

CPSLD Newsletter

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CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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CPSLD Fall Meeting at David Lam Campus, Douglas College

Many thanks to **Carole Compton-Smith** and the staff at the David Lam Campus of Douglas College for hosting the Fall meeting of CPSLD. We especially enjoyed a tour of the new health sciences building with Nina Blanes (Faculty of Health Sciences Educational Technology Co-ordinator) and the PD workshop by Bob Cowin (Director of Institutional Research). Bob presented highlights from his publication: *Made in BC: A History of Post Secondary Education in British Columbia*, and engaged us in a fun discussion of the role of libraries over the years. The meeting itself included an extensive agenda; for details see the website. Special thanks to guests: Kate Cotie from the Ministry (by teleconference); Brian Owen, speaking on the Sitka Integrated Library System Project; Anita Cocchia from the BC Electronic Library Network; Niina Mitter and Susan Weber of CILS and AEMAC, with a presentation on the new videostreaming service; and Alissa Cherry, with an update on Union of BC Indian Chiefs digitization projects. It was great to see you all – thanks again for your submissions to the newsletter!

Reports

BCIT

submitted by Pat Cumming, for David Pepper, Institute Librarian

For term start up in 2008, BCIT Library and Bookstore partnered to produce an environmentally friendly book bag that was given to many students and staff during this year's orientation events. All new employees receive one of these bags along with some promotional items to welcome them to BCIT and introduce them to Library Services.

Demand for the Learning Commons services has increased significantly this year. 50 peer tutors and conversation leaders have been hired and trained. Peer lead conversation groups for second language learners are being held 6 days a week. A welcome event for the tutors and conversation leaders was attended by the Deans and the President.

The extended hours computer lab (ehPod), which is open 7 days a week until 3 a.m., has been a huge success. Mouse pads with the ehPod logo are being used to promote the use of this facility.



ehPod @ the Library

A number of student projects have been completed or are underway. SLAIS student Xu-Mei Li completed a collection analysis and has recommended a formula to be used to allocate collection money for book purchases. Deirdre

Grace, also a SLAIS student, will be working on a project utilizing Second Life. A team of BCIT students is looking at use of the Library by Trades and Vocational students and will produce a report based on their surveys.

Also in the works is a survey of faculty and staff. We created a survey instrument in consultation with the Institutional Planning and Analysis group and we are soliciting feedback from Library staff and the Library Faculty Liaison Committee to help us refine and improve it.

The Library purchased a digital photo frame which is being used to let people know when the next group study room is available. A second frame will be used to market Library services and events once it has been purchased and installed.

The Library has also purchased Encore from Innovative. This new interface will be installed and implemented in the upcoming months, giving library users an exciting new way to search for information.

Some minor changes to the Library web site were implemented over the summer. Web-based subject guides will replace PDF versions of print handouts over time. There were also a few navigational and cosmetic changes.

BCIT Library welcomes 4 new staff members. Gary Lund is working re-writing policies for the Institute, Shane Plante and Ron Rooth are part-time librarians and Brad Menard is an auxiliary working in Circulation.

Two librarians attended major international conferences this summer. Bill Nadiger was at the IFLA conference in Quebec City and Ana Ferrinho went to Helsinki for the European Conference of Medical and Health Libraries.

Capilano University

submitted by George Modenesi, Library Coordinator

Transition and Governance

The University has been engaged in wide-reaching forums on transition matters regarding the new governance structure. Education Council, as presently constituted, is now officially the Senate of the University until a new structure is established. The legislation has the fairly narrow definition of faculty members to be only those involved in direct instruction. At a recent meeting the membership overwhelmingly voted to direct the future Senate to assume the broader definition that matches our current collective agreement and that includes Librarians, Counsellors and Special Appointees as teaching Faculty. Faculties represented at the Senate level and its proportion to administration is another issue generating a good deal of discussion. Peter Ufford has been appointed as the University's first chancellor.

Squamish Campus

After years of discussion and negotiation, Capilano University has acquired 1.87 hectares (4.64 acres) of land formerly owned by BC Rail. The expansion gives the university almost 6.07 hectares (15 acres) on which to base its future plans. The location of the land is near the Squamish estuary and would provide a natural laboratory that will present a rich learning opportunity for students and community groups. The Ministry of Advanced Education and Labour Market Development funded the purchase, which was approximately \$1.5 million.

Vice President, Student and Instructional Support

Patrick Donahoe is our new VP of Student and Instructional Support. He has more than 30 years experience in Student Affairs and Academic Administration and was most recently the Registrar at Nova Scotia Community College and its 13 different campuses.

People

Jan Wilson, Technical Services Supervisor, retired last June. Karen Nelson is the new Assistant IV in the department.

College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Collections

E-Books: We have added netLibrary's classics collection of over 3,400 e-books to our library catalogue. A truly impressive selection of titles.

Legacy Fund and ECE Collection: The Early Childhood Education graduating class and faculty set up a new ECE Literacy Fund this year, allowing us to expand our Children's book collection. The Literacy Fund is part of the Library Legacy Fund, which started just seven years ago and now stands at over \$63,000.

Journal Bundles: Thanks to the new BC "core" databases initiative, we have virtually doubled our online journals. Special thanks to ELN for posting instructions on how to bundle the Ebsco databases. Our new "health" and "business" bundles are popular. Journal database statistics show that our total use went up another 28% in 2007/2008.

Summer Displays and Contests

- **Red & Green Beetle Art Show:** From May 27 to June 10, we were pleased to host this travelling exhibition of regional artists' work about the mountain pine beetle and its impact. It was organized by Annerose Georgeson, Vanderhoof painter and College of New Caledonia artist-in-residence.
- **Bolivia Book/Contest:** Local writer Vivien Lougheed's new book, *Understanding Bolivia* was featured in a beautiful display that included Bolivian arts, crafts, and clothing, along with a monthly Bolivia word search contest.
- **Japanese Dolls:** Community member Eric Davidson's stunning collection of Japanese dolls attracted a lot of visitors.



Fall Displays and Contests

CNC Fine Arts Student Work: At the moment we are showcasing the work of fine arts students in an exhibit entitled "Bring me that Horizon."



Claude Levi-Strauss: This noted anthropologist is celebrating his 100th birthday in November. Anthropology faculty have mounted a wonderful display in the library of books, quotes, and artifacts. The library is running a word search contest based on themes in his work.



Wood Block art display: Outside the library there is an installation of faculty member Kim Stewart's art, "Their Work in Progress." It includes a puzzle in binary code, so (of course) we are running a code-breaking contest!

R E C Y C L I N G

Go Green: Our weekly fall scrabble contest was on a "Go Green" theme, with related displays of recycled products, books and DVDs, and an Ideas Wall where people posted ideas on how they were going to Reduce-Reuse-Recycle! Prizes were sponsored by the CNC

Environmental Sustainability Committee, CNC Bookstore, CNC Library, Impark, and BC Hydro. The Bookstore's new green recycle bags added some great colour to the display.

New Courses/Programs

- **Leadership Course:** In Spring 2009 the College will be offering a new leadership course. This fall in consultation with faculty the library mounted a "Quest for Leadership Books" to gather suggestions for a reading list for the course
- **Medical Radiography:** The College has been given funds to develop a new Medical Radiography program. This will fit in nicely with other new offerings, such as Medical Laboratory Technology which began in Spring 2008.

Digitization Project

We are now into Phase II of the Prince George Newspapers digitization project, a collaboration between the Prince George Public Library, UNBC, CNC and the Prince George Citizen - with Barber Centre support and website hosting by Simon Fraser University. Newspapers from 1909-1961 are now available at <http://content.lib.sfu.ca/pgpl/search.php>

Media Services

We have a new colour printer which is getting a lot of use. It prints up to poster-size (11x17) for 25 cents/page. Good use is also being made of our bookable equipment rooms.

College of the Rockies

submitted by Lynn Hughes, Library Technician

We're growing...

College of the Rockies recently completed two new expansion buildings: Summit Hall for university level, business and nursing courses as well as Pinnacle Hall for trades. Every classroom in these facilities has modern audio visual capabilities. Mid-size and larger rooms feature integrated room control systems with colour touch screen controllers. Instructors no longer scramble to find the correct remote control. Computer presentations benefit from the inclusion of wireless keyboards and gyro mice. When not in use, the cabinets automatically lock to discourage tampering or theft.

