



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 2004 Meeting at Selkirk College

Introduction

Many thanks to Liz Ball and the staff at Selkirk College for hosting the Spring meeting of CPSLD and for making us all feel welcome. We enjoyed the library tour, the excellent meals, the chance to travel on a van to Nelson to have dinner in a wonderful restaurant, and the special visit from John Mansbridge (former Selkirk Librarian, pictured at right)



Thanks again to all who submitted reports and photos to this issue of the newsletter!

Kathy Plett, College of New Caledonia

Reports

BCIT: British Columbia Institute of Technology

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

On April 2 and 3 BCIT had an Open House and also celebrated its 40th anniversary. The library put on a number of displays including a display which outlined the history of the Library at BCIT. We were very pleased with the number of people who came through the library to look at displays and participate in some of the library activities.

BCIT Library has just completed its BCIT Employee Survey. The response rate was somewhat lower than in previous years, although we had close to 300 respondents. We hope to use the results of this survey to further enhance our services to employees at BCIT.

Construction of the 3000 sq. ft addition to the Burnaby campus Library began in late March. This new addition will house the "Learning Commons" which is being planned in collaboration with the School of Computing and Academic studies. The facility is expected to be finished by the end of August.

BC Open University

submitted by Connie Fitzpatrick, Head Librarian

The past six months have been eventful for the BC Open University because on March 19, 2004, the Ministry of Advanced Education announced the creation of a new special purpose university in Kamloops. This new yet unnamed university will be an expansion of the University College of the Cariboo and include the BC Open University. Effective April 1, 2005, the new institution will exist. The BCOU will remain in Burnaby until the latter part of 2006 or early 2007 at which time, we will be relocating to Kamloops.

BCOU Library staff are elated about this announcement and the prospect of being part of this new university. We are beginning to work with Nancy Levesque on a transition plan to integrate our services into their library.

On the budget front, the BCOU library's budget for 2004/05 increased 20% over last year. Our staffing level also increased to three full-time librarians (including the Head Librarian) and 3 full-time library technicians.

Even though registrations are down, our service statistics remain level and our participation in course development processes is increasing. We are developing a Virtual Library Collection whose purpose it is to

manage our web resources and automate and streamline the administration process of course reference materials. Over the past six months, we participated in the development of a one-credit information literacy course and have been given the funding to implement virtual reference service. We plan on working on this with UCC.

Camosun College

submitted by Richard Baer, Chair, Library Services

Budget: We got an increase of \$25K in capital which we can use for anything. We will be adding more ELN databases as well as books and video with the extra funding.

We have upgraded to Unicorn 2003.1. After we deal with the upgrade problems, we are looking forward to using the new features: a Link checker and selection lists in the Acquisitions module. Implementing the Acquisition module allows us to decommission our homemade system which has been running on a VAX since 1985. Selection lists provide the functionality we had in the VAX system and should automate things we had to do manually. So far it's going smoothly.

Our Foundation successfully raised \$5K from a local foundation for Sirsi's Single Search product. It's a federated search or portal product and looks a lot like the AG Outlook screen. Sirsi also has a link resolver but we can't afford it yet.

The college is getting a proxying server and if all goes well, we will have EZProxy and Single Search installed by late August.

College of New Caledonia

submitted by Kathy Plett, Library & Media Services Director



CNC is celebrating its 35th anniversary and the logo shown here is being used on our webpages and publications. As you might expect, the library archives collection is also getting a lot of use!

Changes: Some key people are retiring from CNC this year, including the President, Director of Student Services, Dean of Business and a number of long-term faculty. A new organizational structure is being implemented, with our area reporting to the new Director of Student Services (when hired).

Surveys: 2004 Service Reviews included the library and media services. Copies of the questionnaires are posted on our Institutional Evaluation page at <http://www.cnc.bc.ca/ie/ieservice.htm> We look forward to getting the results. Student satisfaction with the library is also tracked in provincial outcomes surveys and we were pleased with our high ranking again this year.

Collections: We downloaded the C2T2 curriculum collections prior to April and have posted information for faculty online at <http://www.cnc.bc.ca/library/curriculum.html> A large donation of art books will help to support our new Fine Arts certificate program starting Fall 2004. A large donation of BC history books will be added to our new CNC/UNBC Quesnel campus, currently in construction, to be opened Sept. 2005. We were also pleased to receive extra funds to improve our International Education/English as a Second Language collections.

ID Cards: The new CNC ID card serves as a joint ID-Library card and has been well received by students and

employees alike.

BCcampus: The college is preparing two online Anthropology courses. Librarians have been assisting with copyright questions and are working on WebCT library research guides.

Techno matters: Over the summer, Computer Services will be setting up **wireless** access in the library for laptop users, a welcome development! Our library **web pages** have been re-designed using a standard college template, leading to even higher hit rates. In June we are scheduled for a **QP LegalEze** telephone training session.

