



Newsletter

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



CPSLD Spring 2002 Meeting at Camosun College Library

photos by Daryl Parkinson, Camosun



Introduction

Many thanks to Catherine Winter and staff at Camosun College Library in Victoria, for hosting the spring meeting of the Council of Post-Secondary Library Directors. We had a terrific turn-out (as can be seen from the photos) and the agenda was superbly organized. Special thanks to CPSLD Chair Laura Neame for keeping us on track, and to Pat Felker, for providing the group with an informative and timely workshop on Project Management.



We were saddened to learn of Malaspina Library Director Pat Lloyd's illness... Best wishes Pat!

We also missed the company of Gohar Ashoughian, who managed the Information Resources and Digital Library at TechBC before its amalgamation with Simon Fraser University this spring.

Congratulations to David Twiest who has been granted an Honourary Doctorate Degree from his host institution, Trinity Western University. Librarians don't often get such wonderful recognition for their efforts. Well done, David!

Thanks again to all who submitted reports. These are challenging times, and I am personally inspired when I read about how well you have all managed to retain your vision of library service, and move forward on projects that will benefit students.

Kathy Plett, College of New Caledonia

Reports

AEMAC: Advanced Education Media Acquisitions Centre

Annual Report 2001-2002

submitted by Mary Anne Epp

Director of Contract Administration, Library Services, Langara College

For those who are new to the network, I will summarize the purpose of the Advanced Education Media Acquisitions Centre. Operated by Langara College, AEMAC is a service centre that acquires media duplication rights and software licenses on behalf of the post-secondary system in British Columbia. The goal is to ensure the efficient and effective expenditure of funds for provincial media rights, to achieve consensus on priorities and to offer media-related services by maintaining the relationships between the Centre for Curriculum, Transfer and Technology, the post-secondary education system, media vendors, the media distribution service and other provincial institutions or agencies concerned with media acquisitions.

In 2001/2002, the employees worked collaboratively with individual institutions, consortia, information specialists, articulation members and curriculum planners. As a result, articulation committees, media librarians and curriculum planners selected new media resources to refresh the learning material in diverse programs such as automotive, welding, mathematics, business, nursing, workplace issues and psychology.

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 public performance licenses for feature films for many institutions not only saved money, but also legitimized 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.

The renewal of Maple Math software for 20 institutions increased access while providing savings to the system.

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. AEMAC purchased 100 new titles and renewed 259 titles.

A seventh annual Fast Forward Showcase was very successful, including 325 delegates and 28 exhibitors from across Canada. Through the two-day evaluation opportunity, educators 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 Canadian distributors no longer have offices in British Columbia, these products would be very costly and time consuming to acquire on preview on an individual basis. Fast Forward offers a one-stop shopping opportunity to "try before you buy." An article on the showcase value was published in BCLA Reporter.

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

AEMAC received many requests for an updated Media Distribution Guide. The AEMAC staff members began to update the content and 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.

The bibliographic catalogue was updated on the AEMAC Web site at www.langara.bc.ca/aemac. 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 completed.

Discussions were held with online developers to suggest ways in which AEMAC may assist in negotiating provincial licenses for digital, digital media content and streaming content.

BCIT: British Columbia Institute of Technology

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

Electronic Reserves

In the Autumn of 2001 the Library implemented an Electronic Reserves Project. Through this project the Library expanded the scope of the traditional reserve reading list to include both print and electronic formats, and provide a single, comprehensive list for all materials needed for a particular course. Electronic reserve materials can include class websites, electronic journal articles, or scanned images of course-related documents such as exams and course outlines. These electronic materials can be accessed directly through Innopac, the web based version of the library catalogue. BCIT students can then search for their reserve list in the library catalogue, and when an electronic version of the material is available, can click on a hyperlink within the reserve record to access that material. Electronic access to reserve material offers greater convenience in that students can access this material at any hour using the Internet, regardless of BCIT Library hours, or the availability of print materials held at the Circulation desk. Students can either read the material on-screen or print a hardcopy, depending on the technological resources available to the user at that time.

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Student Survey

Analysis of the May 2001 Student Library Survey has been completed, and indicates that there is significant overall improvement in student satisfaction with Library services and facilities. The goal of the survey, which is conducted every two years, is to get feedback from students on a variety of topics relating to the BCIT Library system. All three libraries were surveyed (Burnaby, ATC, PMTC), and over 390 students took part in the survey. The 2001 survey closely modeled the 1999 BCIT Library Student Survey, allowing comparisons of quantitative results from the two surveys.

Library Instruction

The Library has hired Gary Armstrong on a temporary contract to investigate and make recommendations regarding what, if any, changes need to be made to Library instruction at BCIT.

Faculty Survey

The Library is currently in the process of performing a faculty survey. As before, the survey is being distributed electronically to administration, faculty and staff on all BCIT campuses.

Weeding Project

Based on comments from users, the Library committed to clearing older, obsolete books from the collection during the 2001 calendar year. To do this, a statistical report indicating circulation activity over the past three years was run to indicate those items that did not circulate during this period. This report assisted librarians to

target specific items for review. Each librarian took portions of the collection related to the technologies they are responsible for supporting. At the end of 2001, approximately 27,000 items were removed from the collection.

Interlibrary Loans

The Library is now participating in the Electronic Library Network's (ELN) Ariel initiative, which facilitates the Library scanning and sending interlibrary loans and allows the Library to receive scanned documents from other institutions. This new initiative and technology cuts waiting times significantly when requesting articles from other provincial libraries.

Camosun College

submitted by Catherine Winter, Chair, Library Services

Moving to a New Vision

Camosun has begun the implementation process to make the new vision developed in the Library Review last spring a reality. The Steering Committee is currently focused on the this year and changes that can be made quickly. We expect to move on to longer term planning this spring.

We are currently looking at Self Serve Reserve, introducing open use computers for students (not restricted to research) and longer weekend hours at the Lansdowne campus.