Selected classrooms in Summit Hall feature videoconferencing as a tightly integrated service. Adding remote students is as simple as pressing the conferencing button and selecting the remote campus to call. Accompanying high resolution graphics from a Symposium annotation tablet or document camera are streamed to the remote campus with a vnc appliance. Students at the remote campus can see the same images, at the same resolution, as students attending the lecture locally.

Lecture recording is straightforward. Pressing another touchscreen button starts a capture session in MPEG-4 streaming format. The high-resolution graphics can be viewed online along with a smaller window showing the instructor. MPEG-4 streaming consumes only 160kb of bandwidth, permitting delivery to remote campuses, the home, even satellite internet. Alternatively, RSS feeds can supply mobile devices like iPods with an entire lecture series.

Design, installation and testing of these new audio visual systems were accomplished in-house by College of the Rockies IT and AV technicians. Phase III was completed for September, 2008 and instructional faculty are enthusiastically adopting their new tools.

With the installation of these new systems, space in the Library previously occupied by a video-conferencing centre was freed up. That allowed us to create four individual study rooms for students and provide a permanent home for the Student Writing Lab. This has proven to be a very positive endeavor as the study rooms and the Writing Lab are very popular and heavily used.

Clickers...

Classroom response systems (or "clickers" as they're referred to more informally) are appearing more and more frequently in higher education classrooms. Clickers look like TV remotes and they make it very easy for students to respond immediately and anonymously to questions posed by the instructor during class. Instructors are not only able to liven up a Q & A session with clickers, they're also able to quickly assess comprehension or class opinions.

At College of the Rockies we decided to pilot some clickers last spring. The pilot went well, with lots of interest from faculty, so our Education Technology Centre purchased a class set (32 clickers) plus 3 instructors' base units for

college use. At this point more than a dozen instructors have tried the clickers and have reported that clicker use has been an effective approach in the classroom. The clickers and base units are stored in the library and can be reserved and borrowed for varying lengths of time.

Staff changes...

As many of you know, Librarian Barb Janzen is no longer with College of the Rockies. She will be missed, but we are looking forward to the position being rehired in the near future.

Douglas College

submitted by Carole Compton-Smith, Director Learning Resources

People



The library wishes Jean Cockburn all the best of everything as she begins her retirement. Jean leaves a legacy of not only her work ethics at the college, but also examples of her creativity.



The Academic Year in Three Semesters

This triptych will be proudly displayed for many years to come.

We also extend a warm welcome to Albert Ng who joined the evening circulation team.

Transformations

The dominos have all fallen into place at the David Lam Campus library. Our new shelving installation is finished and we placed additional computers for searching the catalogue at each stack end. At New Westminster, our wrap-around pillar-shelves are now in place and we are grateful to have the work complete. Students have given us positive feedback at both campuses.



Re-Evolutions



The libraries collection of on line tutorials is growing thanks to the work of Instructional Services Librarian Patti Romanko. Students can now find help using our Video

Tutorials on topics such as *Concept Mapping: How to Start Your Term Paper Research* and *Boolean Logic* an easily digested explanation of how to effectively search both catalogues and databases.

PaperWERKS, another project of the Instructional Services area has been expanded. It will run for three days a week at the New Westminster Campus and one week at Coquitlam, where the *ASK Me* service has also been extended this year.

Projects

Canadian Library Month has inspired *Leave a book take a book* –



Students are encouraged to clear out their recreational reading materials while browsing what's already been donated. Any items left over from this will be donated to

Friends of African Village Libraries (FAVL) will get under way on November 14. Kate Parry, Co-Director for East Africa will kick off the initiative with the Douglas College library – where we will do a follow up on Library month activities by selling donated paperbacks to raise monies in support of our designated library in Uganda. The Child Family and Community Studies (CFCS) students will be completing their practicum in Uganda and visiting our village library.

Creating the Best Student Experience (CBSE) library sub-committee will present their suggestions to the Educational Services Administration on October 24. The initiative's purpose is to foster student retention through the use of appreciative inquiry with students and brainstorming service ideas with employees.

Flood – silver lining

Damaged reference books have been withdrawn from the collection and new editions are on order after the flood we experienced on September 13. Water travelled from a second floor utility room, down to the main floor of the library. The silver lining of this potentially very serious disaster is that all study rooms are being painted on both levels and also many of the library walls will get a fresh splash of colour.

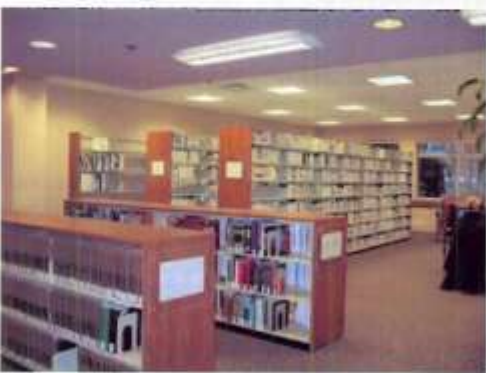
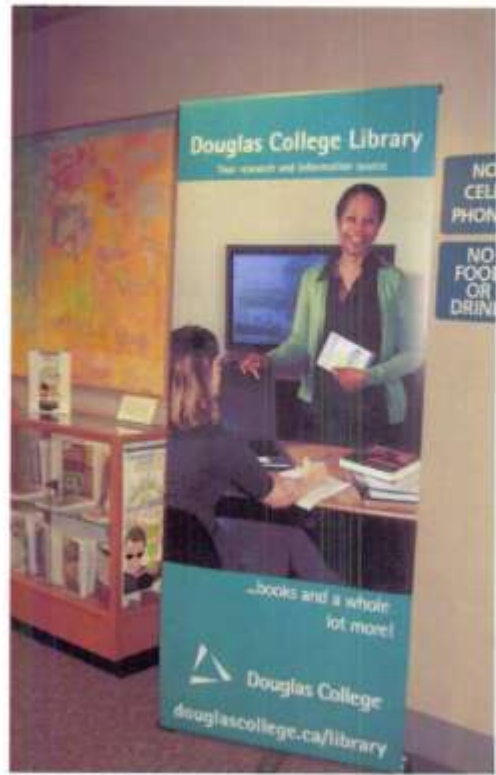
Photos taken at the David Lam Campus during the Fall 2008 CPSLD meeting

Tour of Health Sciences Building





Library





Emily Carr University of Art and Design

submitted by Sheila Wallace, Director of Information Services



*Installation of new Chancellor
(photo courtesy of ECUAD)*

By the time you read this it will all be official. On November 7th the first Chancellor of ECUAD, Jake Kerr, will be installed with great pomp and ceremony and Emily Carr Institute of Art + Design becomes Emily Carr University of Art and Design. The official ceremony, attended by Premier Gordon Campbell and other dignitaries, will be followed by a gala party, "The Black + White Bash," which no doubt will go down in ECUAD history for its costumes (and according to rumour, the drag queen performance) if nothing else. We're also well on the way with the transition of the Education Council into a University Senate and the establishment of various subcommittees. The Library Director always has been appointed to the Education Council as one of the administrative representatives but now the inclusion of the University Librarian on Senate is mandated by legislation. It will take some time to realize the impact of other changes that come with the new university status.

It has been a very busy Fall season in the Library. Seats are always full and so is the floor sometimes. 350 first year students were toured through the library as part of their day-long orientation session. Paul Joseph, the Technical Services Librarian, is conducting a weekly seminar for first year graduate students in Research Skills and Information Literacy. Topics include searching various library resources, citation and document management

using Zotero, use of copyright materials including images, and other social networking and productivity tools.

In January, librarian Marilyn Ramen returns to ECUAD to cover for Larissa Beringer who is expecting her second child and will be departing on maternity leave. That will be 3 new library babies in the space of a year. Future ECUAD students, our HR director cheerfully maintains.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Dr. Donald B. Rix donates to JIBC Library!

On July 8, 2008, the JIBC held a building dedication ceremony to announce the name of the new Dr. Donald B. Rix Public Safety Simulation Building in recognition of the support Dr. Rix has provided to the Institute. The Rix Family Foundation generously donated \$1 million to the JIBC, which will support the Library, provide student financial assistance, help complete the rescue tower at the Maple Ridge campus, and enhance the learning environment in the new building.



From left: Rob Chatton, Assistant Fire Chief in Pitt Meadows, Murray Coell, BC's Minister of Advanced Education, Dr. Mark Schonfeld, a JIBC Foundation director, JIBC President Jack McGee, Dr. Donald B. Rix, Premier Gordon Campbell, and New Westminster fire fighters

Happy Birthday!