Digitization project: With the help of our local museum, The Exploration Place, we have just completed a project to digitize 3,400 forestry slides taken by a former faculty member. This is part of the "Opening New Caledonia" online exhibit at <http://www.openingnewcaledonia.ca> For more information on our project, go to <http://www.cnc.bc.ca/library/photo04apr-forestry.html>

Other News: In March, the College and the local Innovation Resource Centre hosted a visit of Ike Barber, Catherine Quinlan and Marleen Morris of the Barber Learning Centre. Participants included college and community/business leaders. It was an interesting session and we look forward to working with the Barber team on future initiatives... In May, there was a groundbreaking ceremony for the new CNC/UNBC Quesnel campus... In June, we expect to begin renovations on a vacant Canadian Tire building, next to our main campus, to offer more Trades training.

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

People/Places: Gretchen Goertz, from the Coquitlam Public Library, joined us as our new Technical Services Librarian at the beginning of December 2003. Since then Gretchen has attended the Innovative Users Group meeting in Boston and an III Systems Administrator workshop at III in California. Acquisitions Technician Laurette Walsh is currently on maternity leave, with son Darby, being the newcomer to the Walsh family. Ollie Kachmar is replacing Laurette during her maternity leave. Our Instructional Services Assistant, Jannine Grant, is also a new mother of son, Alexander. Jennifer Matthews is replacing Jannine whilst she is on maternity leave. Congratulations and welcome to all of the newcomers! As well, Joan Wenman, our Print Collections Librarian will be retiring effective the end of August. In what seems to be a Douglas College yearly tradition, or perhaps ongoing transition, we are currently having an area of the main floor of the New Westminster Campus transformed to accept a total of twenty-four new computer workstations. Six of this number will be in what was once a preview room but is now a newly enlarged mini-ELF (Electronic Library Facility). It is expected that this new room will be used for instructional sessions for smaller groups. Our Libramation Self-Check unit is a new addition to the mail floor of the library

Reference Services: We have obtained a second year of College Innovation funds to continue to run QuestionPoint Virtual Reference Service

Instructional Services: Patti Romanko has been heading up our Instructional Services area during the Education Leave of Sandra Hochstein. This spring the curriculum content of the library credit courses was thoroughly revised by Sandra. Education Council has successfully accepted these. It is hoped that more work will be undertaken regarding library courses.

Other

- The David Lam Campus Library is now regularly open on Saturdays in the fall and winter semesters.
- The New Westminster Campus Library is open for the first time during the summer semester on Saturdays. All Douglas College Library hours can be viewed at http://library.douglas.bc.ca/hours_summer.html
- In April we distributed our first Employee Library Guide to the College community.
- Beginning in January 2004 the librarians added a new role to their slate, that of Librarian/Faculty Liaison. There is a librarian responsible for each of the seven faculties. Initial meetings have been completed and now the librarians are responding to specific requests from the faculties and individual departments.
- Launch of the Saturday opening at the David Lam Library. Student visits have been building over the last few Saturdays.
- Photographs and other information can be seen on the What's New page of our library website <http://library.douglas.bc.ca/whatsnew.html>
- Simon Fraser University, Kwantlen, University College of the Fraser Valley and Douglas College will begin a reciprocal borrowing trial project beginning in September 2004

Emily Carr Institute of Art and Design

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

Staffing

Two new staff members have recently joined the Emily Carr Institute Library. Cora Fanucchi and Arlette Alcock are our two new library assistants.

Online Tutorial

The library has mounted TILT (The Information Literacy Tutorial) on our homepage. The software is available from The University of Texas. ECI has modified a version from Otis College of art + design that was developed specifically for art + design students. This new online interactive tutorial will be a required component of the first-year art history class. We are excited to offer this hands-on tutorial to help deliver important research skills to our increasingly large population of students.

Website

The new website for the Emily Carr Institute has now been launched. The library portion of the site is under development and we are looking forward to the new look. The new ECI website can be viewed at www.eciad.ca

Digital Images

Librarian Danuta Zwierciadlowski has been working on setting up a pilot project for digital images. This project will start with a collection of art + design images to be used by the Visual Culture class this September. Library assistant Ken Laing (recently promoted to LA 4) will be working with Danuta on scanning and cataloguing.

Justice Institute

submitted by April Haddad, Institute Librarian

Staff

Lucie Manojlovic, our Library Technician, Serials and Acquisitions, is leaving to spend more time with her young family. Lucie has worked at the JIBC Library for more than 10 years.

Buy a Book Campaign

Our 6th annual Buy a Book Campaign is on again during the months of April and May.

Copyright

We have just developed a PowerPoint presentation on copyright for our staff and instructors. Check it out on our website:

<http://www.jibc.bc.ca/Libraryfiles/main/Services/FacultyServices/Copyright.htm> We have given this presentation to many JIBC employees, and are getting requests for more!

SIRSI

We are planning to upgrade to Version 2003 in June.

Computers

We added 3 more student computer stations to the library, and purchased 6 new computers to upgrade stations in our library computer lab. We have also purchased 2 keyboards that support Arabic and Chinese character sets to serve our international students.

