



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 2003 Meeting at BCIT Downtown Campus, Vancouver



Introduction

Many thanks to Brigitte Peter-Cherneff and BCIT staff for hosting the spring meeting of CPSLD at the downtown campus of BCIT.

This meeting provided us with an opportunity to learn more about the BC Campus initiative from Randy Bruce (bccampus.ca). A committee of CPSLD has been struck to make recommendations relating to library services for BC Campus.

We also received an update from Catherine Quinlan of UBC on the Irving K. Barber Learning Centre (www.ikebarberlearningcentre.ubc.ca)

And many of us enjoyed trekking to SFU's Harbour Centre Campus for a demo of the "Ask us Live" Reference Service, which is being piloted jointly by Simon Fraser University (www.lib.sfu.ca/researchhelp/askus/livelogin.htm) and the University of Victoria (gateway.uvic.ca).

Thanks to all who submitted reports to this issue of the newsletter - and a "gold star" award - again - to Malaspina for being the first!

Kathy Plett, College of New Caledonia

Reports

AEMAC: Advanced Education Media Acquisitions Centre

Annual Report, April 2003

submitted by Mary Anne Epp

Director of Contract Administration, Langara College

AEMAC completed purchases of media rights for 133 new video titles and renewals of another 90 titles at a substantial savings to the system. The purchases were based on priorities identified by the institutions and articulation committees and submitted to the Nominations List. Another 135 titles on the priority list over the past two years were not purchased due to the shortfall in funding. These rights, if purchased centrally, would cost approximately \$177,000 but would represent a substantial savings to the system. As a result, more affluent institutions may be able to purchase a few of the titles at the higher retail rates, but the majority of institutions, and particularly the smaller institutions, will not be able to afford them. Consequently, the quality of instruction and the currency of educational media resources to assist knowledge and skill development may be affected.

AEMAC completed the Feature Film licenses on behalf of 24 institutions to obtain public performance rights at considerably reduced rates. The MAPLE software license was renewed at a substantial savings to the system.

The AEMAC staff also coordinated the WEBCT pricing reduction on behalf of the institutions using WEBCT in the province. Although AEMAC was able to negotiate a discount double that of Alberta, it was unable to commit resources to the management of the licenses on behalf of the BC institutions because there was not a deep enough discount from the distributor. As a result, institutions will need to negotiate and manage their own licenses in the next renewal period. The media librarian consulted with other post-secondary consortium members on Course Management Solutions.

AEMAC distributed the Nominations lists for new and renewed titles to the post-secondary institutional representatives. The Nominations list for 2003/2004 is being prepared. The titles were previewed and

evaluated at the Educational Media Marketplace in Alberta and the Fast Forward Media Showcase in British Columbia.

The Fast Forward Educational Media Showcase (self-funded) completed its ninth year, with 215 participants and 17 educational exhibitors, providing a one-stop shopping opportunity for educators to nominate titles to refresh their educational resources for the curriculum and view professional development sources and recommend them for provincial purchase.

The copyright debate in Canada is being energized by the copyright reform process and the statutory requirement to review the Canada Copyright Act through a parliamentary committee. The Director distributed a draft brief to the Ministry on gaps in the current legislation. The Director also responded in writing to a brief prepared by the Ministry regarding online learning and copyright issues. She held several discussions with C2T2 on options for provincial approaches.

The President of Langara College took the lead in submitting a joint letter signed by BC college presidents to the federal government ministries and parliamentary committee. The letter outlined the recommended educational/library exemptions that are required for effective access to information in a balanced information economy.

The Director presented copyright workshops at several institutions and commented on institutional copyright policies and handbooks. As a member of the Canadian Library Association Copyright Committee, the Director attended the CLA national conference and copyright sessions relating to the reform process and international trade treaties and the Association for Media and Technology in Education in Canada in Regina. She has been asked to assist in the process of identifying the issues for renewal on the Access Copyright model agreement.

AEMAC staff have continued to provide information to assist users (faculty and media staff) in locating titles, identifying distributors, explaining distributor protocols and licensing requirements, and providing appropriate referrals on media products. The staff attended the annual Media Exchange Cooperative meeting to provide information on services and discuss copyright legislation. The Media Librarian also advised Simon Fraser University of media management requirements in its relocation of the media resources to the Library.

In the updating process for generating a revised Media Guide, the employees provided current information on changes in distribution, distributor mergers and new companies. The Guide, unique in Canada is being developed for a Web version. The Guide will provide a one-stop shop for identifying Canadian products, reducing extensive searching time for media staff in the province and providing accurate information for cataloguing records.

BCIT: British Columbia Institute of Technology

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

With the launch of our new website we offer patrons the ability to ask reference questions by email and expect a response within 24 hours (excluding weekends and holidays). Questions are being submitted on a regular basis, most of which are not about the collection, but how to assess the collection.

Another feature of our website is an alphabetical list of all full text journals with a corresponding hot link to the database in which the journal resides. This new product, Serial Solutions, brings together titles from a variety of databases in order for library users to quickly identify whether the library has access to a particular journal title. Currently we offer access to 5600 full text titles in a variety of databases.

This spring we are conducting a Library Student Survey. We have incorporated many new questions into the survey. We tried some new method of distributing the survey and so far this year the response has been excellent. We have found this information really useful in planning future library services or enhancing library facilities.

On April 30 BCIT will conduct its 3rd Annual Professional Development Day. The theme of this year's PD Day is "Changing How We Communicate". The Library will participate in a poster session and also offer some workshops.

