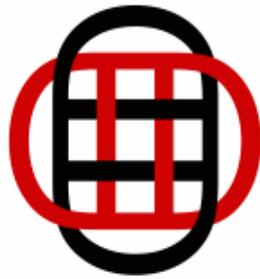


**CPSLD Newsletter**

**Spring 2012**

**Volume 23, Issue 1**

[www.cpsld.ca](http://www.cpsld.ca)



**CPSLD**

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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### **CPSLD Spring Meeting at BCIT Aerospace Campus**

Many thanks to Dave Pepper and everyone at BCIT for hosting the spring meeting of CPSLD. The meeting was held at the Aerospace Campus in Richmond, and included a campus tour that was enjoyed by all. A selection of tour photos is included at the end of the BCIT newsletter report.

At this meeting, we welcomed new members: Patricia Cia (Langara), Linda Epps (NVIT) and Kathy Gaynor (TRU). We also congratulated members who have moved to new institutions: Todd Mundle (at Kwantlen) and Grace Makarewicz (at Capilano), and said a fond farewell to Gohar Ashougian, who is leaving UNBC to assume the role of University Librarian at Wilfrid Laurier University. Best wishes to all of you! And thank you, as always, for contributing such interesting reports to the newsletter.

## Reports

### BC Institute of Technology

*submitted by Dave Pepper, Director, Library Services*

#### ***Taking the Lead ...***

*“BCIT, like all educational institutions, finds itself with a talented pool of student services professionals who are dealing with complex and constant change.”* (Justin Kohlman, VP Student Services, BCIT). In response, an Advanced Leadership program has been developed for all SS staff looking to improve their leadership skills. The course, a partnership between SS and the BCIT School of Business, runs from Feb-Nov, 2012, and consists of 8 modules. Six Library Services staff (4 BCGEU, 2 FSA) are registered.

#### ***Justin Kohlman appointed VP, Student Services***



Justin has been leading Enrolment Services and Marketing at the University of Victoria since 2006. Prior to UVic, Justin managed Marketing, Recruitment and Public Affairs at Monash University in Australia. He is originally from Saskatchewan and is a graduate of the University of Regina. He also holds an M.A. in Communications from Deakin University in Australia.

#### ***“Refreshing” reference***

The BCIT reference librarians recently launched a professional development opportunity involving site visits to a number of libraries in Seattle which have positioned themselves on the cutting edge of innovative services: University of Washington Libraries, Seattle University’s Lemieux Library and McGoldrick Learning Commons, and the Seattle Central Community College Library (recipient of

ACRL 2012 Excellence in Academic Library award).

Following up on the site visit, the BCIT librarians hosted a meeting of BC reference/information services coordinators.

#### ***Student Award – redux***

Once again, the Library Services staff gave generously ... and we were able to create two \$500 Library Services Student Awards. The LSSA was established in 2010.

#### ***Employee Engagement***

Participation rate of Library Services staff in the 2011 Employee Engagement Survey increased by 42% over 2010. We achieved an overall 4.2 ranking on a 5-point scale measuring things like: challenge, growth & development, communication, culture & processes, healthy workplace & wellness, leadership and pride in BCIT.

#### ***Building BCIT’s digital library***

“Content Pro”, Innovative Interfaces Inc’s digitization software, was recently installed. CPro integrates seamlessly with our existing Innovative “discovery” modules. We are in the process of converting digital records – photos, learning objects, historical course outlines, calendars, etc. – and creating new ones. To assist us in keeping the goals of digitization in focus, and to determine which criteria will be used to assess potential projects, we have created the “BCIT Library and Special Collection Digital Projects” guide.

#### ***... and introducing the person who will lead the digitization project***



We are very pleased to announce the appointment of Elizabeth (Liz) Padilla as Archivist. Liz has the MLIS degree from UC Berkeley as well as a Bachelor of Visual Arts (U of Sydney) and BA (UC Berkeley). She has worked recently on archival projects including the description and digitization of a large photographic collection at the UBC Museum of Anthropology. She was also a researcher for the Alaska State “Library Archives and Museums Digital Initiative Report” published in 2011. Liz has a very strong background in information technology. She will be working 2 days a week.

***Patricia Daum off to see the world (or what little of it is left to explore!)***

BCIT’s Manager, Privacy & Records Management – and intrepid world traveller – aka “Tricia/Trish” - has decided to retire, eff. April 30, after a highly distinguished career in both the public and private sector. We will miss her immensely, and bequeath to her a round-trip ticket to the moon since it appears to be the only frontier she has not explored. Watch out, Richard Branson!



***Good bye, Tricia ... Hello, Cynthia***

Cynthia Kent has been appointed as Manager, Privacy & Records Management, effective May 3.

Cynthia is a Certified Records Manager (CRM) and professional librarian with over 15 years experience in the planning, development and implementation of enterprise-wide records and information management programs. Cynthia also brings teaching and instructional experience at both the Universities of Toronto and Manitoba, and at the City of Winnipeg. Most recently, she was the Director, Records Management for the Canadian Blood Services in Ottawa.

She brings a broad range of experience in dealing with information security, risk assessment and mitigation, and other issues related to the life cycle management of records and information to support business process improvement and compliance with legal and regulatory obligations, including requirements for privacy impact assessments and electronic records as evidence.

Cynthia holds a Bachelor of Arts from UBC, a Master of Library & Information Science from the University of Western Ontario, and a Master of Arts from the University of Manitoba. She will be a significant addition to the Library Services team – and to the larger BCIT community.



***Mobile mobiles!***

The borrowing rate on our iPads and smart phones is something to behold! As a result, we decided to invest in more, bringing our stable of devices totals to: 26 iPads, 9 i-Touches, and 10 Nokias. iPads are also now available for borrowing at our Aerospace and Marine campus libraries. In order to give more students the chance to use the iPads, we recently changed the loan period from 7 to 4 days.

***What do our students REALLY think about their Library experience ?***

The 2012 BCIT Library Services Student Survey was released in late March to a sample population of 12K students. We received over 2K responses, exceeding all previous response rates! This time 'round we put the focus on user's social networking behaviors and use of technology available in the Library. A copy of the survey results/instrument is available on request to [dpepper@bcit.ca](mailto:dpepper@bcit.ca)

***A few photos from the Spring 2012 CPSLD tour of the Aerospace Campus with Jack Baryluk, Instructor***



## Capilano University

*submitted by Grace Makarewicz, University Librarian*

### **Celebrating 40 Years of Capilano Review**

George Bowering, Susan Musgrave, Robin Blaser, Pierre Coupe, Audrey Thomas, and Stan Persky – a sampling of poets and writers who have contributed to the *TCR* over the past 40 years. The library is showcasing an exhibition of framed posters showing the history of this excellent vehicle for Canadian experimental writing and art. Dalene Samborski worked with the *Capilano Review* staff to hang the posters.



### **Staff News**

Borrower Services staff were recognized for their exceptional customer service and awarded the Team Award for Service & Innovation at the recent Employee Award luncheon.

Baharak Yousefi is leaving us. We will miss her dynamic personality and wit.



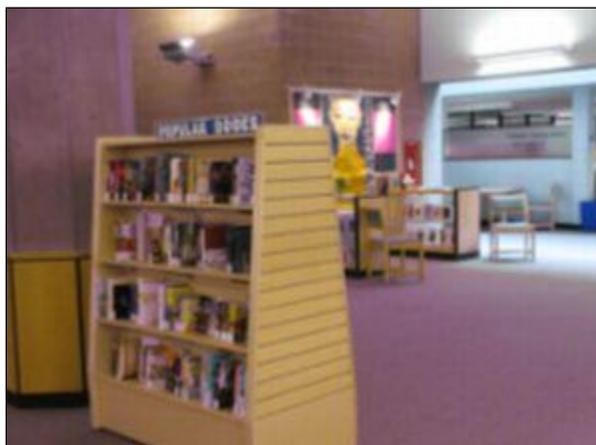
I've now been at Capilano over 4 months and am thrilled to be working as University Librarian, in the community that I've lived in for almost 27 years.

### **Renovations Continue**

Over the summer we will be amalgamating the borrower services desk with IT. Our expectation is that fewer referrals will be required to direct students with printing and computer problems to the appropriate desk. This is another step towards creating an integrated service approach at Capilano.

Also in the summer we will be reducing our print periodical collections, and modifying our reserves area to create self serve reserves and much needed student seating.

For the summer we stocked up on popular paperbacks and have them displayed in a mobile unit.



### **Website & Discovery Layer**

Capilano is moving to Ektron content management over the summer. Tania Alekson is heading up a team to transition our library website. Over the summer we will be installing Innovative's Encore – a discovery layer at long last.

## College of New Caledonia

*submitted by Katherine Plett, Library and Media Services Director*

So much news, so little space! Here are just a few highlights from CNC...

### **e-Collections**

This spring, we added over 560 new e-books from ebrary's Canadian Publishers Collection, and began an ELN-initiated subscription to the NFB

Campus collection which offers over 2,500 films for online viewing. It was a pleasure to feature these collections, to a full crowd, at our recent May Days PD event.

### Displays

We are always happy to promote student work and college events, and recent displays have been particularly eye-catching – a tribute to staff creativity and organizational abilities. Displays included: Cinema CNC Film Festival, CNC Authors/CNC Press, Black History Month, Women Warriors Conference, “Think Green”, “Easter Eggstravaganza”, CNC Fine Arts student exhibit, CNC New Media and Design show (with an opening reception in the Library and Media Services), Botanical Society, and now “Sensational Shoes” - featuring designer shoes, all summer!



“Insomniacs Ink” student art exhibit



“Think Green” Upcycling Ideas



Wes Williams, Canadian rapper, record producer and actor, at a Black History Month display table



Sensational Shoes, BC designer John Fluevog

We have begun using the circulation check-out counter to showcase books for borrowing – e.g. Canada Reads, Freedom to Read Week, International Women’s Day. Right now the focus is on our Children’s collection, along with a “Penny Drive” jar – a fun way to collect money, to replace VHS with DVDs in that collection. Special thanks to our Vice President for donating \$122 in rolled pennies, a “weighty” donation indeed!