New Critical Incident Simulation Centre (CISC) at JIBC

The Critical Incident Simulation Centre was created last fall at the JIBC:

<http://www.jibc.bc.ca/cisc/default.htm> CISC will provide immersive, realistic learning opportunities for senior level personnel who are required to respond to critical incidents.

The Library has developed a bibliography to support CISC:

<http://www.jibc.bc.ca/Libraryfiles/archive/PDFDownloads/Bibliographies/Simulation%20Training.pdf> and a collection of links on simulation training:

http://www.jibc.bc.ca/Libraryfiles/main/Find/Links/Simulation_Training.htm

Kwantlen University College

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

People in the Library

On March 16, 2004 Kwantlen University College held its annual Employee Recognition Ceremony which

recognizes the dedicated service of Kwantlen employees. Employees are recognized for 10, 15, 20, 25 and 30 years of service. This year, the Library had a record number of library employees receiving awards. Phyllis Liu and Jane Robinson received awards for 25 years. Judy Isaac received an award for 15 years of service. While Ruth Mullane, Chris Pfahl, John Potter-Smith, Nancy Smith and Monica Wyllie received awards for 10 years of service.

Debbie Smith was awarded the 2004 NISOD (National Institute for Staff and Organizational Development) Excellence Award. NISOD is an organization of more than 600 community colleges around the world which emphasizes the continuing improvement in teaching and professional development of faculty, staff and administrators with the ultimate goal being student success. Debbie received this award for her contributions to the Kwantlen University College Library over the years and in particular for the work she has done in implementing a number of projects, most recently her contributions to the successful implementation of the Kwantlen Smart Card initiative.



Library Instruction

Our annual statistics are in for Library Instruction during 2003/2004 and we are up 4% over last year in the number of students instructed: 7963, and up 2% in the number of classes attending our sessions: 343. We have noticed that there are more students in the classes that we teach and that we have had an increase in the number of longer (more than 60 minutes) more complex sessions. We are encouraged by these increases and the positive comments we have had from the instructors.

Library Web Site

Our web statistics continue to rise. We are planning to use Serials Solutions for our A-Z journal list. Kwantlen will be implementing a new student portal called MyKwantlen during the summer which will have

the Library as a feature channel. Over the summer, our Library web site will be changed and enhanced.

Electronic Resources

The Library is now an affiliate member of COPPUL. We are looking forward to being able to take advantage of COPPUL's consortium pricing for electronic products. Our affiliate membership in COPPUL, in addition to our membership in the ELN, will expand our access to electronic indexes and reference sources. This is very advantageous as we move towards enhancing our electronic collections for the new BA program.

We have added PsycArticles to our Article Index page. Students like the simple search interface and our upper level psychology students enjoy the ability to browse current issues of the psychology journals included in this index.

Smart Cards

Kwantlen Smart Cards have replaced the Library/Student ID cards and employee ID cards. The implementation of this University College initiative has gone relatively smoothly. Students appreciate the convenience of having a "smart chip" in the card that can be loaded with cash for photocopying and laser printing. In March, each campus library checkout counter had a "Mini-Till" installed so that students can have money loaded on their Smart Cards in the library. Previously, students had to go to the bookstore for this service. Response from students to this new service has been very positive.

Circulation

In April, we will be upgrading our Unicorn software to Unicorn 2003. There will be enhancements to circulation features in the new version. We have been working with Kwantlen's computer services department (IET) to develop an on-line booking system for study room bookings. This should be implemented by Fall 2004 and will give students the ability to book their own study rooms from a computer on or off campus.

We are moving forward with our e-reserves project. We have been working with instructors from various departments to identify reserve material which is then scanned. Students and instructors like the convenience of e-reserves. Our Fall 2003 circulation figures and gate counts are down slightly from Fall 2002.

Information Services and Public Relations

A total of 33,244 reference questions were asked at the Information Desks during 2003/2004. This represents an 18% increase over the previous fiscal year. This increase can be accounted for, in part, by the fact that a second librarian has been available during scheduled orientations to cover either the desk or teach the class.

Previously, the information desk had to close during orientations because the librarian scheduled for the desk, taught the class.

Other reasons include more classes being held during the summer of 2003 resulting in a busier summer semester in the library and questions from students about authentication in the library learning labs.

Once again, during the February reading break, each of our campus libraries hosted an Open House to which all Kwantlen employees were invited. The Open Houses were advertised as an opportunity to meet with library staff and librarians on an informal basis and to catch up with what is new in the library.

Our third annual trivia contest on the subject of banned and challenged books was held during Freedom to Read Week in late February. The contest was open to Kwantlen employees and the questions were posted on the Kwantlen on-line bulletin board.

Technical Services and Interlibrary Loans

The Real Estate program has been cancelled at Kwantlen and a decision has been made to transfer library resources purchased with funds from the Real Estate Foundation of British Columbia grant to Langara

College. Preparations for this transfer are currently underway. Tech Services staff are working on capturing MARC records for transfer to Langara. Cataloguing of electronic resources has increased. The National Library of Medicine Locator, a Z39.50 compliant site, has been added to SmartPort for derivative cataloguing.