Staff Changes

Most of the staff are changing jobs this spring – or where they do their jobs. We know that major changes are coming in the next 2-3 years and this is part of the process of learning to handle change. Staff within shared job descriptions are moving to new duties or a new campus.

- Margo Akins is moving from doing Reserves at Lansdowne to doing Periodical Checkin and maintenance at Interurban
- Louise Oetting is moving from Interurban periodical checkins and maintenance to front desk duties at Lansdowne
- Donna Cooper is moving from Lansdowne front desk duties to Overdues and Acquisition database work
- Donna Blair is moving from Overdues and Acquisition database maintenance to Reserves at Lansdowne
- Margie Clarke is moving from Government Documents at Interurban to Serials at Lansdowne
- Claire Dolsen is moving to Government Documents from Film Booking at Interurban
- Faye Martin is moving from Serials at Lansdowne to Film Booking at Interurban
- Sheila Cooper is moving to Interurban as Supervisor from Lansdowne
- Marion Davidson is moving to Lansdowne as Supervisor from Interurban
- Catherine Winter is leaving the Chair of Library Services. We are in the process of replacing the Chair and expect the change to be public soon. Catherine will return to regular librarian duties.
- Pat De Costa is leaving the department's secretarial position due to layoff.

Congratulations

Maureen Laughton has completed her Library Technician Diploma part time through Langara College. Maureen will graduate in May. We're very proud of her achievement.

Digital ID

The implementation of digital ID has taken much longer than we expected. We are scheduled to start using

the new system in early May for the spring classes. Fall will see the first full enrollment term using the system.

Capilano College

submitted by Annette Lorek, Librarian Coordinator

Capilano College Library is once again participating in faculty PD Days by offering a workshop/demonstration of Library services and products. The workshop is given by Maureen Witney and Annette Lorek, and features a walkthrough of the Library Web page, with emphasis on special features of the collection and the online catalogue, the periodical databases and selected Web links. Faculty have responded enthusiastically and the workshop is fully subscribed.

This summer, we are implementing Innovative Interfaces' Millennium Circulation software; related training sessions are scheduled for early September. We are also upgrading to the 2002 version of the software which features the new, easier proxy access to ELN databases. We hope this improvement will spare us many hours of explanation to exasperated students wanting to do databases searches from home.

The Computer Learning Center lab, located in the Library, is also experimenting with two ports for students who wish to bring their laptops and connect to the College network on site. We hope to be able to offer this capability to more students in the study areas of the library, sometime in the future.

In the collections area, we have been given the contents of the Pacific Rim Tourism Institute collection, which sat in a warehouse for over a year after the Institute's demise. One of the former PRIT employees, Helen Williams, has sorted through the collection, along with Tourism instructor Brian White. They have eliminated outdated materials and prioritized items to be incorporated into our collection, including videos. This collection will support the College's request to be given degree-granting status in this area. One of our summer projects will be processing this collection for use in the fall. Other notable additions to our collection is the influx of 150 classical CD's in support of our Bachelor of Music Transfer program, and the growth of our First Nations collection of materials by First Nations authors.

Our Sechelt reading room has expanded: several computers have been added for additional online searching and a security gate was installed, which is monitored by Sechelt office staff. The Squamish campus, on the other hand, decided to recover most of the space occupied by the former reading room there for instructional purposes, and only retain a small core, reference collection, and also increase the number of computer workstations for online searching.

The college budget has not been finalized yet, but we have been told that there are no anticipated cuts this year in the service sector of the College, which includes the Library. We will, however, be asked to increase productivity by providing services to quite a few more students over the next 3 years, as the college will have to increase its FTE production by over 800 in that time.

CILS: B.C. College and Institute Library Services

Annual Report, April 2001 to March 2002

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 centre is twofold:

- to provide equitable access to resources for 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 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 centre works cooperatively and collaboratively with special needs coordinators, instructors, library personnel and students 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 clients; and
- provide a timely reference, advisory and information service to students and practitioners in the system relating to alternate formats.

Services

British Columbia public policy has mandated improved access for people with disabilities to participate in the post-secondary system. Over the past 18 years, significantly more college academic, vocational and developmental programs have become accessible in the community. The university college option has also increased the level of courses accessible to students with disabilities. As a result of increased knowledge and expertise, more students with learning disabilities have been diagnosed, tested and admitted to the system in addition to students with visual disabilities and physical challenges.

In the past year, the number of requests for titles in accessible formats has increased by 28 % to include 409 students attending 19 colleges and institutes. About two thirds of the students had learning disabilities; twenty-seven percent had visual disabilities. Twenty-five students were braille users. Just over five percent had physical disabilities and two percent had multiple disabilities.

CILS provided 1293 titles in various accessible formats, including taped books, braille, electronic texts, large print and digital audio titles. CILS supplied 617 titles from its own collection and borrowed 676 from other agencies on behalf of our clients.

Production

Production of new titles not found elsewhere increased by 55 percent. The production formats included analog audiotape, digital audio (CD), digital audio/e-text, e-text, large print (print version) and large print (digital). The increase was made possible through one-time funding of \$100,000 to be spent over two years, improved efficiencies and external contracts with other post-secondary institutions.

The production team revised and upgraded the audition, training and orientation program for new readers and provided new instructions and training for several new readers. Several readers were also trained in digital recording.

Although there have been many efficiencies introduced as a result of technological advances and new software programs, production of alternate formats presented a number of challenges. These challenges included complex publishing attributes of books, technical subject material, lack of availability of publishers’ files for many titles, lack of lead time or the type of alternate format requested. The conversion to digital recording, a technological necessity, is proceeding on schedule.

Two notable but very different books were created in the digital audio format (DAISY) because this new production method presented the best access to meet the learning needs of the students and to develop digital audio production skills. The first was a novel, *Chorus of Mushrooms*, which had a dual English and Japanese text. The *Manual of Equine Medicine and Surgery* provided synchronized audio and electronic text for a highly technical reference book that required searching access in addition to the textual content.