*Penny Drive Jar for Children's DVDs*

### **Facilities**

Thanks to some extra year-end funding, we were able to replace our old bookdrop and get new chairs for our computer labs in the library, what an improvement!

### **Facebook**

In January, we launched a new library facebook page, which "streams" content into a box on the library home page at <http://www.cnc.bc.ca/library/>. People don't have to be facebook members to view the content, and it's become a very handy way to post announcements and promote library acquisitions, displays, events, photo albums, etc. We are featuring it in our library bookmarks and getting some nice referrals from other facebook pages.

### **Advertising**

The Prince George campus is now selling ad space in washroom stalls and a New Media student has designed some attention-getting ads for our service, which will be put up whenever there's free space. We will also stop traffic, with promotions for the library – "open to the public" – on our highway sign boards in the fall. And we have sent posters/brochures to local seniors centres. All great ideas from staff, who are always thinking of new ways to get the word out!

### **Book Repair Workshop**

Mandi Schwarz from UNBC was a welcome guest at our spring staff meeting, delivering a workshop on "Book Repair for Beginners." A video of a similar session offered by Mandi in January is posted on the BCLA website at <http://tinyurl.com/6q17e6u>

### **CNC Press Awards**

- *The Carrier Language: A Brief Introduction*, by Bill Poser, won the 2012 Prince George Regional Arts and Cultural "Non-Fiction" Award
- *The Grand Trunk Pacific*, by Trelle Morrow, won the 2012 Jeanne Clarke Local History "Publications" Award
- *Lheidli T'enneh Cemetery, Prince George: A Documented History*, by Kent Sedgwick, is our next book, coming out in June. It contains a special introduction, in honour of the author who contributed so much to our local history and sadly passed away in December.

For details, see the CNC Press website at [http://www.cnc.bc.ca/visiting/cnc\\_press.htm](http://www.cnc.bc.ca/visiting/cnc_press.htm)

### **Volunteering**

You may have heard of the Lakeland Mills fire in Prince George. Staff from our department volunteered for duty at a recent Barbeque/Silent Auction fundraiser for affected families, hosted by CNC Professional Cook students. The event attracted over 1,750 people and raised over \$33,000. An earlier mill fire in Burns Lake led employees at that campus to go the extra mile as well. It really speaks to the sense of "community" we all have, and share on a daily basis.

## **College of the Rockies**

*submitted by Shahida Rashid, Manager of College Library Services*

### **Conversation Cafés, Communication and the first Employee Orientation Day**

Last September, in lieu of the regular town hall meeting for employees, a conversation café was held where one hundred college employees discussed a range of questions related to making COTR a better place to work. Numerous task forces were formed, including one focused on identifying ways to improve internal college communication. A second conversation café was held in November focused specifically on internal communication. The input from the fifty employees who attended was invaluable, and the task force continues to meet to develop ideas to promote a culture of strong communication at COTR. An Employee Orientation Day is planned for August, and the Library plans to host an open house in the afternoon of that day to promote the services and resources we offer to support instructors and support staff.

### **PD Days**

The library held a workshop, “More than books! New Ways that the Library is Helping Students and Staff to Succeed “ during staff PD Days which was only one workshop amongst many others that were well attended. Well-known First Nations scholar, speaker and elder, Dr. Richard Atleo, was one of the keynote speakers. Dr. Atleo explored the themes put forth in his books: "Tsawalk: A Nuu-chah-nulth Worldview" and "Principles of Tsawalk: An Indigenous Approach to Global Crisis”.

### **Evergreen Library System**

The SITKA team continues to make enhancements to the system. We are pleased to have a working Acquisitions module that was put in place in April and the library staff are busy adding titles to the selection lists which is provided to our Cataloguing/Acquisitions Technician to place orders for these materials.

The staff has trained with SITKA on inventory procedures and an inventory of the collection will be completed before the end of summer. This will also help with the collection development and database cleanup.

Another academic library, Nicola Valley Institute of Technology, is now using the Evergreen system.

### **Collection Assessment and Development**

Our reference librarian and library technicians continue to work with faculty on reviewing our collection by weeding old materials and replacing them with newer titles, and more e-book titles have been added to the collection. Most significant progress occurred with the chemistry, nursing and psychology collections.

### **Faculty Portal & Research Guides**

The library staff has started building a faculty portal and research guides for students and will be going live before the end of summer. This new portal and research guides will help users find the resources they need and show them information they didn't even know existed. This will definitely enhance access to information and knowledge sources.

### **Archives**

A new database has been created for the college's archives that are housed in the library. The staff

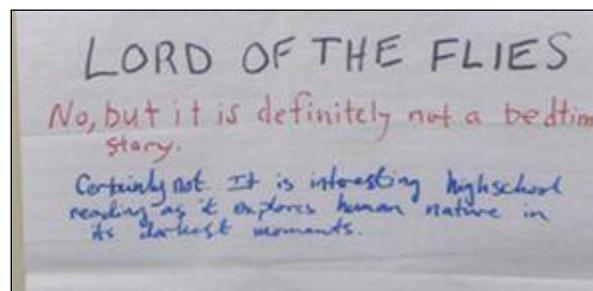
has implemented the Rules of Archival Description (RAD) descriptive cataloguing practices. The library is fortunate to have Kristin Schachtel on staff as Kristin also assists with the Fort Steele Museum archives.

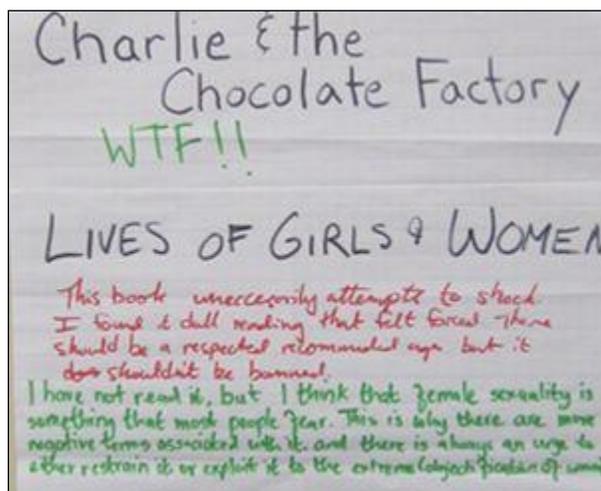
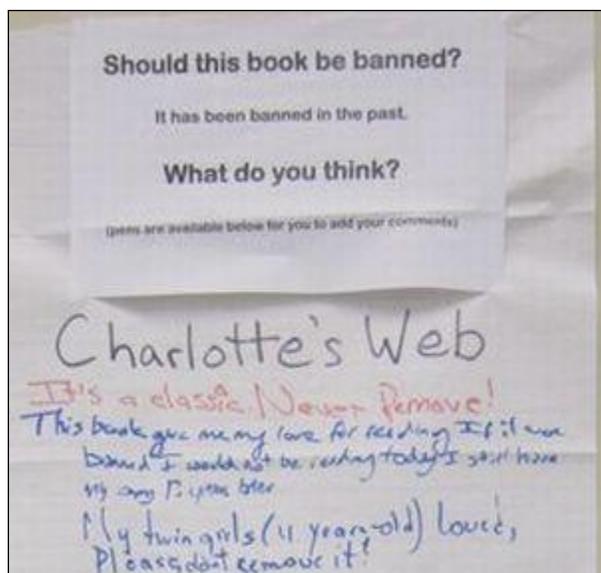
### **Freedom to Read & International Week**

In February, we recognized Freedom to Read week with a display featuring a skeleton surrounded by challenged books with the message, “Do not let ideas die – read!” The display was unavoidable for patrons entering the library and started up many conversations between staff and patrons.



Comments from our students:





We also celebrated International Week at COTR. We borrowed a wide range of cultural items from members of our college community which highlighted the connections that COTR has to all areas of the world. By filling a display case and table at the front of the library with the items, such as pottery from South America, carvings from the Middle East and even Mattel dolls from the Philippines, alongside relevant books and DVDs from our collection, we heard from students that “you’re always doing something interesting!”



### WriteAway

WriteAway is an online writing service which will connect learners at BC colleges and universities to expanded, effective, and convenient online writing help. COTR is one of four BC post-secondary institutions participating in this pilot project and a writing tutor has been hired for the project which will be going live at the end of June.

### Workshops

Our reference librarian, Ben Harrison, was kept very busy delivering Library Workshops to our students and faculty face-to-face and also delivered his first workshop using a Smartboard to our satellite campus students in Golden. This new technology gives us the opportunity to deliver workshops without being on-site.

### Learning Commons

Our library will be undergoing some changes in the very near future; we are in the process of hiring architects to assist us with developing a Learning Commons.

## Douglas College

*submitted by Debbie Schachter, Director of Learning Resources*

Douglas College launched a new look in January. President, Scott McAlpine, says it “... reflects a lot of engagement and listening to faculty, staff and students.” Why Choose Douglas? At Douglas, a great career means loving what you do and being good at it.

### **Learning Resources**

Kudos to our Director, Debbie Schachter who was the recipient of the BCLA Presidents award for her contributions to the Association.

Congratulations also go to Parvaneh Zolfaghari, who won our draw for a Kobo Vox e-reader.



Students registered in the Winter 2012 semester were invited to complete a Learning Support Survey, designed to inform the ongoing planning process of a Learning Commons. We had over 200 surveys submitted which included concrete objectives for the development of our Commons. Thanks also go to our Peer Tutor group, who spent the last week of classes manning tables in the concourse, to solicit participation.

**The LEARNING CENTRE**

**The Learning Centre** has refreshed their look to align with the college branding process and will participate in the **WriteAway** pilot beginning this June. The project is being managed through BC

Electronic Library Network with the support of BCCampus. Institutions involved include SFU, Kwantlen, Douglas, and College of the Rockies, with several other institutions set to join in September.

The Learning Centre also supervised the launch of the peer technical assistants. These students worked both in the library and Learning Centre spaces, to support a number of college technology issues faced by their peers on a daily basis. This initiative is under review and is hoped to develop into the Learning Commons peer assistant group.

Holly Salmon, Learning Centre Services Coordinator, was recently awarded an RTL (Research on Teaching and Learning) Book Award prize for her 'researchable question': "Can we see patterns in the 'A ha!' moments we see in tutoring sessions? Can these be considered threshold concepts, and if so, can we identify what these concepts are?"