Annual figures for Interlibrary Loan are: Borrowing (received items): 1460 and Lending (sent items): 947. We are currently discussing an overdue policy for public libraries that borrow from us through the OutLook database.

Collections Development and Degree Collections Development

Kwantlen University College will offer a new general BA program beginning in September 2005. Librarians are already working on developing appropriate print and electronic collections for the proposed majors and minors. Work is continuing on building collections for other new programs and enhancing collections for existing programs.

The librarians have developed a plan for faculty liaison which will lead to increased interaction with our instructional colleagues and will have benefits in collections development and other library programs and services. The pilot faculty liaison project will be launched during this year.

Library Survey

The library conducted a Library Survey for Faculty in February. The results are being analyzed and will inform our plans for 2004/2005.

Library Strategic Plan

The Library Strategic Plan was approved in the fall. Action teams comprised of librarians and library staff, are working on the strategic goals and priority objectives of the plan.

Library PD Day

The library will be closed on April 23rd for our annual library pd day.

Langara College

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

On April 15, an all-day planning meeting was held with 17 people representing the Bookstore, Instructional Media Services, Library Contracts and the Library, and 3 guests from the College.

1. Our changing technology landscape ...

Jim Goard (Director, Information & Computing Services (ICS) and Bob Walker (Project Leader, ICS) joined in a discussion on new campus-wide technology changes, occurring in both LMBKS and ICS.

a. Luminis Portal Project

A single sign-on portal provides a student or employee the opportunity to select a number of "channels" that would appear on "their" Web page. A channel could be email, the weather, a link to the Bookstore, a calendar of meetings, news headlines, etc.

ICS plans to roll out Luminis to a select "test" group in the fall of 2004. I have been asked to be a member

of the Project Advisory Committee. There are a number of tantalizing services that LMBKS offers that could be offered as channels to users.

b. We're going wireless!

Plans are underway to create the **first wireless zone on campus in the Library** in May/June of this year. Will allow laptop users to connect to the Web anywhere in the building.

c. I thought migrating was for the birds?

Langara Library installed Dynix Integrated Library Software (ILS) approx. 15 years ago. Subsequently, a number of Web-based products have been developed to replace some of the "classic Dynix" ones, culminating in a new generation ILS product called "Horizon".

On April 30/01, Dynix President & CEO announced that they are "committed to the long-term health and viability of the [classic] Dynix software ..." and that they "plan to enhance and support Dynix for at least 10 years to come." This 10-year window offered a breathing space during which we could observe ILS trends, competitive products, etc., and, more importantly, build a fund to finance the migration to a new generation ILS, be it Horizon or something else.

Subsequently, a number of things are compelling us to move faster on a decision to migrate to a new ILS:

- Oct/03, Dynix President announced that release 191 would be the "last major release of Dynix ILS". This decision makes classic Dynix officially moribund. [As of April 16, 2004, we are running release 191];
- In their Mar 31/04 "Product Life Cycle Directory", Dynix makes no commitment as to how long they are going to support release 191

A year ago, the "**Project Migrate**" Team was formed to do some early detection and planning for a migration to a new ILS product. The Team includes: Judith Neamtan, Halina Mitton, Brent Searle, Donna Hanson, an ICS rep, and me. **Donna will be the Project Coordinator, with Brent as Technical Advisor.** Tony Darling, an external consultant, will assist us with the vendor selection process. He has just completed a very successful implementation of UBC's new ILS.

The Team is **now entering the planning phase** for the identification of system requirements and selection criteria, to write a Request for Proposal, to interview qualified vendors, and declare a winner by the end of November 2004.

d. "Evergreen" fund

The Evergreen principle was adopted to ensure that **existing computers and computing infrastructure will be upgraded on a regular basis.** [Labs will be upgraded every 3 years, and desktop computers every 4 years.] No more trickle-down of used computers! Additional computers have to be funded by the enhancement process every year during the budget planning process.

2. The "New Library" Building – Myths & Realities

Jay Strachan, Director of Purchasing, was invited to speak with us about the new library building project. He outlined the revisions to the College's 1993 Master Plan, municipal bylaw and permitting requirements, and provincial guidelines used to determine our current space deficiencies now and into the next 25 years.

You'll remember that on January 16, 2004, Linda Holmes issued a memo to all members of the College community, in which she stated that, "the greatest deficiency in Langara College facilities has been identified as generic classrooms, library and study space."

On **May 17th** the Library staff will have its first meeting with **Teepie Architects**, an award-winning firm that has been hired by the College to design the new building. Teepie, jointly with Vancouver-based Hancock Bruckner Eng + Wright Architects, will be engaging the Library staff in a **highly consultative process** leading up to a final design.

Construction & occupancy dates tbd.

Representing the Library on the College's new building project team are: Judith Neamtan (backup: Liza Hutchison), Zeljka Loncaric (backup: Chris Ralph) and me.

3. Project "Touchpoint"

The entire Student & Education Support Services (SESS) group is undergoing a **business process review dubbed Project TouchPoint**. A "touchpoint" is where our services and products interface with the student, either directly or via an instructor.

