



Newsletter

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



Okanagan University College - site of Spring CPSLD meeting

photo courtesy of Okanagan University College

Introduction

Our "cover" photo is of the beautifully-situated main campus of Okanagan University College where the

spring meeting of CPSLD was held. Many thanks to Laura Neame and staff for hosting the event. At this meeting, Laura was elected President of CPSLD, succeeding Kathy MacDonald (Kwantlen University College) who was acknowledged for her many contributions. Thank you, Kathy! Members also bid a fond farewell to Brenda Appleton (Vancouver Community College) who will be succeeded as CPSLD Secretary by Kim Isaac (University College of the Fraser Valley).

I would like to thank everyone who contributed reports to this issue. When I read them, I am inspired by our collective creativity. We are being challenged on a daily basis to change, and experiment, and come up with new ways to address the needs of learners - and that's just what we're doing. Read on... and distribute widely!

Kathy Plett, College of New Caledonia

Reports

AEMAC: Advanced Education Media Acquisitions Centre

Annual Report 2000-2001

submitted by Mary Anne Epp

Director of Contract Administration, Library Services, Langara College

The purpose of the Advanced Education Media Acquisitions Centre, managed and operated by Langara College, is to provide media acquisitions, duplication, and software licenses on behalf of the post-secondary system in British Columbia.

AEMAC has purchased a variety of products on a priority basis to meet the most pressing needs of clients in the post-secondary system within the budgetary limitations of the contract. As a result, AEMAC purchased 116 new titles and renewed 163 titles.

The identification of priorities was developed from the Centre priorities for vocational materials, working with articulation committees, evaluating and nominating titles through the Educational Media Marketplace and Fast Forward showcases, and polling the Media Exchange Cooperative members for priorities. Lists were distributed to the stakeholders and the Centre.

Working collaboratively with articulation committees and curriculum planners resulted in new media resources to refresh the learning material in diverse programs such as mathematics, business, nursing, and carpentry. The provincial licensing of common tools such as WebCT online course development software provided an efficient means of introducing online courses, encouraging portability, and sharing course development using the same platform throughout the province. The consortium purchase of feature film public performance licenses for many institutions legitimated the use of videos in the educational setting and provided essential support material for courses in film study, adult basic education, English as a second language, social, history and economic topics. The significance is improved access and increased copyright compliance, resulting in a reduction of risk in liability for non-compliance.

Several other initiatives added other video and microcomputer software resources to the system at a reduced rate. In addition to the feature film licenses, AEMAC organized a Video Arts bulk buy of business/communications titles for which provincial duplication rights are not available. Maple and WebCT software licenses were also negotiated for most institutions. A provincial license for JAWS software for students with disabilities was explored. The ICAR project for automotive resources and Professional Development projects were completed.

An Image Bank was investigated with the help of a student from the University of British Columbia School of Library Archival and Information Studies completing a work experience course.

Providing information and referral services is an ongoing program. Staff members received many information queries regarding media resources, copyright issues, and vendor practices.

Attendance at and participation in workshops increased the understanding of the industry, copyright and contractual issues. In addition, the AEMAC staff has continued to contribute its expertise at workshops and events sponsored by Canadian Library Association, Media Exchange Cooperative, Educational Technology Group, Council of Post-Secondary Library Directors, school associations and individual institutions such as Royal Roads, Technical University of B.C., and University of British Columbia.

A seventh annual Fast Forward Showcase was arranged. The 2000 Fast Forward was very successful. Through the two-day evaluation opportunity, educators/librarians were able to preview and evaluate many hundreds of new products and nominate them for provincial licensing in an efficient, cost-effective way. Because most distributors no longer have B.C. offices, these products would be very costly to bring in on preview on an individual basis. Fast Forward offers a one-stop shopping opportunity to “try before you buy,” assisting institutions to reduce operating and evaluation costs.

The AEMAC and Fast Forward Web pages were updated to provide clients with information about services, operations, and programs. They are located at: <http://www.langara.bc.ca/aemac> and <http://www.langara.bc.ca/ffwd>

AEMAC received many requests for an updated Media Distribution Guide. The AEMAC staff members are continuing to investigate methods for creating an online database for the distribution information to assist all stakeholders in improving their search strategies for media.

AEMAC staff members continued to develop new partnerships to assist in the planning, promotion, and resourcing of system-wide improvements to media and software acquisitions in B.C.

The bibliographic catalogue was updated on the AEMAC Web site at <http://www.langara.bc.ca/aemac> and is now available in both telnet and Web versions. Institutions that have Z39.50 compatible client software may download these records and import them into their own system at a significant cost savings. Retrospective conversion of catalogue records for active titles was continued.

BCIT: British Columbia Institute of Technology

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

Student and Faculty Surveys

The Library is currently conducting its third student survey. The survey is part of the Library's on-going commitment to listening to the Institute community in order to tailor services to meet real needs. This year the survey will extend to students at ATC and PMTC, giving valuable feedback on campus library services in those locations.

In May 2000 the Library conducted a survey of Staff and Faculty. This survey was a web-based survey conducted completely electronically via e-mail during a two week period in May 2000. One of the key features of the survey is that each rated scale question was divided into two parts: importance and satisfaction. This enabled direct comparison of how satisfied respondents were with a given item and how important they felt that service or item was. Since the questions were closely aligned with those asked of students in the 1999 student survey, comparisons can easily be drawn between the needs of the library's two major client groups: employees and students. Overall response to the survey was strong, with 328 respondents completing the survey and in many instances the survey validated the direction that the Library has pursued in terms of collection development and services.

Library Laptop Service

The Library has acquired 6 laptop computers to loan out to students. The recent recognition and interest in mobile computing as well as the phenomenal success of the Library's microcomputer center inspired this initiative. The laptops will initially be loaned out for periods of 2 hours for in-library use only. Availability of

the laptops will mean an expansion of the labs capability, which has approximately 60 desk top stations, but will also mean increased flexibility for students who are doing presentations, and who want to use a computer while also using a study rooms.

New Positions

The position of Records Management and Freedom of Information will be added to the Library's responsibilities. The decision to place the position in the Library was made by the Presidents Executive Committee and was based on a recommendation by Price Waterhouse Cooper who did an analysis of the Institutes needs in this area.

Professional Development Day

BCIT's first All-staff Professional Development Day will be held on April 25. The day will consist of numerous workshops covering a wide range of topics being offered to all staff and faculty. No classes are being offered that day so that most of the staff can attend.

Camosun College

Submitted by Catherine Winter, Chair, Library Services

We are upgrading to Unicorn 2000 as I write. We are looking forward to having the edit function for bookings and other delights. Once the upgrade is done, we will begin our first inventory using Unicorn. We look forward to all those good reports that the system provides. We have had wonderful support from Kate Enwold at Selkirk.

This spring, Camosun will be carrying out a scenario development process called Library 2010. The goal is to develop and vet a scenario of what the Library should provide to the institution in the year 2010. This scenario will then be the guide for the strategic planning process in the future.

The Library will have a new homepage up soon (mid May we hope) and our url has changed to <http://www.camosun.bc.ca/library>. The new page looks simple and is functional. It will become the home setting on all the public computers in the Library. Several staff have worked hard, done a lot of research and given a lot of thought to the new page. Oh, and we also stole lots of good ideas from other institutions as you will no doubt notice.

The Librarians will be building lots of new subject pages this spring for use by students. We hope our new webpage design will lead students to these pages more effectively.

Camosun will be participating in the Media Interlibrary Loan trial with ELN once we get trained. This will mean we will also be doing print ill as part of the Fileserver project.

Camosun will be attending Fast Forward next week as we have several departments looking for new videos for teaching. I think this is our own version of a millenium bug - everyone suddenly realized 1991 wasn't recent.

We're just like you ...busy, busy, busy.