BC Open University

submitted by Connie Fitzpatrick, Head Librarian

The B.C. Open University is in the midst of the transition process; the deadline for the Expressions of Interest by post-secondary institutions was May 9. We now proceed to the RFP stage after which time, a final proponent will be chosen. The only timeline that is fixed is September 2004, at which time the transfer process is to be complete. The Library has been acknowledged to be a critical part of the B.C. Open University so we are optimistic that all staff will transfer to the new institution.

The Library remains busy with both increased student requests and increased participation in course development and the metadata initiative. Our student requests jumped tremendously this past year to 5000 requests; this figure translates into 7000 items being sent to students. An increasing number of students are coming onsite to seek help and acquire resources so it is wonderful to serve them in person as well as at a distance.

The Library is expanding to add a Career Transition Centre to its focus. Additional computers will be available, resources are being acquired, and a consultation area is being created where staff may come to acquire resources and advice on career transition strategies - skills identification, job searching, resume writing and interviewing skills. Members of our Human Resources and Skills Centres departments are making themselves available to provide this service.

The Library has recently hired a new librarian to replace Lorna McAdam who left us to take a position at New Westminster Public Library. We are excited to have Corey Davis with us as he has metadata and learning object experience as well as reference and technical skills.

Camosun College

submitted by Richard Baer, Chair, Library Services

Technology

Due to a disk failure that has alerted the College to the precarious state of our server, we are getting a new Alpha to run Unicorn. The new server will offer a lot more computer power. We will be installing EZProzy this June, thus requiring logins. The publicity/education plan to prepare our users will be starting soon.

Budget

Because our book budget has been ca \$90k for the last few years, we've exhausted parts of our database of titles that were waiting for purchase. This quasi-permanent funding is allowing us to do some focused collection development as well as keep up with new courses. Nancy Henwood joined us on a fulltime, permanent basis last fall. The rationale was that we would have librarian coverage on weekends. We had extra help this year but next fall we will cover weekends with our present complement of 4.5 librarians. This will cause some stretching but hopefully no muscle tears.

Learning Commons

As a first step toward a Learning Commons, we have had open access computer labs at both campus libraries since January and are putting together the evaluation. Preliminary indications are that it has been a success with less effect on staff workload than we had feared. It did cause more work but so far the increased load seems to be manageable and it has brought more students into the libraries.

Self serve reserve at Lansdowne

Our experiment with self serve reserve was a mixed success. We have reduced the circulation of folders but increased circ of monographs. Students still use the folders heavily but we no longer need to retrieve them and check them out. However, the service point is still busy because we still have 3 other service points and so there hasn't been much of a net reduction in staff time. The items that are now circulating are often 5kg textbooks so we have been getting some Repetitive Strain Injury problems.

CILS: B.C. College and Institute Library Services

Annual Report 2002/2003

submitted by Mary Anne Epp

Director of Contract Administration, Langara College

www.langara.bc.ca/cils

The overall goal of CILS is to ensure that its services contribute effectively to enabling all British Columbians to develop the skill and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social and cultural life of the province. For the post-secondary system, this means increased participation in post-secondary education for students with print impairments through access to information in accessible formats.

Over 2000 requests were received from 440 students in alternate formats: audio (analog and digital), braille, large print, and electronic texts. Most of the requests were filled in either preferred or alternate formats through the CILS collection or the collections of partner libraries. In addition, CILS produced 79 audiobooks (analog), 12 audiobooks (digital), 31 large print books, 50 electronic texts and five text/digital audio books.

The CILS employees took major steps to convert production from analog to digital formats by developing new production methods, training readers and testing efficiency tools. The collaborative workshops with Adult Services and Provincial Resource Centre for the Visually Impaired highlighted the new technology and formats in several regions in BC.

CILS provided 1274 titles in audiotape, large print and electronic text formats from its own collection or from the collections of other provincial, national and international agencies with which CILS has arrangements for borrowing. The titles from other agencies represent a potential savings in production costs of \$1,378,000.

Although 34 titles were requested in braille, none were produced due to lack of funds for braille production. Another 47 titles that were requested for production were not completed for a variety of reasons. In some cases, alternate formats were provided.

The employees upgraded their expertise in developing alternate formats by evaluating new technology, interviewing students and disability coordinators to determine emerging needs, and developing and maintaining strategic partnerships. CILS also improved its information provision by increasing direct communications with students, providing workshops on digital formats, presenting at information sessions, providing advice on accessibility issues relating to on-line learning and updating the CILS Web site. The Director delivered briefs and reports to continue the advocacy for educational exceptions to the Copyright Act for access to information for people with perceptual disabilities.

A major discussion paper was distributed to Disability Coordinators in the province to review the Criteria for Service elements. The paper focused on the elements of decision-making required to plan production strategies. Outlined in the draft paper were key components required for decision-making such as the context,

roles of stakeholders (disability services coordinators, library staff, CILS staff), production formats, and criteria components. The components included the student attributes (documentation, validation, learning preference/style, access to adaptive equipment, computer and information skills, financial support and institutional support). It also described the attributes of books, such as the presentation qualities, subjects and technical production. A third element was CILS production capacity, including technical capacity, mandate and financial support, and technical advancements. A fourth category was the issue of timing. The paper was accompanied by a new interview form that is being reviewed by Disability Services Coordinators.

College of New Caledonia

submitted by Kathy Plett, Library & Media Services Director

Proxy Server: A proxy server was installed in January, allowing anyone with a CNC account to access library licensed databases from home. Students were quick to express their appreciation! This fulfills one of the action items in our new Technology Plan.