I have been asked by the President to be Project Leader, working alongside Doug Soo who is acting as facilitator. We have to **report back to the President by Spring 2005** with progress indicators and recommendations of any budgetary implications.

The SESS managers have spent much time over the past few months identifying trends in student services, following up on some best practices developed at other institutions. We are now entering the **assessment phase**. A subcommittee has been struck to look at a variety of survey instruments and to determine the best way to assess "satisfaction" levels.

*You'll note by now that our 3 big projects - Project Migrate, the New Building, and Project TouchPoint all have an **assessment** component. Ideally, each will inform the other so that our time invested is kept to a minimum. The bottom line, however, is that the next year is going to be an exciting ride! All 3 projects will require lots of meetings and deadlines! But the payback is huge.*

LMBKS: humming very nicely!

- all LMBKS budgets were balanced at 2003/04 year-end, and met or exceeded their revenue goals;
- operating and capital budgets for 2004/05 were increased;
- the Bookstore is scheduled for a major upgrade in mid-June. The entry plus the service counters will take on an exciting new look, and merchandise shelving will be replaced and expanded;
- a newly-designed reference desk will be installed in the Library by the end of July

A few operating statistics of note ... WOW!

- IMS equipment circulation +76% since 1999;
- Circulation of materials from the Library +7% since 2000;
- Circulation of videos +43% since 2000 ... # of films & videos borrowed from other libraries +68%;
- Number of books loaned to other libraries +13% since 2000;
- # of hours of Library instruction +10% since 2000 ... while the number of students instructed +47%;
- # of Reference questions +9% since 2002

[see separate reports for [AEMAC](#) and [CILS](#)]

Malaspina University-College

submitted by Linda Leger for Bob Foley, Director of Libraries

Just as the construction of the third floor of our new library was underway, the Ministry of Advanced Education confirmed their willingness to fully fund an extra (fifth) floor to the project, to include the shelling, outfitting, and furnishings. This represents an increase of \$1.7 million to the overall project. Bob Foley, Director of Libraries, and campus administrators are now immersed in the enviable task of assigning the extra space to library and other ancillary uses, while the architect designs the fifth floor, just ahead of the builders who are pouring concrete for the fourth floor! Phase One of the project is scheduled for completion this September. Renovations will then begin

on the existing building with full occupancy scheduled for May 2005.

It looks like the move of Technical Services staff to their temporary offices last summer has not hampered them in any way. Cataloguer Hans Fadum is pleased to report that the cataloguing backlog has virtually disappeared, and in addition, staff members very much enjoy their comfortable, quiet offices, and the increased sunlight they receive being located higher up the hill – away from the construction zone.

Jennifer Brownlow, Reference Coordinator, and Jean Blackburn (IT Librarian) report that discussions are underway to envision what services will be offered in the InfoCommons once the new library is fully completed. In addition, Jean mentions that significant student-use software and hardware upgrades were implemented this year; one especially notable change is that the loanable wireless network cards may be used outside the Library now that our wireless network "WISP" has been expanded to other areas on campus. Reference librarians have seen a significant rise in the number of reference questions pertaining to the International MBA program.

A major change to our handling of online interlibrary loan requests, reports Gwen Bailey, Systems Administrator, is that we have been authenticating all GODOT ILL requests for our users from our Unicorn user database. This has streamlined the ILL requests for our users as they have fewer data entries to complete.

A local retired doctor has donated the complete set of the journals of Captain Cook and his contemporaries, entitled "An Account of the Voyages Undertaken by the Order of His Present Majesty for Making Discoveries in the Southern Hemisphere" dated 1773, together with a portfolio of maps. This exquisite and rare set will form the cornerstone of the Special Collections room when the new library and its renovations are completed.

Eileen Edmunds, Regional Campus Librarian, is very pleased to report that the MUC Foundation purchased another much-needed camcorder for the Cowichan Library's av equipment stock. The Powell River Campus Library/Bookstore staff has taken on the duty of monitoring that campus's eTel (Electronic and Technology Enhanced Learning) lab. This facility, separated from the Library/Bookstore by sliding glass doors, is also used for library instruction.

Kate Challenger, Loans Manager, reports that the addition of a half-time Library Assistant position to the Loan Desk staffing will help provide better service to our users, especially over the summer session. Loan Desk staff have been involved in the design of the Loan Desk and workroom area for the new building. In addition, they participated in workshops on cultural differences and communication in order to strengthen their communication skills when assisting our increasing numbers of international students.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

The library is very happy to report that we received our first acquisitions budget as part of the library's base budget this year (04-05); in the past we relied on special grants, capital allocations and fundraising for collections. This marks a new era for the library, providing the stability to pursue long-term collection development.

North Island College hosted a meeting with Irving K Barber, Catherine Quinlan and Marlene Morris on April 23, 2004. While this was a return visit for Catherine and Marlene, it was Dr. Barber's first meeting with us and his attendance attracted both returning and new members of the college community.

