planning committees are working on their year 1 projects and beginning to plan for year 2.

## **First Year Experience**

The library participated in a college wide First Year Experience event called Connect @ Kwantlen during the last week of August. A day long event took place at each campus and over 800 students attended at all three campuses. The library participated in mini information sessions and many of the students took advantage of the opportunity to get their library cards. Feedback on the event has been very positive and there are plans to make Connect @ Kwantlen an annual event.

## **Library Instruction**

There was no increase in the number of Library Research Skills classes taught during the summer as compared to last summer, in fact the numbers were almost exactly the same. September has seen a slight increase in the number of research skills classes over last September. The number of classes held during September was 92 and the number of students attending was 2,345. Most of the classes were held at the Surrey campus (45).

## **Circulation**

During the fiscal year 2003/2004 our circulation count was down slightly (-1%) compared with last fiscal year; however, our gate count was up slightly at 687,041 (6%).

We have been working with instructors to identify reserve materials that can be scanned. We have had a successful collaboration with the Mathematics department. Math quizzes and tests for all math courses have been scanned and are available electronically through the reserve module in the library catalogue.



## Information Services

Reference statistics were down slightly over the summer (-3%) compared with summer/03 and the number of questions in September (6083) showed no percentage change over September/03.

## Technical Services and Interlibrary Loans

Our collection now stands at 154,672 items. In Interlibrary Loans, we expect that the switch over to CUFTS will greatly enhance our students' ability to place requests for journal articles.

Due to the cancellation of the Real Estate Program, all library resources purchased with funds donated by the Real Estate Foundation of British Columbia have been transferred to Langara College, the new home of the Program.

## People in the Library

Our Dean, Cathy MacDonald was on Education Leave between April and mid June. Cathy spent part of her leave on site visits to a variety of trades and technology libraries investigating library design in preparation for our new Cloverdale campus library. Bevin Heath Ansley, Development Coordinator in Kwantlen's Co-op Department, was Acting Dean during Cathy's absence.

Eight of our library employees received special mention in Tom Thorner's new book entitled A Few Acres of Snow for their help "...to keep the interlibrary loan material, upon which so much of this book was based, flowing." They are: Margaret Giacomello and Jean McKendry at Richmond, and Karen Archer, Kathie Holloway, Jacinta Sterling, Ann McBurnie, Judy Issac and Nancy Smith at Surrey. Tom is a history instructor at Kwantlen.

Margaret Giacomello is now the Interlibrary Loan Borrowing Assistant and Heather Shupe is the Interlibrary Loan Lending Assistant.

Jan Penhorwood is the new Library Chair. Caroline Daniels, Jan's predecessor, was our first Library Chair and we thank her for her dedication, commitment and hard work blazing the trail.

Mirela Djokic will be confirmed as a permanent, regular librarian (80%) in January 2005. Janet Wong, one of our part time (60%) librarians, accepted a job in the United Arab Emirates in August. Lisa Hubick was the successful candidate to replace Janet. In January 2005, we will be hiring another librarian for a year long

part time (60%) position. Lin Brander was hired as a sessional librarian.

## Library PD Day

Our annual Library PD Day was held on April 23rd. This year's session included a visit to the new Semiahmoo Branch of the Surrey Public Library and a presentation on colour and architecture in libraries by Jean McKendry, a Kwantlen librarian and PhD student at the School of Library and Information Science at UBC. We also had a presentation by Juhli Farrel, Kwantlen's Student Employment Services Coordinator. We all enjoyed a delicious catered lunch. Thank you to Cathy MacDonald, Denise Dale, Jane Robinson, Andrea Page, Judy Isaac and Ann McBurnie for planning and preparing a very successful day. Here is a photo of PD Day participants.



## Langara College

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

## New Dean of Student Support Services

James (Jim) Hooton has been appointed Langara's new Dean of Student Support Services, effective December 6, 2004, almost exactly one year to the day since our former

Dean “migrated” to BCIT. Jim was formerly with North Island College and prior to that, with Camosun College.