### **Library**

Emerging Technologies Librarian Debra Flewelling, hosted the annual Western Canada Innovative Users Group meeting at our New Westminster location in May. IUG Members travelled from as far as Saskatchewan to participate in this event. Kathy Dutchak (BCIT) spoke about Content Pro and Margerie McLaughlin (Innovative Interfaces) gave a Sierra update.

Debra Flewelling also presented on the text reference at ALPs in December in conjunction with SFU and Langara.

The Library is currently beginning a process to review the provision of reference services. We expect this to be a phased approach to making changes to reference service over the coming years.

### **More News**

This year, a number of significant long service recognition were awarded: Helen Clarke for 40 years; Catherine Doll and Amanda Michelsen, 20 years and Debra Fleweling and Clive Morgan, 15 years.

### **Looking Ahead**

We have received funding for beginning our Learning Commons at the New Westminster campus library. We look forward to working with

students, faculty and other departments to plan the first and then later phases of this project. Short term changes include relocating the Learning Centre into a space more integrated within the library, and relocating the music listening centre to a quiet space on the main floor. As part of the Learning Commons we also have funding for technology peer tutors to assist students with their use of software and common technology questions.

## Justice Institute of BC

*submitted by April Haddad, Institute Librarian and Farrah Little, Reference and Copyright Librarian*

### Copyright Committee Established



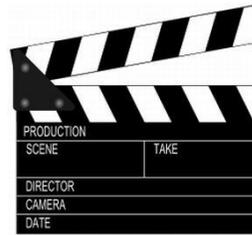
*Is Copyright a Little Fuzzy? Photo by Nancy Sims*

With all the exciting changes happening in the copyright world, it was prime time to establish a Copyright committee at JIBC to address the all important issues of access to copyrighted material, copyright compliance, and faculty education.

Our first meeting was held in February with representatives from the Library, Applied Research, TELT (Technology Enabled Learning and Teaching), and each of our 3 Schools.

A lively discussion ensued on a range of issues - from the controversial Access Copyright license to centralization of clearance services. Our project to implement an electronic course reserves system (ARES) will be next agenda's hot topic.

### Lights, Camera, Action!



A brand new Library orientation video is currently in the final stages of production, scheduled for release this September 2012.

After Librarians Marjory Jardine and Farrah Little had meticulously refined and polished the script, recruited student actors (from law enforcement and paramedic students to police officers), the big day finally arrived on April 16th. A two-hour video shoot took place inside the Library, using the talents of 33 of our fabulous students and faculty!

The finished product will combine animation, screen captures, and video to showcase our Library services and resources.

Stay tuned ☺

### Strategic Planning for the JIBC Library



JIBC Library staff held an all-day planning retreat at the Inn at the Quay in New Westminster to craft an overall strategy for the Library.

It was an intense yet stimulating day. We examined the JIBC's strategic plan and academic plan, identifying the goals and directions most

critical to our work. We also reviewed our current programs and services, identifying areas of strength, current challenges, and areas of opportunity for collaboration and change.

Finally, to bring more varied voices to the table, we formed a Library Committee and a Copyright Committee to provide ideas, input and feedback on Library planning.

Check out our website soon to view our full plan.

## Kwantlen Polytechnic University

*submitted by Todd M. Mundle, University Librarian*

### Personnel

#### **Kwantlen remembers**

*On March 12, 2012 Kwantlen Library staffer Adele Andrascik passed away after a short battle with cancer. Adele was a Library Technician working in serials in our Technical Services department. A graduate of Fraser Valley (1996) she joined the Kwantlen TS team shortly after her graduation. She is greatly missed.*

Upon University Librarian Cathy MacDonald's retirement (March 31, 2012) Librarian **Colleen van de Voort** assumed the UL position for the month of April. She offered us some ideas and stability. Thanks Colleen!

**Todd Mundle** assumed his position as new University Librarian on May 1st. We were delighted to welcome him to our ever-changing Polytechnic University Library.

Technical Services/Cataloguing has hired a new Serials Technician: **Leona Wei Li**. Welcome!

### Sessions & Service

With the big move of NURSING and Health Sciences to our Langley campus we will be busy this summer relocating the Health Sciences collection from the Surrey library. The new Health Sciences wing is near completion and tours are now possible.

KPU is taking part in a poster session on embedded info literacy at WILU this year. Title: "A Sampling of Post-Secondary Integrated Information Literacy Programs in BC"

**Chris Burns** in her Criminology Liaison Librarian role visited Matsqui Institution in support of a new "Inside-Out" program held at the correctional facility. She and the ILL librarian set up a process for inmates to have access to academic resources not available through the prison library.

Technical Services Librarian **Linda Woodcock** spoke at a BC Library Conference in May. The session, entitled "When Worlds Collide", addressed the issues surrounding the integration of records created RDA into our AACR2 catalogues. (RDA, or Resource Description and Access, is the new cataloguing content standard replacing AACR2). Linda is also a member of the Pan-Canadian Working Group on Cataloguing with RDA.

**Caroline Daniels** and **Jan Penhorwood** offered PD sessions on new library resources and services (Library A – Z) to Kwantlen employees in May, featuring *Summon* and *LibGuides* as well as *Moodle*. We are in our second active semester with *Summon* and the Researcher ERM.

Librarians **Chris Burns** and **Ulrike Kestler** will be facilitating a session on *Zotero* citation manager later in June.

Kwantlen Library hosted the annual ACCOLEDS training this past winter: a 3-day training event for COPPUL members of Statistics Canada's Data Liberation Initiative (DLI). Thanks to **Chris Burns** for doing the organizing.

The Library Web Page has seen 431,403 hits from April 2011 – March 2012.

Our AskAway use in Spring 2012 stands at 807 questions putting us at 4th place in the province. Recognizing our increased usage we are contributing an extra hour of service per semester.

### Technology

KPU Library is migrating its subject guides to the LibGuides platform. Students seem to really like the new LibGuide format: the library's Law guide has seen over 6,000 hits and the Criminology guide over 2,500 visits in the first 6 months. Others are following quickly.

In March 2012 we licensed the Sage Deep Backfiles and have added these holdings. We

continue to review our print serial subscriptions to see which can be converted to online only.

We have licensed SpringShare's LibAnswers for our FAQ database along with the RefAnalytics add-on for all our library statistics. We have great hope that RefAnalytics will be able to provide content analysis of our reference statistics which has been sorely missing.

We have received notice that our current software for our web page used at an institutional level, Active CMS, will be shifted to Drupal. This is a welcome change.

Study rooms continue to be in great demand with our students. We are set to launch new study room booking software; we are going with open source MRBS which is in use at several other libraries in BC.

OCLC's Worldcat Local has been configured as an alternate interface to our online catalogue.

On April 25 the Library upgraded to version 3.4.1 of SirsiDynix Symphony. The upgrade went smoothly.

### **PayPal**

On April 2, 2012 the Library went live with an online fine payment option through e-library via PayPal. Up until this point patrons were only able to pay their fines in person. As of May 2012 we have received \$634 in payments via this online option.

### **Campus events**

- The Library had a booth at the KPU Open House at our Surrey campus in March. We had a Hunger Games theme which attracted quite a few young & prospective students.



- Langley campus library once again hosted the FVRL Reading Link Grand Challenge on April 2, 2012. This event involved the elementary school reading finalists from the various FVRL branches. Said one of the attendees:

*"It was a great competition and everyone seemed to have a fabulous time. I had conversations with various parents and teachers and heard over and over what a great program people think this is."*



- Skills Canada Regional Competition at Cloverdale (March 2): The Library hosted the sewing competition again – winners went on to the Provincial competitions held at the Tradex in Abbotsford.

## Langara College

*submitted by Patricia Cia, Head of Library Services (Interim)*

### Staff Changes



January began with significant personnel changes as Library Director Grace Makarewicz left Langara Library to join Capilano University. Rather than immediately posting the director's position, Library Services were asked to lead a Library Visioning Exercise, a consultation process that will involve all areas of the college and guide where the Library should be in 5 to 10 years. In the meantime, Patricia Cia, Department Chair, has taken on more responsibilities and became Head of Library Services (Interim).

### 2012 Spring Report

Since January, we started reporting on events that stood out for each of us during the month. Everyone in the Library submits their contributions, and we've found that sharing our highlights make us feel more aware and involved with what is happening internally in Library Services, while also providing a basis for reporting out to the larger Langara community as well as inform our external reports such as the CPSLD Newsletter and the Library's annual report.

### Planning for the Future



The Library held our Annual Planning Meeting at the end of April, in which we created working groups which will focus on: metrics assessment; strategically plan to successfully lobby for an increase in the collection budget for 2013/14; open a successful learning commons; and ongoing staff training. This year we also used this event to examine our professional values, discuss our vision for the future, and determine criteria for a facilitator who will help us through our upcoming Visioning Exercise.

### Learning Commons

Our learning commons business case proposal was approved by Langara College, and we've been hard at work preparing for the summertime renovations. The new learning commons is set to open in September, and will take over much of our first floor, featuring: expanded and enhanced work spaces and study rooms (group and solo); 'technology enhanced tables' where students can plug in and share content with their mobile devices; and a flexible tutoring space which integrates the Writing Centre and peer tutoring offered by various academic departments. As part of the renovations, the print reference and journals collections will be also moved, creating space for flexible study and a Periodicals Archive and Reading Room. Subsequent phases will include a Learning Commons website; and finally, a redesign of the Check Out and Reference desks to

streamline service points while enabling more student use space.

### ***Patron Driven Acquisition***

In January, we rolled out a new purchasing model for ebooks (Patron Driven Acquisition). This successful pilot project allows students' actual use of materials to determine what we purchase for our collection.

### ***Library Website Revision***



Last year Langara developed a new website and content management system. Due to the complexity of the Library's website, our integration into the new site was delayed in order to develop a template best suited for our needs. This summer we will unveil the new and refreshed look. As part of this initiative, the Library worked with photo imaging students to create individual and group portraits (example above). These will be used on our website as well as in promotional materials and reports.

### ***Exams Week Massage Therapy***



During the Spring term exams week, Langara College Continuing Studies Holistic Health department students provided free massage and aromatherapy services for students studying in the Library. This de-stressing collaboration was very popular with students and staff alike - it generated a lot of positive PR for the Library, and is a partnership that will continue in coming terms.