On May 1st, the Port Alberni campus held “A taste of NIC”, featuring program profiles, lab demonstrations, information and displays. Library activities included a fine amnesty, display of archaeological artifacts and books, a sweet tooth library tour, treasure hunt for library information and a draw for a gift certificate for the college bookstore.

June 10th marks the annual college-wide library staff meeting at which staff from the four campus libraries meet in person to plan, share ideas, receive training and socialize. Two staff members are attending the serials training workshop at VPL in May and one staff member is attending the BCLA/CLA pre-conference session on collection development.

Renovations at the Comox Valley campus library, constructing office space for the Collections Librarian, are underway. Copier and printing services were re-located to free up space for the office.

Late last fall, the library migrated from Unix to the NT platform and upgraded to Unicorn 2002.0.17.2. A number of computers have been replaced, including circ and cataloguing workstations. Announcements about additional student use and public access computers are pending.

Collection inventories are planned for July and August when the library is quiet. Faculty PD scheduled in early June at the Comox Valley campus includes a session on database searching, provided by the Reference librarian.

Northern Lights College

submitted by Janet Beavers, Coordinator, Library Services

Staff: Once again our librarian position in Fort St. John is open. Charmaine Borden has returned to Nova Scotia to a good position at NSCC and we wish her well. The good news is that this position has finally been upgraded to full time and recruiting is underway.

Online: EZProxy has now been installed and faculty and students all over our region can now access all the indexes and databases from home. Now if only IT would tell me when they add or subtract ip addresses from our system!

We have also added Serials Solutions E-Journal Portal to our webpage. People are happy to check for the full text locations of the journals they need and to search and to locate collections in various subject areas.

Facilities: The campus computer lab will be incorporated into the library in space allocated from an adjoining gymnasium. Hopefully this will be an opportunity to make better use of our space and create some quiet group study areas. We're waiting for the architects report now with bated breath - will we be on budget?

Visits: Irving K. Barber visited the FSJ campus in early May for a day of meetings with administrators, faculty, students and community members centred on the new Irving K. Barber Learning Centre. A lot of interest was generated among the faculty and the brainstorming session produced a wealth of new ideas both for Ike and his team and also for local action.

Annual Report: Our first annual report (2002-2003) was produced in April. We had excellent assistance from Linda Yaciw who is very experienced in newsletter design, etc. View the result at http://www.nlc.bc.ca/library/annual_report.pdf.

Trinity Western University

submitted by Ted Goshulak, University Librarian

Library Catalogue

In mid-May we successfully upgrade our Dynix Horizon ILS and iPac online catalogue with almost no downtime.

New Online Products

We have added QP Legaleze, BC Stats, the Canadian Literary Periodicals Index, and the AMICO Library (Art Databank) to our list of online indexes and databases. TWU has also joined the Canadian Research Knowledge Network (formerly CNSLP) and will begin to subscribe to the various products in the next while.

We have begun a subscription to RefWorks a web-based bibliographic management tool and will "roll it out" to our students and faculty in the fall.

Staffing

Maria Vermette has joined us in a newly-created position: Library Technician: Cataloguing and Interlibrary Loans. We are still looking for a full-time Library Technician: Cataloguing.

Donations

The Library and Religious Studies department were given a joint gift of one million dollars. The Library's portion is \$726,000 and must be spent strictly on RS materials over the next five years (more info at: <http://www.twu.ca/news/print-specific.aspx?newsID=284>)

University College of the Cariboo

submitted by Nancy Levesque, Director, Library & Information Services

Our big news is the March 19, 2004 announcement that UCC will become BC. and Canada's newest university! The "new U" will incorporate B.C. Open University. We look forward to working with our BCOU partners! The Premier also announced a new library building for the UCC campus and we are excited about planning for that.

The Library building went wireless this Spring and this is popular with students and faculty with laptops. We now are planning to introduce a lap-top loan-out program.

UCC hosted this Spring the Research at Small Universities Conference. With our university-college partners, we hosted a library panel that featured librarians from UCC and OUC, a faculty-researcher from UCC and a Vice-President from UCFV. Discussion focused on librarian-researcher collaboration, library support to research, and challenges for academic libraries. An interesting session for the panel and the audience!

University of British Columbia

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

Systems

We reported last fall that we had chosen Endeavor as our new ILS system and it has been a hectic few months as we have trained staff, redesigned workflows and just worked hard to meet our go live date of May 3rd. Our staff have done an amazing job and we're happy to report that it has gone relatively smoothly and that the system is up and running. We celebrated the migration with a staff BBQ which was so popular that it will become an annual event - migration or no migration! A special thanks goes to our colleagues at UVic who were kind enough to host some of our staff and answer many of our questions as we began the transition process to the new system.

Facilities

The Irving K. Barber Learning Centre continues to progress: construction is on time and on budget. The North Wing is slated to open in Spring 2005, closely followed by the evacuation of the "heritage core" and the south wing. Hazardous material abatement begins during the summer with demolition slated to begin in the Fall. Completion of the entire building is scheduled for Fall 2006. There have been a number of visits to communities in the province to solicit input on the role the centre can play for them and these community visits will continue to occur. The participation of CPSLD members in these meetings has been instrumental to their success.