### **We’ve got wireless!**

Langara’s Library and Information & Computing Services launched a new wireless Internet service on November 8. With access points available on all floors of the Library, students, staff and faculty with their own wireless enabled laptops and PDAs will be able to access:

- Library catalogues
- Research Databases on the library’s website
- Course web sites
- Internet including web-based email services

For more details, see <http://www.langara.bc.ca/library/wireless/index.html>

### **Project MIGRATE – the only way to fly**

The Request for Proposal for our new integrated Library System was released on the BidBC website on Oct 15, and closed Nov 12. For further information on our Project Migrate structure, critical success factors, timelines, etc., check out our site at:

<http://www.langara.bc.ca/library/migrate/>

### **Everything old is new again**

Preliminary drawings for the new Langara Library were signed off in mid-September. We are now entering the design development phase, and still hoping to break ground in Spring 2005. The 7500 sq meter structure will be built to accommodate growth for the next 25 years, and will include a hands-on teaching lab for information literacy, information commons, computer labs, classrooms, food services, and the library technology program. We’re trying to achieve a balance between the “buzz” of high tech and “thinking places” for study and quiet contemplation!

### **Open House – “Explore the Possibilities”**

As part of Langara’s 10<sup>th</sup> anniversary celebration, we opened the doors to the community on Nov 5-6. Check out the site at <http://www.langara.bc.ca/openhouse/index.html> for a description of events.



## **Malaspina University College**

submitted by Linda Leger for Bob Foley,  
Director of Libraries

We spent the summer planning the layout of the Education Commons to be located on the fifth floor of the new Library. This space will house shared-use classrooms, multi-purpose meeting rooms, and a suite of student-use workrooms. The plans were approved in August, and the space has been under construction ever since. We are hoping to be in the new wing by January 2005, and we are expecting the entire project to be finished and fully functional by April 2005.

Eileen Edmunds, Regional Campuses and Loans Librarian, is pleased to announce that the Powell River Campus Library has received three new, state-of-the-art OPACs, just in time for the beginning of term. Interlibrary Loans staff is learning and utilizing OpenILL (an open-source, ISO compliant ILL management system) for borrowing. Malaspina is one of the OpenILL partners participating in the development of the product. As ILL staff members use the system, they are making recommendations for streamlining and enhancing the product.

Cowichan Campus Library staff report an increased use of that library’s resources and services by faculty, when compared to the two most recent years. In addition to borrowing more materials, faculty are requesting more library instruction sessions for their classes, and assigning more exercises requiring the use of library resources.

Gwen Bailey, Systems Librarian, reports that the new GODOT system was implemented in early August. This and the implementation of the OpenILL system kept her very busy when she returned from her leave.

The IT Librarian, Jean Blackburn, was happy to see the arrival of 20 brand new computers two

weeks ago. While these sleek, slim black computers with 15" flat screen monitors are temporarily being used to replace the aged OPACS, they will be reassigned to the Information Commons once the new Library is completed. The computers have 2.8 GHz Celeron processors, 256 MB of RAM, 40-gigabyte hard drives, and combination CD Read/Write and DVD-ROM drives.

## North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

In my last report I mentioned that construction of an additional library office was scheduled; this along with ergonomic adjustments at circulation have since been completed. Recently at the Comox Valley campus, additional shelving was mounted to alleviate tight shelves and provide space for our growing collection. Next year's capital request will include shelving for Comox Valley as well as for the Campbell River campus library.

The Library is working with IT on two upcoming projects, upgrading ILS software (Unicorn) and implementing EZproxy. The library will be working with the Web team to convert the library webpages from FrontPage to Dreamweaver, prior to any re-design and new contents for EZproxy.

Three library staff members will be completing the Library Technology program in 2005.