### ***Professional Development***

Lifelong learning is important to us. This term we developed, coordinated, and participated in a wide variety of professional development activities, including a visit by the NFB and a presentation by industry leader and inspirational speaker Stephen Abram, who spoke on Academic Libraries in the Future.



The Reference Group (above) also launched regular professional development meetings, in which we share ideas, tips, and lessons learned, with an April session on art history reference and resources; legal reference materials; favourite reference works; and the online reference tools PCensus and PMB. Future sessions will include approaches to difficult reference questions; Human Kinetics reference and resources; and brownbag experience sharing from the summer conference season.

## North Island College

*submitted by Mary Anne Guenther, Coordinator, Library Services*

With the beginning of the spring semester, library staff shift gear from processing interlibrary loans and providing library instruction to library projects. With fewer students, more time can be dedicated to collection weeding, database evaluation, space review and professional development. The annual collection inventory is now being planned, along with a review of library handouts and signage, all to be completed before the fall semester.

A culling and re-location of periodicals at the CV library was carried out recently; all back issues were moved into Technical Services; while this will unfortunately eliminate browsing and require that faculty and students ask for specific issues, the space gained will provide much needed interim seating and the square footage for future construction of group and meeting rooms.

Week-end hours during exams in December and April were popular; while full library services were available, the library was used primarily for study.

A core set of library tutorials has been created on topics such as Catalogue searching, Library Accounts, Citation Style Guides and Introduction to Academic Search. They can be found at <http://library.nic.bc.ca/research/tutorials.aspx>.

Implementation of Datatel Portal is underway and will incorporate single sign on credentials for all college systems, including Blackboard, NIC Connect, MyAccount (Sirsi) and database authentication.

NIC library staff will be convening in Courtenay on June 11th for the annual meeting and training day. We are currently hosting a Library Technician practicum student, a near graduate from UFV. Over the last year, the college librarians joined with librarians from the public library, teacher/librarians and other school district resource staff to create a Library Interest Group focusing on Aboriginal resources and services. Discussions about resource-sharing and collaboration have broadened to include professional development topics and general information-sharing.

## Northwest Community College

*submitted by Melanie Wilke, Coordinator of Library Services*

Working together with our Public Library to best serve the needs of our students and community members has always been extremely important at NWCC. Continuing with this tradition, we have just completed a job shadowing partnership between the College Library staff and the Public Library staff. Staff members with similar positions and responsibilities from both libraries were teamed up to do a full day of job shadowing at the others' institutions. These teams were able to note new practices, available resources, and form a stronger relationship with a colleague. We have already seen several situations where this job shadowing has increased the cross-referral process between the two libraries.

Thanks to a Canada Council grant, author Maggie de Vries was able to visit both the Terrace and Hazelton campuses in early April. In Maggie's book, *Missing Sarah: A Memoir of Loss*, she writes of her sister Sarah, whose DNA was found on Robert Pickton's property in 2002. This book was of particular interest to students as it is used as a textbook in our Criminology 213 class and because of the women who have gone missing along Highway 16 (the Highway of Tears). Maggie's discussion of her book, her sister's life and the Missing Women Inquiry in Vancouver was both gripping and difficult to hear. Students were touched and enriched by her willingness to share these personal stories.



## Okanagan College

submitted by Ross Tyner, Director of Library Services

### Employee accomplishments

Penticton Circulation Clerk **Surandar Dasanjh** was among the winners at the College's inaugural Employee Excellence Awards celebration on May 1st. Surandar won the Key Directions Award, presented to an employee who personifies the mission, vision and values contained within the Okanagan College Strategic Plan.

In February, Library staff in Salmon Arm and Vernon joined other Okanagan College employees in an ugly sweater contest in recognition of National Sweater Day (<http://tinyurl.com/6mep37y>) In Salmon Arm, Circulation Clerk **Debbie Turner** (2nd left) and Campus Library Assistant **Star MacGregor** (far right) tied for ugliest sweater on campus. The contest was organized by the College's sustainability group, which includes Vernon Campus Circulation Clerk **Karen Friesen**, who is a contributor to the College's sustainability blog at <http://tinyurl.com/7sw6xpc>.



Along with her concern for the environment, Karen displayed her previously hidden talent for "book autopsies" (<http://tinyurl.com/2ge73k>), a.k.a. altered book art, when she created this intricate work of art from *Fashion Sewing for Everyone*, a book that had belonged to her mother.



Library employees in Penticton and Kelowna were recognized by two Okanagan College faculty members as contributors to their success. In his PhD dissertation, *The Pacific Great Eastern Railway and British Columbia* (<https://circle.ubc.ca/handle/2429/41911>), Paul Stephenson acknowledges the assistance he received from Reference & ILL Assistant **Claudia Valencia** and auxiliary Circulation Clerk **Faith Peyton**, while Francie Greenslade thanked Penticton Campus Library Assistant **Deborah Cutt** and Penticton Campus Librarian **Anne Cossentine** for their assistance with her novel, *Shelter*, a finalist for the 2012 Ethel Wilson Prize.

Since October, Web Services Librarian **Roën Janyk** and Business Liaison Librarian **Leanna Jantzi** have been working on a study of faculty and student expectations and realities regarding bibliographic citation practices. The overall purpose of the study is to foster citation support and instruction offered at the Library by incorporating evidence-based decision making. Two separate voluntary online surveys were distributed to two groups: Business, Science, Arts, Health, and Technologies department faculty

members; and a stratified random sample of students in the in the same departments. The Library has presented its preliminary findings (<http://tinyurl.com/7h6yte4>) to some faculty members and continues to work with the findings. Future analysis will compare students' perceptions of their citation abilities and faculty members' perception of students' abilities. On the topic of citation, the Library has just launched a video on APA citation style (<http://tinyurl.com/6u8wseo>), created by Leanna.

Roën and Leanna have also been busy this spring with conference presentations. At the B.C. Library Conference (for which Roën was the website coordinator and a member of the planning committee), the two were part of a panel that discussed implications of webscale discovery on the user experience, including information literacy and reference. In a separate BCLC session, Leanna joined business librarians from SFU and UBC to present "buried treasures and secret strategies" for business researchers. In May, at the Timberline Acquisitions Institute, Roën co-presented with SFU's Sandra Wong on the implementation of SFU's CUFTS electronic resources management system.

Vernon Campus Librarian **Jennifer Sigalet** will be on Extended Study Leave for a year, starting on August 15. During her leave, Jennifer will be studying high school to post-secondary transition programs and integrated information literacy programs at universities in Canada, the United States, and the United Kingdom. During her absence, the Vernon Campus Librarian role will be filled by Salmon Arm Campus Librarian **Taryn Schmid** and an as-yet-to-be-named term librarian.

New Library employees over the past six months include **Paula Casorso**, as Sessional Circulation Clerk in Penticton, and **Bronwyn Guiton**, as Reference & Instruction Librarian (Summer Session) in Kelowna.

### ***Other news: Rare books, Cephalopods, Copyright, etc.***

At the end of March, in conjunction with the College's Diploma in Writing & Publishing, the Kelowna Campus Library hosted an exhibit of rare books (<http://tinyurl.com/6rdws9r>) from local private collections that featured examples of fine press books from the 15th, 16th, 17th, 18th, 20th and 21st centuries. Along with College Professor Jason Dewinetz, Kelowna Campus Librarian **Michelle Ward** and Collections & Cataloguing Librarian **Eva Engman** were the prime organizers

of the event, which also showcased books from the OC Library collection on typography and the history of the book.



In completing their research, Okanagan College students have been enjoying the assistance of an **OCtopus**, the name given to the Library's instance of Ebsco Discovery Service. The name was chosen via a contest that saw students submit more than 100 suggestions for names, following which students voted for their favourite from among the top ten. OCtopus was the name suggested by 2nd year Arts student Jordan Bloomfield, who won an iPod Shuffle, courtesy of Ebsco, for his successful entry.

Copyright compliance is the focus of a new module in the College's Moodle learning management system. Created by Business Liaison Librarian **Leanna Jantzi**, with the assistance of the Educational Technology department, the module includes links to the Library's Copyright FAQ (<http://libguides.okanagan.bc.ca/copyright>) and to other information relevant to faculty wanting to use copyright material in their courses, as well as screencasts, created by Leanna, that demonstrate how to find license terms and conditions in the Library ERM (<http://www.screencast.com/t/DnaLHtXtH>) and how to create persistent links to resources in Octopus (<http://www.screencast.com/t/Zhr7yMU6>).

The Library participated in the accreditation process for two College programs: the completely revised Licensed Practical Nursing diploma, which runs on all four OC campuses, and the Therapist Assistant diploma. **Anne Cossentine**, liaison librarian for Health programs, was instrumental in providing information for both accreditation processes, with the assistance of Systems & Acquisitions Librarian **Gilbert Bede**, Collections & Cataloguing Librarian **Eva Engman**, and Kelowna Campus Librarian **Michelle Ward**.

In April, the Library hosted UBC iSchool practicum student **Heather Gloster**. During her two-week

stay, Heather worked on creating a new research guide for Modern Languages, compiled a bibliography on viticulture and oenology, and participated in reference, orientation and weeding while visiting three of the four campus libraries.

On May 4th, twenty-eight Library employees participated in the “Dream Summit: Creating a Strategic Vision for Okanagan College Library.” This all-staff session was the most recent component of the Library’s strategic planning process, which began last fall. At the Dream Summit, which was facilitated by OC Director of International Education Steve Robinson, participants enthusiastically contributed their ideas in a variety of “hands-on” activities. The Library hopes to launch its strategic plan in late summer or early fall this year.

### ***Budget (It can’t all be good news)***

As part of the College’s effort to address an anticipated \$2.3 million budget shortfall, the Library’s operating budget was reduced by \$158,000, with the bulk of the reduction affecting collections funding. Reductions have been made to budget lines for all areas of the Library collection: books, e-books, journals, e-journals, DVDs and other media, and database licenses. In identifying reductions, the Library Management Committee consulted with instructional departments and followed an evidence-based approach: analyzing usage data, removing unnecessary duplication, and considering less expensive or free alternatives to licensed resources. Care was taken to ensure that cuts did not disproportionately affect any particular instructional area, and special consideration was given to retain resources that support important College-wide activities and initiatives, as reflected in the College’s guiding principles, key directions and Long Term Education Plan. While no positions were lost due to budget reductions, the loss of some one-time funding has resulted in a reduction to reference desk hours and to the elimination of most summer library hours on the Salmon Arm campus.