Special Reports

AEMAC: Advanced Education Media Acquisitions Centre

Annual Report, April 2003 to March 2004

submitted by Mary Anne Epp

Director of Contract Administration, Langara College

This annual report summarizes the outcomes related to the key functions and priorities for AEMAC in 2003/2004 as outlined in the Ministry of Advanced Education Funding letter.

AEMAC acquired 108 new video titles and renewals of rights for 78 titles at a substantial savings to the system. The addition of one-time funding reduced the number of titles on the waiting list of priorities for purchase as identified by the stakeholders in the post-secondary system. Another 73 titles on the priority list were not funded. In addition, AEMAC renewed the licenses for feature film licenses for 23 institutions to obtain public performance rights. MAPLE software licenses were also purchased for twenty institutions.

Partnerships continued to be essential to the success of the provincial services. The Media Exchange Cooperative, the Council of Post-Secondary Library Directors, online learning groups and articulation committees were all contacted frequently to determine media information needs and provide information and advice. AEMAC initiated discussions with BC Campus and the Ministry of Advanced Education to identify the expertise that AEMAC and CILS could provide for the online learning projects. In addition, AEMAC initiated discussions with the Industry Training Association to describe the services that AEMAC and CILS could provide to the new organizations. The partnership with the media industry was highlighted by a very successful 10th annual Fast Forward Media Showcase.

Significant effort was made to present the copyright issues concerning educators to the appropriate federal agencies that are reviewing the Canadian Copyright Act. In addition, AEMAC provided workshops on copyright issues to various post-secondary institutions in different regions of BC. AEMAC acted as a consultant to the Council of Post-Secondary Library Directors on the negotiations of the model Access Copyright license.

Planning for the future: AEMAC plans to develop strategies for: more funds to cover titles that the system has identified for licensing, Industry Training Association partnerships, digital licensing initiatives, online development of the media guide, the image bank project, a grant for a study on video streaming, and

cataloguing and metadata for organizing media and making media accessible.

CILS: B.C. College and Institute Library Services

Annual Report 2003/2004

submitted by Mary Anne Epp

Director of Contract Administration, Langara College

www.langara.bc.ca/cils

This report summarizes the key activities that address the priorities of the BC Ministry of Advanced Education funding letter for 2003/2004 and subsequent one-time funding by the Ministry to support the CILS services. The report covers the general outcomes of equity of access to information, institutional effectiveness and program diversity.

The purpose of CILS is to provide alternate formats of learning resources to students with print disabilities in the public post-secondary system in B.C. CILS served 421 students in eighteen institutions enrolled in more than 210 different courses over a wide range of disciplines including vocational training, adult basic education, First Nations education and many different academic and career programs. Productions of alternate formats for 185 new titles showed the trend towards digital formats. A summary report on priorities differentiated the decision-making processes for core services and production services.

The 2003/2004 activities demonstrated progressive restructuring to make the production of alternate formats more efficient and responsive, and to increase the access to information and reference services beyond the textbook to library resources, online reference databases and online courses. A refurbished Web site and regional workshops were developed to introduce the new information services, alternate formats and adaptive technology to a wider group of disability service providers and librarians in the system.

Considerable progress was made to introduce new digital formats to students, disability coordinators and librarians. The formats now produced by CILS include: e-text (PDF and text), digital audio on CD (MP3) with synthesized voice, digital audio on CD (MP3) with human voice, DAISY books (digital audio with navigation features) with human voice. Some of the DAISY books are digital audio with text. CILS also produces various formats for large print, including digital (to be enlarged on the screen) and paper enlargements. CILS has a limited capability to produce tactile graphics. Braille was not produced due to lack of sustaining funds for operationalizing the service. A Task Force has been set up to study the braille issue.

A new study was commissioned to test the accessibility of library catalogues, online reference and information databases and electronic Web pages of BC post-secondary libraries. A blind student is currently working on the research using the JAWS screen reading software. A subsidy grant from the Canadian Association of College and University Student Services (CACUSS) will assist in funding the project.

An enhanced reference and information service was developed with the expertise of a new librarian for Library Contract Services. The CILS Web site was reformatted and updated and a one-day workshop was developed targeting the library service employees at the post-secondary institutions. The workshop, "Beyond the Textbook: Information Literacy for Post-Secondary Students with Print Disabilities" was piloted in Kelowna with assistance from a grant from CACUL (Canadian Association of College and University Libraries). The workshop will be presented in various regions over the next year, including Vancouver and Prince George. In addition, CILS partnered with Assistive Technology BC to present regional workshops on adaptive technology.

Copyright continued to be an engaging issue for the Director. She participated in developing many briefs by provincial and national associations to enhance the exemptions in the Copyright Act for people with perceptual disabilities. She also worked with Access Copyright negotiators to reinstate the large print coverage in the Model License for Access Copyright for Post-Secondary institutions.