DVD's: We have started adding DVD donations to our Cinema CNC Movies collection. Even though they are very popular and usually include a lot of extra content, they appear to be quite fragile (scratches, breaking). Our preferred format is still VHS.

Hours: We are running a Summer Institute this year, and funds were provided to keep the library open on Saturdays. We were also able to offer extended hours in May to accommodate students studying for exams, and will be expanding hours in the Fall based on feedback from students and faculty.



Crime Scene

The Library was a Crime Scene during Career Fair this year, complete with a body, an RCMP officer in uniform, a fingerprinting kit... students had to check out the displays about crime scene-related careers in order to enter the contest - and 375 of them did! Hats off to all staff who contributed ideas to this event - we'll find it hard to "top" ourselves next year.

New Nursing Game

Through the Library Legacy Fund, we were able to purchase "Impacts" Nursing Simulation Game from the University of This game teaches students how to view health holistically, community effort. Nursing students and faculty have found fun and instructive.



Publications: The CNC Oral History Series was launched with the publication of an oral history of two local

residents, interviewed by one of our History faculty. It is available in print and online from a link in our catalogue record.

The latest issue of *Western Geography* journal, edited by one of our Geography faculty, is focussed on North-Central BC. We have added extra copies to our circulating collection to accommodate high use. We have also suggested putting the contents of this journal online, back to the year we began producing it in 1995/96. Our Media Services Department is in the process of creating PDF files for this purpose.

ELN: We will be subscribing to the Gale Literary Databases in June, and dropping related print subscriptions. Faculty were amenable to the change. Regional/remote students should be very happy with this, as they have not had access to this content before.

Regional campuses: The Mackenzie campus library looks wonderful in its renovated space. In Burns Lake, a gym is being converted to two floors of classrooms at the moment. In Quesnel, an architect is working on the design of the new CNC/UNBC campus, which will be scenically located on a hill overlooking the city and include more library space.

Professional Development: The theme of May Days this year was "Something for Everyone" and record numbers of faculty and staff attended sessions. Library staff had a chance to learn about Windows XP, Excel, PhotoShop, Human Rights Legislation, Group Facilitation Strategies (hosted by our keynote speaker, David Tickner of VCC) and more! A Launch@Lunch gave people a preview of our new college website, which will go live on May 20. In Media Services, we offered a demo of the Smart Sympodium interactive lectern, which is being considered for purchase.

Thanks to faculty PD funds, one of our librarians will be attending BCLA in Harrison Hot Springs and another will be attending ALA/CLA in Toronto.

Douglas College

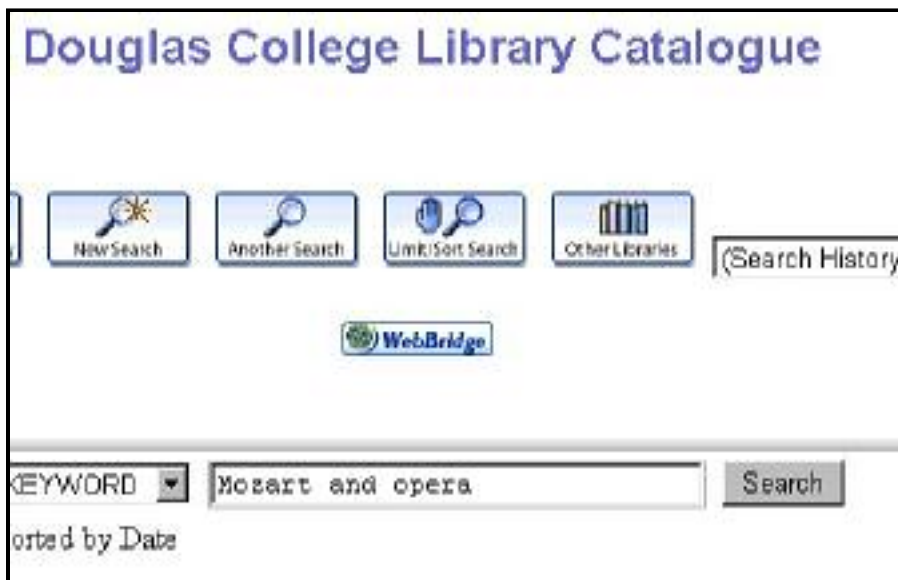
submitted by Carole Compton-Smith, Director of Learning Resources

People/Places: The staffing of the Audio-Visual Distribution Service at our Coquitlam Campus has been evaluated over the past two semesters. To enable this new operation, as well as New Westminister AV staff doing regular shifts at the David Lam Campus, the staff at that campus now covers this service on Mondays and Fridays of each week. This service is now as much a part of the library as it has always been at the New Westminister location. The big news for the David Lam Campus is that we will be open on Saturdays beginning in September 2003.

Art Work: Renovations completed last summer meant that we had a large wall space in the library that needed a focus point. Over the year, the Stagecraft department provided large art panels that their students had worked for display at this location. Needing something permanent as well, Jean Cockburn came to the rescue and designed and donated a triptych of quilts, now displayed on the wall.



Systems and Technical Services: On the Innovative front we are implementing WebBridge and MetaFind, the final parts of Millennium Access Plus. Currently the power of WebBridge can be seen if you go to our catalogue, do a keyword search on e.g. *Mozart and opera*, and then use the WebBridge link to see what other resources may be available.



Additional access pops up when you click on WebBridge e.g.