Collection inventories were done over the summer; weeding of the Comox Valley collection, with help from Faculty, is almost completed. Periodical holdings have been reviewed and retention guidelines established.

Along with class orientations during September and October, we tried to target students needing help with research and offered thirty minute sessions on database and catalogue searching. Requests from Faculty for additional classes are still being received and booked.

In an effort to promote awareness about the collection, the libraries have featured some terrific book displays on topics ranging from philosophy to photography.

## Northern Lights College

submitted by Janet Beavers, Coordinator of Library Services

In the library on the Fort St. John campus, space was added from an adjoining gym to make room for a computer lab with 10 computers and a separate meeting room. Hurray! No more thuds of basketballs on the library wall! The meeting room will be fully equipped as a multimedia and teleconference room and will hold small groups of 10 or so. All this and no librarian yet. Aditi Kolachala from Vancouver will be joining us in January 2005 as Fort St. John Campus Librarian.

In Dawson Creek, we have moved the 10 computers out of a room at the back and grouped them near the circulation desk at the front of the library. They are closer to staff now and we have been able to assist many more people.

We have also been joined by one of our regional Ed Tech specialists. He provides technical assistance to faculty with creating online courses, class webpages, etc. and manages the videoconferencing facilities. He is also able to assist students now with preparing powerpoint presentations and other online work.

Our new logo for this campus library will be LTEC (Library and Technology Education Centre) and there'll soon be a neon version of LTEC above the entrance to the library. See this link for pictures of the library entrance from the lobby: <http://www.nlc.bc.ca/library/lobby.htm>



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## Royal Roads University

submitted by Rosie Croft for Dana McFarland, University Librarian

To keep to tradition, we have a new baby (and maternity leave) to announce! Jennifer Brandle-McCall and her husband Matt added Jasmine to their family on Sept. 11. In the ever revolving door of RRU mat leaves, this means that we also welcome Sunita Rambali to the RRU Library. Sunita will be filling another staff member's position while that person fills in for Jennifer. We're getting the job posting process down to a fine art as our library staff continue to expand their families and explore other positions within our library!

Will Meredith joined us as a librarian in June as Mari Martin moved on from RRU to the Prince George Public Library. We also welcome two new part time librarians to RRU: Colleen Alstad and Jessica O'Neill. Danielle Russell also made a quick reappearance as a part-time librarian, having returned to us as a former RRU Library assistant and now new SLAIS grad. She has moved on after a brief few months with us to a fulltime contract position at UVIC and we will again miss her, but we were very happy to have the opportunity to continue to support her career development.


On the collections front, our addition of Refworks to our suite of online resources in June has been a great success. Students and faculty have enthusiastically embraced this bibliographic management tool.

RRU was very actively involved in the CLA conference in June, as most of our staff played important volunteer roles, marshalled by former RRU Librarian Shailoo Bedi as local events co-ordinator. RRU also hosted a tour of the library and campus botanical gardens with the helpful financial support of our ILS vendor Endeavor Information Systems. Victoria lived up to its reputation for beautiful spring weather, and we welcomed librarians from across the country to a beautiful afternoon at the RRU campus. Our University Librarian, Dana McFarland, presented at CLA on a panel about ebooks. Dana and Naomi Eichenlaub also presented at the WILU conference on online learning models.

RRU looks forward to hosting the next CPSLD meeting! See you at RRU!

## Trinity Western University

submitted by Ted Goshulak, University Librarian

 The logo features the words "Food", "for", and "fines" stacked vertically in a large, bold, black, sans-serif font. The word "for" is smaller and positioned between "Food" and "fines".	<p>From November 15 to 19 ONLY, make a donation to the Langley Food Bank and pay your library fine at the same time. Each item you bring to Alloway Library clears the fine on ONE title or item</p> <p>The Langley Food Bank helps needy people in our community and welcomes donations such as nutritious canned goods, sandwich spreads, rice and pasta or personal care items. (Please-- no candy soft drinks, bottled water or ramen noodles; the Food Bank is also overstocked with tomato soup, Pablum and small diapers)</p> <p>Food for Fines donations cannot be used to pay the cost of lost or damaged items, processing fees, interlibrary loan charges or fines on Reserve material.</p> <p>Donations are welcome, even if you don't have a library fine!</p>
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More information: <http://www.twu.ca/news/print-specific.aspx?newsID=327> It also made the local paper!