Partnerships Reduce Costs

In order to maximize the financial and human resources available, CILS employees maintained their

participation in national and international partnerships to share resources in alternate formats. The majority of loans were supplied by Recording for the Blind and Dyslexic in New Jersey, and by members of the Canadian Association of Educational Resource Centers for Alternate Formats (CAER), a Canadian consortium. These valuable partnerships saved the province more than \$650,000 in production costs last year alone. The network participation also supplied shared expertise in the application of technological changes in alternate formats.

CILS employees also improved network communications with partners and stakeholders in the collaborative service. The Director presented an overview of CILS services to the ASE Articulation Committee. More reference and information questions were received and answered for members of the community of users and potential users.

The Director also continued to work with other agencies to influence public policy at the provincial and federal levels for increased access and support for alternate formats. The Council on Access to Information for Print-Disabled Canadians requested and received advice on issues relating to copyright, repository of publishers' digital files, national licensing of US resources, financial support for production, and improved access to government documents. The Director also presented the issues relating to disabilities that need reform in the Canadian Copyright Act at the national Digital Copyright hearings.

Maintenance of network partnerships was an essential component to the improved delivery of access services to clients. The CILS Director met with network partners such as the Canadian Association of Educational Resource Centres in Halifax to improve educational access to alternate format materials in Canada and develop strategies for national public policy and funding. The Director also participated in the Disability Resource Group's provincial task force on definitions for accommodations.

In addition, the Director continued to participate in two advisory committees to research adaptive technology: the Adaptech Project on adaptive technology and Adult Services BC research on refreshable braille technology. The research has provided valuable information for planning improved services.

Learning More About Adaptive Technology and Needs

CILS collaborated with other partner agencies in presenting and attending workshops on adaptive technology. The CILS technician organized and presented a workshop on DAISY products and technology for employees from CILS, PRCVI, Adult Services and the BC Ministry of Education. Staff members attended the Canadian Vision Teachers' Conference and presented a workshop on digital audio. Refreshable braille technology was demonstrated by employees of Adult Services B.C. Some of the staff also visited the adaptive technology open house at CNIB. The Director presented a workshop on issues relating to services for people with print disabilities at the Northwest Managers of Educational Technology conference. CILS staff attended the Disability Resource Network forum and the Director made a presentation to the Adult Special Education Articulation group. CILS employees also participated in the Canadian Braille Conference in Toronto to report on projects such as the Tactile Graphics Cataloguing project and to learn more about braille technology and tactile graphics production.

Building on knowledge gained from last year's CSUN Conference, the technical team developed specifications for new adaptive technology equipment and worked with the Langara College Foundation to outfit the Langara College Library with an updated adaptive technology lab. We were honoured to receive a distinguished guest, the Honourable Minister Shirley Bond, who visited the centre. The lab will not only provide Langara College students with improved access to technology and information, but will also assist CILS in evaluating new products with students using the equipment.

In the fall, CILS employees performed follow-up interviews with students who did not receive braille materials as requested. In most cases, the student received a taped book or electronic text instead of the braille copy requested. Anecdotal information showed that the braille format is the best, and often the only medium these students can use to learn material, especially in mathematical, computer, language and literature courses.

submitted by Kathy Plett, Library & Media Services Director



SIRSI Training

In January, we hosted a Serials workshop for four NT colleges and the local School District. The trainer was Eric Arrowood and we would recommend him highly for any future training session. We learned a lot - and had fun too!

Document Delivery

Within a week of installing the Ariel software, we were already getting compliments from users. It's fast, it's efficient, students love it.

Cinema CNC "Movies" Collection

In honour of Stan Shaffer, a retiring faculty member who founded Cinema CNC and our Film Studies program, the Library has established a new "Movies" collection. The collection contains Videos and DVD's of interest to film studies students and the general public, selected by Cinema CNC organizers. It's a "home use only" collection. The emphasis is on Canadian films, classics, critics choices, independent and foreign films which do not normally appear in local theatres or rental stores. Local film fans are being asked to donate titles (a 'wish list' has been developed). Cinema CNC organizers have also agreed to purchase a copy of each new title shown in a future series. We expect this to be a very popular collection for the library!

Canada Book Day Contest

In conjunction with the CBC "Canada Reads" series (which asked people to vote for their favourite Canadian book), we ran a contest on the same 5 books. Nationally, *In the Skin of a Lion* by Michael Ondaatje was chosen #1 by the CBC. However, *A Fine Balance* by Rohinton Mistry earned the People's Choice Award on their website - and that's the one that got the most votes at CNC as well. We were pleasantly surprised to see how much interest this contest generated. Imagine, students standing around a display, talking about books and arguing about their choices! On Canada Book Day, 5 names were drawn from the 5 vote boxes, and each winner received a brand new book (the one they had voted for). This contest was fun to put together, and we plan to do even more with it next year!

Staffing

Our organizational chart is in a state of flux these days, as the College deals with budget constraints, layoffs and bumping. We hope to be in a more stable situation by the fall. One thing I must mention is that our long-

time Media Services Manager, Stu Berry, will be taking early retirement this summer. His last work day will be July 31st. Stu has been with the College since 1974 -- taking the department from 16mm film to web design and digital video production! Those of you who know Stu may wish to send him a "happy retirement" message. He can be e-mailed at berry@cnc.bc.ca

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

People

Once again our staffing has remained very stable. Joan Wenman, our Collections Librarian has been involved on a part-time basis as Secretary-Treasurer of the Douglas College Faculty Association. Consequently we have added some additional contract librarian hours to the schedule. Penny Swanson is vice-chair of the College's Education Council and Susan Ashcroft is the faculty representative on the College Board. In February Joan also took part in a presentation to library technician students at Langara College. In March, Jean Cockburn joined several other librarians in a presentation and discussion of reference services to the SLAIS core reference class.

Jean was also instrumental in organizing the CPI.Q training sponsored by ELN and offered at Douglas College in the library's Electronic Learning Facility (ELF) on April 9. And on April 23, a BCLA continuing education session on Z39.50 was presented by John Durno of the ELN.