The JIBC turned 30 this year! To commemorate our 30th anniversary, we have published (with Tribute Books) a book entitled: *Safe and sound: The story of the Justice Institute of BC*. The release date is December 3rd. Look for your copy in the mail as one will be sent to all CPSLD libraries.

Our first webinar ...

In August 2008, JIBC Librarians Marjory Jardine and Christine-Louise Dujmovich presented a Library orientation via webinar to an Aboriginal Leadership Diploma class in New Aiyansh (northern BC) using Adobe Connect, a webcam and microphone. The Librarians introduced the students to the Library web page and talked about the many services available to students at a distance. The feedback from the session was very positive – the students loved the personalized nature of the presentation. The Library plans to offer more sessions like this in the future.

New Bibliographies

We have developed five new bibliographies:

- Business Continuity Planning
http://www.jibc.ca/library/Bibliographies/Business_Continuity_-_JIBC_Library.pdf
- Emergency Management for Health Care Facilities
http://www.jibc.ca/library/Bibliographies/Emergency_Management_for_Health_Care_Facilities_-_JIBC_Library.pdf
- Managing Public Health Emergencies
http://www.jibc.ca/library/Bibliographies/Managing_Public_Health_Emergencies_-_JIBC_Library.pdf
- Pandemics
http://www.jibc.ca/library/Bibliographies/Pandemics_-_JIBC_Library.pdf
- Residential Schools
http://www.jibc.ca/library/Bibliographies/Residential_Schools_-_JIBC_Library.pdf

Spine Labels made easy!

Earlier this year, we contacted Mel Endelman, Bar Code Applications to discuss the possibility of developing an alternative method of printing spine labels (our dot matrix printer was on its last legs). We were ecstatic when Mel recommended the ZEBRA 2844Z capable of thermal transfer printing that produces durable long-lasting images not sensitive to light, heat or abrasion. So ecstatic that we actually purchased two – one for spine labels and the other for address labels (used for mailing to offsite borrowers). Jeff, Mel's technical expert, worked with us so that both sets of labels were

automatically generated from our SIRSI reports. Additionally, we can create either label manually if needed, using a very simple application developed by Jeff.



Picture from Bar Code Applications website
<http://www.barcode.bc.ca/>

Langara College

submitted by Grace Makarewicz, Director,
Library & Bookstore Services

Langara's New President

The biggest news at Langara is the November 1st appointment of our new President, Dr. David Ross. Dr. Ross, formerly VP Administration and Student Services, Kwantlen, becomes Langara College's second President, succeeding Linda Holmes who held the position for the past 14 years.

Langara Centre for Art in Public Spaces

In partnership with the Langara Centre for Art in Public Spaces, the library is hosting a series of talks on contemporary practices and issues in Public Art. Our next talk features Marko Simcic's Park project. "Park" will feature moveable artworks the entire length of Ontario Street.

Learning Commons

We have been exploring the concept in collaboration with college partners, and are in the process of developing a discussion paper which will be shared with CPSLD.

Faculty Wine & Cheese Event

The library hosted its first 'Faculty Wine & Cheese' social in October. We invited all faculty to join us in the library as an opportunity to get to

know their subject area specialist librarian, and to find out about new databases and resources. It was a great success and we will make this an annual event.

Welcoming Students at Beginning of Term

We decided to put extra effort into ensuring that students felt immediately welcome in the library. To achieve this, we stationed 'greeters' at the main entrance for the first week of classes. The greeters answered basic questions (location of classrooms, computer IDs), and engaged in conversations by handing out entry forms to a draw for a bookstore certificate. It was a great way to meet hundreds of new students. Also, we had free coffee in the library so that students would be aware of our new relaxed attitude to food and drink.

Each year Langara features a 'student support' fair where departments get an opportunity to tell the students about their services. The library won the prize for Most Welcoming Booth this year!



Library booth at Student Support Fair with
Librarians Vivian Feng, Alison Curtis,
and Judith Neamtan

North Island College

submitted by Mary Anne Guenther, Coordinator,
Library Services

September hit us with a load of activities; orientations, reference and interlibrary loans all showed an increase over September 2007. While circulation was slightly decreased, more students are coming into the library, filling our carrels, using the multi-purpose lab and booking the study room. Could it be our new chairs and new computers?

The Comox Valley campus library made space available this fall for a Writing Centre, an

initiative of the English department. A proposal to extend hours until 9:00 p.m. Monday-Thursday at the CV campus was approved and is being piloted to December 18, for review and consideration for the winter semester. Fortunately we were able to hire another staff member for twenty hours a week to provide library support during the pilot.

In an attempt to provide better library service to the Trades programs and online students, a decision was made to dedicate 10,000.00 of the collections budget to e-resources. To date, we have purchased a license for the BC Building Code, a core collection of 29 College Success e-books and a number of titles in the applied business and technology area. Along with venturing into online resources, we plan to purchase videostreaming rights for two nursing series and a Fine Arts series from AEMAC.

The library has recently done a periodicals review of its print subscriptions and availability online through database vendors. This will inform us at print subscription renewal time. The library plans to do a similar analysis for the Nursing and Social Sciences/Humanities departments.

We are currently working with IT to launch a Community Borrower program, with an anticipated launch in January 2009.

NIC is joining the Qwidget Askaway pilot and expects to be live November 1st.

On a fun note, the library spearheaded "NIC READS" for faculty and staff this fall; at this stage, the suggested titles have been narrowed down to four titles, which will be voted on and one book will be selected for reading and discussion. If anyone wants more information, contact Lynette Gallant, Public Services Librarian at lynette.gallant@nic.bc.ca

Northern Lights College

*submitted by Janet Beavers, Coordinator,
Library Services*

Lorraine Gerwing has left from our Fort Nelson library and Erin Nagy has taken her place. Erin has been doing lots of tours and we're seeing increased activity at that campus. In Fort St. John, Graeme Wright has joined the Library as the Evening Clerk.

We were sad to see our facilities closed in Hudson's Hope this year. The library collection from that learning centre has been absorbed into the Dawson Creek and Fort St. John campuses.

The Dawson Creek campus library staff has settled into the new circulation desk at long last. It was beautifully designed in a happy collaboration between the desk staff and the local builder with comments and pictures from several BC libraries added to the mix. It is very functional with many more shelves and cupboards and the staff is really happy with the various slide-out extensions. The book drop box is a built-in drawer lined with foam. All electrical cabling is built in and the security magnetizer is flush with the countertop for easier checkout. It was all built in a local shop with last minute alterations made during installation in the Library. The builder was very easy to work with and we've been delighted with the whole process.



We've been collaborating much more this year with faculty in creating an Online Reading Room on our webpage. Most of the materials provided on the course pages are fulltext articles from our licensed databases but we'll be branching out into other links as we create pages for each program. For instance, we have links to course outlines, professional competencies and other webpages on the Social Work program page. Students are very happy with these developments, especially our Early Childhood Education distance students. We hope to see the day soon when we'll not need to mail out large packages of readings.

Our Fort St. John and Dawson Creek campus library staff have been much more involved in campus orientations this Fall. We have prepared a folded brochure for inclusion in the orientation packages (how many library staffers does it take to fold 500 brochures in 1 hour?), we've been one of sites with objects and clues in the treasure hunt, been introduced to the entire student body during the great introduction meeting and even volunteered to flip burgers. Since then orientation and information literacy classes have reached more students and we're getting used to being greeted by name in the hallways. More students are now seeing the Library as the first place to come whenever they need help with their studies.

In Dawson Creek, one of the local high school teachers brings her grade 12 class to the campus library each Fall to familiarize them a post-secondary library. After a half-hour introduction to information literacy and our library, they then have a couple of hours to complete an assignment. This year 40 students researched "dead people" – their term, not mine. After an introduction to the art of biographical research, they fanned out and spent a lively couple of hours discovering Cleopatra, Abraham Lincoln, Marie Antoinette, *et al.*

In 2009 NLC hopes to be offering the first year in a four year RN program, adding each year as the first class advances. Dr. Dorothy Eiserman has been hired as project coordinator for implementation of the program and has made several visits to the Library to talk about developing a core collection. We're very thankful for eHLBC for the journal collections so we can focus on creating a list of core texts, both print and electronic.

NLC has also bid farewell to our long-standing Vice President of Financial Services Greg Larsen and welcomed Dwayne Hart, previously of Royal Roads as our new VP. Dwayne has some very interesting ideas around decision-making processes and new ways of doing things so we're looking forward to the next few months as budget talks get underway.