## University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

Our new name (as of April 1, 2005) is Thompson Rivers University! We continue to work with BCOU library staff to integrate library resources and services for TRU. The plan is for BCOU (TRU Burnaby) to relocate to Kamloops summer 2006.

UCC has joined the national research database license project, Canadian Research Knowledge Network (CRKN).

UCC Access Services Librarian, Brenda Smith and Systems Librarian, Michael Coyne, continue to work with partner libraries to develop and implement the Open ILL system.

UCC Librarians, with Instruction Librarian Daniel Brendle-Moczuk in the lead, are developing a credit course on library research skills.

Public Services Librarian, Peter Peller, has been designated a regional trainer with the Statistics Canada DLI program.

Collections Librarian, Penny Haggarty, conducted a needs assessment and gap analysis for the proposed UCC MBA.

Information Services Librarian, Kathy Gaynor, redesigned the UCC Library web page this summer.

Williams Lake Campus Librarian, Elizabeth Rennie, is working with space planners to design the new library at the new Williams Lake Campus.

RefWorks, GeoBase and Hospitality and Tourism Index have been well received by UCC Library users.

Nancy Levesque presented a paper at the European College Teaching and Learning Conference this summer on the future of academic libraries. Her paper won a Best Paper Award and will be published this Fall.

Nancy Levesque was invited to meet this Fall with the Two Year College Library Directors of Washington State to discuss with them strategies to develop their libraries to support undergraduate degrees.

Nancy Levesque is part of a small group working on a Business Plan for the BC Academic Health Council, e-library project.

Nancy met with the Pacific Northwest Forestry libraries group this Fall to highlight development at UCC, and to promote JEM, the BC Journal of Ecosystems and Management. Nancy serves on the editorial working group.



## University of British Columbia

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

### People

UBC lost a wonderful librarian and a remarkable person when Diana Cooper passed away this fall. Diana worked in the Fine Arts Division for 38 years and touched the lives of thousands of students and many faculty in that time. Those of us lucky enough to have taken tours or classes from Diana know how she could make the material on fine arts come alive and her sense of fun was a great source of joy to all around her. The Library honoured Diana with a gathering on Oct. 7 and dozens of people joined us to remember her. She is greatly missed.

Nicole Gjertsen, also in the Fine Arts Division, left to join SFU in a permanent fulltime job and SFU also hired Brian Owen formerly the Manager of Library Systems at UBC. Martha Whitehead left her position as Head of Information Services to become an Assistant University Librarian at Queen's and Greg Tourino from the Science and Engineering Division has also recently been hired at Queen's in a permanent position.

Tricia Yu has joined the UBC Library as the Hamber Librarian and Katherine Kalsbeek joined Rare Books and Special Collections as a reference librarian.

## Collections

We continue to learn about our new ILS and hone workflows. UBC has recently announced that Coutts will be the major vendor for our English language books and we have started to implement some changes to our collections procedures.

## Facilities

Irving K. Barber recently made another donation to UBC. This time the donation is for UBC Okanagan and will create the Irving K. Barber School for Arts and Sciences and fund the Irving K. Barber Learning Centre Interface Program which will provide the means for the innovative programs and new teaching approaches delivered at the School of the Arts and Sciences to be accessible throughout the province and beyond and it will serve as a vehicle to support innovations developed at the Irving K. Barber Learning Centre to be shared with the School.