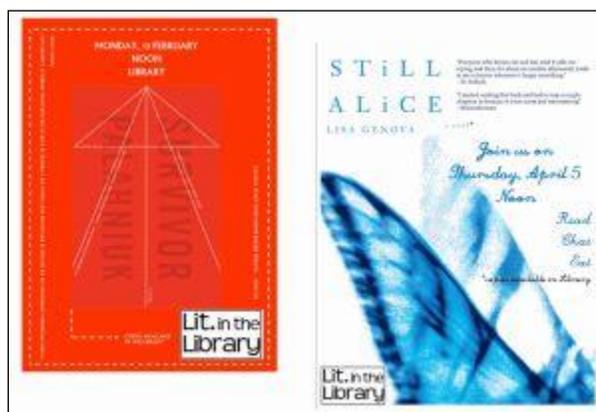
## **Quest University Canada**

*submitted by Tina Sherlock for Venessa Wallsten, University Librarian*

Spring at Quest is dominated by Graduation. Another year of students - referred to collectively as “the second child” - were seen off in celebratory splendour. As is tradition (established a whole

year ago), graduation festivities were kicked off with a reception in the Library where students handed in their Keystone work. The relief and elation from the students is palatable, as their two years of concentration are represented in this final project. Sparkling wine and appies were enjoyed by all. The following few days included Keystone presentations, Graduation dinner, and of course, Commencement. Quest announced a new Chancellor, Dr. Daniel Birch, who presided over the ceremony.

**Lit. in the Library**, our twice a semester book club, has ramped up due to popular demand. This spring, we discussed *Survivor by Chuck Palahniuk, *Still Alice* by Lisa Genova, *Girl with a Pearl Earring* by Tracy Chevalier, and next month we’ll be discussing a fun essay by David Foster Wallace titled *Shipping Out: On the (nearly lethal) comforts of a luxury cruise*. As always, our book discussions fall over lunch so staff, faculty, and students can participate, and there is always plenty of homemade food to sustain us throughout the discussion!*

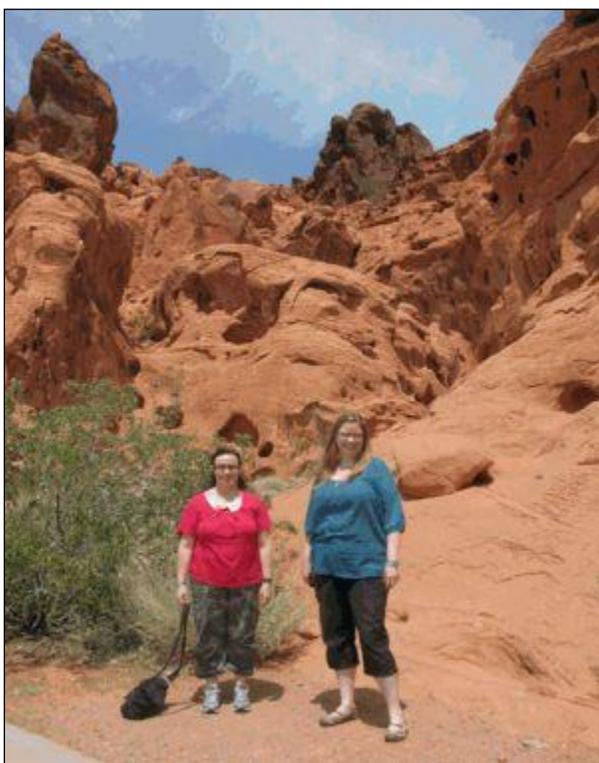


While books clubs and graduation are exciting, they weren’t nearly as exciting as our professional development trip to Las Vegas! The most amazing part of our trip was meeting with

librarians at Roseman University of Health Sciences. Director of Library Services Kitti Canepi, along with two other librarians, warmly received us and hosted an entire afternoon of tours, idea sharing, and discussion. We have many similarities with this institution, as they likewise operate on the block plan (which brings about special challenges in the library). The discussion we had at Roseman fuelled our poolside meetings about marketing, metrics, and strategic planning. At the end of our three days, we returned to Quest refreshed and inspired to implement an “operational review” action plan involving a multi-faceted approach to gathering data about library use and student needs.



Hard at work by the pool - it was a very welcome change of environment from rain!



We managed to take a “team building” road trip to the Valley of Fire while in Vegas - it was stunning!

This summer brings about some changes in our floor plan as well as in our staff. We are working diligently to integrate our Reference collection with the other books in our stacks - this change, of course, requires lots of peeling off spine labels and reclassifying the location in each record. Our student interns have been an amazing help with this process! We have made quite a substantial shelf-shift to accommodate these books, as well as to plan ahead for our large book order that typically happens in June. With the removal of the Reference shelves, we are opening up additional seating areas and study desks. We are expecting around 170 new students in the fall - bringing up our student population to over 425 - so we anticipate there will be a need for more space.

Tina Sherlock, our Public Services Librarian, is leaving Quest to return to teaching and school librarianship. Tina started at Quest in 2008 as an experiential learning student with SLAIS. She became auxiliary staff after she received her MLIS and was then awarded the contract of Public Services Librarian in 2009. We wish her well in her pursuits. We are pleased to welcome Kathryn Neeley who will start her position as Information Services Librarian in August... just in time to prepare for the nine Cornerstone workshops that are coming to the library first thing in September!!

The staff at Quest Library wishes you all a relaxing, rejuvenating summer!

## Royal Roads University

*submitted by Rosie Croft, University Librarian*

RRU has only one new baby to announce: Melanie Armstrong of our Bookstore gave birth to son Darwin on April 26; Anna Knutson is filling in for Melanie during her maternity leave. In other staffing news, librarian Liz Hansen has been helping us to cover Will Meredith's paternity leave over the past couple of months. We are also pleased to welcome Kris Jorgensen as our new systems and technical services librarian, as well as Mike Purcell who has joined us as an on-call librarian.

RRU made a successful grant application for funding from the IKB BC History Digitization program to digitize the yearbook collection of the former Royal Roads Military College which once inhabited the Royal Roads University site. This project is also being generously supported by the Military Heritage committee of RRU and the Friends of Hatley Park. RRU is proud to be able to preserve and showcase its military college history and hopes to undertake further related projects soon.

Our marketing department has been "re-imagining" our brand and after a couple of years in the making new signs, website, advertising materials, etc will start to appear after the June 5 launch day. The castle is still there, but pixelated to reflect our online learning mandate.

We have also been working on a major weeding project that will see a few thousand items of low use monographs removed from our collection - mostly from the legacy collection from the military college - and returned to the Department of National Defense. Our circulation stats have remained constant over the past few years and we're hoping that the weed will continue to help surface the best of our print collection for our patrons.



Finally, Jessica Mussell and I travelled to Memphis, TN to present the findings of our paper "Discovery Layers and the Distance Student: Online Search Habits of Students" at the 15th Distance Library Services Conference. We got great feedback on our presentation, and our paper is available in our institutional repository <http://dspace.royalroads.ca/docs/handle/10170/470>

## Selkirk College

*submitted by Gregg Currie, College Librarian*



Selkirk College had the official opening of its **Aboriginal Gathering Place** on May 24th. The Gathering Place is important to Selkirk on many levels but none more so than with Aboriginal students. The facility provides a welcoming, supportive, and engaging environment for all First Nations, Métis and Inuit students. The Gathering Place will provide space to promote aboriginal culture, tradition, ceremony and celebration and support overall retention of students. This new facility further supports the achievement of the BC Government's Transformative Change and New Relationship Accords which seek to: "close the gap in education ... by supporting First Nations learners." The community at large will also benefit as the space will be available for meetings and events.

Selkirk College is weathering a new round of budget shortfalls. Casualties this time around were second year University Arts & Sciences science courses, which have been suspended for the upcoming year pending a review of enrollment. Kootenay School of the Arts has changed its offerings from two year diploma to one year certificate for Jewelry, Fibre Arts, and Clay programs.

## Library News

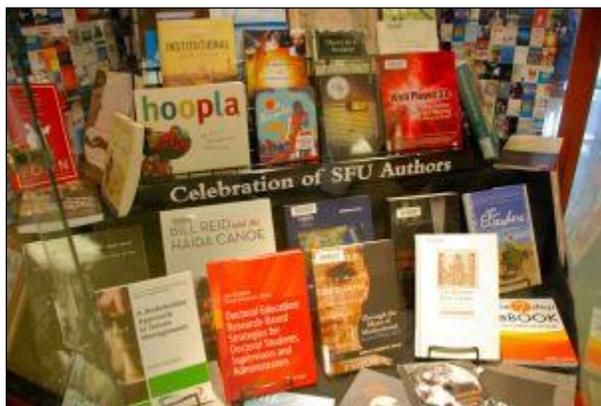
Finally, after having been told “it will be installed in the next few weeks” for the past five years, Selkirk College Library now has wireless. We now have all the ‘mod cons’ that those fancy city libraries have.

We have had a few staffing changes. Our Acquisitions Clerk, Ginny Brownlie retired at the end of May after 22 years of service, and our Periodicals Clerk, Karen Godbout is also leaving the library to pursue other interests after working for Selkirk for the past 10 years.

## Simon Fraser University

submitted by Barry Shell for Chuck Eckman, Dean of Library Services

### SFU Authors event



A large turnout marked the fifth annual celebration of SFU authors hosted by the Library on March 20th in the Special Collections and Rare Books division of the Bennett Library. University President Andrew Petter welcomed attendees. Over 100 authors had collectively produced 79 books and 42 book chapters. There were a total of 127 works by 107 authors, including 77 faculty, 7 staff and 23 alumni. Some of the highlights included:

- Rob Taylor's *The Other Side of Ourselves*, the manuscript for which Taylor won the 2010 Alfred G. Bailey Prize (in poetry).
- Anne Salomon's work *Imam Cimiucia: Our Changing Sea* which won the Alaska Library Association's 2012 Alaskana of the Year Award.
- Andrea Gieger's *Subverting Exclusion: Transpacific Encounters with Race, Caste and Borders, 1885-1928* which won the 2012

Theodore Saloutos Memorial Book Award of the Immigration and Ethnic History Society.