Capilano College

submitted by Annette Lorek, Librarian Coordinator

Capilano College Library continues to receive excellent feedback and support of faculty members. A recent 3-hour workshop on "The Electronic Library" was completely filled (30 attendees) during Faculty Professional Development Days. David Lambert, George Modenesi and Maureen Witney gave presentations on various aspects of our Library's online services, such as our Web page, online databases and new features of our Innopac catalogue. Karin Hall also provided workshops on collection development for small groups of faculty members, to provide them with information and hands-on experience in collection building and weeding.

Annette Lorek, Librarian Coordinator, has been acclaimed as Student Services representative on the College's Education Council, and recently voted Treasurer of the Capilano College Faculty Association.

The Sechelt campus of Capilano College is undergoing construction for new facilities. These will include a new, expanded location for the library, which will include a security system.

Library Faculty were pleased that Bill Gibson, Vice-President, Academic Affairs, attended the April 19, 2001 BCLA session on Academic Libraries. Bill, who has a biology background, expressed appreciation of Jean-Claude Guedon's presentation on scientific journals, and of Martha Whitehead's thorough overview of the changing roles of Librarians in post-secondary libraries.

Since the announcement last year by the College administration that the position of College Librarian will not be filled, Capilano College Librarians have been trying to obtain compensation for performing necessary administrative tasks belonging to this former position. Currently, we are funded for 1/4 of the position, and are now involved in a hearing before the College's Equivalent Workload Committee on this issue.

We have heard through our Dean that the Library will not receive an assigned portion of the one-time provincial grant provided to all BC post-secondary institutions, although we will be given a small increase to this year's acquisitions budget.

CILS: B.C. College and Institute Library Services

Annual Report April 2000 to March 2001

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

submitted by Mary Anne Epp

Director of Contract Administration, Library Services, Langara College

Purpose

The purpose of B.C. College and Institute Library Services (CILS) is twofold:

- to provide equitable access to resources to students and employees with print disabilities in the B.C. post-secondary system by issuing resources in alternate formats, such as taped books, large print, accessible electronic texts and braille; and
- to fulfill the requirements of the "Duty to Accommodate" under the B.C. Human Rights Act.

The mandate of CILS covers all publicly funded colleges, institutes, university colleges, and post-secondary agencies in British Columbia. The CILS service works cooperatively and collaboratively with the special needs coordinators, instructors, library personnel, and the students themselves at the B.C. post-secondary institutions to:

- identify the requirements for titles and appropriate formats;
- provide an efficient method of transporting the resources to and from the clients; and
- to provide a timely reference, advisory, and information service to the students and practitioners in the system relating to alternate formats.

Services

Over the past 10 years, CILS has had a 119% increase in the number of students that have requested service. Over the past seven years, the number of requests for alternate format books has increased by 64%. In the last year alone, the number of requests increased by nine percent to 393 students attending 17 colleges and institutes in British Columbia. Of these students, 240 had learning disabilities, 119 had visual impairments (28 braille users), 17 had physical disabilities and 17 had multiple disabilities. CILS provided a record high of 1376 titles in various formats including taped books, braille volumes, electronic texts, and large print. Students from Okanagan University College, Kwantlen University College, Vancouver Community College, University College of the Fraser Valley, and Open Learning Agency were the highest users of the CILS service. Of the 61% of the CILS clients who had learning disabilities, the largest percentage came from Okanagan University College, Kwantlen University College and University College of the Fraser Valley.

New productions increased by 19% over the previous year in taped books, electronic texts, and large print formats. The productions covered topics such as: Aboriginal issues, Accounting, Algebra, Business, Business Communication and Writing, Calculus, Canadian History, Career Development, Carpentry, Chemistry, Climatology, Computer Software, Criminal Law and Criminal Justice, Economics, Equine Studies, Forensic Anthropology, Geography of British Columbia, Leadership, Philosophy of Education, Physics, Psychology, Resources for People with Disabilities, Spanish, Teaching English as Second Language, Tourism, Writing and Reading Skills, as well as B.C. Ministry-published materials for Heavy Duty Mechanics Welder Training, and Adult Reading.

Partnerships Reduce Costs

The importance of network communications cannot be overestimated. CILS relies on its partners to receive requests in a timely manner, to communicate the needs of the students by clearly identifying the accommodation required, and to expedite the delivery of materials through the interlibrary loan system. People in the network include: instructors, publishers, producers of alternate formats, readers, special needs coordinators, librarians and library staff, couriers, mail distributors, electronic mail systems personnel, personnel in other agencies and many other people.

The evolving digital technology is rapidly displacing the analog systems for producing taped books. But it will do more than that. It will create the single source file from which a book may be produced efficiently in a variety of alternate formats including audio books, electronic texts, large print, electronic braille and on-line or Web formats. The Canadian Millennium Project (known as the Library for a Thousand Years), headed by CNIB, provided a unique opportunity for CILS employees to develop their expertise in the new digital audio technology and to begin producing the CD-ROM versions of talking books. The project not only provided substantial training and expertise, but also the LPStudio software for production, and a significant addition to the collection of 500 new Canadian titles in CD-ROM (DAISY format), electronic braille and on-line resources. These resources will provide a welcome Canadian research collection to students requiring alternate formats.

The director was invited to participate in two advisory committees to study the use of adaptive technology: the Adaptech project, a national study of adaptive technology for post-secondary students; and the Adult Services Program of B.C. Braille project studying the use of refreshable braille. These studies will assist the planning process for future services. The director also made a presentation to the National Library of Canada Task Force on Access to Information for Print Disabled hearings on behalf of the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER). Many of the recommendations tabled by the director have now been incorporated into an action plan by the newly formed Council on Access to Information for Print-Disabled Canadians. If implemented, the actions will not only greatly increase access to resources but also will improve efficiencies and reduce unit costs significantly.

Quality Control and Efficiency Improvements

CILS employees contributed significant time and effort to the CILS Review over the last four months of the year. The Review, mandated by the B.C. Ministry of Advanced Education, Training and Technology in partnership with Human Resources Development Canada, provided an excellent opportunity to review the 17-year history of the service. The process included an assessment of the mandate, the program logic, the description of services, a survey of major stakeholders, and recommendations for improvements. Many of the issues identified in the review had been discussed by the stakeholders over the past seventeen years. Stakeholders include the CILS Advisory Committee members, special needs coordinators, students,

employees, Ministry officials, community organizations, and partner agencies.

CILS continued to work on the development of a comprehensive CILS database using Microsoft Access to improve records management, statistical analysis, request tracking, and production tracking. A team of BCIT Computer Program students are developing the database, building on the work begun by CILS employees in the last year.

Learning More About Adaptive Technology and Needs

CILS staff participated in the Association for Media and Technology in Education in Canada (AMTEC) Conference in May. The director, who convened the conference, included a complete stream of sessions on adaptive technology, a "first" for AMTEC. Several CILS employees presented workshops at the Conference. Several members also attended the Canadian Braille Conference in Toronto and the CSUN Conference on Technology and Persons with Disabilities in Los Angeles. These conferences provided unique opportunities to learn about the access issues, alternate formats, the law, types of services, new technology, management of services, assessments, and related topics. CILS welcomed visitors from CNIB, the B.C. Library Services Branch and the National Library of Canada. Visitors enjoyed touring CILS facilities, especially the E-text production unit.

Challenges

The greatest challenge continued to be financial. As in previous years, CILS provided a longitudinal analysis of the leading indicators to show the need for funding to keep pace with the increased demand. CILS received a record number of requests in 2000/2001, up 9% from the previous year. A supplemental fund of \$20,000 was received in late December resulting in production of additional books in all formats and supporting the increase of production of 19% over the last year. Although the allocation eased the shortfall temporarily, the additional funding was received too late to produce some materials in a timely and efficient manner. Even with the additional allocation, 80 new productions were not funded.