 Return to Catalog
 Close Window

Magazine & Journal articles
 Look for articles about *Mozart and opera* at [Expanded Academic](#)
 Look for articles about *Mozart and opera* at [EBSCO - Academic Search Elite](#)

Library Catalogues
 Find books about *Mozart and opera* at [SFU Library](#)

Commercial sites
 Find books about *Mozart and opera* at [Amazon](#)

Search Engines
 Search for *Mozart and opera* at [Google](#)

With MetaFind, which we plan to make active this summer, there is essentially an “information portal that offers meta-search capability across the universe of diverse resources available to the library’s users.”

Technical Services is continuing to review and refine procedures to make the workflow as timely and as effective as possible. A new capital purchase has been the Colibri Binding Unit.

Instructional Services: Everyone has enjoyed using the Smart Boards (large touch screens for presentation purposes) in the ELF's this year. The ability to add notes to the screen makes the teaching screen much more interactive than using the LCD projector and screen. The numbers of library instructional sessions have again been impressive but we are now tracking the statistics by faculty which will enable us to see where we need to improve on our contacts and encourage instructors to book library instructional sessions.

During the May College wide PD sessions Debra Flewelling, Jean Cockburn and Dianne Hewitt offered sessions for the faculty on: *Online Research Services at the Douglas College Library*; *Inserting Online Articles Into Web Pages For Your Students*; and, *Keeping Up to Date With Research in Your Field*. These sessions were well subscribed with faculty participation.

Sandra Hochstein, currently presenting a paper on “*You Mean You Teach? I Thought You Were A Librarian!*” at this year’s LOEX and WILU, will be on Educational Leave during the academic year 2003-2004. Patti Romanko will be co-coordinating Instructional Services.

Other: We have been pleased, this spring, to have two practicum students from SLAIS, Rand Walker and Julie Calendino and a student from the Langara Library Tech Program, Melanie Cones-Williams. College Innovative Project Funds will allow us to trial the Question Point Virtual Reference product for the 2003-2004 year.

ELN: Electronic Library Network

submitted by Anita Cocchia, ELN Manager

The ELN Progress Report, July to December 2002 is now available at

<http://www.eln.bc.ca/about/reslib/statrep.html>

Highlights for January 1 to April 1, 2003 include:

Governance - ELN Transition

On Wednesday, March 12, 2003, the Ministry of Advanced Education issued Requests for Expressions of Interest (RFEOI) for three lines of business (BC Open University/Open College, International Credential Evaluation Service and BC ELN) currently housed at OLA to all 26 publicly funded post-secondary institutions. On Monday, March 31, 2003 a mandatory Information Session was hosted for all interested parties. BC ELN presented information on its value as a system-wide service and answered questions on the RFEOI. The deadline for responses to the RFEOI is Friday, May 9, 2003. Questions about the Expression of Interest process should be directed to Mark Spalding, Associate Director, OLA (marks@ola.bc.ca).

ELN staff are working with the OLA Transition Team on the next phase of the process; to weight evaluation criteria to be used in assessing RFEOI responses and preliminary drafting of ELN's Request for Proposal.

Strategic Planning

The BC ELN Strategic Planning process is nearing completion. The planning process began with the launch of the ELN Town Hall, a web-based discussion forum which ran from November 7 to December 31, 2002. Strategic planning was the focus of the February 28-29, 2003 Steering Committee meeting. Through a facilitated session, Steering Committee members participated in a series of exercises. The meeting resulted in a draft ELN vision and goals document.

Drawing on input from the Town Hall and the Steering Committee's Strategic Planning meeting, the 2003-2006 BC ELN Strategic Plan and 2003-2004 Strategic Priorities draft documents were prepared. These documents were posted for review to ELN Library Directors and other stakeholders from April 7 to 22, 2003. After incorporating feedback from partner libraries, the draft Strategic planning documents will be posted to the ELN Steering Committee for a May 1st endorsement.

With this Strategic Plan a new paradigm in resource sharing technology was introduced, the BC Library Collections Gateway (LCG). The BC LCG is a shorthand way of referring to all of the electronic document locating and requesting services that ELN coordinates, which currently include GODOT, the union databases and OutLook OnLine ILL.

Database Services

For the period January to April 1, 2003, ELN licensed 1 new product, QP LegalEze and renewed 7 titles. These renewals included PsycINFO which was moved out of the core database offering. Libraries now have the option of not licensing this title. Costs for PsycINFO will continue to increase over the next few years as the American Psychological Association (APA) moves ELN's content fee closer to their current fee structure.

Resource Sharing

The University of British Columbia (UBC) joined NET effective April 1, 2003. The result is a cost saving for partner libraries, as the UBC rate for supplied items will now be \$5.00 per item. UBC's participation is also expected to reduce the ELN per-transaction ILL administration fee.

The Institute of Indigenous Government/Union of BC Indian Chiefs (IIG) serial records are available though the ELN Serials Database of the first time. IIG is now participating in NET and, in the near future, GODOT requesting will be available.

Auto-Graphics has programming underway to make the Impact/Online ILL module, the software behind OutLook OnLine ILL, ISO compliant. The University of British Columbia, Simon Fraser University and

Vancouver Public Library, all RSS users, have volunteered to participate in the testing.

Staffing

Ewa Kniec, Client Support, currently on maternity leave, gave birth to Emil Dominick at 1:00 am on January 1, 2003. Emil, weighing in at 9.3 pounds, was the first baby born at the Royal Columbian Hospital and the 3rd baby born in 2003 in the Lower Mainland. Mother and baby are doing well!