Systems and Technical Services

Two library system staff training days took place in February given by an Innovative trainer from the UK. Everyone enjoyed and learned from his sessions on Electronic Reserves and Millennium Acquisitions. The two modules are now active. Patti Romanko demonstrated the Electronic Reserves function to faculty at the college's Educational Technology Forum. In February, I also attended the Innovative Academic Librarian's Retreat together with Brigitte Peter-Cherneff from BCIT. Of particular interest was the MetaFind/WebBridge product that will enable greater linking of all library resources from a single search.

Educational Technology

The expansion of the Electronic Library Facility (ELF) at the David Lam Campus was completed over the Christmas break. This room now matches the New Westminster facility in numbers of computers and student seating. The Ariel installation is now complete at both the New Westminster and the Coquitlam campus library with Ariel send/receive software and scanners at both locations. Testing/implementation is underway so that the system will be fully operational for the summer/fall semesters. The electronic reserves module is also in a testing and implementation mode.

Collections and Electronic Resources

A particular effort has been made this semester to encourage the faculty in General Nursing, Psychiatric Nursing, Home Support/Resident Care Attendant, Dental Assisting, Health Information Services, Dispensing Optician and Continuing Education to become more aware of the many health resources databases now available to faculty and students. In fact we now have a range of seven databases specifically covering the areas of nursing and health. All of the following can be found on the Library web page under *Resources by Subject-Nursing & Health* at library.douglas.bc.ca/nurs.html or by clicking on the direct links from library.douglas.bc.ca/period.html. Special flyers have been sent out to this group of faculty and additional instructional sessions have been developed for the students. The purchase of the new print version of the *Groves Encyclopedia of Music* was also promoted to students and faculty.

Planning

This year's budget implications will impact the planning process for Learning Resources. An additional

service area, the distribution of audio-visual equipment at the David Lam Campus at Coquitlam, will now be part of the library operations in the same way as it is at the New Westminster Campus. All staffing and service areas will remain at the same level and on the same schedule as has previously been the case.

ELN: Electronic Library Network

Progress Report, July-December 2001

www.eln.bc.ca/about/reports/jul-dec01.html

The Progress Report will update you on activities to December - but a lot has happened since! A new interlibrary loan fee structure has been introduced. Ariel document delivery software has now been implemented at most member libraries. Database trials continue to take place, and libraries are encouraged to submit further title suggestions to the ELN Resources Forum. The eagerly-awaited spring issue of the ELN Connect Newsletter was produced (www.eln.bc.ca/elnconnect/index.html). And sessions such as those at the BCLA Conference at Whistler continue to give the office a high profile. Hats off to ELN staff and to the Advisory Committee! -- *from Kathy Plett on behalf of CPSLD*

Emily Carr Institute of Art and Design

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

Over the past few months Emily Carr Institute of Art + Design has received two fascinating collections that will enrich the learning experiences of our students. Dr. Yosef Wosk has donated a Masterwork Print collection to the Institute. The 155 prints include works by Cezanne, Renoir, Riopelle, Cocteau, Chagal, Picasso, Manet, Miro, Warhol, Goya, Rauschenberg and many other artists. This teaching collection will enable students to engage with original works by some of the best print makers working over a period of almost five hundred years.

The Emily Carr Institute Library is now home to a collection of over 3500 restaurant menus from around the world. The collection, donated by the estate of Shirley Lipovsky, covers the period from the 1930s to the 1990s. SLAIS student Kevin Guest organized the collection during his Professional Experience Project at ECIAD and the menus are now available for viewing in the library.

The Institute is very grateful for the donation of both of these interesting collections.

Justice Institute

submitted by April Haddad, Institute Librarian

SIRSI

We upgraded to version 2001 in early February with very few problems. We have a new server on order as ours was infected with the Nimda virus last September and has not worked quite right since. Staff attended the SIRSI workshop on Serials in Prince George, and Cataloguing at Kwantlen in Surrey. We hope to implement the Serials module this summer.

Buy A Book Campaign

Our 4th annual Buy A Book campaign is on now (for the month of April). For the first time in our campaign

history we have an honorary campaign chair, William Deverell, award-winning renowned B.C. crime writer.

Orientation

As part of our strategic plan, our division, Learning and Information Services, has made it our goal to design an orientation to the library that would include media and web services and IT support. These orientation sessions will start in September.

Kwantlen University College

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

The past six months have been busy in the library. We have seen our library web site statistics, library instruction statistics and our gate count statistics increase. We have hosted successful PR events that involved the work of many people. We have successfully implemented new, user-friendly procedures in interlibrary loans and circulation.

Unfortunately, we recently received word that a decision was made to close our Newton Campus. This means that our Newton Campus Library will be closing this Spring. The details surrounding this closure and the implications for staff are unclear at this time.

Library Instruction

January to March was a very busy time for Orientations/Library Skills Classes. During this period, librarians met with 137 classes or 2941 students. This compares with 117 classes or 2605 students during the same period last year. Our annual figures (April 2001-March 2002) are up 25% for classes and 15% for students compared to the 2000/2001 fiscal year.

During the February reading break, we held drop-in Library Instruction sessions for students that covered topics such as term paper research, searching the web and searching article indexes such as PsychInfo and CINAHL. Although some students took advantage of these sessions, attendance was not as high as had been hoped. However, the librarians felt that the concept was worthwhile and plans are afoot to offer drop-in Library Instruction sessions next fall.

Library Web Site

The work of managing and developing our library web site is ongoing. Currently, we are working on the development of a new and improved web site that will be implemented over the summer. Our on-line journals database search page was mounted on our web site. This database also includes our print journal holdings. Our web statistics continue to rise. In March 2002 we had 86,350 hits on our library site. This represents an 86% increase over the 46,455 hits in March 2001.

Computer and Database News

We have added the Health Sciences Databases and CPI.Q to our Article Index page. We upgraded to Unicorn 2001 in December. The upgrade was trouble free.