The loans from partner institutions increased by 26% to help with the record volume of requests. Borrowing from Recording for the Blind and Dyslexic in New Jersey has doubled in the last three years. While the production costs were avoided for this high number of loans, the RFB&D loans also require considerable expenditures in American dollars for registering the student and for each transaction.

As a consequence of the shortfall, the local institutions often needed to provide temporary solutions to meet the immediate demand. Local production is often a necessary "Band-Aid" to solve the problems of short lead-time and financial shortfalls at the provincial level. However, students do not get the same quality of materials. Titles that are produced locally are not produced at a standard that makes them shareable with others. This means that the scarce resources are not optimized for alternate format materials. Anecdotal information from several students and coordinators showed that the consequences for some students were to drop the course.

As in the past 17 years, the provision of braille products for students was not funded. CILS identified 28 braille users who were only able to receive braille if the items already existed for loan or purchase. In many cases, students have stopped asking for braille because they do not have any expectations of success in receiving their preferred format. The titles that were requested covered topics in calculus, chemistry, literature, style guides, GED testing, psychology, statistics, economics, and computer manuals. In some cases, local institutions reported they had spent as much as \$10,000 obtaining braille products from other suppliers. This service should be available as a central service to reduce the "per unit" costs and to share the products with other students.

The formats of textbooks and learning resources also present an ongoing challenge. An increasing number of textbooks have multimedia features with heavy emphasis on visual aids. Web sites are often integrated into the content of texts as well as being additional or supplementary study tools. Many of the Web sites are not accessible. In-house publications tend to be particularly problematic because of incomplete and/or improper copyright clearance originating at the institution. The institutional management strategies really do need attention to make local curriculum products accessible and legal. Multiple alternate formats were requested for production of several titles.

Lead-time also continued to be an issue. When materials are available from CILS, a shorter lead-time is not

an obstacle. However, sufficient lead-time for production is a continuous challenge. An unusual volume of requests for some agencies such as Recording for the Blind & Dyslexic also resulted in unusual delays in response time. CILS received many materials for production review between mid-August and mid-September. In several cases, course schedules were not available from the instructors to identify the learning sequence. Therefore, the production efficiency was affected resulting in delays for the student in receiving the material in a responsive manner.

College of New Caledonia

submitted by Kathy Plett, Library & Media Services Director

“Learner Centered Best Practices in Libraries”

On May 10-11 we hosted a PD event for northern college libraries sponsored by C2T2. Staff from Northwest, Northern Lights, CNC and UNBC were in attendance. The topic of the first day was “Learner Centeredness” and each of us presented our strategies and best practices on the topic. On the second day, Katie Heung of the Legal Services Society of BC presented a workshop on government and legal research, which attracted many librarians from public, special and secondary school libraries in the area as well.

Collections

- Forest Renewal BC has established two Small Woodlands collections in the province, one at Malaspina and one at CNC. These have been set up as special collections, for use by small woodlands owners and foresters who teach in the program, but materials are also available to our regular library users. More information about these collections is posted at <http://www.cnc.bc.ca/library/smallwoodland.html>
- Practical Nursing will be offered in Sept. 2000, and we have received approval to purchase over \$6,000 in new materials to support this program.
- Local History collections at CNC have been featured in *Past Perfect*, a new book for local history researchers.
- We are continuing to weed old formats from our collection with the approval of faculty. Last year, we discarded film loops. In the Fall, we discarded filmstrips (replacing some with videos). This Spring we will be culling our music record collection. Items from this collection will be sold, as there seems to be some interest from record collectors.

Library Legacy Fund: Our first Library Legacy Fund has been established in honour of Alistair McVey, departing Dean of Science and Technology. McVey has moved on to North Island College, where he is the campus director in Port Alberni. During his 32 years at CNC, he was always a strong supporter of the library and its collections. To date, \$1,200 has been raised. Annual proceeds from the Fund will be used to enhance our holdings in science, technology, and regional studies.

New Books Lists by Email: In January, we introduced a new service, which provides subscribers with monthly new books lists by email. More information on this popular service is posted at <http://www.cnc.bc.ca/library/newbooks.html>

Optelec: In February, a new Optelec reader for the visually impaired was purchased by the local Lions Club and presented to the library. There was great news coverage.

Surveys: Spring 2001 surveys of the Library and Media Services are now being analyzed. Copies of the surveys, and more information about the College’s Service Review process, are available online at <http://www.cnc.bc.ca/ie/ieservice.html> This page also provides a link to the presentation we made at the SCOEA conference on service reviews in November.

A “Reely Big Show”: The equipment in our main Lecture Theatre has been significantly upgraded. Faculty can now present video, DVD, computer and even 35mm feature films in the facility. Media Services staff will

be giving demonstrations during May Days, the annual professional development event for faculty.

New Hallway Messaging system: A new system, which displays PowerPoint images, has been installed and additional monitors are being placed around the college. We've had a great deal of positive feedback on the new system.

SIRSI Upgrade: We will be upgrading to U2000 in June and adding the Serials module at that time. Our plans are to host an NT-based Serials training session in the Fall. Other colleges are welcome to attend; please contact Kathy Plett for details.

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

People

This summer the David Lam Campus Library at Coquitlam will be open the same hours as the New Westminster Campus Library. As well as the Coquitlam staff moving to twelve month positions some of the staff at New Westminster have also moved to full year positions. The college is committed to develop a yearly operation rather than two prime semesters in the Fall and Winter. Evening and Saturday staff are the only ones who remain on shorter work periods. Andrew Taylor joined us in the winter semester as evening collections control assistant at Coquitlam. Julie Michaud completed her technical services contract and is in the process of taking courses in preparation for entering Library School at UBC. Librarian Len McIver has returned to Douglas after time off with back injuries and is a welcome addition.

Systems and Technical Services

Students and faculty can now renew their materials on-line through the INNOVATIVE system. Audio-visual equipment available for loan through the library is now in the process of being given a catalogue record and being bar coded in a move towards fully automated equipment circulation. MARC records from Academic Search Elite and Canadian MAS, ASAP and Proquest have been loaded into the catalogue. A newly developed policy for the selection and handling of web resources is now in place. Our portable bar code reader has been tested in preparation for a complete inventory in 2002.

Educational Technology

The Electronic Learning Facility (ELF) at Coquitlam was expanded over the Christmas break to accommodate class sizes of thirty or more. An additional fifteen computers are needed to add to the eleven already available in the lab. A scanner and CD burner is now available at the New Westminster library.

Collections and Electronic Resources

Two new electronic databases have been added to the collection, the Criminal Justice Periodicals Index and Columbia Granger's World of Poetry. Various reference standing orders have been reviewed and cancelled following an evaluation of those that have stable coverage either on the web or available as an electronic resource.

Planning

Many of the librarians were involved in the college-wide process of developing a new set of values statements. Sandra Hochstein presented a session on determining the impact of values statements. The final key statement, "We believe in the power of dreams and in the power of education to make them come true" has become an often repeated statement around the college.