Heather Brown is replacing Ewa as ELN Client Support during her maternity leave. Heather can be reached at

Heather Brown
Client Support
Phone: 604-431-3020
Toll free: 1-800-663-1663 x3020
Fax: 604-431-3381
heatherb@ola.bc.ca

Emily Carr Institute of Art and Design

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

Library Web Site

In conjunction with the redesign of the Institute web site, Library Staff will be working on a new and improved library web site that we hope will be implemented over the summer. We are looking forward to finally having a designed web site! Our library web site was born late one August afternoon in 1998 as an afterthought, just before classes started in September. The web pages were installed on each staff and public workstation in the library and it wasn't until about a year later that they were published to a central server for the world to see.

Study Slides

We began a pilot project this spring and launched our first online Reserve "study slides" for a design history class. Students were able to login and view exam study slides online for their course. We will be continuing with the pilot project over the summer and hope to offer this as a new library service in the fall.

Horizon Library System

The upgrade to Horizon 7.03 was completed earlier this spring. This was a big system upgrade and now our system conforms to MARC21. With this upgrade, we are now able to set up Z39.50 communication though we have to wait until our next upgrade to 7.2 for it to be fully functioning. Good thing we are just about to upgrade to 7.2 in the next few days! We will also be upgrading our web catalogue software to IPAC 2.0 over the summer.

Justice Institute

submitted by April Haddad, Institute Librarian

Proxy Server: We now have a proxy server in order to provide external access to article indexes and databases. It should be up and running by the end of June.

Outlook: All of our print and video records have been loaded into Outlook. (This is the first time in about 5 years.) Serial records will be loaded over the summer.

Serials: We have almost completed cataloguing our collection of 350 journals.

SIRSI: We are implementing the serials module, creating serial control records, and running claim reports. Next project: Media reservations module.

Birthdays: The Justice Institute is now 25 years old!

JI Website: Our website has been completely redone, so our library section looks quite different now.
<http://www.jibc.bc.ca>

Orientations: We now run monthly faculty and staff orientation sessions. This orientation session includes library services, media, IT support, web design.

Kwantlen University College

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

Library Instruction

January to March was a very busy time for Orientations/Library Skills Classes. During this period, librarians met with 3054 students or 132 classes. This compares with 2941 students or 137 classes during the same period last year. We have noted that although the number of classes was down slightly this year, we saw more students, reflecting higher class sizes. We also noted that more instructors requested a two-hour session this year instead of the usual one hour. Our annual figures (April 2002 – March 2003) are 7,584 students or 336 classes. This represents a slight decrease over the last fiscal year (2001/2002)

The Term Paper Research web tutorial has been thoroughly revised.

Library Web Site

The work of managing and developing our library web site is on going. We have put more borrowers' services links on our front page. Our web statistics continue to rise.

Computer and Database News

We have added the Sage Periodical Collection, Criminal Justice Periodical Index and QPLegaleze to our Article Index page.

Circulation

Planning continues for the 'SmartCard', a Library Card/Student/Employee I.D. that has color photographs and the capacity to have cash loaded on it to allow printing and photocopying. The card also has a magnetic strip and computer chip that could, in the future, be used for security purposes, such as to open door locks and for parking and vending machines etc. Testing of the printers and procedures will be done over the summer with a planned implementation date for September 2003 or early August if possible. The implementation of the 'SmartCard' will mean a very busy time for card issuance in September, as the Library will be issuing new cards, upon demand, to all students and employees.

During March, each campus library installed a Cash Card Dispensing Machine whereby a student can purchase a card for \$5.00 that can be used to print or photocopy. Already students seem to be making good

use of this service.

In April, we will be upgrading our Unicorn software to Unicorn 2002. The changes in this version are mainly to Acquisitions so we are anticipating little to no impact on WebCat or Circulation.

AV

We have been using the Unicorn Booking module to book videos for instructors and students for two semesters and overall it has been very satisfactory. We continue to streamline procedures and work out any little glitches as they come along.

Serials

After an analysis of periodical inter-library loan requests for the past six years, a number of possible new journal subscriptions were identified; other requests have come in from faculty. As a result we have new journals in the areas of anthropology, psychology, sociology and interior design, to name a few.

The enhanced version of the Electronic Journals Service (EJS) from Ebsco is now set up with close to 80 titles. It helps manage ejournals and has a smartlinking feature to full-text.

Online Choice and the new Blackwell's Collection Manager have speeded up the identification of orders.

Information Services and Public Relations

A total of 38,745 reference questions were asked during 2002/2003. This represents a 5% increase over the previous fiscal year. During the fall and spring semesters we implemented our "orientations initiative" in which the reference desk was covered during most orientations. Previously, the desk was not covered during orientations. We consider the initiative to have been successful in that it allowed us to help more students at the reference desk.

During the February reading break, each of our campus libraries hosted an Open House to which all Kwantlen employees were invited. Refreshments were served (yes, food in the library!!) and a gift basket was raffled off at each library. The response from faculty and staff at each campus was very positive.

Freedom to Read Week was celebrated by holding our second annual 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 three winners were awarded beautiful and useful Kwantlen travel mugs and a book on container gardening.

Technical Services and Interlibrary Loans

Phyllis Liu reports that a visit to the Technical Services Department of Malaspina University College Library in mid-February yielded a lot of valuable information about their Cataloguing workflow and Acquisitions files. Acquisitions fund lines were examined closely, and we are planning to incorporate what we learned into our own Acquisitions practice. Beginning in the new fiscal year, we will be tracking our funds at four different levels. This will help us determine our spending by educational division and discipline.

Lending and Borrowing continue to be busy throughout the Spring Semester. A total of 1,174 transactions were processed since January, with February being the peak period. In Borrowing, we were able to fill more than 90% of the requests submitted by users.