Northwest Community College



Editor's note: Just before the Fall CPSLD meeting started, we learned that Patti Barnes, Coordinator of Library Services at Northwest, had collapsed and was in Vancouver General

Hospital. She has had surgery and is recovering now. Best wishes from all of us Patti!

Okanagan College

submitted by Laura Neame, Director of Library Services

Career Fair took place on the Kelowna Campus on Sunday November 2. The library participated, with displays on the professions of Library Technician and Librarian. The displays included books being offered for the hourly library draw.



Shown in this photo is Michelle Ward, our new Campus Librarian for Kelowna, and, drawing a winner, Steve Koehle, Vice President, Students.

Michelle Ward is the new, continuing Kelowna Campus Librarian. After starting out her career down-under, Michelle Ward is a reference librarian with over 20 years of diverse international experience in public services.

Michelle's academic library experiences include reference service management positions with the multi-campus Central Queensland University Library (Australia), Temasek Polytechnic-Singapore, and a 2 year academic tour to Vaasa University of Applied Science (Finland.)

Michelle is a member of the British Columbia Library Association (BCLA) and Australian Library & Information Association (ALIA). During her time in Singapore Michelle acted as a Council member and website manager for the Library Association of Singapore. She is currently a director and president of the Kelowna Friends of the Library (Okanagan Regional Library).

Since her Canadian arrival in Kelowna in 2005, Michelle has worked at the Penticton and Kelowna campus libraries of Okanagan College. With interests in faculty liaison, information literacy, international student services and library promotion, Michelle is excited about the challenges of her new position as Kelowna Campus Librarian, especially as the College's new Centre for Learning takes shape.

Buildings and renovations have reached the awkward stage, with Tech Services staff in their woolies and space heaters under every desk, while walls are breached and rebuilt. Once the new building, and the addition to the library are finished (summer of 2009), we'll turn our attention to renovating the interior of the three floors.

The **Collection Development policy** has wound its way through the processes, and is now on its way to Ed Council. Next and last step will be sign off by the President. The Collection Development policy enshrines the principals of Freedom of Information and Freedom from censorship, while at the same time ensuring that the ultimate responsibility for the development and maintenance of the Collection and its budget remains with the Library Director.

The Library has adopted **LibGuides**, and are very happy with the result. They are easy to create, easy to mount and use within the CMS (WebCT), or via links.

Several library staff are receiving **employee recognition acknowledgement** at a dinner in their honour. Some are gathered together in this picture in a little impromptu cake celebration in the Kelowna library. Those in the picture include:

Claudia Valencia (10 years), Claudia Cable (20 years), Laura Neame, Fran Drummond (10 years), Garth Homer (30 years), Jasmine McGee, Valerie Redstone, Faith Peyton (30 years), Anita Zittlau, Michelle Ward, Erika Henfling, Yvonne Caldwell, and Della Nelson.



Quest University Canada

submitted by Venessa Wallsten, University Librarian

When I wrote the submission for the last newsletter, I recall thinking that I'd have less to say for this issue – nothing could beat the chaos and continual uncertainty we faced in that first year of operations.

As is often becoming the case here, I was proved wrong this summer. In August, we went through an almost complete change in leadership, which impacted the curriculum and service departments fundamentally in terms of vision and budget support. It didn't take long to realize that the interim executive put in place was not a good fit with Quest, and they were asked to leave in September. So now our current strategy is to manage operations and academics internally until a new, continuing executive group can come in. Many administrative functions have been moved around to fit new responsibilities, and every week is different from the last.

For the Library, it's slowly become business as usual. We now have 140 students, half in each year. With no extra staff, Shauna and I are once again trying to find clever and novel ways of providing Library services and support without losing our sanity in the process. Thankfully our students are for the most part a patient and understanding bunch, so we've been able to experiment with changing open hours, availability of certain services, etc. without damaging anything... or anyone. It's still far from perfect, but we're learning more with each adaptation. And I think the students are becoming more knowledgeable about the Library itself, and some of the obstacles we're currently facing. And that's an achievement in itself.

With all the instability this Fall, we decided to put on hold most of the new projects and initiatives that had been planned, and focus on further establishing services and support for new courses. Every term there are new courses that are being offered for the first time, so the Library is in constant contact with Faculty and the Learning Commons to ensure that we have resources to support the program, however it changes from block to block. Lots of running around, but we get there.

That's the scoop from Squamish.

Simon Fraser University

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

Multicultural Canada

Phase one of the Multicultural Canada project drew to a close in May 2008. This SFU Library-led project with participation from 6 libraries and societies across Canada digitized millions of pages, images and oral interviews from Canada's multicultural history. SFU's contribution included the digitization of over 212,000 pages/images of ethnic newspapers and 143 oral interviews with early Indo-Canadians settlers. In addition, another 350,000 newspaper pages will be added to the site by March 2009. Further material such as a previously existing digital collection of Doukhobor materials from SFU's collection will be moved to the Multicultural Canada website. The Multicultural Canada site and contents are accessible to all Canadians at <http://www.multiculturalcanada.ca>

Indo-Canadian Collection

Through generous gifts from several donors, our Special Collections has built a rich and diverse collection of photos, interviews and other documents from Indo-Canadian pioneers. We recently hosted a reception for the Indo-Canadian community that included donors and their friends and family. The cornerstones of these collections include a significant gift from Rajinder Kaur Kohaly of 300 photographs (including names of spouses, children, parents, and grandparents) and taped interviews of the Indo-Canadians who settled in British Columbia before 1950, the above mentioned oral interviews of early Indo-Canadian settlers by SFU professor emeritus of sociology Hari

Sharma and a final set of interviews by University of Saskatchewan professors emeriti Gurchan Basran and B. Singh Bolaria. Rounding out the collection are the papers of the Canadian Farm Workers' Union, an organization long active in the Indo-Canadian community. Have a look at SFU's Alumni publication (<http://www.sfu.ca/aa/>) for a fuller article.



Gurdial Kaur Oppal with sons Harry (left) and Wallace "Wally" (right), future B.C. Supreme Court Justice and currently Attorney General of B.C. and Minister Responsible for Multiculturalism. (Photograph courtesy of SFU Library, Special Collections)

Got Fiction? Partnering with Burnaby Public Library

It used to be when students asked if we had any fiction, the response could have been, "No, but we have literature!" Now through a 1 year pilot project with Burnaby Public Library (BPL) students will be able to find more casual reading and popular titles. BPL has selected close to 1000 titles to circulate through the WAC Bennett Library. Anyone with an SFU Library card can visit the Bennett Library and find mysteries, romances, science fiction and children's books to borrow from the BPL Popular Reading collection. The pilot begins December 1, 2008 with a 6 month review to look at the mix of titles and review circulation.

Celebration of SFU Authors

Last year's Celebration of SFU Authors proved to be so popular we've responded by making it an annual event. This year 61 authors, including faculty, staff, students and two Deans were recognized for their success in the creation of 75 works. Academic authors in particular praised this event as they rarely receive this type of public recognition for the completion of textbooks, readers and other academic publications. The range of subjects and titles is a testament to the success of SFU's interdisciplinary tradition.



Annual Report

Our 2007/2008 Annual Report can be found on our website at: <http://www.lib.sfu.ca/about/reports/index.htm#annualreports> Highlights include an unprecedented \$1.2 million in gifts-in-kind and the tremendous growth in services such as our equipment loans and Student Learning Commons.

Thompson Rivers University

submitted by Nancy Levesque, University Library Director

Library staff are working this past summer and Fall with the House of Learning Steering Committee, Library User Committee and architects to design the new building and renovate the existing library to meet the needs of users now and to the future. The new building will include library space for collections and services, the First Nations Academic Centre, the Writing Centre, Math Centre, Centre for Teaching and Learning, 30 faculty offices, a 350 seat lecture theatre, and a café.

The building will be constructed for LEED Gold standards and will incorporate glass, wood and concrete. There will be a four storey atrium featuring a green living-wall of plants. The House of Learning will have various sizes of classrooms and project rooms, and a mix of seating for quiet study and group discussions. The architects are Diamond Schmitt of Toronto and David Nairne, from Vancouver.

Construction starts Spring 2009 with completion scheduled for Fall 2010. The existing library will have a new Great Reading Room and a Learning Commons similar to those planned for the House of Learning. The design and features of the new House of Learning will reflect the culture and artefacts of the Interior Salish peoples.

TRU has a new President! Dr. Kathleen Scherf comes to Kamloops from the University of Calgary.

The TRU Library in Kamloops is now open until midnight seven/days week September through April. Last year's trials during exam weeks proved very popular with students.