- David Scott Hamilton's first original translation of a work by Nelly Arcan which was a finalist for the 2011 Governor General's Literary Award for French to English translation.

One of the special guests attending this year's celebration was Alan Twigg, founder, publisher and owner of *BC Bookworld*. He also manages the website ABC BookWorld (<http://abcbookworld.com>) hosted by the SFU Library, which catalogues the works of nearly 10,000 BC authors. Twigg says, "I see the support of SFU as a clear example of the university's remarkable dedication to learning."

Visit the Authors Event website for a full catalog of this year's works: <http://www.lib.sfu.ca/authors-event>

### Library open 24/7 at exam time

Responding to a request from the Simon Fraser Student Society, the Bennett Library stayed open all night during exam period, April 10-22. Meanwhile the Fraser Library at SFU Surrey extended its evening and weekend service hours from April 10-21.

Unlike previous 24-hour exam openings in December 1981 and April 1982, there were no reports of drinking and smoking, just a whole lot of studying fuelled by Red Bull and energy bars. Several hundred students used the Bennett Library between midnight and 8am each day during the extended opening period. Given the enthusiastic response from students, the Library anticipates remaining open 24 hours a day again during future exam sessions.

### Library Distinguished Scholar in Residence



John Willinsky, the father of the Public Knowledge Project (PKP), will become SFU Library's inaugural Distinguished Scholar in Residence. Among other things, Willinsky will deliver an annual lecture and advise the Library on strategic

initiatives in scholarly communications. Library Dean Chuck Eckman says, "I am thrilled that we were successful in formalizing John Willinsky's relationship to SFU in multiple program areas. John's leadership in global scholarly communications is unparalleled, and his residency will help move the Library's initiatives in this area forward."

Willinsky and PKP are changing the way scholarly communication is done and the SFU Library is front and centre in this new world of free Open Source ePublishing. PKP is based at SFU, with UBC, Stanford U., the University of Pittsburgh and the California Digital Library as partners.

Willinsky will also have a three-year appointment in SFU's Master of Publishing program within the Canadian Centre for Studies in Publishing. The Centre's director, Rowland Lorimer, says, "The arrival of John Willinsky engages SFU in the development of technology that, like Apple's new iBooks Author, has the potential to change the fundamentals of publishing." Willinsky tends to see the goal in simpler terms: to make more of the knowledge that universities produce freely available to the wider world. "Scholars need to avoid the two monastic sins of vanity and pride. We just want to make a little more of what we know free to everyone," he says.

Currently Khosla Family Professor of Education at Stanford University, Willinsky also has a home in Vancouver's Kitsilano neighbourhood. While at the Library, he will continue working on PKP, as well as on a book currently entitled *A History of the Intellectual Properties of Learning*. He will also do some teaching.

SFU's relationship with Willinsky began over 10 years ago, but in 2005, then head Librarian Lynn Copeland and Associate University Librarian for Processing and Systems Brian Owen officially brought PKP software development to the SFU Library.

Since then, the team has developed many free publishing tools including Open Journal Systems, Open Conference Systems, Open Harvester Systems, and the PKP Web Application Library. All were created by contract programmers managed by SFU Library staff. PKP products have been installed by users around the world, with some choosing to have the software hosted by the SFU Library. In fact, the Library now hosts over 350 international academic journals on its servers.

Brian Owen says Willinsky's appointment formalizes a very productive relationship. "In 2005 when we started, there were about 250 known installations of Open Journal Systems (OJS); as of May 2012 that number has passed 12,000 and appears to be growing at the rate of 7-10 new OJS sites every day."

OJS improves the efficiency and security of publishing a journal online. Willinsky and his team have been careful to keep their software compatible with international standards. "Everything that's published is findable by Google," says Lorimer. In recent years, reading tools were added making the software as powerful as any commercial solution. "But it's all done in open source," says Lorimer, so a wide community of programmers can make changes.

PKP is an enormous success, yet Willinsky has bigger plans. These include preprint publishing and the addition of software that allows for collaborative writing where people can provide feedback as an article is being written and reviewed prior to formal submission. "We're already using it in the *Canadian Journal of Communication* and in *Scholarly and Research Communication*," says Lorimer, who is editor of those journals. "It's all very usable and slick."

According to Lorimer, Willinsky wants to challenge the whole system of scholarly publishing so that it need not be dependent entirely on commercial publishers. "With PKP it's already possible to build in sound, movie and image files. Now we are working on the development of mobile applications," he says.

Willinsky sees the Public Knowledge Project as a perfect fit with SFU, given the university's roots in the 1960s when it was first known across the country as a radical, progressive institution. Lorimer characterizes Willinsky as the Steve Jobs of open source academic publishing. "He's not the programmer, but he understands what he wants and he can talk to programmers and explain to them what it should be. But he's not as hard to get along with as Steve Jobs was."

### ***Supporting the heart of SFU***

Plans are underway for some major upgrades to the WAC Bennett Library, and thanks to our donors, we already have funds ready. Over the past year, nearly 1,000 people and organizations have donated more than \$110,000 for library upgrades.

WAC Bennett Library was built more than 45 years ago, so upgrades are required to keep up with today's students, researchers, and faculty who expect information 24/7. Immediate revitalization plans are in place to create vibrant and collaborative learning spaces for students, faculty and the community on the second and third floors, including a new main entrance.



*Artist's concept of new WAC Bennett Library entry*

Dean of Library Services and University Librarian Charles Eckman says, "The library is the heart of the university, a place where all alumni have spent time writing papers, preparing for exams and working with friends. So it doesn't surprise me that donors have always been so generous. I'm looking forward to continuing our work with our friends and supporters to improve resources, pilot new services and enhance physical spaces to support learning and research."

It's not too late for you to lend a hand. Contact Virginia Hong: 778.782.9341 or [virginia\\_hong@sfu.ca](mailto:virginia_hong@sfu.ca)

### **Staff Advancements and Moves**



Todd Mundle



Patty Gallilee



Don Taylor

Associate University Librarian (AUL) for Collections & Scholarly Communication Todd Mundle accepted an appointment as University Librarian at Kwantlen Polytechnic University effective May 1st, 2012. Todd came to SFU in

1995, first as Head of the Interlibrary Loans and Telebook Unit, and then via a promotion in 1999 to become Head of the Collections Management Division. From 2002 to the present Todd has served as AUL.

While SFU Library looks for a replacement for Mundle, Patty Gallilee (Head, Acquisitions/Serials Division) will serve as Acting AUL for Collections & Scholarly Communication. Don Taylor (Assistant Head, Access Services) will serve as Acting Head, Acquisitions/Serials Division.



Baharak Yousefi



Nicole White

Meanwhile, Baharak Yousefi will become Head of the Fraser Library at SFU Surrey effective July 1st. Yousefi comes to SFU from Capilano University where she is serving as electronic resources and liaison librarian. Yousefi is well known to the SFU community; prior to Capilano she served in the SFU Library as a liaison librarian. Her background also includes significant management experience at Chapters Bookstore. Yousefi has a record of success in developing innovative programming and engaging diverse communities in all of her professional endeavours, including her work as librarian at Vancouver Public Library and with the social discovery system, Bibliocommons. Yousefi is an SFU alumna with an MA in Women's Studies.

Nicole White was appointed coordinator of the Library's new Research Commons in December 2011. Since then White has coordinated workshop offerings and the development of online tutorials under the Research Commons brand, as well as participating in program planning discussions with the Office of Graduate Studies and other partners. A reorganization is bringing more staff to the Research Commons including the complex operations of the Thesis Office. To reflect the increasing profile of the Research Commons, White has been promoted to the rank of Division Head and her new title will be Head of the Research Commons.

## Thompson Rivers University

*submitted by Kathy Gaynor, University Library Director (Interim)*

*Change is the only evidence of life.  
~ Evelyn Waugh*

If Evelyn Waugh is correct in stating that change is the only evidence of life; then there appears to be an abundance of life taking place at TRU Library!

### **Personnel changes**

Goodbyes!

- Nancy Levesque – University Library Director
- Ruth Enders – Interlibrary Loans Technician
- Michael Coyne – Systems Librarian

New staff and new roles!

- Ashlynn Harris – Library Clerk
- Kristen Johnson – Library Clerk
- Fina Sirianni – Library Clerk
- Kathy Gaynor – University Library Director (Interim)
- Jessie Lampreau – Interlibrary Loans Technician
- Larry McCallum – Web Services Librarian

### **Kudos, Awards and reasons to Celebrate!**

**Christina Nilsen** (Borrower and Data Services Librarian), had her research project regarding literacy and library instruction acknowledged by the International Federation of Library Association's 2010 Researcher-Librarian Partnership Initiative as the best research project of the year. Christina Nilsen has been invited by IFLA to present her findings in Helsinki, Finland at the Library Theory and Research section of IFLA's annual congress.

On February 10th, the Library held a **Grand Re-opening celebration** to commemorate and recognize the renovation and the completion of distributing 70% of the library's collections to their new locations within the Main Library. The celebration was attended by several distinguished guests: TRU President Dr. Alan Shaver, Sun Peaks Mayor Al Raine, Kamloops City Councillors Donovan Cavers and Nelly Dever, Nancy Levesque (former University Library Director), professional colleagues from the Royal Inland Hospital Library and the Courthouse Library, and the Sage Hills Drummers and Singers.

Several Librarians presented posters at TRU's annual **Teaching Practices Colloquium** poster session. **Julie Kent, Wendy Lehar** and **Melissa Svendsen** (Reference and Instruction Librarians) presented an engaging poster on "*LibGuide's Subject Guides: Customized Resource Delivery*" – several faculty spent a great deal of time talking to Julie, Wendy and Melissa and were thrilled to know that the library offered this means of information delivery. **Shane Neifer** (Williams Lake Campus Librarian) and **Elizabeth Rennie** (Instruction and Outreach Librarian) presented a poster titled "Making 'The Library Visit' : a High Impact Practice" which highlighted the learning outcomes that can take place when librarians work collaboratively with faculty in library instruction classes and creating assignments that develop research skills and emphasize critical inquiry and information literacy.