ELN: Electronic Library Network

Progress Report: January-March 2001

submitted by Anita Cocchia, ELN Manager

Goal 1

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

<p>Objective 1.1</p> <p>Pursue new products and services that meet users' needs</p>	<p>Activities/Results</p> <ul style="list-style-type: none"> • invited partner libraries to participate in a Consortia Canada trial of Project MUSE, a database providing full text access to over 100 scholarly journals in the arts and humanities, social sciences and mathematics. Project Muse is offered to partner libraries at a 30% discount over list price • participated in a Consortia Canada trial of the Association for Computing Machinery (ACM) Digital Library, a database containing full text for 20 technology-related journals and magazines, Special Interest Group (SIG) Newsletters and over 50 annual conference proceedings • met with representatives of ProQuest , AG Canada, OCLC, EBSCO and Gale Group to gather information on products of interest to ELN partner libraries • continued dialogue with netLibrary on building a shared collection of ebooks for ELN partner libraries. Met with a representative from Coutts Library Services to discuss their recent partnership with netLibrary and potential benefits for ELN partner libraries of acquiring ebook collections
<p>Objective 1.2</p> <p>Ensure existing products and services meet users' needs</p>	<ul style="list-style-type: none"> • renewed ABI/Inform Global, Canadian Research Index, CBCA Reference and PsycINFO databases • coordinated a comparative trial of PsycINFO on ProQuest, EBSCOhost and WebSPIRS. PsycINFO subsequently migrated to the EBSCOhost platform for all ELN partner libraries except Simon Fraser University, the University of BC and University of Victoria who continued to host PsycINFO locally on WebSPIRS • upgraded the following databases from WebSPIRS interface version 3.1 to version 4.2: Books in Print, Canadian Newdisc, CBCA Fulltext Education. Remaining WebSPIRS databases will be upgraded by August 31, 2001.

<p>Objective 1.3</p> <p>Develop streamlined connections to ELN databases and services using new technologies and protocols</p>	<ul style="list-style-type: none"> • provided web based access to Canadian Research Index via Simon Fraser University's SLRI interface • prototyped an automated mechanism to provide regular status reports on database access via the ELN web site • completed the migration of ELN research databases to the web and announced the discontinuation of text-based interfaces by September 2001 • coordinated implementation of interface enhancements recommended by partner libraries: SLRI enhancements confirmed, funding allocated, and timeline assigned for development (July 31, 2001); WebSPIRS enhancements communicated to Micromedia; configuration changes implemented where possible • upgraded ELN web site to enable scoping of ELN web site database gateway to individual partner library licensing profiles
<p>Objective 1.4</p> <p>Facilitate the availability of instruction for ELN products and services</p>	<ul style="list-style-type: none"> • announced ProQuest training sessions to be held April 18, 2001, at the Open Learning Agency (Burnaby) • with Library Services Branch, planned training sessions on use of new Impact/Online ILL software (IOL2) to be delivered at the 2001 BC Library Conference • prototyped web archive of ELN list messages providing updates, technical tips, and other information regarding resource sharing and the BC union databases. Scheduled for release on the ELN web site in summer, 2001

Goal 2

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

<p>Objective 2.1</p> <p>Integrate holdings/requesting features into commercial database services</p>	<p>Activities/Results</p> <ul style="list-style-type: none"> • continued working with SFU library systems staff to facilitate integration of GODOT holdings/requesting link with the ProQuest Direct interface • worked with SFU library systems staff to coordinate development of GODOT parser for EBSCO-hosted PsycINFO database
<p>Objective 2.2</p> <p>Provide leadership in establishing a coordinated provincial resource sharing network</p>	<ul style="list-style-type: none"> • refined ELN ILL Statistics Module: migrated to database system which supports more flexible online updates, and incorporated modifications to report templates which reduce level of staff intervention required to generate invoices

	<ul style="list-style-type: none"> • posted message announcing and soliciting feedback on the ELN Resource Sharing Survey to be conducted in summer 2001. Work underway to consolidate input from partner libraries and to draft the survey
<p>Objective 2.3</p> <p>Improve the utility of union databases</p>	<ul style="list-style-type: none"> • coordinated preliminary testing of Media Matching Algorithm and set timeline for implementation (April 2001) • met with Auto-Graphics and Library Services Branch to discuss outstanding issues pertaining to migration to new Impact/Online platform (IOL2) • interviewed candidates for joint ELN/LSB project that will assess the quality of records in the union databases. Hired specialist to oversee project, coordinated meetings to define terms of the project and discuss preliminary analysis. Projected timeline for project completion: summer, 2001
<p>Objective 2.4</p> <p>Improve Outlook OnLine ILL service</p>	<ul style="list-style-type: none"> • coordinated initial phases of pilot to test Impact/Online (IOL) ILL system for media ILL. With MEC subcommittee, drafted guidelines for use by pilot participants. Issued a call for participation to library directors. • initiated project to test functionality of utilizing Z39.50 link between the GODOT ILL Module and ELN Serials Database hosted at Auto-Graphics (A-G). Testing will commence when the A-G server has been appropriately configured

Goal 3

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

<p>Objective 3.1</p> <p>Participate on provincial/national projects and planning groups</p>	<p><i>Activities/Results</i></p>
<p>Objective 3.2</p> <p>Maintain a presence and impact within the Ministry and at the senior executive level of post-secondary institutions</p>	<ul style="list-style-type: none"> • contributed to President's Report for OLA Board • held multiple meetings and phone conferences to further develop three project proposals submitted to Ministry in December 2000

Goal 4

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

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<p>Objective 4.1</p> <p>Extend alliances and partnerships with public, school, and health sector libraries within B.C.</p>	<p>Activities/Results</p> <ul style="list-style-type: none"> • met with Library Services Branch and Public Library InterLINK to discuss opportunities for shared provincial licensing of databases • developed Proposal Request with Public Library InterLINK to hire a consultant to assess mechanisms for the delivery of library materials in the Lower Mainland and throughout the rest of BC
<p>Objective 4.2</p> <p>Expand national and international alliances</p>	<ul style="list-style-type: none"> • held initial discussion with Council of Prairie and Pacific University Libraries (COPPUL) for appropriate joint licensing initiatives

Goal 5

Generate strong and diverse support for ELN products and services

<p>Objective 5.1</p> <p>Strengthen accountability for ELN key stakeholders</p>	<p>Activities/Results</p> <ul style="list-style-type: none"> • finalized and posted endorsed Strategic Plan 2000-2003 on ELN web site • finalized and posted endorsed Strategic Priorities 2000-2002 on ELN web site
<p>Objective 5.2</p> <p>Strengthen communications framework for ELN key stakeholders</p>	<ul style="list-style-type: none"> • provided web-based access to terms and conditions of ELN licences to partner libraries for the following databases: ABI/INFORM, AccessScience, Canadian Almanac, CBCA Reference, Canadian Research Index, Encyclopedia of Life Sciences, Oxford English Dictionary
<p>Objective 5.3</p> <p>Pursue appropriate business opportunities to export ELN's services and expertise to other organizations or regions</p>	<ul style="list-style-type: none"> • gave presentation on ELN consortium database licensing at UBC School of Library, Archival and Information Studies
<p>Objective 5.4</p> <p>Ensure sufficient resources to meet current and long range needs</p>	<ul style="list-style-type: none"> • posted, interviewed and hired for the ELN Client Support position (position replaces Administrative Assistant) • submitted budget request to Ministry • staff member attended continuing education session on web interface design • prototyped intranet for documenting internal ELN procedures

Emily Carr Institute of Art and Design

submitted by Sheila Wallace, Director of Information Services

Two exciting projects will keep us busy in Emily Carr Institute Library over the summer. One is getting started on spending the one-time funding windfall for library acquisitions and the other is upgrading the library system server and installing the most recent version of the epixtech Horizon software.

In consultation with faculty, we will develop a spending plan for the \$208,000 acquisitions grant. Most of the money will be spent over the next couple of years on more books, slides and videos to support our curriculum in contemporary art, media and design along with the academic courses in related subjects. Already many requests for additional magazine titles are arriving but the problem of ongoing funding for subscriptions has to be addressed.

One of the major features of Horizon 6.0 is the new iPAC product for the web-based catalogue interface. This will replace our current versions of WebPAC and WindowsPAC and it can be more readily customized to provide remote access to ELN databases and other electronic resources. Prior to the software upgrade we will be installing a new Sun Enterprise 250 server to replace our 6-year old DEC Alpha. Also on the tech front, and by popular demand, we are installing a scanner in the library for student use. Not to mention, replacing our 3 worn-out, public photocopiers this summer.