In order to better support student learning and faculty research, the Library has removed the \$1/item service charge on student inter-library loans, and the cap on faculty inter-library loan requests.

TRU Library is participating in the streaming video project coordinated through Aemac and Langara College. As a member of CRKN (Canadian Research Knowledge Network), the TRU Library has acquired new research content through the Digital Content Infrastructure Project. This latest partnership with academic libraries and the Canada Foundation for Innovation (CFI) enriches the digital resources to support the human and social sciences. Included in the content are multi-media resources, such as a collection of plays available using streaming technology.

The TRU Library staff have raised \$1000 this year for the new Library Student Bursary and will present the award at TRU's Awards Ceremony in November. This library bursary is an initiative of the library staff to support students. Funds are raised through our annual silent auction, recycling cans/bottles, and \$2.00 Jeans Friday. We plan to challenge other departments to establish similar bursaries.

Trinity Western University

submitted by Shawn Brouwer for Ted Goshulak,
University Librarian

May-October Highlights from Alloway Library
News blog

New Webpage Launched

In August Alloway Library launched its new home page. It marks a significant upgrade to the original library home page, which was created in 1998. While the original page has evolved over the years, we felt it was time to do a major overhaul to update the look and navigation of the page.

After we completed the initial design, we did extensive usability testing across the range of our users, including faculty, staff, graduate and undergraduate students, and native and non-native English speakers. We then ran the page as a beta version, linked from the old home page for most of the summer, to ensure there were no major problems. We are deeply grateful to all who participated in usability testing and who have sent us feedback.

The development of the new site was a cooperative effort on the part of all the librarians, but special thanks should go to Hank Suderman, our technical support specialist, who took our ideas and turned them into HTML.

Book Bags a hit

Alloway Library has introduced reusable bags from POP Packaging. The custom-made Polyfabric bags are strong, look great, and best of all, will be used again and again, unlike disposable plastic bags. The fabric bags sell for \$3 each. The library now provides free plastic bags only on rainy days.



Signs show the way

In response to a user study conducted last fall, Alloway Library staff revised, repositioned or installed some 50 major wayfinding signs throughout the building to help people navigate the library better.

Colour copying arrives

Alloway Library now provides colour copying for just 45¢ per page. At the risk of sounding like a sales pitch, it must be said that the new XEROX copier on the Main Level is more than just a copier.

- Black & white/grayscale or colour copying
- Hole punch and staple options are great for handouts and projects
- Scan- to-email function sends book pages or an entire document to an email address without charge.
- All the usual features such as reduce or enlarge, multiple images per sheet and transparency creation.

Professional activities

Alloway Librarian Duncan Dixon recently completed the creation of six tutorials for ANTS, The ANimated Tutorial Sharing Project. The ANTS Project addresses the significant growth in the number of online resources and the increasing need for information literacy. ANTS members coordinate and develop on-screen tools that explain how to use a database, step by step. They use software that allows them to capture search screens and insert audio and/or text to create highly professional and useful animated tutorials. Duncan's work at Alloway Library will benefit library users around the world!



Duncan Dixon

Duncan's tutorials deal with the Proquest CBCA Education database and explain how to use the database to conduct different types of searches and use the Publications and My Research tabs in this database. The tutorials can be viewed via Alloway Library's webpage.



Bill Badke

Alloway Library's Associate Librarian Bill Badke has published: "A Rationale for Information Literacy as a Credit-Bearing Discipline" in the *Journal of Information Literacy (UK)*, 2 no.1 (August 2008).

Badke's article is the most comprehensive attempt to date to provide a rationale for information literacy as a credit-bearing discipline. Here at TWU he has been a strong advocate for the viewpoint that information literacy needs to be viewed as an academic discipline rather than merely a topic for remedial instruction.

In the community

CTV News BC recently profiled Alloway Library's Technical Support staffer, Hank Suderman. Hank has had a thing for big rigs ever since he was a kid. So about 10 years ago, he started taking picture of trucks from the Glover Road overpass next to the TWU campus. He is there so often, it's become known as "Hank's Overpass." Watch the clip and then visit Hank's Truck Pictures Web Site.

Alloway Library continues to collect recyclable beverage containers to raise money in support of Tahaddi, a compassion ministry working in the shantytowns of Beirut, Lebanon.

University of British Columbia

submitted by Glenn Drexhage for Lea Starr, Assistant University Librarian, Public Services

UBC Library has many exciting developments to report since the last CPSLD update. In June we said goodbye to Deborah Wilson, the Forestry Librarian who worked at UBC for more than 20 years and is now enjoying retirement. Katherine Miller is the new Librarian who filled the resulting vacancy in Woodward Library. Tim Atkinson, who returned to UBC Library in September after his study leave, is developing a plan for UBC Library's digitization activities. Brenda Peterson has returned to full-time work in the Library after serving for two years as President of the UBC Faculty Association. David Lam staff are thrilled to have Jan Wallace back full-time in their Library after her secondment as Acting Director

of the Irving K. Barber Learning Centre. Jan is busily planning for renovations to the David Lam space in conjunction with the renovation of the Sauder School of Business. In October, Laura Brigg came from Waterloo to join UBC Okanagan Library as Collections Librarian.

At the UBC Convocation, long-time Library staffer Richard Moore received the President's Service Award for Excellence, which included a gold medal and cash prize. We are all very proud of his accomplishments. Information about Richard's UBC career can be found at <http://www.100.ubc.ca/celebratingpeople/staff/moore.html>

Joan Stuchner, a Library Assistant working in Technical Services, is also an experienced author. UBC Library recently celebrated the publication of her new book, *Josephine's Dream*, a fictional story of the childhood of Josephine Baker, a black American born into poverty who went on to live in Paris, become an adored entertainer, work with the French Resistance in World War II, adopt 12 children and join Martin Luther King during the famed March on Washington. Stuchner read the short story to assembled guests and chatted about the Baker's life and how it affected her.



Joan Stuchner, reading from her new book, *Josephine's Dream*

This year, for the first time, UBC Library participated at Word on the Street Book & Magazine Festival, held at the Vancouver Public Library Plaza. This successful event allowed us to highlight the UBC Library Vault project and promote the free community borrower library card offer, which takes place this fall. To our

delight, the Library won the best tent booth award, and we will definitely be back next year.

Library staff are engaged in several working groups that contribute to the Operations Plan. Some of the exciting and challenging topics include a master space plan, website reconceptualization, digitization strategy, scholarly communications, the Library's research infrastructure, the institutional repository, staff development and resourcing, LibQUAL+ survey improvements and more.

ciRcle, the institutional repository, ran a pilot project in the summer involving the digitization of UBC student theses. Currently UBC encourages students to submit their theses electronically into ciRcle (<https://circle.ubc.ca>). However, we would like to include older theses included as well. The pilot project was a success, and materials from 1995 onwards are now being digitized. Eventually the hope is to digitize all student theses dating back to UBC's beginnings for placement in ciRcle.

Koerner Library has provided gallery space for Visual Arts students on the first floor. The inaugural exhibit opened this November – an exciting development given that this activity was formerly housed in the old Main Library.

In late October, UBC Library sponsored two events in celebration of the millennium anniversary of the creation of the *Tale of Genji*, which was written by lady-in-waiting Murasaki Shikibu and is considered to be the world's first novel. The events, organized by the Canadian Association for the Asian Arts and UBC's Museum of Anthropology, included a lecture entitled *The Tale of Genji and the Making of Modern Femininity* by UBC Professor Joshua Mostow. There was also a musical performance featuring traditional Japanese instruments and interpretations of the work's poetry. Both events were well-attended, and pamphlets highlighted some of the more than 400 Japanese- and English-language resources housed at UBC Library that relate to the *Tale of Genji* and its picture scroll. Some attendees have already followed up by visiting the Asian Library

The Art, Architecture + Planning division, formerly known as Fine Arts, changed its name in the summer. Its new acronym, AArP, will hopefully conjure images of Hans Arp, one of the founders of the Dada art movement.

In May 2007, AArP combined its reference desk with the Science & Engineering division. The experience over the past year and a half has been positive. In addition to obtaining a certain level of cost savings, all staff who work on the desk (librarians, library assistants and graduate academic assistants) are cross-trained and capable of answering reference questions ranging from Renaissance painting to civil engineering, from particle physics to sustainable housing.