CILS is participating in several national projects to improve access to resources. The first is a Clearinghouse for Publishers Files for alternate format producers in Canada. This project has just been initiated through the

offices of the Library and Archives Canada in partnership with Access Copyright. The second is a research project headed up by the National Education Association for Disabled Students (NEADS) to research access to academic materials for post-secondary students with print disabilities in Canada.

Partnerships continued to be an important strategy for sharing resources, collaborating in the development of provincial services, developing national programs for better services and advocating for copyright improvements. Efforts were made to connect to the Industry Training Association and BC Campus programs to introduce CILS to these developing Ministry organizations and offer the benefits of an expert, centralized, cost-effective service to these operations.

Future planning, development and discussion will address the issues related to: continuing production efficiencies, braille production, newly formed BC universities, private colleges and institutions, institution-produced publications, coursepacks, online courses, copyright exceptions, cataloguing standards for alternate formats, production standards for alternate formats, further development of reference and information services and facility requirements.

Appendices:

[List of Programs/Courses](#) (Excel)

[Number of Users by Institution and Format 2003/2004](#) (Excel)

[Number of Users by Institution 1995-2004](#) (Excel)

[Inter-Agency Borrowing, Lending, Purchase](#) (Excel)

[Beyond the Textbook workshop, April 14, 2004](#) (MS Word)

ELN: Electronic Library Network

submitted by John Durno, Acting ELN Manager

For more information, please see the ELN Progress Report (Sept. 2003 - Mar. 2004): <http://www.eln.bc.ca/view.php?id=1052>

Administration

BC ELN's move to Simon Fraser University went very well, with minimal disruption to operations as we relocated to our new office on the 7th floor of the W.A.C. Bennett Library in early February. Despite a short lead time, administrative infrastructure, physical facilities and network access were all ready when we arrived. SFU library staff went out of their way to make us welcome in our new location and ensure a smooth transition.

Anita Cocchia is on parental leave until November, taking care of her new baby girl. While Anita is away, John Durno is filling in as Acting Manager and Caroline Daniels is on part time secondment from Kwantlen University College, acting as Licensing Coordinator.

Database Services

ELN is currently pursuing a number of new licences for products identified as a priority in last year's ranking survey. Product trials currently in process or recently completed include:

- Criminal Justice Abstracts (in partnership with COPPUL & TAL)
- SerialsSolutions
- SportDiscus (in partnership with Consortia Canada)

ELN is in negotiation with Wilson for a full text upgrade option for the current suite of index databases. The goal of the negotiations will be to provide full text upgrade options for individual databases, as well as an option to license the entire Wilson OmniFile collection. Product trials will begin shortly; a pricing model is still in development.

As of this year, BC ELN will no longer use the "Core Database" model to collocate licences for diverse products.

Dating from BC ELN's original licensing activities in the early 1990s, the Core Databases included a range of products covering multiple topic areas, intended to establish a base collection common to all sites. However in recent years the number of resources in the Core has grown smaller as BC ELN has moved to a more flexible model allowing partner libraries to opt in and out of individual product licenses. This year the Core is being completely phased out, as the last databases within it (CBCA Reference, CRI/Microlog, and the Wilson databases) have been removed from the package.

Resource Sharing

ISO beta testing is nearing completion. Many thanks to our beta testers: Okanagan University College's Robert Janke, Selkirk College's Isabel Black and Kate Enewold, Simon Fraser University's Scott Mackenzie, and the University of British Columbia's David Winter. Implementation of the ISO ILL before fall 2004 is quite likely, although a final decision is pending the results of the beta test. The initial implementation will allow for integrated requesting between OutLook OnLine and SFU, UBC, the National Library of Canada, and CISTI.

Our new contract with A-G allows for more frequent updating of the union databases; a couple of libraries have already altered their schedules to quarterly strip-and-reloads. Libraries can also download cataloguing records from either the union databases or the other libraries catalogues available through the AGent portal via Z39.50; this is already available through staff accounts, at no cost.

The redesigned GODOT module is now in beta testing at SFU and it is anticipated that the new interface will be available for ELN libraries before fall 2004.

Heather Morrison is co-coordinating a CLA session on resource-sharing technology called Linking Systems. Speakers will provide an update on resource sharing standards (Z39.50, NCIP, ISO, LDAP), as well as their use in projects across Canada (BC OutLook, OCUL's Racer, the Atlantic Relais Consortium, and OpenILL).

BCcampus

The first of the BCcampus Library Services modules, a Research Database Gateway, is now in development. BC ELN is working with BCcampus' technical analyst and programming staff to coordinate the implementation of a gateway based on a project plan approved by CPSLD.

Modules providing basic ILL and Reference services are also planned for this phase of Library Services development. BC ELN is also developing an Admin module to configure and manage all 3 service modules.

The Gateway and Admin modules are expected to be operational in August 2004. Target date for the completion of the other two modules is October 2004.

For more background on the BCcampus Library Services project, see:
<http://www.eln.bc.ca/misc/bccampus/index.php>

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