Danuta Zwierciadlowski and Debra Gilman will continue for another year to share the librarian's position. Danuta manages the slide collection while Debra handles the video purchases and cataloguing and they both share reference and orientation duties. Recently, Debra worked closely with a SLAIS practicum student, Ginger Warden, who added a great deal of valuable art and design related information to our library website. Check it out at <http://portal.eciad.bc.ca/>

Justice Institute

submitted by April Haddad, Institute Librarian

Buy A Book Campaign

Our third annual Buy A Book Campaign is almost over. So far we have received almost \$9,000 in donations from 82 donors. Last year we raised \$6,684 from 72 donors, so we are seeing a gradual increase in the campaign every year. A very popular part of the campaign is the donor posters.....each donor gets a small thank-you poster placed on our glass windows facing the atrium. This shows the progress of the campaign, thanks the donors, and encourages others to get their names up there too!

SIRSI

We are still on version 99.4 and hope to upgrade to 2000 this summer. Future plans include implementation of the Serials, Booking, and Request modules. We have paid SIRSI to do some software modifications so that we have a web printing option that looks like a bibliography. It should be ready in a week or so.

Strategic Planning

The Library is working on a strategic plan, facilitated by Irwin DeVries of our Learning and Information Technologies Department, and with the participation of Connie Fitzpatrick of the Open Learning Agency. The Justice Institute is also working on an institutional strategic plan.

Space

Our new library is quickly running out of space. After much weeding we are still forced to install shelving that will replace seating spaces. Our building was built to 1994 growth projections.

Proxy Server

We are trying to provide off-campus access to online indexes using a proxy server. We're investigating Easy Proxy.

Kwantlen University College

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

Library Instruction

During the fiscal year 2000/2001, Kwantlen Librarians provided Library Instruction sessions for 301 classes or approximately 6,660 students. The greatest demand for research skills classes came from the English, Psychology, EASL and Sociology departments.

Jan Penhorwood completed a curriculum development project in March. Jan developed a comprehensive research tutorial which begins with "basic" library research and moves on to "term paper research". This is now being mounted on our web page. It will be a resource that all librarians can use for teaching research skills classes. Jan also revised and enhanced our web tutor. While Jan was on leave from January to March to work on this project, Sigrid Kargut stepped in to take on Jan's regular duties of coordinating requests for Research Skills Classes and updating and creating documentation for these classes and for our on-line periodical indexes.

Information Services

In addition to research skills classes, our librarians and staff were kept busy answering a total of 40,742 questions at the Information Desks and Checkout Counters of our four campus libraries during the fiscal year 2000/2001. This represents a modest 2% increase over the last fiscal year.

The Library Web Team

Caroline Daniels, our Web Librarian, has been busy with the on-going work of managing and developing the Web Page. Several new internet subject guides such as English and Floristry have been added. Our Quick Guides to web periodical indexes have been added and our Guideposts to the print collection are also in the process of being added. Visit us at <http://www.kwantlen.bc.ca/library>

Circulation

Colleen van de Voort reports that in Fall 2000, 53,283 items were circulated. This represents an increase of 14% over Fall 1999. During Fall 2000, 291,078 people came into the library. This represents a decrease of 9% over Fall 1999. We are concerned that our aging and sometimes malfunctioning gates are causing us to lose gate count and this is something we will be looking into over the summer.

In March we switched from paper overdue notices to email (for employees only). This has been well received by staff for the following reasons: it is less time consuming for staff, less expensive in terms of the cost of overdue notices and is a quick and convenient way for employees to be notified. Some 'self serve' features that have been added include:

- On April 1st we introduced an Online Reserve form. Instructors now have a choice of using an online template or a paper form when requesting the Library to put material on Reserve for their classes. This

online option provides added convenience because instructors can place the request from their home or office computer.

- April also saw the implementation of Episuite Pro to replace the library software used for the last 7 years to issue Photo Library cards/Student Identification (PICS). Although the old software was good value for the money, the PCs were failing and the old software was incompatible with Pentium computers. The new software will produce better quality cards, is able to be (and has been) networked (one database for all campuses) and is compatible with the production of Smartcards which is a potential development in the next few years.
- On May 1st, we are planning to introduce an Online Intercampus Periodical Request form that will replace the current paper form. Requests for periodicals held at another Kwantlen campus library will be made in the same way as intercampus book requests.
- Implementation of Workflows for circulation will take place in mid June. Implementation for the other modules will follow, with cataloguing and acquisitions planned for October.

AudioVisual

During the Fall 2000 semester, system wide equipment statistics increased by 6.3%. Circulation of computer equipment continues to be the main growth area – a 45.7% increase over Fall 1999 – followed by a 8.9% increase for TV/VCRs. All other categories of equipment use declined during Fall 2000.

Charges of video titles increased by 8.9% during Fall 2000 while bookings declined. MEC (Media Exchange Cooperative) transactions declined by 31%. Janice Friesen, our AV Librarian reports that this is the result we have been working toward – more counter loans and less reliance on advance bookings of our own collection and/or of external collections.

Computer and Database News

Our Infotech Librarian, Caroline Daniels, successfully managed our OPAC upgrade to Netscape 4.0 last December as well as the roll out of 28 newer PC's throughout the library.

Academic Search Elite (Ebscohost) and Expanded Academic Index (Searchbank) continue to be the most popular of our on-line periodical indexes. We were happy with the ELN decision to license the Ebsco version of PsychInfo and look forward to teaching this new interface to our students.

Serials

Margaret Brown continues work on the new expanded Periodical Holdings List, which will include not just our print/microform holdings, but also our database holdings. This will be on the library website this summer. Margaret is looking at developing a searchable database of our serials holdings (both print and electronic).

Several of our Librarians will be facilitating three Focus Groups for faculty in early May on the issues surrounding maintaining a print periodical collection and providing access to on-line, fulltext periodical articles.

Technical Services

Phyllis Liu reports that our collection continues to grow and as of March 31, 2001 there were 149,552 items in the collection. In May/June, Tech Services is planning to implement a new Interlibrary Loan procedure in which students can request books directly on the requests module in WebCat instead of filling out a paper form.

Collections Development and Degree Collections Development

In addition to our regular work in collections development, coordinated by Robert Gore, Linda Rogers is continuing her work in the area of building collections for new and existing degree programs. Kwantlen now offers eight degree programs. The newest to come on board are: Accounting, Journalism, and Applied Psychology.

Library Master Plan

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

Staff News

In March 2001, Sigrid Kargut and Denise Dale, two of our sessional Librarians, were both regularized at 60%.

Janice Friesen, our Audiovisual Librarian, will be on a two-year leave of absence beginning September 1, 2001. Janice will be sorely missed as will her depth of experience and knowledge. In her absence, Colleen van de Voort and Sigrid Kargut will be responsible for the software aspects of AV Services while Caroline Daniels will take on responsibility for equipment purchases and maintenance.

Library PD Day

Plans are just about completed for this year's Library PD day. On April 30th, Librarians and Staff will visit the Richmond Public Library. When we return to the Richmond campus of Kwantlen, we will hear a presentation from the staff of Kwantlen's Wellness Centre.

Langara College

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

Technology Task Force

Langara College has initiated a strategic planning process for educational technology. The Library, Media & Bookstore Services group is well represented on the Technology Task Force by the following members: Judith Neamtan (Library Dept Chair), Niina Mitter (Media Librarian), Kees Hof (Supervisor, Instructional Media Services) and Dave Pepper (Director).

The consultant, Innovative Training Solutions, is using a collaborative Internet site called Community Zero to encourage and facilitate communication during the process.

Web-based expertise

As one of the inputs to the educational technology planning process, the Library, Media & Bookstore group has initiated an inventory of our own staff's Web development, application & technical expertise.