The Irving K. Barber Learning Centre is progressing rapidly. The north wing is well on the way to completion and early May 2005 is still the date for opening the new space. Demolition of the south wing is scheduled for late May 2005.



## University of Northern British Columbia

submitted by Charles Hogg for Alison Nussbaumer, University Librarian

### Library Annual Report

The Geoffrey R. Weller Library Annual Report has been completed and highlights important statistics and events in the library over the last year. The report features changes and growth in our collections and recent service enhancements.

<http://library.unbc.ca/Library/AnnualReport03-04.pdf>

### LibQual Survey Results

The Library participated in LibQual+ a multi-institutional survey in 2003. The feedback and data received from this survey will be used to improve library services and resources. Heather Empey and JoAnn Murphy completed a report on the results that is available on our website.

<http://library.unbc.ca/Libqual/LibQualAnalysis.htm>

### Northern Medical Program

As part of the Northern Medical Program, UNBC will be welcoming its first cohort of medical students from UBC in January 2005. The new medical building is complete and the prototypical week that tested many of the systems and services was very successful. Librarians and staff from all three partner campuses (UBC, UVIC, and UNBC) in the Extended Medical Program continue to work to coordinate services and resources.

<http://www.unbc.ca/nmp/index.html>

### People

UNBC would like to welcome Fangmin Wang, who started a one-year term as the Electronic Services Librarian in August 2004. Charles Hogg is doing a one-year term as the Education Services Librarian.

## Vancouver Community College

submitted by Lila Heilbrunn, Director, Library Learning Resources

The past few months have been very exciting and busy at VCC. Led by Jacqueline Van Dyk, VCC submitted an RFP for a new integrated library system. We had 5 respondents and invited 3 for further investigation. After a very intensive evaluation process we chose VTLS. They had excellent references from recent clients and their product appears to be very innovative, forward-looking and intuitive. For the past months, they have been working closely with us to enhance the media booking module to respond to the needs of an organization such as ours and we are looking forward to our 'Go-Live' date of April 4/05

This process has been all the more challenging for us because Carol Elder, our Technical Services Librarian left VCC to take up a teaching position at Langara College in the Library Technicians Program. Carol is an excellent teacher and a great asset to Langara but we really miss her expertise. Luckily we found an excellent replacement for Carol. Ella Fay Zalesak has recently joined us. She was the former Head of Technical Services at Dalhousie University. We also have a new Library Systems Technician, Michelle Gauthier who previously worked in the Systems Department at SFU. With these two experts on board, I know that the project will be on time.

The VCC library also gained a small amount of space this summer allowing us to amalgamate the Learning Centre and the King Edward Library. This forms the basis of the development of a learning commons at VCC, which we hope to enhance in the next few months. Already the use of the library has increased and students are enjoying the improved space and layout. The new furniture has yet to arrive before the full effect of this expansion will be realized.

## Special Reports

### Advanced Education Media Acquisitions Centre (AEMAC)

Located at Langara College

Report, April – September 2004

Prepared by Mary Anne Epp

This report summarizes the outcomes relating to the key functions and priorities for AEMAC in 2004/2005 as outlined in the Ministry of Advanced Education funding letter.

*1. Acquire and renew duplication rights for media products on behalf of the province's universities, colleges, university colleges and institutes.*

AEMAC prepared material for the Nominations List based on priorities identified by the institutions and articulation committees and submitted to AEMAC. As a result of the shortfall in funding, seventy-three titles on the priority list were not funded for provincial licensing. AEMAC completed the Feature Film licenses on behalf of 24 institutions to obtain public performance rights at considerably reduced rates.

The professional staff was actively involved in responding to many requests for information on digital licensing for assistance to institutions and provincial groups. This is an area for further development and funding for considerable cost savings to the system. The librarians continued to discuss pricing structures with distributors to try to change policies on tier pricing.