Staff members on the combined desk have come across many areas where art intersects with science. These encounters prompted a staff-curated exhibition titled *Art and Science*, revealing new titles to the AArP and Science & Engineering collections that embody such rich interdisciplinarity. The exhibition was on view until November 14 in the bookcases of the Ridington Reading Room, an elegant, inspiring and heavily used space in the Learning Centre for study and contemplation. Also on view in the Ridington Room was the *Thumbsucker* exhibition, which features book objects created by students enrolled in a 300-level Visual Art Theory course. As a non-conventional exhibition space, it is our hope that the Ridington Room will continue to host intriguing curatorial projects showcasing student work.



Photo of *Thumbsucker* exhibition taken by Paula Farrar

Finally, AARP staff members hosted the Art Libraries Society of North America Northwest Chapter Annual Meeting. The meeting, held on November 7 and 8, typically attracts art librarians from Oregon, Washington, British Columbia and Alberta. In addition to its annual business meeting, the gathering included a tour of exhibitions at the Vancouver Art Gallery, a tour of the Irving K. Barber Centre and talks by local artists Marina Roy and Tonel.

LibQUAL+

In January 2007, UBC Library participated in the LibQUAL+ survey for the first time. Sponsored by the Association of Research Libraries, the survey consists of three main categories of questions (affect of service, information control, library as place) and includes 22 questions and a comments box.

Respondents provided some positive feedback on services, notably the Library's teaching and learning program, the responsiveness of liaison librarians, and Interlibrary Loan services.

Yet respondents also pointed out areas that needed improvement. The key word was "findability" – of people, help, places, collections. The Library identified three areas as priorities for making improvements: the Library website, collections gaps and customer services.

In May 2008, Steve Hiller and Jim Self, ARL Program Officers, visited UBC Library to assist in developing an "effective, sustainable and practical" assessment program. This work is now underway. The Assessment Working Group will prepare a two-year plan and program to address the recommendations of the Assessment Report, tabled July 2008.

Irving K. Barber Learning Centre



Sandra Singh, the new Director of the Learning Centre

On November 1, 2008, Sandra Singh joined the Irving K. Barber Learning Centre as the new Director. She succeeds Jan Wallace, the Interim Director who led the Learning Centre through its second phase of construction. Jan remains Head of the David Lam Management Research Library.

Singh is excited about the prospects for the Learning Centre. "I think the potential is there to do some really amazing things, both within the UBC community and more broadly with non-UBC communities," she says. Singh comes to UBC from the Vancouver Public Library, where her most recent role was serving as the Director of Systems and Special Projects.

Ever since its soft launch last February, and official opening last April, the Learning Centre has been a UBC hub, attracting students, staff, faculty and community members. The facility welcomed a raft of students for the September 2008 term, and the Learning Centre's seating continues to be used at capacity levels.

The gorgeous Chapman Learning Commons, housed in the historic core of the 1925 Main Library, has also re-opened on level three following an extensive refurbishment. The Learning Commons offers a range of workshops for areas including technology, writing assignments, math tutoring, academic integrity and learning skills. Academic Peer Assistants, representing a partnership between the Library and Student Development, help students navigate the wealth of academic resources in the Library and across campus. Other contributors to the Learning Commons include the Office of Learning Technology, the Writing Centre, the Centre for Teaching and Academic Growth, and IT Services.

More than 100 Library enthusiasts gathered on October 2 to celebrate the official opening of Rare Books and Special Collections (RBSC), located on level one of the Learning Centre. Peter Ward, University Librarian pro tem, opened the proceedings, followed by Sherrill Grace, Professor of English and Ralph Stanton, Head of Rare Books and Special Collections. The evening ended on a high note when Jon Bartlett and Rika Ruebsaat sang historical B.C. folks songs selected from Phil Thomas's *Songs of the Pacific Northwest*. RBSC's Philip J. Thomas collection includes more than 7,800 items on popular music from Canada, Britain, the U.S. and Europe.

UBC Library Vault

One year has passed since the launch of UBC Library Vault and this project is going strong. Led by the Library Development Office, UBC Library Vault is a virtual gallery of extraordinary images taken from UBC Library's rare books, archives and other special collections. These treasures, maintained through the generous support of our donors, include details of illuminated manuscripts, early maps and music texts, photographs from British Columbia's vibrant history and much more.

Awarded the prestigious Gold Medal in 2008 for Best E-Innovation in University Advancement from the Canadian Council for the Advancement of Education, this unique fundraising effort aims to broaden the awareness of UBC Library's collections and opportunities for support.

Another Vault highlight is its range of distinctive gifts, from prints to umbrellas to gift card sets. UBC Library Vault's online gallery continues to grow, with new images added regularly, and plans have been made to create 12 new greeting card sets for 2009. Proceeds from the sale of these items support UBC Library initiatives and ensure that its collections endure for future generations.



Ortelius' "New Description of America," from *Theatrum Orbis Terrarum* (*Theatre of the World*, 1570), the first modern atlas. Photo Courtesy of UBC Library Vault © UBC Library 2008

Browse the UBC Library Vault gallery and visit the gift shop at <http://www.ubcvault.ca>

University of the Fraser Valley

Editor's note: We'd like to congratulate a former library director of UCFV, Betty Harris, on her recent article: "First Impressions of a Public Library in Lithuania," published in *Felicitar* (Issue #5, 2008). Betty and her husband have been spending their retirement volunteering with libraries overseas. This article reports on their work at the Klaipedia County I. Simonaityte Public Library in Lithuania for two and half months in the spring of 2008.

University of Victoria

submitted by Ken Cooley, Associate University Librarian, Information Technology and Technical Services

Ken notes, this is a piece on our new expansion that we'll be touring at the next CPSLD meeting.

William C. Mearns Centre for Learning Opens at UVic

The William C. Mearns Centre for Learning was officially opened in spring of 2008. Mearns Centre for Learning was designed to position the UVic Libraries system to respond to new demands placed on library functions and services as methods of teaching and scholarly research continue to change. It also brings advanced information technology and new services in harmony with a renewed McPherson Library and supports the University's commitment to:

- providing a high-quality learning and research environment, both in and outside the classroom
- integrating teaching, learning, research and community engagement across the disciplines
- environments for work and study that are safe, supportive, inclusive and healthy, foster mutual respect and civility, recognizing that people are our primary strength

Project Background

By 1995 overcrowding of the McPherson Library had been acknowledged for more than a decade as a severe problem for the University. In particular, the needs of UVic students for adequate study space had not been met and space for books was inadequate. A series of studies and reports were undertaken by a cross-

section of faculty, staff, students and consultants. Recognition of the need to begin planning for additional space was firmly established in July of 1999 when at the request of the President, a *Project Planning Committee for a Building Addition/Reconfiguration to the University Library* was appointed by the Vice-President Finance and Operations. The Committee was charged with developing a Program of Requirements based on the concept of constructing "a state-of-the-art facility as an addition to the McPherson Library in conjunction with a reconfiguration and renovation of the existing building." (The New McPherson Library, Preliminary Program of Requirements, June 2000)

By 2003 a *Learning Centre Master Plan* was created and early in 2005, thanks to a donation from the Mearns family, the Mearns Centre for Learning project was announced. A fast paced process followed with the programming and design completed in 2005/06, construction finished in 2006/07 and occupancy began in January 2008. The Opening Ceremony and Naming Dedication took place in May 2008.

Project Concept (as outlined in the Mearns Program of Requirements, 2005)

The Mearns Centre will be a state-of-the-art educational facility built to meet the needs of a growing student enrollment and a community focused on life-long learning. The Centre will reflect the Libraries' mission to support teaching, learning and research at the University of Victoria.

Encompassing the McPherson Library building, the Mearns Centre will provide a seamless link between new spaces and old to create an extensive Information Commons, a Media Commons, Collaborative Learning areas, Classrooms and unique spaces to house Special Collections and Archives. The expanded space will allow for growth of library collections, services and staff areas. User spaces will be designed to support UVic's faculty and students in their increasing need for access to a wide variety of information resources and formats.

Innovation and Collaboration

Traditionally, a library was constructed as a stand-alone operation to house collections and provide a range of library services. However, trends in technology and collaborative learning

are greatly affecting how libraries are renovated and built on today's campuses.

To fulfill the vision of the expanded Learning Centre concept required extensive consultation, planning and collaboration amongst numerous departments and user groups:

- Libraries staff
- Student Groups
- Campus departments and faculties
- Facilities Management
- User Groups
- Construction Consultants

This consultation, planning and collaboration role was chiefly managed by the Architects, the Project Managers from Facility Management and the Library project leaders.