Project WOW!

The Library has received a one-time infusion of \$308,940 from the Ministry "to enhance library resources available to students and instructors ... in recognition of the importance of increased library acquisitions to the quality of academic, technical and vocational programming." We will be developing a plan for the expenditure of this windfall and do some public relations building in the process!

Bookstore.com

As a first step in our plans to build a fully functioning e-commerce site for the Bookstore, we have recently mounted the current booklist on the Bookstore Web site.

Millennium project launch

Mary Anne Epp recently participated in the launch of Canada's first Canadian Heritage Millennium Digital Collection, "A Library for a Thousand Years". The consortium is digitizing seminal English and French language novels, poetry, speeches, historical documents, etc. Langara College produced 4 titles in the collection, using the DAISY technology. Sean Brooks and Kees Hof were the primary players in the application of this new technology.

Let's aggregate!

No, this isn't a campaign slogan! It's a great example of a collaborative project between Douglas College and Langara College. Joyce Wong, Reference Librarian, who undertook the initiative, describes it as follows:

"At present, our students have to look in the library catalogue and then in different periodical title lists such as EBSCO to check the availability of a periodical at Langara. A simple solution was to build a database that integrates our print and electronic periodical collection. Douglas College already had such a database running, so I approached them about the possibility of sharing the work of updating the database. They have volunteered to send us the updated database every semester ... Being able to use the aggregator portion of Douglas' database is a tremendous saving in time and duplication of effort."

Authenticate! Authenticate!

The recently-installed EZ Proxy authentication software provides for off-site access to our database resources.

ADALAB

Langara's internal fund-raising campaign has raised a total of \$14,000 (\$28,000 after matching funds applied). 75% of this will go towards the upgrading of the Library's Adaptive Technology Lab for students with disabilities.

Breathing space

Our proposal to the Facilities and Space Planning Committee for the reconfiguration of Instructional Media Services space was heartily endorsed by Langara Council. Plans will allow a more secured access, new service counter and self-help area. A new drop-in computer lab will sit adjacent to the newly-configured space.

Malaspina University-College

submitted by Patricia Lloyd, Director of Library Services

Last autumn, the Library entered into negotiations with the Small Woodlands Program (funded by Forest Renewal BC) with a view to becoming the central library for the Small Woodlands Collection. This growing collection, comprising almost 1,500 books, documents, videos, websites, and pamphlets, covers all aspects of managing, harvesting and sustaining small woodlots in BC. These materials will be made available to the small woodlot operators of Vancouver Island and the rest of BC through mail, facsimile, Internet and courier services. Malaspina Library is working collaboratively with the College of New Caledonia, the location of the first satellite collection, to ensure that cataloguing standards and services are consistent between the institutions. This collection is now accessible from the Library's online catalogue system by clicking on the Small Woodlands search type button. Many thanks go to Linda Leger, Lorne Epp, Gwen Bailey and Hans Fadum for their collective efforts in successfully getting this project up and running. Lynda Colbeck has recently been invited to join our staff on a part-time basis to develop and maintain this collection, and to promote access to our users.

The Research Skills Modules are now available from our Library's website or directly from <http://web.mala.bc.ca/library/researchskills/mainmenu.htm> These 15 units were prepared by Linda Leger, and funded by the BC Ministry of Advanced Education, Training and Technology and the Centre for Curriculum, Transfer and Technology, as a Locally Initiated Curriculum (LIC) Project. They provide the

basic and advanced information contained in the hands-on library research skills workshops offered by the reference librarians at the beginning of each semester. It is hoped that these modules will be used as online notes for workshop attendees, as backup instruction when attendance at any of the workshops is impossible, as training units for new library staff members, and as step-by-step library research training for distance education students. While some of the content within these modules pertains to the Malaspina situation, much of the information is relevant to all students doing library research at the post-secondary level.

Over the past semester, Video Services staff participated in the pilot of ELN's Outlook Online for Media, which is now being more widely tested by post-secondary Outlook libraries. Interlibrary Loan Staff took part in a COPPUL initiative to test and evaluate interlibrary loan management systems. We have also decided to implement Ezproxy.

Through our membership in COPPUL we subscribed to OCLC's FirstSearch service, and added several journal indexes/databases to our collection. Our users have enthusiastically accepted this new platform for several of our previously held indexes as well as the additional resources available through OCLC.

Malaspina University-College is well into its "LET'S Make It Happen" fundraising campaign. The "L" in LET'S represents the Library, which is one of the four beneficiaries for the funds, along with the Endowment, Technology and Scholarships. The money raised will be used to build a much-needed extension to the Library's building.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

We are just now wrapping up another academic year at North Island College; the staff has had two busy semesters. Campus library advisory committees were created; job descriptions were reviewed and updated; along with other members of the Educational Support and Student Services division, library staff helped develop the tactical plan for 2001-2002. Collaboration with Developmental programs for adaptive technology equipment continued – the CV campus received a CCTV for text enlargement. Discussions with Computing Services on upgrading to Unicorn 2000 and implementing photo ID have begun.

An analysis of statistics for NIC Library activities for 2000-2001 show a number of trends: continued increases in gate count, circulation of library materials and numbers of students participating in library instruction; the number of interlibrary loan requests for print materials increased by 9% from the previous year, MEC requests more than tripled; loans between campus libraries increased by 37%. A milestone for the Library was the fact that we supplied 216 interlibrary loans (compared to 31 items in 97-98). Other milestones were reached in acquisitions, spending \$47,000.00 on books and videos, and in cataloguing, with staff managing to get record numbers of library materials into the system.

The College has received Ministry confirmation of an additional 120 FTEs. Included in the base operating funds is capital funding of \$267,789.00 for equipment replacement. Additional Ministry funding for library acquisitions has been announced and the details governing its disposition are currently being sorted out.

In February the Educational Support and Student Services division held a virtual conference to discuss and prioritize ESSS tactics for 2001-2002. Over 90% of eligible employees logged on to the conference site and over 70% of those made substantive contributions. The conference culminated in the posting of summaries and prioritizing the one hundred or more tactics by conference delegates. Building on the strengths of the virtual conference experience, Deans and the Vocational/Trades division have also used this venue for exchange of ideas and discussion.

Budget requests for systems and public services staff positions have been put forward from the Library. Some library initiatives have been placed on hold until budget approval is given in May.

Summer projects include the Unicorn 2000 upgrade, implementation of the acquisitions module and

participation in the Outlook Online media pilot project.

The Comox Valley campus library is hosting the annual library staff meeting and professional development day on May 23rd. Two staff members will receive five and ten year service awards.

Northern Lights College

submitted by Janet Beavers, Coordinator of Library Services

The Fall and Winter terms this past 6 months have been a time of revising processes and consolidation. The Acquisitions and Cataloguing offices, which have operated quite independently for some time, have been more closely coordinated and work together in a more seamless process. Downloading records from AMICUS by the Acquisitions person was begun allowing the temporary Cataloguer, Gloria Wassenaar to concentrate on record quality and reducing the backlog. We also hired a temporary processing clerk, Ingrid Makepeace to finish the physical processing of incoming items and mail them out to our 8 campuses. All this has resulted in the processing of over 5,000 items in 6 months, a prodigious feat for our small library.

This was also accomplished in the face of increased acquisitions resulting from a \$40,000 one-time addition to our budget. We have added most of the new AEMAC series in multiple copies and this, with other videos, means an increase of over 600 videos. A large new collection of forestry materials was added to the Chetwynd campus collection to support a new Forestry Technician program there. Many materials were purchased from the oil and gas industry for our Land and Resource Management programs in Fort St. John. There have been many favourable comments from students and faculty on the many new titles on display.