*2. Strengthen and expand relationships with key stakeholders, including educators, ministries, and the media industry.*

The Media Librarian maintained strong relationships with the Media Exchange Cooperative. New discussions were held with the Council of Post-Secondary Library Directors, Ministry of Education representatives, the Electronic Library Network staff, the Educational Resources Acquisitions, industry training members, the Ministry of Advanced Education, Educational Technology Users Group, BC Campus members.

Media Librarian discussed strategies with articulation committees for upgrading the Carpentry and Culinary Arts programs, both strategic training areas in British Columbia. The issue of funding for lapsed rights in other vocational areas is yet to be resolved.

The Director had several discussions with Ministry officials and members of the constituencies served regarding digital licensing and a provincial support system for licensing online learning materials (print and media).

Faculty members working on course development have contacted AEMAC to request information on how to obtain digital rights for video footage into their courses. AEMAC prepared a funding proposal for a research project on video streaming for post-secondary use. The project was not funded by BC Campus.

AEMAC staff met with the agent for duplication of videotapes, Image Media, to review performance and progress on common issues.

The staff continued to maintain good relationships with the industry through frequent telephone and in-person contacts. The Fast Forward Educational Media Showcase (self-funded) completed its eleventh successful year, with 350 participants and 22 educational exhibitors. Fast Forward provides 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. Fast Forward was used for the second year as the exclusive venue for video evaluation for the annual purchasing of the Educational Resources Acquisitions Consortium, a new consortium developed to support the K-12 districts.

The Media Librarian attended the major US educational media show to contact new producers and identify new products. This connection has proven beneficial in identifying products and issues for better services to AEMAC clients.

### *3. Determine priorities for acquiring and renewing rights to media products.*

AEMAC identified priorities through discussions with the Media Librarians, many of whom previewed titles at the Fast Forward Media Showcase and the Educational Media Marketplace. In addition, other stakeholders,

particularly instructors working in the trades areas contributed nominations for provincial purchases.

### *4. Consult with the Ministry and individual institutions on the issue of copyright legislation.*

The Director continued to be involved in many national and regional discussions regarding strategies for bringing forward user rights to the federal government in its copyright reform process. She facilitated discussion regarding the Access Copyright agreement. The staff answered many questions relating to copyright issues

As a member of the Canadian Library Association Copyright Committee, the Director maintained contact with copyright experts throughout Canada. The Director and Librarian joined the Alberta Copyright Forum listserv and presented a workshop on AEMAC mandate and activities in May of 2004.

The Director co-presented a workshop on Copyright at the Association for Media and Technology in Education in Canada in Sudbury. The Director is also a member of the Association for Canadian Community Colleges copyright group. Matters relating to copyright issues are reported to the Council of Post-Secondary Library Directors, the Media Exchange Cooperative, the Educational Technology Users Group, the British Columbia Library Association, college and university officials and other associated groups in BC.

### *5. Maintain catalogue records of media products.*

The catalogue of AEMAC holdings was updated with the newest additions and deletions and is currently available on the AEMAC Web site. The catalogue data is delivered in MARC cataloguing standards and downloadable at each institution at considerable cost savings to the whole system.

### *6. Provide information and referral services to users including workshops and events sponsored by institutions.*

AEMAC staff have continued to provide information to assist users (faculty and media staff) in locating titles, identifying distributors, explaining distributor protocols and licensing



requirements, and providing appropriate referrals on media products.

The updating of information for the Media Guide provides current information on changes in distribution, distributor mergers and new companies. The guide, unique in Canada is being developed for a Web version. The Guide will provide a one-stop shop for identifying Canadian products, reducing extensive searching time for media staff in the province and providing accurate information for cataloguing records. As the staff updates the directory, they are able to answer many more questions on access to current products and distribution sources.