The **American Library Association** named the Brown Family House of Learning as one of the best new and newly renovated libraries in North America. The Brown Family House of Learning is featured in "*The Shape of Things*" category of the American Libraries - Library Design Showcase 2012 magazine.

<http://americanlibrariesmagazine.org/librarydesign/12>

The **British Columbia Library Association** bestowed a Merit Award in the Building Projects category for the Brown Family House of Learning. The award recognizes an outstanding achievement in a new building or renovation during the past year. The 77,000-square-foot, mixed-use House of Learning includes a research library, a learning commons, classrooms and instructional labs, faculty offices, flexible meeting rooms, a gallery and café. At its heart rises a four-storey, sky-lit central atrium featuring a bio-filter 'living wall'. The plants aid in purifying the air and regulating the building's temperature. The building meets LEED Gold environmental standards.

### **Activities**

#### **In-service workshop**

Given that nearly 9% of TRU's student population are coming to TRU from outside of Canada, the library staff participated in a workshop that addresses and builds intercultural competencies. The library staff engaged in group activities and self assessments that measured cultural point of views. Lively and meaningful discussions took place and the staff talked about ways to interact

with people (students, faculty, and staff) who possess a different cultural perspective.

### Self-checkout promo

In January, the TRU library launched a 3 day promotional campaign to raise awareness and use of our 2 new self checkout units at the House of Learning and Main Libraries. During those 3 days, library staff hovered around the self checkout units (decorated with balloons), enticing students with cookies to try out the self-checkout service, the first 10 students each day were given library canvas bags and all students could enter their names into a draw for an iPod Shuffle.

### New strategic plan, 2012 – 2014

The TRU Library strategic planning committee engaged in intensive meetings to revise the library's strategic plan ensuring that the library is in alignment with the University's newly launched "academic plan".

The following values will govern the Thompson Rivers University Library's strategic direction:

- User Centredness
- Trust, Respect and Integrity
- Intellectual Freedom
- Vision and Innovation
- Financial Sustainability
- Environmental Sustainability

The Thompson Rivers University Library sets for itself the following three strategic directions:

- Improve User Experience
- Support University Priorities
- Achieve Operational Excellence

The strategic plan can be found on the library's website at:

<http://www.tru.ca/library/pdf/librarystrategicplan2012-14.pdf>

### Library blog – Voices of the Library!

What does Bike to Work Week, Library & Archives Canada and Federal Library Day of Action, Revitalization of First Nations Languages, and The Information Diet all have in common? These are all issues that are being discussed on the library's blog "Voices of the Library"

(<http://library.inside.tru.ca/>). "Voices of the Library" was launched in March we expect this fledgling blog to be a venue for diverse and varied discussions.

## Trinity Western University

*submitted by Ted Goshulak, University Librarian*

After launching our new SirsiDynix ILS in August we held a contest to encourage our users to become familiar with the new catalogue. Entrants simply had to search the catalogue for a book, video, ebook or other resource and then send an email telling us what they found. Some 140 prizes (flash drives, book bags, notebooks and pens) sponsored by SirsiDynix were given away before the contest closed at the end of September.



As TWU marks its 50th anniversary this year, University Archivist Sylvia Stopforth has been busy facilitating queries and requests for photos and documents from alumni, University Communications department as well as the Pillar yearbook editorial staff. The "Celebrating 50 Years" website is at <http://twu.ca/50/>

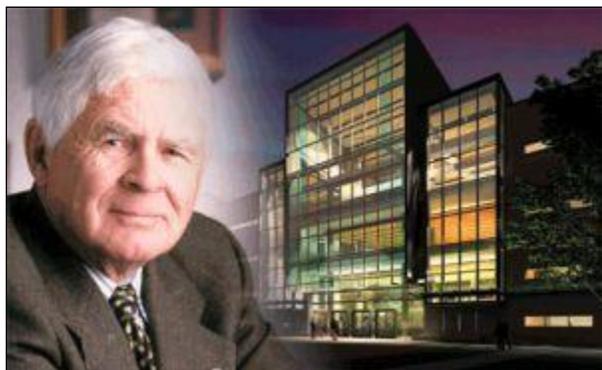
In December, The National Forum on Information Literacy (NFIL) chose Alloway Librarian Bill Badke (<http://infolit.org/?p=4347>) as one of the first "champions for information literacy." Other champions include Barack Obama and Paul G. Zurkowski, who coined the term "information literacy". Champions for information literacy represent the catalytic perspectives needed to empower our educational and workforce infrastructures to resolve the challenges inherent in our emerging a 21st century information society. NFIL noted that "Badke's prolific writings on information literacy offer readers' a unique, academic perspective grounded in teaching and learning reality." Bill also has a new book out on information literacy (*Teaching research processes: the faculty role in the development of skilled student researchers*. Chandos Press, 2012).

In April, our Acquisitions Technician Barbara MacKay started retirement after 8 years of efficient and faithful service. A search for a new staffer will begin in the fall.

## University of British Columbia

submitted by Glenn Drexhage, Communications Officer

### Remembering Dr. Irving K. Barber



Dr. Irving K. Barber, the principal donor for the Irving K. Barber Learning Centre and a passionate supporter of education and research in British Columbia, passed away on April 13, 2012. A Celebration of Life event will be held on Monday, June 11 at UBC's Vancouver campus.

Dr. Barber was a visionary thinker with a strong commitment to strengthening B.C., improving the quality of life for its residents and providing an enriched university experience for students. His gift of \$20 million was largely responsible for the development and construction of the Learning Centre and the realization of its mission: a facility dedicated to the intellectual, social, cultural and economic development of the people of British Columbia and beyond.

Dr. Barber's generosity has been instrumental in establishing programs to promote research, including the creation of the I.K. Barber Enhanced Forestry Laboratory at the University of Northern British Columbia, the Irving K. Barber Diabetes Research Endowment Fund at UBC and the Ike Barber Human Islet Transplant Laboratory at Vancouver Hospital in partnership with UBC.

"We are ever grateful for the generosity of Ike and his wife Jean," says Ingrid Parent, UBC's University Librarian. "Their support was crucial to the success of the Learning Centre, which has connected with lifelong learners and students at UBC and beyond. And his support for, and belief in, the transformative role of libraries was inspiring. He will be greatly missed, but his legacy will live on at the Learning Centre, and in the other

worthy projects that he backed. Thank you, Ike, for your vision, passion, humour and dedication." Please read the Library's tribute at <http://tinyurl.com/6ot48lz> for more on Dr. Barber.

### Community Report

UBC Library's *Community Report* is now available at <http://tinyurl.com/6qdonhy>. The document provides an update on the second year of the Library's *Strategic Plan*, and focuses on new developments related to five strategic directions: Enhance Student Learning, Accelerate Research, Manage Collections in a Digital Context, Engage with Community, and Create an Exceptional Work Environment.

Some of the projects highlighted include cIRcle, UBC's digital repository; digitization initiatives with First Nations communities; an award-winning student coaching program; and the British Columbia Historical Newspapers Project.

### UBC Library helps honour Japanese Canadian students

On May 30, a special ceremony was held during UBC's spring congregation to recognize and honour the Japanese Canadian students whose university experience was disrupted in 1942 when they were uprooted and exiled from the B.C. coast – a violation of their citizenship rights.

Honorary degrees were conferred on the students who were unable to complete their education when they were sent to internment camps. Degrees will be re-conferred on the students who completed their studies but missed their graduation ceremony because of the internment.

Part of UBC's acknowledgement of what happened in 1942 includes a UBC Library project to collect and archive stories from individual students. The Library was involved in recording the students' oral histories, which will be added to the holdings at University Archives.

Some of these oral histories were used to create the film, *A Degree of Justice: Japanese Canadian UBC students of 1942*, which tells the story of six former UBC students whose university experience was disrupted when they were forcibly removed and exiled from the B.C. coast during the Second World War. For more information and for viewing options, please visit *A Degree of Justice* at <http://tinyurl.com/7st84nb>.

The Library is also digitizing *Tairiku Nippo*, a newspaper documenting Japanese-Canadian life from the early 1900s until 1941, when it was forced to cease publication. This project honours the Japanese Canadian community, as the *Nippo* is an invaluable resource to those researching Japanese Canadian history, including community members hoping to learn more about their family histories. Please visit UBC Library Digital Collections at <http://tinyurl.com/7muklaw> for a preview of the digitized newspaper.

### ***Digitization program brings B.C. history to the world***

An innovative program has provided more than \$1 million in funding to help B.C. communities promote their unique histories to audiences around the world, thanks to digitization.

Launched by the Irving K. Barber Learning Centre in 2006, the B.C. History Digitization Program (BCHDP) provides matching grants to support projects that make B.C. heritage freely accessible to the public via the Internet.

This year, nearly \$188,000 in matching funds was allocated for 23 projects throughout the province. In total, the BCHDP has awarded more than \$1.02 million for 120 grants over the past six years. To view digitized images from past projects, please visit the program page at <http://tinyurl.com/7b9mxr2> and click on the links under "Successful Projects."

"The BCHDP not only provides funding to make B.C.'s history available to the world – it also represents an investment in our communities," says Simon Neame, Director of the Learning Centre. "Since its inception, the BCHDP has been dedicated to helping libraries, archives, museums and post-secondary institutions share their unique resources with a broader audience."

Sixty-six of the 120 grants given out over the years have supported projects based outside of the Lower Mainland; nearly one-third of the projects have focused on the digitization of photographs.

Please read the press release at <http://tinyurl.com/7dd584s> to find out more about the BCHDP.

### ***UBC Library benefits from film collection donations***

Two outstanding film collections are now being housed and preserved by UBC Library, thanks to the generosity of B.C. donors.

Videomatica – a long-loved local video rental store that opened in 1983 and specialized in rare and esoteric titles – has donated the bulk of 28,000 DVDs, 4,000 VHS titles and 900 Blu-rays to UBC. The collection will be housed at UBC Library with more than 5,000 duplicates available at UBC's Dept. of Theatre and Film. Simon Fraser University receives about 2,800 documentaries.