The renovations at the Dawson Creek campus were well liked by faculty and students over the winter. Bright, airy spaces have created comfortable seating areas that were almost always occupied. More renos to come this summer as all the books and shelves are moved for new carpeting, hopefully in time to do our inventory after the dust settles.

Jennifer Sauve, our Campus Librarian in Fort St. John has told us she will be leaving in June. Jennifer has done a wonderful job in providing library direction for the campus and developed excellent orientation programs and reference services. Watch for the job posting soon. She'll be a hard act to follow though!

In early April we upgrade our SIRSI NT system to the 2000 version. A few glitches including a rebuildtext report that didn't run like it did before but otherwise, not a bad upgrade once I got used to it. There were a lot of changes with this version and we're coming to grips with them daily. We've implemented the Acquisitions module at the same time and you might hear some cries for help as we attempt to build our vendor and fund records. Time to get the Consort-L teleconferences going again.

I saw many of you at BCLA and CPSLD last month – always a treat when isolated way up here. We're also looking forward to our northern colleges conference coming up soon. I hope to see more of you over the summer months.

Northwest Community College

submitted by Patti Barnes, College Librarian

The College has gone through major changes in the past year. We have a new President, Stephanie Forsyth, formerly of Capilano College. Stephanie started in October 2000, and dove right in. She started off by travelling to all campuses – Houston, Smithers, Hazelton, Kitimat, Stewart, the Nass, the Charlottes, Prince Rupert, and Terrace. She spoke to every single employee, either individually or in a group. Goals and priorities for 2000-2001 were set out and communicated to all via email. We now have a new Educational

Plan, a new Budget process for both operating and capital, a new College logo and marketing strategy, and have nearly finalized a new organizational structure, organized around educational lines rather than geographic ones.

Stephanie has been extremely supportive of the Library and its role in the College and educational process, and has demonstrated this by making Library Services a “core service” on all campuses in the Educational Plan, and by approving a new seat on Education Council for Library and Student Support Services. I have been duly elected and will attend my first Ed Council meeting on May 18th!

Over the past year, the Library has collaborated with the President’s office, the Health and Safety committee, and local School districts on a number of community initiatives:

- Prevention of Violence week combined with a “Run for Peace” to raise money for Transition Houses in the northwest;
- Series of Wellness Workshops offered in March and April;
- Joint PD/NID (non-instructional day) Day with the high school teachers around the theme “Working together for Student Success in the Northwest”.

Together with the English department, the Library sponsored readings by Eden Robinson, Ken Belford, and George Stanley. All readings were very well attended by students, staff, and community. The local bookstore was invited as well, and sold copies of the authors’ newest works, which the authors then autographed.

We have new Librarians! Sherry Morrison replaced Janet Wong in Prince Rupert as our Western Regional Librarian, and Colleen Reilly replaced Liz Ball in Terrace, as our Systems/Technical Services Librarian. Sherry’s background is History, Archives, and Websites, so we immediately put her to work on the Library’s website – building it, mounting it, and finally releasing it on April 23rd! It is still very much a “site under construction”, but she has done an incredible amount of work in a very short time period and with virtually no support. Her next project? the College Archives! Colleen came from CISTI, and very quickly whipped us into shape here. Our SIRSI problems have virtually disappeared, our periodicals and acquisitions processes are slowly being sorted out, and our computers are actually working most of the time! And we even have a cataloguing manual complete with detailed policies and procedures!

The College’s Student Success Coordinator has moved into the Library, and a Study Skills centre has been set up around her office. It is proving to be a mutually beneficial relationship, and we hope to build on it next year with perhaps more of a focus on Writing and Reading skills (“writing across the curriculum” resurrected?).

Okanagan University College

submitted by Laura Neame, Library Director

At OUC we have been actively at work on developing guidelines for library collections assessment of new and revised courses and programs. It has just been passed by the Education Resources subcommittee, and will now go on to Ed Council. This will be the first official recognition of the need to have library collection assessments accompany new course and program proposals.

Garth Homer has just returned from the CAPDU meeting in Montreal, and is enthusiastically working on a PowerPoint DLI presentation for faculty. Our cataloguing Librarian Eileen Edmunds has begun a project to enter full text holdings links for our electronic journal holdings into the catalogue. Collections Librarian Eileen Heaslip is off at the SIRSI Users Group Meeting in Huntsville Alabama after a successful load of the latest SIRSI Unicorn upgrade. Librarians Anne Cossentine and Ross Tyner have just returned from BCLA.

I will be attending the B.C. University Colleges Research Conference being held here at OUC. I will also be pursuing my own research this summer and after CLA will travel to the Ontario Archives and McMaster University in order to prepare a paper on the life of Richard Beasley (1761-1842). He was a figure of

considerable interest in early Ontario politics, and very little has been written about him (and I hope it stays that way until I've finished the article!).

Royal Roads University

submitted by Dana McFarland, Librarian

Staffing

Shailoo Bedi, librarian/archivist, returned from maternity leave in January in time to take over for me, as I go on maternity leave at the end of May. Recent SLAIS grad Naomi Eichenlaub will join us as a generalist librarian until March 2002.

Unfortunately Frances Nicholson will be leaving us in June, so we are presently interviewing for a circulation supervisor. We are also regularizing a junior support position and reassigning some duties to add a new position for a cataloguing and acquisitions assistant.

Facilities

An existing open study space in the library was recarpeted – the last of the orange is gone! Part of this area was enclosed to accommodate our expanding staff. This year we hope to come up with some creative solutions to create yet more staff workspace, and to redesign the circulation desk.

Systems

We are looking forward to upgrading to version 2000.1 of Voyager in the early summer. Apparently this will have greatest impact for acquisitions workflows, but also facilitates some positive changes for the OPAC.

Collections

Our DDC-LC reclassification project will step up again this summer with the help of funding from HRDC.

We have added several databases in recent months, including

- Canadian National Site Licensing Project (CNSLP) products
- Dow Jones Interactive Company and Industry Center
- ProQuest Trade and Industry Journal Collection
- ProQuest CINAHL
- Project Muse Social Sciences collection
- E*Subscribe (ERIC documents)
- Ebscohost Sociological Abstracts and Sociological Collection

We have also added several Emerald Journals titles online and spend quite a bit of time trying to get reliable access to them.

Training and PD

Since the Fall we have had staff attend the following:

- Voyager Users Group Meeting, Chicago – a presentation on generating custom reports was given by our systems analyst, Liz Best
- Copyright for archival materials workshop, Edmonton
- Copyright in the distributed learning environment. This was given by Wanda Noel and held at RRU.
- Media cataloguing workshop, Seattle

- BCLA, Burnaby

University Human Resources has also hired a staff development officer in recent months, who has begun to organize many opportunities in house.

Selkirk College

It's no surprise that Liz Ball, Selkirk College Librarian, was not able to submit a report for this issue! Here's an excerpt from an e-mail we received on April 30, describing what's happening at the Castlegar campus...

Selkirk College Library will be closed, with no public services, from May 4th through May 21st, reopening for all services on Tuesday, May 22nd. New flooring is being laid as part of the Castlegar campus renovations, necessitating total closure to remove old asbestos tile from 2/3 of the floor space. We are in the process of packing up (yes, boxing!) the entire circulating and reference collections, moving the boxes to storage, dismantling shelving, etc. One day into the project, and most of us are still smiling! Staff will be unable to come into the area for approximately 10 days, and then we will start the entire re-shelving process, aiming for completion for the long weekend.

Trinity Western University

*submitted by David A. Twiest, Director of Libraries
Norma Marion Alloway Library*

TWU Library has had a very busy year in that a number of changes were initiated to improve some of the services we offer.