#### *7. Planning for the Future Priorities of the Ministry of Advanced Education.*

The following issues have been identified for further discussion and development:

##### a. Expanded Savings to the System for Collections

AEMAC has the capacity to provide more acquisitions for members of the post-secondary community provided there is additional funding for titles either through the ministry directly or through pooling of institutional dollars. The one-time funds that were provided in the 2003/2004 budget year were very helpful in filling part of the current gap, but need to be reinstated on an annual basis. The impact of lost acquisition funds reduced in the AEMAC budget for 2002/2003 is cumulative in that a number of important curriculum resources are not equitably available to all institutions. Seventy-three titles on the priority list were not funded for provincial licensing. This means some students are disadvantaged in their access to media information for learning and assignments.

A provincially coordinated system for acquiring digital rights for both print and media items needs to be explored for selected programs, online courses and hybrid courses.

Funding should be allocated in the online learning development projects to fund digital rights. AEMAC could provide those negotiations and rights for a fraction of what it costs individual institutions to obtain the rights on their own.

##### b. Industry Training and Resources

The needs of the vocational programs for upgrading in resources continue to be unmet. New strategies need to be developed to focus on this area of development.

##### c. Digital Licensing

AEMAC has the expertise to develop a provincial digital licensing system for online and in-class learning. Questions are being directed to AEMAC to assist in the process of digital licensing for media programs. The strategy of collective licensing could be useful for the linkage to the BC Campus infrastructure but also for classroom teaching. Initial discussions have been held with BC Campus, but more active strategies are needed to incorporate the existing provincial cost savings structure and expertise into the BC Campus initiative. AEMAC is currently involved in national discussions on copyright reform regarding educational rights for digital materials.

##### d. Media Guide

Considerable work has been completed to update the content for the online version of the Media Guide. Further development is needed to bring the Media Guide to an interactive Web service. Design of the database is underway. A business plan for mounting the database on the Web will be developed.

##### e. Image Bank

Initial work has been done to create a Web site for identification of media images for online instruction. In addition, AEMAC could clear digital rights for frequently used "still" and moving images, thereby reducing the costs of one-on-one negotiations. Further research and development is needed to update the information and market the information to BC post-secondary clients.

##### f. Video Streaming

AEMAC has prepared a project proposal for research on the efficacy and logistical support required for video streaming and other modes of digital distribution in the post-secondary environment, online and in the classroom. The project was not funded through grants from BC Campus. This project will have considerable relevance to the efficacy of distributing digital products by determining the best methods of distribution and the actual costing structure to support media use in the curriculum. No

equivalent study has been completed at the post-secondary level to determine the key components, their pedagogical value and the modularized costing of this method of learning. Supportive funding will be required to implement the project.

#### g. Cataloguing and Metadata

Further research and marketing is recommended to determine the needs and feasibility of developing a MARC cataloguing service for media cataloguing beyond the AEMAC catalogue, to increase the savings for institutions that are cataloguing their own media.

In addition, AEMAC has the expertise to provide consultation and advice on metadata for BC Campus activities and other provincial resources. Learning object repositories will be much more efficient and useable if appropriate standards are applied and accessibility is provided through expert information systems.



## BC College and Institute Library Services (CILS)

Report April to September 2004  
Prepared by Mary Anne Epp

The purpose of CILS is to provide alternate formats of learning resources to students with print disabilities in the public post-secondary system in B.C. CILS served 190 new students in eighteen institutions enrolled in more than 210 different courses over a wide range of disciplines including business, information technology, social services, health services, vocational training, adult basic education, aboriginal education and many different academic and career programs.

Production of alternate formats increased by 70%, focused almost entirely on new digital formats. Braille was not produced due to lack

of sustaining funds for operationalizing the service. A braille discussion list was established to obtain data from students on their needs for braille formats.

Considerable progress was made to expand the access to resources beyond the textbook. Students need access to resources that are accessible for online learning, Web searches, library catalogues, online reference databases, audio-visual and multi-media resources. A new study on the accessibility of online library catalogues and reference databases was completed.