Cross-Functional Cooperation

Collaboration has been a key theme throughout this project. Expertise and teamwork from across campus was crucial for the incorporation of new library services such as the Learning Commons, the Music & Media Commons, the BiblioCafé, Digitization, the Research Data Centre, and the Learning Systems partnership. As a result of strategic campus partnerships the Mearns Centre for Learning provides:

Innovation in Service

- **C. W. Lui Learning Commons**
The Learning Commons is the focal point of the innovative new services offered by the William C. Mearns Centre for Learning. In a new vision for academic libraries, the Learning Commons offers expanded computer access, collaborative learning classrooms, research and technical support, and educational support services including Research & Library Help, Academic Writing, Learning Help, Math & Stat Help, Chemistry and Physics Help, Library Technical Help and the UVic Computer Help Desk.
- **Bessie Brooks Winspear Music & Media Commons**
Nestled at the foot of the Galleria stairwell in the Mearns Centre, the new Music & Media Commons is a popular destination for students and faculty campus-wide. Not only is this area bigger and brighter than the previous Music and Audio location, it has many exciting new resources to offer, such as state-of-the-art listening stations, multimedia-focused iMac workstations,

video viewing rooms and multimedia editing rooms.

- Archives & Special Collections**
 The new Archives & Special Collections area greatly expands accessibility to the many gems in the UVic Libraries collections: rare books, manuscripts, architectural plans, photographs, and oral history tapes. Work flow has improved dramatically with the expanded space – both for storage, viewing, instruction, and staff offices. A secure reading room offers patrons a place to conveniently peruse these materials, and an adjacent classroom allows for individual and group instruction. Also, due to the nature of these collections, a highly specialized storage facility has been constructed with appropriate climate controls, preservation facilities, and conservation-standard display areas.
- The BiblioCafé**
 The decision to include a café with the expansion was based on clear and consistent feedback from students and faculty. The café adheres to the theme of the Mearns Centre as a "people place." In addition to providing an excellent espresso bar and array of light snacks, the BiblioCafé offers a large amount of space for individual study and group discussion.
- Collaborative Study Space**
 A total of 14 Group Study Rooms are available for students to book online for project work. These rooms allow for discussions without interrupting other study areas.
- Assistive Technology Spaces**
 Rooms for Students with a Disability are equipped with adaptive technology. A Respite Room on the main floor of the library is equipped with a lift and other amenities.

Vancouver Community College



Corinna Luk at VCC, who assembles the CPSLD Statistics Report every year, sent us a special note of thanks for the flowers she received from the group, along with this photo of the bouquet

Vancouver Island University

submitted by Bob Foley, Director of Libraries

The biggest news of course is the official designation of Vancouver Island University on September 1, 2008. While plans are continuing to be developed to change many aspects of the former Malaspina University-College into an institution which more closely resembles a university. There was time for celebration and an opportunity to step into a new role, striking many new relationships with our communities.



VANCOUVER ISLAND UNIVERSITY
 EXPLORE. DISCOVER. EXCEL.

New Logo + Tagline: Explore. Discover. Excel

First and foremost in the celebration was the appointment and installation of Chief Shawn Atleo as the first Chancellor of Vancouver Island and the first Aboriginal person to serve as a Chancellor in British Columbia. Chief Atleo is the British Columbia Regional Chief to the Assembly of First Nations and a founding member of the British Columbia First Nations Leadership Council (British Columbia First Nations Council, Union of British Columbia Indian Chiefs and First Nations Summit). Throughout the week of celebrations in several smaller communities leading to the installation in Nanaimo on September 25, it became clear how significant his appointment would be for the future of Vancouver Island University.

Early last spring the Resource Planning Group (RPG) Consultants were hired to begin a facilitation process to develop the first ever campus master plan for the Nanaimo Campus. Through a wide variety of workshops and community meetings, a plan is beginning to take shape. The entire project is a radical rethinking of the campus and, not surprisingly, the library is very central to the plan and the future changes that will be recommended. The Plan as it currently rests, is generating a lot of positive interest and is expected to be finished sometime this winter.

We are now recruiting a new librarian to replace Linda Leger who retired about one year ago. We have revised the position to focus on e-resources. We are presently in the middle of interviews and I hope to be able to make an announcement in the new few weeks.

Over the summer, we had a change to replace most of the public computers in the library. The machines removed from the library will be refurbished and used around the campus in less demanding roles. We are also adding another 30 stools to our fourth floor area to provide more casual seating.

Special Reports



Advanced Education Media Acquisitions Centre

Advanced Education Media Acquisitions Centre

*Located at Langara College
Prepared by Mary Anne Epp
Director of Contract Administration
Langara College*

September 2008 Report

Digitization, enhanced delivery, awareness and increased participation are key components for successful AEMAC service in 2008/2009.

The pilot Streaming Project is at the forefront of the modernization and enhancement of AEMAC's media delivery method to students and faculty using academic libraries and promoting flexible learning opportunities outlined in Campus 2020 for post-secondary education.

The AEMAC Team has been diligently

- investigating the options for streaming videos,
- developing a licensing model within the BC context,
- negotiating rights with media distributors,
- collaborating with the BC Electronic Library Network and the Council of Post-Secondary Library Directors to establish a complementary sign-on process,
- testing for platform accessibility standards,
- encouraging BC library participation,
- assessing risk,
- signing up with a non-profit vendor,
- implementing the pilot, and
- answering myriad questions.

Susan Weber has spent countless hours troubleshooting the initial implementation to ensure that post-secondary libraries and information technology departments are on board and connected. The pilot phase of the project will assist AEMAC in meeting its Ministry mandate to

- determine the efficacy of the delivery method,
- identify customer needs,
- assess technical requirements,
- provide data for an environmental scan,
- perform a cost analysis, and
- recommend partnership opportunities for future services.

Introductions to the service were presented at the annual Fast Forward Media Showcase and Media Exchange Cooperative meetings in Spring 2008.

In addition to the streaming project, discussions have been initiated to develop a strategic direction for migrating analogue video into digital formats. The first step was to streamline the current AEMAC collection by judicious weeding. Additionally, AEMAC sent reminders to MEC members via email, highlighting the active collection through customized promotions organized by topic. The reminders have received positive feedback.

Searching for media has never been easy. The freely available Candi Database of educational media distribution continued to be updated and

expanded to include new participants and distributors for increasing awareness of media products and distributors in Canada.

Considerable energy has been directed to advising clients on copyright issues from BC post-secondary institutions and other partner groups. In addition, AEMAC has consulted with the Ministry of Advanced Education and Labour Development, the Ministry of Education, and other agencies on the implications of the major copyright issues outlined in the proposed federal amendments to the Copyright Act. Participation in provincial and national forums on copyright has been invaluable in sharing information, advice and best practices with colleagues around the country.

The Fast Forward Media Showcase celebrated its 15th successful year in April 2008 at the Capilano University Sportsplex. The Showcase is organized and supported through a representative Advisory Committee comprising post-secondary and school users, distributors and partnership agencies. This year, 229 evaluators participated in previewing the productions from 16 distribution companies. In addition to the opportunities to view a wide range of topical videos/DVDs, participants also attended the Timely Topics on streaming and copyright issues, consulted distributors on purchasing policies, and networked with colleagues from other institutions on a host of media issues. The 2009 Showcase will have a revitalized focus, transitioning to digital rights, new distributors and greater concentration on post-secondary titles. In addition, AEMAC is actively encouraging independent BC filmmakers to exhibit their new productions. AEMAC is also participating in regional documentary organizations to highlight the showcase to local producers.

AEMAC revived the media cataloguing initiative through the establishment of a media cataloguing review subcommittee of BC CATS, a cataloguing network of post-secondary librarians.

The Feature Film licenses are in the process of being renewed for BC, Alberta, Saskatchewan and Manitoba libraries, at a considerable savings for all members.

AEMAC continued to encourage practica and work experience opportunities for students from the UBC School of Library Archival and Information Studies and the library technician

programs at Langara College and the University of the Fraser Valley.

BC College and Institute Library Services (CILS)

*Located at Langara College
Serving BC's Post-Secondary Students with
Print Disabilities*

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

*Report prepared by Mary Anne Epp
Director of Contract Administration
Langara College*

September 2008 Report

"I got a certificate in Information Technology and secured a job from my practicum. I could not have done my program without CILS and your alternate materials"

From Student Follow-up Survey, 2008

Equitable access to information in useable formats is a service that some people in the post-secondary system may take for granted. But for many students and also a growing number of instructors and employees, reading a textbook, a journal article, a Web site or accessing an online course or database is a formidable barrier. The CILS mandate is to assist the province "to build the best system of support in Canada for persons with disabilities, those with special needs..."