- First, it is great that ELN is involved in the purchase of ARIEL software for document delivery. We have been using it for about 3 years without significant problems but would like to acquire a newer version.
 - We purchased a library collection of 45,000 volumes which was housed in our building. Plans are underway to move this collection and to initiate a retrospective conversion project from Dewey to LC.
 - We have been looking for ways to promote the library on campus and one initiative from the staff was to acquire vests with the library logo for wearing on a regular basis as well as special occasions.
 - We are upgrading our library software this summer with iPAC from Epixtech which will allow for external borrower transactions. Along with this is a review of our current proxy software for remote patron authentication which presently is a bit cumbersome for patrons to use.
 - After a lengthy documented presentation on the state of acquisitions funding the University Administration authorized another \$80,000 be added to the regular operations budget.
 - We are in the process of approving a curriculum addition in the Communications Department of a 3 credit elective course in Information research taught by our staff.
 - We completed a five year strategic plan which will be incorporated with an overall academic plan.
 - We had a major booksale and made \$2,000 for acquisitions but having gone through the experience now for the second time I can tell you what not to do.
 - Last, it's a treat to have a great and competent staff to achieve some of these things. "That's all folks."
-

University College of the Cariboo

*submitted by Nancy Levesque, Director, Library & Information Services
Spring 2001*

Following the major revision to the UCC homepage, the UCC Library launched our new library homepage in March 2001. The library page is organized by "Research" and "Services" and incorporates web resources and electronic forms. Take a look! <http://www.cariboo.bc.ca/library/>

We've also installed a proxy server to authenticate remote dial-in to our licensed databases.

The UCC Library has purchased new PCs for all public workstations, for library staff, and to equip the library classroom with 12 PCs. We know this will make for a more interactive session with students!

We are installing the Ariel software to receive articles in five of UCC's regional centers: 100 Mile House, Merritt, Clearwater, Lillooet, Ashcroft. This will improve delivery service of articles to students in a region the size of Portugal!

I was invited to make a presentation and host a workshop at the annual conference of the Colleges of Further and Higher Education, University of Nottingham, April 2001. I called my session, "The Library as Place," and discussed the issues of physical and virtual space, and the place of the Library -- and librarians -- within the institution. It was interesting to share information and ideas with colleagues in the U.K., comparing similarities and priorities. I took a day trip to Coventry University Library and was very impressed with their new Library building. And with the new British Library, St. Pancras, London.

University College of the Fraser Valley

submitted by Kim Isaac, Director of Library Services

Old News is Still News

Many of the UCFV issues and activities that were covered in the November 2000 CPSLD Newsletter are ongoing to this day.

Our new building on the Chilliwack campus, which will house the Library, is now scheduled to go to tender in late summer, with ground-breaking tentatively in mid-fall and occupancy by the end of 2002. We continue to work to adapt the original plans, which were designed in 1993/94, to meet today's needs and a reduced budget for the project.

The Library's Strategic Planning process has moved into the task group stage, and almost all permanent Library staff are involved on at least one committee. We've set up four groups: Collections; Services; Technology and Infrastructure; and Communications, Promotions, Fund-Raising and Partnerships. Each group has been asked to present goals, objectives and action plans that will address the issues we've been discussing over the past several months, and will help us move toward our vision for the Library in five years. Response from Library staff — librarians and technicians — has been enthusiastic, and there have been many comments that this is a useful and interesting exercise.

Online Associate of Arts Degree

UCFV will be one of six post-secondary institutions to participate in a two-year pilot project to offer an online Associate of Arts degree. (Other partners include Camosun, Langara, Okanagan, Selkirk, and College of the Rockies.) The Ministry has provided 160 FTE's to divide amongst the institutions, and there will be some centralized support offered through C2T2. As of this writing, we are not sure how library services will be provided to these distance students, but the likelihood is that each library will be expected to support students enrolled in courses offered through its home institution. Our own administration assures us that there is money in the project to fund support services, but the amount that will be given to the Library has not yet been determined. Since this project is expected to start in September 2001, no doubt the participating libraries will be scrambling to develop or fine-tune policies and make arrangements to offer reference and document delivery services.

SIRSI Upgrade

On April 30th we upgraded our version of Infoview GUI from 99.2.4.3 to 99.4.2. This year UCFV's Information Technology department was unable to do the upgrade because of workload and recent staff changes, so we contracted with SIRSI to do a remote upgrade from Huntsville. Everything went without a hitch, and for the \$400.00 US that it cost us to do this, we all felt it was well worth the money.

As of today, we have not determined a date for the implementation of Workflows. Sometime over the next few months we may make the transition in some parts of Technical Services, but it will be a while before we change over the circulation functions.

Library Staff

As I mentioned in the November newsletter, long-time Reserves Technician Laura Unger retired at the end of 2000. Shawwna Pierce has been hired to replace Laura, and so will be leaving her position in Chilliwack circulation. Deborah Longhurst, one of our long-serving public services librarians, has decided to retire at the end of the summer and so we will be hiring to fill that position.

Vancouver Community College

submitted by Brenda Appleton, College Librarian

College Reorganization

VCC's administration has once again reorganized. We recently moved from two vice presidents to a four vice president model. Our two academic deans were promoted to the office of Vice President. Five Associate Deans were moved from their senior faculty positions to the position of Dean, and the College Librarian was also elevated from a senior faculty position to Director. The removal of these six positions from faculty is being challenged by the Vancouver Community College Faculty Association.

Happenings

We are in the process of implementing our new Remote Patron Authentication software to enable full off campus use of our electronic resources by our patrons. A few technical glitches are now being ironed out with our Information and Computer Services Department. We hope to have the package fully operational very soon.

VCC opened a new International Education Centre in downtown Vancouver (corner of Thurlow and Alberni). The Centre has been a great success, and is becoming very popular with international students. In addition, we are running several Continuing Education courses in this beautiful facility on evenings and weekends. Although we don't have a library on site (students are a short skytrain ride or longer walk from our City Centre Campus), we are endeavoring to provide a full array of library services to these students. Included is a full bibliographic instruction program and circulation of materials with heavy reliance on the college courier system.

People

We have experienced an incredible number of shifts and changes among our library family.

- I have chosen to remain in faculty and declined the offer I was given to move into administration. My current term as College Librarian continues to the end of June. The position of Director, Library and Media Services has recently been posted, closing on May 31st.
- Virginia Adams was recently elected Acting Coordinator, Library Circulation Services. She replaces Eva Sharell who was capped after a second term as head of circulation. Congratulations to Virginia.
- Irene King was elected as Department Head, Library Information Services. She replaces Mark Goertz

who chose to return to a reference librarian position. Congratulations to Irene.

- A very hearty congratulations to Carol Elder, Coordinator Technical Services, on her election as President, BCLA.
- As part of a reorganizing within our Circulation Services Department, Bel Jung and Sheila Singh have been named Acting Senior Circulation Supervisors. These positions now report to the College Librarian.
- Jacqueline van Dyk, our Systems Librarian, has begun her maternity leave. I am pleased to announce that Jacqueline and her family welcomed a beautiful baby girl into their family. Carol Elder will take on the systems responsibilities during Jacqueline's absence.
- Flora Ip, who works in our Technical Services Department, has returned after several months on maternity leave.
- We have said a sad farewell to Phyllis Butler, long time librarian at VCC. Phyllis has chosen to move into the field of Children's Librarianship, and has been appointed to a new position at North Vancouver City Library. We will miss Phyllis, and wish her all the best in her new position.
- Amanda Palacios, Reference Assistant at our King Edward Campus, has taken a leave of absence so that she could accompany her husband who is on a contract working in Chili. During Amanda's absence, Nancy Espinoza will act in her place. Sue Fell replaces Nancy in Media Acquisitions.
- Shortly, we will also say goodbye to Kate Van Dusen who has been replacing Sue Fell in our serials position. Kate recently informed us that she was the successful candidate for a permanent position at Vancouver Public Library. We wish Kate the best of luck in her new position.

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