Circulation and AudioVisual

The total number of items circulated during Fall 2001 was 47,306, which is a decrease of 11% over Fall 2000. On the bright side, however, our user count was up 3% for Fall 2001 over Fall 2000. A total of 301,041 people came through our library doors in Fall 2001.

In January 2002, we implemented on-line renewals. Now our borrowers can renew their books on-line from anywhere on campus, from home or work. A book can be renewed twice unless another borrower has requested it. This has been well received by students and has actually led to materials being renewed more often.

During Fall 2001, the total for charges of bookable software (mainly videos) was 3,112. This represents an increase of 26% over Fall 2000. During Fall 2001 the total for equipment booked and loaned was 11,685 items.

Testing has begun on the Unicorn Booking Module and the results have been good so far. Testing will continue over the summer and if the majority of problems can be ironed out and procedures developed, we hope to change from booking in Median to booking in Unicorn in August 2002.

Serials

The print blue Periodicals Holdings List was finally retired. This means one less place for staff to update holdings. The catalogue or the Journal Title database on the library web site now provide the most accurate and up-to-date holdings information.

Government documents that are only being published on the internet are being catalogued as location: internet.

E-Reserves

This long awaited new service will be phased in, starting May 2002. E-Reserves will allow students to access on-line articles that Instructors place on Reserve either through their Web course pages or through the Library Reserve Module. Copyright and technical issues have been worked out so that instructors who want to provide direct links to articles contained in many of our on-line databases can do so. This service will be very useful for Distributed Learning Instructors and Instructors with Academic On-line Resources course web pages, and also for any Instructor who puts articles on Reserve for students, as it allows students to access these articles from onsite or home and allows access 24/7. Copyright permission has been granted, through our ELN licenses, for linking to articles in the following databases: CPIQ, Expanded Academic ASAP, EBSCO (including Academic Search Premier, Canadian MAS FullTEXT, ERIC, PsycInfo, Health Sciences), ABI/Inform and Proquest Nursing Journals. More information on this service will be presented to Distributed Learning instructors at their May PD day and will be publicized to all Faculty closer to implementation date.

Information Services and Public Relations

A total of 17,749 reference questions were asked during Fall 2001. Unfortunately, this represents a 16% decrease compared with Fall 2000. Although our Spring 2002 statistics aren't available yet, it looks like the downward trend in our reference questions will continue.

February was a busy month for PR activities. Each of our 4 campus libraries hosted an Open House on different dates and invited all Kwantlen employees to attend. Refreshments were served (yes, food in the library!!) and a gift basket was raffled off. The response from faculty and staff at each campus was very positive.

We also hosted a User Count event in which we celebrated the 1,700,000 person to come through our library gates since January 2000. The count included visits in person at all campus libraries. It did not include on-line visitors to our library web site. Our lucky winner, a student, was greeted with balloons and presented with a gift certificate to the bookstore.

Freedom to Read Week was celebrated by holding a trivia contest on the subject of banned and challenged books. The contest was open to Kwantlen employees and the questions were posted on the Kwantlen on-line bulletin board. The contest generated a great deal of interest and enthusiasm. Our winners were awarded a beautiful brass Kwantlen bookmark.

Technical Services and Interlibrary Loans

Our collection continues to grow and as of February 28, 2002 there were 151,692 items in the collection.

Our new interlibrary loan procedures through which students can request both books and periodicals on-line instead of filling out paper forms has been positively received by students. We are continuing to monitor our new procedures and so far they seem to be working well.

Collections Development and Degree Collections Development

The increase we received to our operating and capital budgets in 2001/2002 for purchasing library material has had a very positive impact on our library collection. We continue to work with the Kwantlen University College Foundation Department to identify funding needs.

Library Master Plan

Work is continuing on the action items resulting from the Library Master Plan, June 2000. The librarians will be meeting in May/June 2002 to review the status of these items and set priorities for the year ahead.

Library PD Day

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

Langara College

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

Investments in Technology

- Epixtech recently released iPac for Dynix, the long-anticipated replacement for its previous Web catalogue, WebPac. We have now placed orders for new software as well as a new server.
- Upgrade to Bookstore hardware/software involves the replacement of the Inventory Control server and the back-up server for the Point-of-Sale system.
- Instructional Media Services is testing Apple's award-winning QuickTime virtual reality technology. With QT VR you can create a virtual tour of a single room or an entire building. You are able to see rooms in full 360-degree view or select objects within the scene and rotate them and view on all sides, all with accompanying narration. Great possibilities for virtual tours of the campus, the library ... and mount it on your website using the cubic VR technology.

Donations to the Library

The assessed value of gifts to the Library during the 2001/02 fiscal year totaled \$5,923.83. Gifts ranged from books on acupuncture and Russian literature, to shelving and furniture. A number of donations were matched prior to the matching grants being ceased by the province.

Reaching People with Disabilities

Shirley Bond, Minister of Advanced Education, visited the Langara Library to view our recently-upgraded Adaptive Technology Lab hardware & software. It is our hope that the Lab will provide a demonstration site for other institutions who are considering services to students with motor and sight disabilities. Funding for the Lab was provided by a grant from the BC Paraplegic Foundation, and Langara's internal fund-raising campaign.

"Evaluating Web Resources"

With funding from a Langara Initiatives grant, Langara reference librarians designed a WebCT-based module

to assist students & instructors in evaluating the suitability of Web resources for research papers in an academic setting. The module includes a number of self-tests and two quizzes, and takes about 60 minutes to complete. 298 students registered from Jan-Mar 2002, 93% as part of a course requirement.

Automated Absence Reporting

Langara College is looking to implement a Web Time Entry/Leave Recording system. The Library, Media & Bookstore Services group has been asked to be the pilot for the prototype because we have a centralized model in place for absence reporting & monitoring, because we are a large group that spans administrative, faculty and paraprofessional personnel.

"Support our Students" (SOS) Campaign

Langara's annual internal campaign has been another success story. Our goal this year was \$20,000, solely for student bursaries. Amount raised was \$19,367 ! Rodin's "Thinker" was the central image of the "Think ... and give" campaign. A number of personnel from Library, Media & Bookstore Services provided leadership roles during the campaign.