630 students were registered for services through CILS in the past year, coming from colleges, institutes, and newly mandated universities that emerged from previously eligible post-secondary institutions. An additional 32 students requested services through other BC universities. 62% were students with learning disabilities, 18% were students who were blind or had visual impairments and 17% had physical, multiple or other disabilities that prevented the use of print. Arguably, the user group represents a modest proportion of students with print disabilities that need help with access to information, considered by many to be under-represented as library users in the post-secondary sector.

Through a recent follow-up survey, students have repeatedly said that without the CILS alternate formats and assistive technology services, they would have had great difficulty completing courses, achieving sufficient grades

to move on to university-level courses or pursuing careers and professions. The follow-up survey of past clients revealed many success stories. Students also said they need to know more about adaptive technology training, what CILS has to offer, and how they can get access to more products and services for effective learning and teaching. Specific areas for further improvement were: quality of productions (i.e. more diagram descriptions), technology training, online accessibility, publicity and communication tools and improved access to adaptive equipment and the Internet.

In the past six months, CILS focused on enhancing existing partnerships and encouraging effective new partnerships to break down barriers, reduce dependence on isolated "silos" and improve success rates in the access to information for people with print disabilities. A Discussion Paper, "Supporting Students with Special Needs: Libraries, CILS and Disability Centres" was presented to the Council of Post-Secondary Library Directors in spring 2008. Site visits to the Cariboo and Okanagan regions enhanced the importance of partnerships, increased knowledge of CILS services, alternate format options and adaptive technology, and improved communication internally and externally.

In addition to CPSLD representation, the CILS Advisory Committee added new partners to the table, including the Learning Disabilities Association of BC, BC Electronic Library Network, BC Campus, the Industry Training Authority and the Media Exchange Cooperative. Custom tours were hosted for Literacy BC and Interlink organizations to increase community awareness of CILS services.

The "floor was raised" on accessibility issues through consultations with groups as diverse as the BC Council on Admissions and Transfer (BCCAT), the Construction Industry Training Organization (CITO), BC Electronic Library Network, the Educational Technology Users Group, Assistive Technology BC, and the Seattle Community College Television (streaming service), and the Adult Special Education Articulation Committee.

National and international partners remained important factors in delivering cost-effective, responsive services to BC clients: these included the Canadian DAISY Consortium, Library and Archives Canada AMICUS team and

the Electronic Clearinghouse for Multiple Format Production (LAC).

CILS began production on 641 new alternate format productions, including accessible electronic texts, digital audio books in CD formats (MP3), text-readable PDFs, DAISY books with human and synthetic voice, image PDFs, and paper large print books.

Copyright advocacy continued to be a major focus with external agencies and professional associations. The potential of restrictive clauses in the proposed federal copyright legislation was cause for great concern, especially in the provisions for digital locks, erosion of fair dealing, contract and licensing supremacy and restrictions on educational use of digital formats.

Students from the UBC School of Library Archival and Information Studies and Library Technician Programs at Langara College and University of the Fraser Valley were encouraged to participate in practicums, tours, and work experience programs. Two library technician students completed practicums with CILS in the Spring.



BC Electronic Library Network (ELN)

AskAway Update

Thanks to Kim Isaac, Chair, AskAway Advisory Committee

27 partner libraries contributed approximately 92 staff hours per week for the May-August term. Over 1,500 questions were asked during this time. In total, almost 17,500 post-secondary sessions have been handled since the service opened in October 2006. A new model for institutional service commitments was implemented this fall, based on recommendations of the AskAway Advisory Committee and feedback from Partner Libraries. Two new subcommittees of the AskAway Advisory Committee have been formed, in response to the AskAway Partner Library Survey, to work on sustainability and communications. The Sustainability

Subcommittee developed and implemented a survey of AskAway libraries in order to gather ideas and feedback about the sustainability of the service, with the eventual goal of developing an "AskAway Adds Value Toolkit" that library administrators can use in budget consultations.

The BC ELN Steering Committee endorsed two amendments to the AskAway Advisory Committee terms of reference: the addition of a position for the CPSLD President; and the addition of two members-at-large positions to ensure adequate representation from AskAway administrators and service providers on the committee. Advisory Committee terms of reference are available here: <http://www.eln.bc.ca/askaway/index.php?page=advcomm>

BC Electronic Library Network Update

submitted by Heather Morrison

Two Library 2020 Interim Steering Committee Meetings have been held. The September 15 meeting was hosted by BC ELN. BC ELN, along with other post-secondary institutions, has contributed funding to hire a Contractor to develop a business case for Library 2020.

The Committee has recently hired a contractor, Marleen Morris & Associates, to consult with stakeholders and formulate a business case, which will articulate the opportunities, benefits and requirements of a successful Library 2020 initiative. It is anticipated that this case will also enable the committee to determine an initial, and then a sustainable, level of funding to allow joint projects between various library types to move forward over time in British Columbia. It is anticipated that the contractor will complete deliverables in spring 2009.

In the area of database licensing, BC ELN and partner library staff alike are continuously busy with renewals, now that BC ELN coordinates 95 licenses! New licenses, based on the BC ELN Model license revised earlier this year, have been signed with EBSCO, ProQuest, and Wilson, resulting in more favorable terms and conditions for the majority of BC ELN licenses, and streamlining the licensing process. BC ELN successful led negotiations for a new national Consortia Canada license for LexisNexis Academic, Quicklaw and Quicklaw Premium.

The Multi-Sector Bundle was launched August 1, 2008. BC ELN, Public Library Services

Branch (PLSB), and the Education Resources Acquisition Consortium (ERAC) negotiated a pan-British Columbia licenses for a suite of resources, including: *Encyclopedia of BC; World Book: Advanced, Online Reference Center, Kids, French; EBSCO Database Package: Academic Search Premier, Business Source Premier, Canadian Reference Centre, Consumer Health Complete, Professional Development Collection, Library, Information and Technology Abstracts Full Text (LISTA), Masterfile Premier, Primary Search and Middle Search, NoveList and NoveList K-8*. Details at <http://www.eln.bc.ca/view.php?id=1580>

The Ministry of Advanced Education and Labour Market Development has provided funding in the amount of \$250,000 to cover the "gap" between the current spend of BC ELN partner libraries and what is needed to provide the full Multi-Sector Bundle to all BC ELN libraries for 2 years.

BC ELN is participating in planning of the *West Beyond the West: BC Digitization Symposium*, December 1-2, 2008. The goal of this event is for practitioners and stakeholders, in a variety of sectors, to come together to learn and discuss provincial and national initiatives to support digitization of local content, heritage and educational materials.

The program will include a keynote address by Ian Wilson, Librarian and Archivist of Canada, on the evening of December 1st, followed on December 2nd by a day-long symposium containing speaker presentations, table discussion and social events that will create a rich environment for collaboration.

Five new BC digital collections have been loaded into the *West Beyond the West* search portal; look for UBC's *Andrew McCormick Collection*, *Emma Crosby letters*, and *Rosetti Studios Stanley Park collection*, as well as the Union of BC Indian Chiefs' *First Nations Digital Document Source*, *Nesika: The Voice of B.C. Indians*, and *UBCIC Bulletins*. BC ELN is coordinating funding to complete the Alouette Canada Metadata Toolkit application for building digital collections. BC ELN participates in the Membership Team of Canadians.org, the new organization resulting from the merger of Alouette Canada and the Canadian Institute for Historical Microreproductions (CIHM), which developed *Early Canadiana Online*.

Google scholar activation instructions were

provided for reSearcher, and MARC records for the open access and free journals collections (over 5,000 titles) were loaded into Outlook OnLine, to facilitate linking British Columbians with these quality free resources. Because many of these titles are selected by the local CUFTS Free! Open Access Collections group, both visibility and discovery of BC-based quality free resources is enhanced through this service. More frequent loading of the open access and free collections (at minimum, monthly) into the CUFTS knowledgebase has been scheduled, to accommodate the growing resources and demand.

ALPS LINK, the BCLA Academic Librarians in Public Service (ALPS) sub-group developed to share learning objects for instructional literacy through the SOL*R repository, and BC ELN, entered into an informal partnership. BC ELN staff participate in ALPS LINK, and the portal is hosted on the BC ELN website. There are already more than 70 objects in the repository, ready for re-use by staff at other libraries! Please consider joining ALPS LINK as a library champion, or encouraging your staff to join.

The full BC ELN Progress Report is available at <http://www.eln.bc.ca/view.php?id=128>