Collections Development and Degree Collections Development

We have a new degree program this year – the BA in Applied Design in Graphic Design for Marketing. Work continues with the Design department to create an appropriate library collection for incoming students as well as continuing students in addition to building collections in other degree areas.

Library Survey

The results of the Library Survey, which was undertaken in January have been analyzed. The results will inform the Library Strategic Planning sessions taking place in April.

Library Strategic Plan

Librarians have begun a series of meetings to discuss plans and priorities for the coming year. On April 30th, the Dean, Librarians and all Library Staff will be meeting to discuss a Library Strategic Plan.

Library PD Day

The library will be closed on April 29th for our annual library pd day.

Langara College

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

Building on our strengths

Library, Media & Bookstore Services was approved for a significant number of enhancements in the latest round of operating and capital budget negotiations. These improvements will further strengthen our staffing and financial base for the coming years.

Instructional Media Services:

- o 1 additional FTE on-call A/V Technician
- o increase of \$10,000 in supplies budget
- o \$126,850 for the purchase of equipment for College-wide distribution
- o \$9,812 for the upgrading of IMS staff hardware/software
- o \$34,700 for the purchase & installation of equipment in classrooms

Library:

- o 1 additional Librarian
- o increase in half-time 8-month Lib Tech to 12 months
- o increase in on-call Lib Tech to 4 hours per week
- o ncrease of \$23,000 in Copyright budget
- o \$10,500 for purchase of capital equipment

Contract Services:

- o CILS received an additional \$50,000 from the Ministry of Advanced Education

Bookstore:

- o posting of additional permanent Cashier position
- o posting of permanent Buyer position

Summary of enhancements for 2003-04:

- o Personnel \$113,205
- o Expenses \$ 83,000
- o Capital equipment \$181,862

Two for the price of one

The Library also received two matching grants for donations received during the 2002-03 fiscal year: \$11,315 for the Adaptive Technology Lab, and \$10,125 for materials acquisitions.

Project WOW ... we have liftoff!

In March 2001, the Library received a one-time grant of \$308,940 from the Ministry of Advanced Education to “enhance library resources for students and instructors.” Since that time we have invested in a substantial amount of equipment, ear-marked funds for a Library system upgrade within the next 4 years, and developed a strategy for “rolling-out” the last phase of Project WOW!

That last phase is based on a very exciting initiative with instructors that gives them an opportunity to be more involved in the decisions around what materials are purchased ... and puts money in the departments’ hands to encourage them to get involved!

Check out the Project WOW! page at www.langara.bc.ca/library/wow/wow.html (or simply click on Project WOW! on the Library home page) for details.

Based on recent feedback, Project WOW! has been a public relations success!

Technology futures

We have initiated “Project MIGRATE”, an opportunity to pause and reflect on the future of our automated Library system (Dynix) and related infrastructure in the Langara context. A project charter will be developed over the next few months.

Three cards, two cards, ONE CARD ...

As are many other BC post-secondary institutions, Langara College is looking at options for combining student photo-ID, library card and copy card into “ONE-CARD”. The permutations seem endless!

From design to reality

One of the recommendations coming out of the ergonomic review of the Circulation area was the design of a new CIRC counter. The final drawings have now been passed to Direct Line Office Furniture ... and installation is planned for the last two weeks of April.

Take a bow!

Sylvia Skene, library technician in AEMAC, is the winner of Library Mosaics’ and Council on Library/Media Technician’s 2003 award for Outstanding Support Staff. Sylvia was cited for her “significant contributions to the continuing growth and development of library support staff around the country. She will be recognized at the annual COLT conference in Toronto in June.

Robert Leaf, Langara’s Bookstore Manager, has been invited by Nelson Publishing to join a Canada-wide bookstore advisory group of managers & buyers, meeting in Toronto at the end of April.

Sean Brooks, library technician in CILS, has accepted the position of Production Manager in the Winnipeg office of the Canadian National Institute for the Blind. Sean has been cited. This is a huge opportunity for Sean and a testament to the important developmental work he has done on behalf of disabled people nationally and internationally. Sean has been cited frequently for his technical and leading-edge expertise. He will be a great ambassador for CILS and Langara at CNIB, so we haven't heard the last of him!

Student “Connections”

“Connections”, Langara College’s new student handbook released in August 2002, is undergoing a review incorporating feedback received from Langara students – both current and prospective! Four high schools in the

Langara College catchment area agreed to participate in the "Preparing for College: High School Student Feedback" project. The feedback will be very useful in reshaping & promoting the "Connections" guide. The Editorial Committee is chaired by Dave Pepper.

"OASIS" – make a splash!

The theme for Langara College's 2003 fund-raising campaign was OASIS: Opportunity, Access and Support for Students. In excess of \$32,000 was raised to establish a bursary for students with a disability and for students entering Langara. A number of Library, Media & Bookstore Services personnel were involved once again. Dave Pepper chaired the Publicity Committee.

Yeah, TEAM!

4 members of Library, Media & Bookstore Services (Sylvia Skene, Louise Reid, Zeljka Banicevic and Dave Pepper) joined the 18-member Langara College Vancouver Sun Run team on April 13. Langara placed 37th out of 65 corporate teams.

Malaspina University-College

submitted by Linda Leger for Catherine Whiteley, Acting Director of Libraries

In the midst of planning for the wiring for data connections, electricity for workstations, and millwork for the Loan and Reference desks, we celebrated two major public relations events with respect to our new library/renovation project. The first, our launch of the new library's three-dimensional model and the architectural plans, occurred in the autumn and kick started our fundraising appeal while generating student and employee enthusiasm for our new facility. The second, a more recent event, was the Charity Breakfast where more than 250 Nanaimo business people gathered to hear about the plans for the new library. Construction for the library project will go to tender mid-April.