Post Secondary Staff Conference

On June 12, Langara will be hosting the 1st Annual Post Secondary Support Staff Conference. Staff from all public post-secondary institutions have been invited. We expect between 200 and 400 delegates to attend. Guided by the theme of "Building Connections", the conference will provide an opportunity for staff to meet and share knowledge, experiences and ideas. Key outcomes will include: inter-institutional networking, personal and professional growth, skills development, workplace safety, and best practices system-wide.

Langara Author's event

Robert Leaf, Bookstore manager, spearheaded the first Langara Author's event, which included readings and reflections from a wide spectrum of talent "right here in our own back yard"!

CILS & AEMAC reports ... see separate listings in this issue.

Malaspina University-College

submitted by Linda Leger for Patricia Lloyd, Director of Library Services

Since last autumn, Jean Blackburn (our newly appointed Information Technology Librarian) and the Information Commons Focus Group have been planning for and implementing the Information Commons. This new facility went "live" January 4, and the workstations have been fully occupied by eager students ever since. The 28 workstations in the Information Commons provide enhanced software offerings, including such programs as Microsoft Office, web authoring and image editing software as well as other software normally found in the computer access labs, together with the library's normal complement of research resources and services. The multimedia facilities include a slide scanner, flatbed image scanners, CD burners and zip drives, among others. The sleek new Steelcase furniture and cubicle workstations arrived a little later in the term and have greatly enhanced the library's atmosphere for students and staff alike. Johnny Blakeborough from Information Technology has been assigned to work alongside the reference librarians for several hours each morning in order to provide one-on-one assistance to students using the new equipment and software. Jean, in turn, has been scheduling and instructing in-house workshops to help library staff become familiar with the new technology.

As part of the Information Commons implementation on the Nanaimo Campus, we contracted with ITC Systems for a new print and copier management system that uses a smart card. A stand-alone unit permits students to buy new cards and add money to their existing cards without the need to line up for Loan staff assistance.

A number of significant staff changes have occurred since our last report. Brenda Dutton retired at the end of February, after 24 years of service as the Manager, Loan Services. But she did not get much time for R & R before she was hired back on a casual basis to help out during a staff shortage. Kate Challenger recently took on the duties as Manager, Loan Services. Tom Foreman resigned from Cowichan Campus Library at Christmas, but he has not strayed far. He currently works on the Information Technology Help Desk. Henrietta Dessombes accepted the position as Senior Library Assistant, Cowichan Campus Library, in March. And lastly, Catherine Whiteley has returned to Malaspina as Acting Director of Libraries, on a temporary basis, while Pat Lloyd is on leave.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

At year-end, the Library wrapped up its first Unicorn acquisitions cycle. As preparations for the first time roll-over of policies, on order items, budgets and other affiliated details were being made, there was not only dread but also fear. With the assistance and guidance of Malaspina (Hans Fadum), the roll-over was successfully orchestrated and acquisitions was fully operational within a few days.

The contract librarian position, which was responsible for developing services to distance learners, ended March 31st. A great deal of time was devoted to contacting students enrolled in distance courses and the Faculty themselves. A distance orientation was piloted, using NetMeeting software and a speakerphone. Preliminary work on WebCat help, online request forms and other initiatives for distance learners such as virtual reference have been identified as priorities.

The Library was fortunate to receive additional funding for 2002-03. The funding is targeted for staffing at the Port Alberni campus library, yet to be assigned.

Ariel software was installed and tested in early March, with the assistance of ELN staff, who negotiated with PLNet the opening of required ports for the successful transmission of documents.

The migration of catalogue records for the Business e-book collection was finalized this spring. It is premature to assess the use of, or interest in, the collection, though feedback from the Faculty has been positive.

Library patrons are now able to request NIC items online, eliminating paper work and tasks for circulation staff. By the fall semester we plan to allow online patron renewals and access to their own patron circulation information.

We are hosting a two week practicum for a Langara Library Technician student later this month.

All CUPE library staff job descriptions were reviewed and updated and underwent evaluation by the institution's Joint Job Evaluation Committee. While it was a lengthy and time-consuming undertaking, standard language and base qualifications were established and the results were positive.

Collection management continues to be a priority, with an emphasis on weeding and replacement of dated materials, along with an analysis of interlibrary loan titles to identify collection weakness. We are committed to spending the Ministry grant monies in this fiscal, which literally doubles any previous year's acquisitions efforts.

Northern Lights College

submitted by Janet Beavers, Coordinator of Library Services

Staff

We can finally welcome our new campus librarian, Charmaine Borden, to our Fort St. John campus library. Charmaine comes to us from Halifax and is a graduate of the School of Library and Information Studies at Dalhousie University. We also have a new Circulation and ILL clerk in Fort St. John, Judy Odendahl. The two of them will be a great team.

Web Page

More updates have been made to our webpage with the addition of a copyright guide thanks to Kwantlen and other contributing libraries, and links to the Cancopy exceptions list and log form. Database additions include the MLA, CPI.Q, E-Stat, and Sociological Abstracts. People are gradually starting to catch on to using our online Ask the Librarian forms and intercampus and interlibrary service request forms. We are lucky to have full editing access to our webpage enabling us to place daily messages directly on the main page when needed.

Collections

With the capital money from the Ministry last year, we were able to update our collections and we catalogued over 3,500 items last year. We added a lot to the Reference collection including the new *Encyclopedia of Psychology*, a couple of good encyclopedia sets in American history and several Gale series.

SIRSI

January 2002 saw us in joint Serials training with CNC, NWCC and the Justice Institute hosted by CNC in Prince George. Since then we have gradually been adding holdings records to the bibliographic records for the Dawson Creek campus and hope to have fully automated checkin by the Fall.