A renewed Web site ([www.langara.bc.ca/cils](http://www.langara.bc.ca/cils)) links to a broad list of services that includes more efficient request procedures, online services to the CNIB Online Digital Library. Resources are also available relating to accessibility and alternate formats, reference and information services, standards, examples of alternate formats to view online and how to take care of hardware and software. Information resources and consultation services are now available to assist curriculum developers and online course designers in applying universal design principles when creating online courses. Information resources are available on new adaptive technology hardware and software. CILS provides advice on products to purchase for library access to information resources.

Training programs were added to support institutions in providing better access to information. The Workshop, "Beyond the Textbook: Information Literacy for Post-Secondary Students with Print Disabilities" was piloted in Kelowna and later presented in Vancouver as well.

Partnerships continued to be an important strategy for sharing resources, collaborating in the development of provincial services, developing national programs for better services and advocating for copyright improvements. A new initiative was the establishment of a cross-Canada cataloguing team to establish standards for cataloguing tactile graphics. CILS also participated actively in a nation-wide survey of post-secondary students to determine needs for academic materials.

Further planning, development and funding is needed to address the issues related to continuing production efficiencies, braille production, newly formed universities, private

colleges and institutions, institution-produced publications, coursepacks, online courses, copyright exceptions, further development of reference and information services and facility requirements.

## BC Electronic Library Network (ELN)

submitted by Heather Morrison

The ELN Progress Report, April to September 2004, is available at <http://www.eln.bc.ca/view.php?id=1107>

### Highlights

Six new products were licensed, including Criminal Justice Abstracts, SPORTDiscus, Refworks, and SerialsSolutions. CBCA Business and CBCA Current Events received one-time Ministry project funding for all publicly funded ELN partners for a one year transition period, resulting in an additional 15% discount over already discounted consortium pricing. The Core Database model was phased out; participation in any ELN database license is now available to ELN partners on an opt-in basis.

ELN continued to collaborate with COPPUL and TAL on database licensing: SPORTDiscus, Criminal Justice Abstracts, and Refworks, are all joint licensing initiatives.

19 databases and the Wilson database suite were renewed. The Wilson databases were migrated to the WilsonWeb platform, and new fulltext upgrade options were made available for selected indexes, including Applied Science, Art, Bio/Agri Index Plus, General Science, Humanities, Readers Guide and Social Sciences.

ELN participated in the E-Health Library Working Group of the BC Academic Health Council (BCAHC), and advised on development of the RFP and business plan.

The BCCampus Library Gateway is now in production. An implementation plan was developed for asynchronous (e-mail) reference. A technical working group was established to handle proxy server configuration at the local level, and a part-time secondment position was created to review interface usability and develop a plan for ongoing project development and sustainability.

BC became the first Auto-Graphics customer to implement the AGen ISO compliant interlibrary loans software, which makes it possible for AGen ILL to communicate with other ILL systems. Initial ISO partners are SFU, UBC, Library and Archives Canada, and CISTI. Testing with OpenILL is planned for later this fall. ELN co-coordinated and presented a session at CLA called *Linking Systems: Transforming Resource-Sharing through ISO ILL and Other Standards*. A pilot project to conduct a shelf status check using Z39.50 from within the union databases was initiated.

Training sessions were coordinated for QP LegalEze, EBSCOhost, GODOT/CUFTS, and ISO ILL.

Heather Morrison published an article on Open Access in Library Hi Tech News: *Professional Library & Information Associations Should Rise to the Challenge of Promoting Open Access and Lead by Example*. Library Hi Tech News, 21, 4 (2004) pp. 8-10. Open access copy available through SFU D-space, at <http://ir.lib.sfu.ca/handle/1892/81>.

## Fast Forward

<http://www.langara.bc.ca/ffwd/>



**Mark your calendars now for the 12th Annual *Fast Forward* Educational Media Showcase at Capilano College Sportsplex April 27th & 28th, 2005**