The library's completely redesigned webpage went live in March. It provides two gateways, one for guests and the other for our authenticated users. In addition, there is a quick link into the online catalogue from the homepage. Another useful service recently added is the automatic email PIN notification for those users who have forgotten their PINs. Gwen Bailey, Coordinator of Library Systems, would welcome comments on the new webpage design.

The Nanaimo Campus Library began piloting its wireless Internet service in January. "WISP" (Wireless Internet Service Program) allows library users with laptop computers and wireless network cards to connect to the Internet and the Malaspina network via radio frequencies. We have installed one access point on the library's main floor, which provides good connectivity on all three floors of the building. One wireless-ready laptop and seven wireless network cards (for students who own their own laptops) are available for in-library-use loan. Jean Blackburn, IT Librarian, is hopeful we will increase our inventory of circulating laptops in the near future. The new digital microform reader/printer was installed last autumn, and is enjoying a great deal of use.

Jennifer Brownlow, Reference Coordinator, reports that the reference questions are evolving into more complex and time-consuming interactions. While we have noted a sharp increase in information technology questions, ably answered by Johnny Blakeborough, Multi-Media Technician, the standard reference books are still very popular, in much demand, and are virtually flying off the shelves. Due to numerous complaints received from students about food and drink in the library, an informal survey was conducted. The reference librarians were surprised to learn that the majority of the respondents did not want food to be permitted in the library due to odours, noise and litter.

Hans Fadum, Cataloguer, is happy to report that the cataloguing staff complement is returning to normal levels. They are psyching themselves up for their imminent move to temporary offices during the construction phase of the new library. Our cataloguing backlog was reduced by two-thirds due to the efforts of a temporary

cataloguer. Malaspina is now a full member of OCLC, shortly to upload our complete database to World Cat. Our recent access to LC Classification Web has been welcome news.

Eileen Edmunds, Loan Services and Regional Campuses Librarian, reports that the Powell River Campus is planning for an expansion of their library, and the development of a Learning Commons, with renovations scheduled to begin this summer. For the second year in a row, the Cowichan Campus Library will be open Saturdays from late April through early June, in response to demand for more library service through Intersession. With gate count, circulation and ILL statistics up 13%, 15%, and 45% respectively over last year, Nanaimo Campus Loan Services staff members have been working harder than ever. Everyone was pleased to hear that we have received approval for an additional half-time loan services position, soon to be posted.

Malaspina's 8th Annual Fun Run, with proceeds earmarked for the library this year, was held Sunday, April 6. It consisted of a 3km walk or 8km run. The library's team, the Infomaniacs, chose to walk the 8km to raise funds for the new library.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Another busy year and a number of records set in 2002-03 for the North Island College Library. Library acquisitions totalled approximately one hundred thousand dollars; NIC became a MEC lender for the first time, providing 16 videos to MEC partners. While we received 4% less interlibrary loans, interlibrary loan lending was up 27%. Video viewing in-house and faculty bookings were up 32%, reference was up 15% and inter-center loans were up 32%.

The North Island College Library is hosting a practicum for a second year library technician student from UCFV in May.

The Library is planning to upgrade to Unicorn 2002 this spring, once the new server is configured and a data load has been successful. The rollover into '03-'04 was more complicated this year, but problems were identified and resolved fairly painlessly.

Again we've submitted a request for a Proxy server. If approved, we would expect to have it installed and functioning by September. A number of library computers are being replaced during the summer. Ariel has proven to be very efficient. Though the switch to the Infotrieve server did not appear to be problematic, we did experience some difficulty with the system around the same time. Budget permitting, we plan to purchase another Ariel license for a third campus library.

Summer projects include collection inventories and cataloguing videos. Periodical weeding was completed in the spring. Updated records will be submitted to Autographics in July.

Library Advisory committees met during the fall and spring semesters. Library staff met twice by teleconference and the annual full-day meeting is scheduled for June in Courtenay. The collections librarian is attending Fast Forward and I will be attending the MEC AGM. One staff member is attending the BCLA conference.

Northern Lights College

submitted by Janet Beavers, Coordinator, Library Services

Services

During the Winter term we added a couple of new databases to our list: “the Health Sciences databases” and “Canada’s Heritage from 1844”. Both have been well received. We upgraded Academic Search Elite to Premier, a big cost jump but it has resulted in a savings in interlibrary loans and much goodwill from faculty and students. The addition of Ariel really came into its own this term with article turnaround times sometimes being same day. It’s a great addition. We have also embarked on a campaign to develop up-to-date subject guides and “how-to” guides. They’ve been very popular with faculty who have made great suggestions in their subject areas and handed out the completed versions in class. So far we have over 25 guides and are busy linking them to our webpage.

Automation

This Spring we have automated a third campus library, this time in Fort Nelson. Half their collection is bar-coded so barcodes are being added through the inventory wizard as we inventory the shelves. By Fall, they’ll have user records and cards and start circulating online. They’ll also be able to track their centrally ordered acquisitions through the acquisitions module wizards and reports.

We have also completed our first acquisitions rollover. It was much dreaded but with help from North Island College and Malaspina, and a help desk call to SIRSI to fix a report that did not run, we lived to tell the tale and have our orders moved forward.

We have had a good time of consolidation, learning SIRSI serials and acquisitions modules and no staff changes. This is allowing us to focus more of services and library use is growing.