Northwest Community College

submitted by Patti Barnes, Coordinator of Library Services

A quick report from NWCC -

On April 4th, the Library was requested to cut 20% from its operating budget - from salaries, not acquisitions. Also, the cancellation of all FRBC research projects resulted in our Skeena-Bulkley Natural Resource Information Access project ending abruptly, and the laying off of our Project Librarian. All in all, our total loss of positions was two librarians (FRBC Project Librarian and our Technical Services librarian) and two part-time support positions in circulation. Also, our half-time Student Success Coordinator's position was cut, and although she wasn't part of the library staff, she was located in the library and worked closely with the librarian, the faculty, and the students. She will be sadly missed as well. Once the dust settles, we will meet for a full day staff meeting, and plan our future in the "New Era"!

Otherwise - life goes on as usual. The library is once again under one umbrella, reporting to the Coordinator of Library Services, who in turn reports to the Dean of Instruction. We are represented on the Education Council and many college committees. They can cut us, but they can't make us go away!

We have submitted two proposals

- 1) Literacy cost-shared proposal entitled "The Stories behind the Photographs: Kitamaat Village History". The project will have learners from Kitamaat village using archival photographs to increase their literacy skills by researching the people and the stories behind the photographs, then writing, editing, and publishing the stories.
- 2) Chiefs' Health Careers Initiative - CHCI Summer Camp at NWCC - "Taking a Closer Look". The summer

camp will provide information sharing activities about health career opportunities, academic requirements and health career planning, in a summer camp atmosphere on the campus of NWCC. It will be one week long, and include grade 10, 11, and 12 aboriginal youth from Terrace, Kitsumkalum, and Kitselas communities.

We participated in the Northcoast Library Association's semi-annual meeting, which was on "Reaching out to First Nations". Kim Lawson, the librarian from the Union of BC Indian Chiefs and the Institute of Indigenous Government, spoke about "information keepers" and services to First Nations. Her final thought-provoking quote was that "When one of our elders dies, it's like our library burned down".

Okanagan University College

submitted by Laura Neame, University College Librarian

OUC Library is working towards a plan for an Information and Learning Commons. It is recognised that this is more than a physical facility, and will in fact entail a change to our way of operating. We are preparing to examine the roles and job content of librarians, vis a vis subject areas and specialties. This may well mean a move from the campus librarian concept towards one whereby librarians work with specific faculties and divisions in depth to identify and meet research, collection, and instructional needs. It may also mean a change in the operational roles of the collection and cataloguing librarians. During this process, the library will be working with Information Services managers in order to integrate their concept and development of a model with ours. This is all in preparation for a full planning model for 2003/04 which will be drafted in the context of a new and centralized building to house Information Services: computing, the Library, and an integrated Learning Commons and an Information Commons.

Open Learning Agency

submitted by Connie Fitzpatrick, Head Librarian

Changes to Library Services to Students

The Open Learning Agency Library has seen a number of changes over the past six months, the major change involving services to students. Prior to last December, OLA students were served primarily through a contract with Simon Fraser University Library where we leased space and used their collection to meet our students' needs. Beginning January 2002, we began serving students as we serve OLA staff - from our Library at OLA's Mathissi Place location. In our new relationship with SFU, SFU Library mails book materials directly to OLA students and will transmit articles to us electronically via Ariel. OLA students able to come to our library are now doing so to acquire library services and resources. Even though we are most accustomed to meeting our students' needs remotely, we are quite enjoying meeting those students that are able to come to our library.

Growth area – Services to Course Development

A growth area for the OLA library has been in our services to OLA employees particularly in the area of course development. This growth has resulted from the following factors: a move from textbook to resource-based learning, greater availability of academically-sound, reliable and credible electronic resources primarily located in licensed databases, availability of ebooks in the business area, an OLA initiative to create a Web presence for print-based courses, the importance of information literacy skill development in students and an acknowledgement that the Library plays a key role in accessing electronic resources and in developing information literacy skills. Increased activity in this area has resulted in the creation of a professional position dedicated to online course development.

Collection Expansion

As a result of our changed relationship with SFU Library, the OLA Library is expanding its print collection beyond the fields of distance education and open learning methodologies/technologies to include all subjects taught at OLA. We are initially expanding our resources in the health sciences as the majority of library users are taking these programs. We continue to use credible electronic resources to meet our students' needs where possible and are licensing additional electronic databases as funding permits. Access to print resources, however, will always remain important.

Virtual Library Developments

The Library continues to expand its Website and provides virtual access to library services and electronic resources as our primary method of meeting OLA students' needs. We have increased the number of links to course-related resources, expanded access to study skills resources and have improved website navigation. We receive requests either through our Website or via the telephone and are witnessing an increase in Web use and a concomitant decrease in telephone requesting. Our policy to discuss each request with students, firstly assists us in ensuring that we are sending relevant and appropriate resources and secondly, provides them with the anticipated date for receipt of materials. We provide electronic resources as much as possible but when sending out print resources, we tailor our mailing method to students' needs.

Future Possibilities

The Open Learning Agency library has all processes and procedures in place to provide library services to remote users using both electronic and traditional methods. Our staff, experienced in providing services remotely, is currently exploring virtual reference software options in order to provide interactive reference assistance. We suggest that within the context of the E-merge initiative, where there is commonality of online courses offered within the system, it would be more cost-effective from a system perspective for one institution to provide online library services throughout the province than for every institutional library to be providing these services individually. The OLA Library would be interested in exploring how all institutions could work together, drawing on the strengths of each institution to provide online library services and access to electronic and print resources system-wide. The beauty of online library services is that they can be provided location independently. Onsite borrowing of print resources could be provided at each institution through one library card if the student is able to physically go to the library.

OLA's Future

The provincial government is reviewing OLA operations as part of the Core Review process. In spite of the uncertainty of OLA's future, the Library is continuing to serve its learners and OLA employees with the same conviction and high service quality it has always provided.

Royal Roads University

submitted by Rosie Croft for Dana McFarland, University Librarian

Surprise, surprise – we have yet another maternity leave to announce. Shailoo Bedi, who did a lovely job covering for Dana McFarland's recent mat leave, will be on leave for 9 months beginning this August. Dana and Shailoo have been doing tag team mat leaves for four or five years now. We're pleased to have Dana rejoin us, and she has now given all her maternity clothes away so we're hoping she might be with us for a while. We're also happy to say that Naomi Eichenlaub, who filled in for Dana while she was away, is now joining us on a permanent fulltime basis bringing the number of librarians at RRU up to four.

Thanks again to continued HRDC funding, we're looking forward to hiring a student for the summer to help us sort out our serials collection. Most of our print serials were inherited from the military college days and are badly in need of being properly entered into the library catalogue. This project follows our almost so close

very nearly done conversion of our collection from Dewey to Library of Congress.

RRU Library, like many other universities, is currently investigating options for online chat reference and instruction from vendors such as LSSI and 24/7. We'd be happy to hear from anyone with similar interests or who has already purchased online chat and/or instructional software. Also on the topic of software, we've purchased Ariel and RSS software for ILL, and are planning on implementing both very soon.

We've also recently added a couple of new databases to our collection that are making our business students and instructors very happy: Cancorp Financials Professional from Micromedia and Lexis-Nexis Academic Universe Canada. A purchase of more books from the Netlibrary collection is also being planned.

Trinity Western University

submitted by David Twiest, Director of Libraries

TWU Library has again been involved in a number of projects over the past year and progress has been made on a number of fronts. The encouraging thing for us is that the rather frantic response to technology in the past few years has slowed a bit in our environment although we continue to work on new applications. Some of the highlights of the past year include a number of things accomplished through competent professional and support staff.

- Increased access to over 11,000 online full text journals via additional electronic databases.
- Integrated serials list via Serials Solution management tools.
- Moved the entire collection to house similar subject areas in LC and Dewey in adjacent locations.
- Installed EZ proxy for better authentication of legitimate users of licensed databases.
- Integrated the Document Collection into the Library Horizon database.
- Initiated a revamped Curriculum Materials Centre staffed with 1/2 time technician.
- Catalogued and processed over 8,000 monograph additions to the Collection.
- Added a full time technical support specialist to maintain Library hardware/software and development of Library technology.
- Approved and taught a 3 credit course under the Communications Dept. "Research in the Information Age."
- Applied new features and reconstructed sections of the Web Page.
- Added 15 network drops to accomodate laptops now often carried by users.
- Increased the annual resources budget by conversion of \$80,000 project catch-up money to the operating budget.
- Completed processing of archival resources related to "Legal Challenge," Media and Publications, and photographs.
- Circulated over 138,000 items excluding in-house items.

Who knows what the coming year will bring but we have already started on a list. Who says working in a library is boring - not these days for sure.

University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

The UCC Library has hired a new (additional) Librarian, Access Services, responsible for interlibrary loans and support to regional centres and students.

The Library surveyed faculty in February 2002 about library instruction programs. We hope the responses will guide our planning and support to teaching and learning.

The Library subscribes to the Web of Science, which is proving to be popular with faculty and students. It is an expensive database and we would like to access it through the CNSLP once their membership mandate expands.

Nancy Levesque is the Chair of the Canadian Association of Small University Libraries (CASUL).

Vancouver Community College

submitted by Lila Heilbrunn, Director, Library and Media Services

VCC's plans for a new library have been put on hold because of the Liberal Government's decision to freeze capital project funding. Collections, study space and staff work areas at both campus libraries are very cramped and neither library has a teaching facility or computer lab - so the cancellation of building projects funding was very disappointing.

Over the past few months we have attempted to alleviate the most pressing space problems. Staff injuries have forced the renovation of the Circulation Desk at King Edward Campus. Although there has been little increase in the circulation staff area, space is being reworked to create a more ergonomic and efficient workspace. New security gates and receipt printers have also been installed at both campuses. Material purchased with capital funding has required the addition of shelving at both campuses and moving collections has allowed for the creation of a small, but eagerly anticipated, teaching and study area. Some new furniture has also been purchased for librarians and access to computers has also been improved.

Government cutbacks to Work Study & TAB programs will reduce student aide help. This, together with permanent staff reductions will have a significant impact on VCC Library operations.

New Initiatives

Self-renewal campaign: High rate of telephone renewals prompted an initiative to educate users about self-renewal. Although preliminary statistics look positive, we will continue to monitor statistics to determine effectiveness.

Library Fines Amnesty: During the month of April, the library forgave all overdue fines for faculty, staff and students. Although the response has not been overwhelming, it has created a certain amount of good will towards the library.

New kit material packaging: 'Kits' at VCC are now housed in plastic zippered cases. These are fairly inexpensive, hold up to wear and tear, shelve well, display and protect contents.

Circulation of feature films on video has been very popular.

Title Source II: Technical Services has been working with the first half of the capital grant for materials received last Spring. A subscription to *Title Source II* has streamlined workflow in Technical Services. Staff can download both order and MARC records. We plan to expand the use of *Title Source* by having selectors create their own 'carts' for downloading in Acquisitions.

Ariel: With the help of both Systems and Computer Services staff, the Ariel equipment is finally up and running. Ariel test documents have been successfully received and VCC hopes that Ariel will be fully functional very soon.

Systems upgrade: In June 2002, VCC plans to implement the iPac release compatible with our Dynix server. VCC patrons will finally be able to work with the same interface to the public catalogue from home as well as in the Library, as iPac replaces both Pac for Windows and WebPac.

Buy-a-Book Campaign: The second annual Buy-a-Book Campaign raised over \$9,000 for the library. Despite the difficult financial climate, we just exceeded the amount raised last year by \$1,500. This money will be matched at 50%.

Moving & Changing

- Brenda Appleton has returned from a six-month absence to contribute the benefits of her extensive experience directly as part of the Reference group.
- Melinda Baranieski has returned from two years working in England to become Coordinator of Circulation Services.
- Within 2002, two long-term librarians, Aphrodite Harris & Eva Sharell, will take half-time retirement preparation leave.

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