Royal Roads University

submitted by Dana McFarland, University Librarian

The most exciting maternity news yet! NONE of the RRU Librarians are pregnant or on leave! However, our Interlibrary Loans staffer Tania Johnson and her husband do now have a lovely baby girl named Lassah. Tania should be rejoining our staff in about a year’s time. Until then, Jennifer Brandle-McCall is filling in on her behalf.

We have officially completed our conversion from Dewey to LC classification, and are grateful for continued HRDC summer funding that should see us complete our serials barcoding project in August. Also on the collections front, we are working on importing 13,000 records from *ebary* into our library catalogue, and hope to have our entire ebook collection integrated into our catalogue soon.

As *Journalwebcite* is now defunct, we are currently assessing other journals listing services and hope to have the replacement service up and running very soon. Also in software news, we are steadily working on the implementation of the RSS Interlibrary Loan software. For instruction, we now have *Viewlet*, an easy flash program for making online tutorials. We have also recently had the opportunity to experiment with synchronous online learning tools, particularly *Horizonlive*, and will continue to explore how such a tool may be integrated into our library instructional programming.

RRU Library is also looking forward to supporting many of the new programs on campus, including the Bachelor and Masters of Communication, Bachelor of Justice Studies, and the Masters of Environmental Education.

Shailoo Bedi has accepted the position of chair of the CLA conference planning committee for next year’s conference to be held in Victoria. Please feel free to contact Shailoo if you would like to help or have any ideas you would like to share - shailoo.bedi@royalroads.ca

Trinity Western University

submitted by Ted Goshulak, Acting Director of Libraries

Staffing

One of our librarians, Bill Badke, was the co-recipient of the Innovative Teacher of the Year Award at TWU. Together with one of our English professors they devised an online, self-scoring library orientation tutorial.

Technical Services

During May we are working on the Dynix Horizon and IPAC 2 upgrade as well as upgrading our servers to Windows 2000 and MS Sequel Server 2000.

University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

Sirsi's WorkFlows has been introduced at Circulation.

UCC Library continues to participate with partner libraries in developing the Open ILL system. UCC has implemented an online ILL request form.

UCC is planning to offer applied Masters degrees, and librarians and Director are collaborating with faculty departments to develop resources that support the new programs.

Librarians activities include: development of workshops based on Statistics Canada's DLI program to support faculty research; development of a progressive curriculum for the Library instruction classes; installation of a reference staff bulletin board to coordinate expertise among reference staff in Kamloops and Williams Lake campuses; adding e-journals to Library catalogue.

An informative and enjoyable retirement seminar was held for library staff as part of InService Day.

University College of the Fraser Valley

submitted by Kim Isaac, Director of Library Services

In the last issue of the CPSLD Newsletter, I reported that we would soon be breaking ground on our new building for the Chilliwack campus after two false starts throughout the 1990s. Unbelievably, this project is now on hold a third time. The local newspaper in Chilliwack reports that negotiations are underway between the province and the federal government over the former CFB-Chilliwack lands, and the rumour mill is grinding out the possibility of a whole new campus for UCFV Chilliwack, in a possible partnership with the local school district. In the meantime, the desperate space shortage (not to mention the complete lack of functionality of the facility) we face in our Chilliwack campus library is being addressed by band-aid measures such as adding bits and pieces of shelving and breaking up the logical run of the collection. UCFV President Skip Bassford has reassured us that if a decision is not made by the end of June, he will push for the start of construction of the new building on the existing campus, as funding is being held for that project. However, if the government in Victoria decides to continue pursuit of an alternative campus location, the recommendations of our senior administration may not carry much weight. Meanwhile, the three full-time library technicians who are permanently based in Chilliwack continue to do an amazing job of providing service under increasingly adverse conditions.

On the brighter side, the Library was delighted to receive a boost of \$50,000 to its operating budget this year. All of the increase was directed to the acquisitions budget. Over the past number of years, the Library and the Library Advisory Committee have been trying to convince senior administration of the effects that inflation is

having on the collections budget, and it appears that the message was heard and understood. The increase will preclude another round of serials cancellations due to funding, news that will be welcome to faculty who had expressed grave concerns over this in the past.

University of Northern BC

submitted by Heather Empey for Alison Nussbaumer, University Librarian

Renovations

UNBC has had an exciting last few months. The Education Resources Centre (ERC) officially opened on January 17, 2003. The ERC provides practical teaching materials for UNBC's first group of teacher candidates as well as giving them with a place to collaborate on projects.

The renovation of Archives and Special Collections continues. The new Archives will be 4200 sq. feet of environmentally-controlled space with high-density storage and an expanded Reference area. The projected opening is for July 2003.

Our Circulation Desk has been redesigned to allow for more room for the growing Reserve Room collection as well as working space for the Circulation clerks.

Survey

The Weller Library has participated in the LibQual+ survey for the first time. This is an ARL affiliated survey designed to measure user satisfaction with library service quality. We are eagerly awaiting the results.

Website

We unveiled our redesigned website in December. We have revamped the color scheme on the website as well as the library catalog and organized the resources and information on the website into a more logical and easy to use format.

People

We would like to welcome Paul Burry who has joined our Technical Services team in the new Library Technical Assistant (Cataloguing) position. Paul has joined us from Royal Roads and we are very happy that he is here.

Our Regional Services Librarian, Nancy Black, will be presenting a poster session at CLA/ALA this June. Her poster session will be about UNBC's library services to our regional students. We hope that any of you who will be attending the conference will drop by and see her.

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