The collection, valued at \$1.7 million, includes feature films, literary adaptations, cult and art films, foreign films from more than 75 countries, Canadian works and selections from the Vancouver International Film Festival.

"We're honoured to serve as the new home for an outstanding collection of films," says Ingrid Parent, UBC's University Librarian. "These titles, which number in the tens of thousands and cover a huge array of genres and topics, will serve as a valuable source of research and enjoyment."

Meanwhile, one of the largest private film collections in Canada, which provides a fascinating document of rural B.C., is at UBC Library thanks to a donation from the Halleran family and the support of community partners including Columbia Basin Trust (CBT).

The Halleran Collection, valued at \$750,000, consists of about 250 nature-oriented video programs produced in British Columbia over the decades – first by Mike Halleran and then by his son Terry.

These shows, known collectively as the Westland series, were broadcast by the Knowledge Network from 1984 to 2007. They examine a broad range of issues associated with forestry, fresh water fishing, endangered species and ecosystem restoration. The donation also includes an extensive library of 2,000 source tapes.

For more on these collections, please see the press releases for Videomatica at <http://tinyurl.com/7fuyuxh> and Halleran at <http://tinyurl.com/8xnn8yf>

## **UBC and copyright**

After extensive review, UBC has decided not to sign a license agreement with Access Copyright based on the model that was recently negotiated with the Association of Universities and Colleges of Canada.

UBC has taken this decision for three main reasons:

- UBC has existing license agreements with over 950 publishers providing access to online resources. Its decision positions the University for a sustainable future and the full adoption of digital learning and teaching technologies.
- UBC remains concerned about the affordability of higher education, which is borne in part by taxpayers and in part by students. The measures taken by UBC since its 2011 decision to opt out of an interim tariff have positioned it well and enable UBC's students and faculty to access teaching and research materials more cost-effectively than if UBC were to enter into a license based on the negotiated model.
- The AUCC model license only permits copying of up to 10% of a work (20% in case of course packs) and only with respect to a narrow repertoire that is almost exclusively print-based. Therefore, the license would not be cost-effective for UBC and does not absolve faculty members and students from the need to respect the legal rights of copyright owners.

UBC's faculty, staff and students have worked very hard since 2011 when UBC decided to operate in a copyright-compliant fashion without resorting to an interim tariff. We believe this reflects UBC's core values: academic integrity, the respect of intellectual property rights and a sustainable future.

For more information and new developments, please consult the Copyright at UBC website at <http://copyright.ubc.ca/>

## **UBC Library hosts international conferences**

This spring, UBC Library hosted several international conferences, starting with the IFLA Presidential Programme, which ran April 12-14. (Ingrid Parent, UBC's University Librarian, became the first Canadian to serve as the President of the International Federation of Library Associations and Institutions, or IFLA, in August 2011.)

The conference – entitled *Indigenous Knowledges: Local Priorities, Global Contexts* – featured more than 200 delegates from around the world. It served as an opportunity for those interested in Indigenous and traditional knowledge, and its creation, organization and access, to better understand issues being discussed by many cultural, heritage, and community groups and organizations. For details, see <http://tinyurl.com/7pd782g>

UBC Library, in cooperation with the Ohio University Libraries, hosted the 5th WCILCOS International Conference of Institutes and Libraries for Chinese Overseas Studies from May 16-19, focusing on *Chinese through the Americas*. This was the first time that the conference has been hosted in Canada; it aimed to promote research and documentation on Chinese overseas studies, and facilitate greater interaction between scholars and librarians around the world. For details, see <http://wcilcos.library.ubc.ca/>

The 18th annual conference of the Academic Libraries Advancement and Development Network (ALADN) took place May 20-23, welcoming fundraising professionals from academic libraries across North America. *ALADN 2012: Sea to Sky* was co-organized by the UBC Library Development Office, and attendees gathered to share innovations, best practices and successes. For details, see <http://tinyurl.com/6o4on7c>

## **University of Northern British Columbia**

*submitted on behalf of Gohar Ashoughian, University Librarian, by the Library Promotion and Marketing Team*

### **Goodbye Gohar**

The Geoffrey R. Weller Library is losing its fearless leader, Gohar Ashoughian. Gohar recently announced that she will be assuming the role of University Librarian at Wilfrid Laurier University, starting August 21st, 2012.

Since arriving at UNBC in 2009, Gohar has truly put the Weller Library on the map. Under her leadership and expert guidance the Weller Library and its staff have hit new and innovative heights including;

- The creation of Electronic Dissertation and Theses database

- Spearheading the new copyright movement and management at the University including the creation of a new position, Library Assistant Copyright
- Organizing and planning the 2011 ABC Copyright Conference hosted by UNBC
- Increased involvement of Librarians within the University community including memberships on College Councils
- Gobi Collection Management Tool
- New website
- New room booking module
- Implementation of new classroom technologies and curriculum
- New and innovative reference models
- High school outreach program
- And the creation of the Storytellers' Corner / hubulhnadzuwhulnuk

The staff of the Weller Library would like to wish Gohar every success at her new institution. She will be missed!

### **Storytellers' Corner/hubulhnadzuwhulnuk Event - Your University Education: Worthwhile or Worth Less**

On March 13, 2012, the Library proudly hosted a new **hubulhnadzuwhulnuk** (Lheidli word meaning "others telling stories there") / Storytellers' Corner, which was emceed by UNBC President, George Iwama. The event entitled "Your University Education: Worthwhile or Worth Less" asked UNBC students to reflect upon their experiences and present their case in front of a panel of experts and their esteemed peers. The event was well attended with members of staff, faculty and administration in the audience, intently listening to what the students had to say.

### **2012 Advancement of Information Literacy Award**

The 2012 Advancement of Information Literacy Award has been awarded to **Dr. Umesh Parshotam** from the Department of Chemistry. The award will be presented to Dr. Parshotam at the 10th Annual Teaching and Learning Conference in August. This award recognizes individuals who work to:

- Foster collaborative teaching relationships with the Library
- Enable student learning and research objectives, emphasizing the acquisition of skills leading to the creation of information literate persons,

- And those who work to tirelessly promote the library and its services.
- Congratulations Umesh!

### **People**

Several new faces have appeared on the scene since the last newsletter. The Weller Library recently welcomed:

- **Kimberley Stathers**, Term Project Archivists
- **Nick Waller**, Library Systems Administrator
- **Daniel Yule**, Web Developer



## University of Victoria

*submitted by Susan Henderson, Communications Officer, for Jonathan Bengtson, University Librarian*

### Announcements

This was a year of significant change for UVic Libraries with the retirement of University Librarian Marnie Swanson in December 2011, and the arrival of Jonathan Bengtson to the role in January 2012. On December 16 at the University Club, UVic Libraries celebrated Marnie's contributions and accomplishments. Festivities included short speeches from local people on campus to the wider library community tributes to her from across Canada. A surprise for Marnie came on her last day at work when University President Dr. Turpin announced the development of the Marnie Swanson International Commons in the Mearns Centre for Learning. The new commons scheduled to open in the fall of 2012 will provide space and support for international students.



Jonathan Bengtson trained as a medievalist at Oxford and has been director of academic and special libraries in Canada, the United States and the United Kingdom. At the University of Toronto where he was Director of Library and Archives at the University of St. Michael's College and the Director of Library and Archives at the Pontifical Institute of Mediaeval Studies, Bengtson engaged with the transformations to research, teaching and learning brought on by the digital revolution. UVic's reputation in the digital humanities, as well as its focus on strong community engagement and experiential learning, were compelling reasons for his interest in moving out West. He believes that specialized collections – such as those contained in archival and special collections are what make libraries unique and is looking forward to expanding these collections for students, faculty and community researchers. He also wants to work with faculty to exploit the potential of digital

tools for teaching, research and learning. In his spare time, he enjoys being outdoors, camping, kayaking, playing Ultimate Frisbee, squash, racquetball and beach volleyball. He also likes to travel, is the father of two young children, and is married to a librarian who he met at University College London when they were both working on their master's of library studies.

### Digitization Projects

#### UVic reveals BC's past and City's history.

For the first time, people can easily read firsthand and online about daily life in Fort Victoria in the mid 1850s. UVic Libraries, Faculty of Humanities and Department of History have launched two new online additions to our history: the Fort Victoria Journals (1846-1850) and a digital collection of BC's earliest maps.

*The Fort Victoria Journal*  
(<http://fortvictoriajournal.ca>)

The originals reside in the Hudson's Bay Archives in Winnipeg and are the only surviving daily record of the activities of Fort Victoria and its interactions with First Nations.

*The Historical Cartographic Collections*  
(<http://library.uvic.ca/dig/carto.html>)

These collections include three rare gems. A selection of 250 maps from the National Archives of England (1775-1870) shows the development of the BC territory from the early Spanish and English explorers onward. Another selection includes primarily hand-drawn coloured maps, many created by the first colonial surveyor Joseph Despard Pemberton, with some very detailed maps from the 1840s to 50s showing the development of Victoria and the lower Island. The Victoria Fire Insurance Plans map collection includes plans from Victoria, Oak Bay, Saanich and Esquimalt from 1891 to 1916.



*Dr. John Lutz, Department of History*

## People



UVic Libraries welcomed **Corey Davis**, MLIS who started in the position of Systems Librarian on March 1.



**Rebecca Raworth**, Island Medical Services Librarian, has been selected as the UVic Libraries' nominee for the Inaugural CARL Research Institute.



**Pia Russell**, UVic Libraries' Teaching and Learning Librarian, has been awarded a Fullbright Scholarship to study at the University of Washington's ISchool. This is a highly competitive award and quite exciting that a UVic Librarian was awarded this scholarship.



**Tracie Smith**, Coordinator Reference Services, has been elected to Senate. Her term starts July 1, 2012.



**Lynne Woodruff** retired as the Fine Arts librarian, at the end of November. When Lynne was hired, the Fine Arts collection was in desperate need of care. Eight years later, under Lynne's thoughtful and thorough guidance and extensive subject knowledge and background, the Fine Arts collection is robust, relevant, and receives regular kudos from students and faculty alike. Lynne contributed her enthusiasm and passion for Fine Arts to the library and forged and cemented excellent relationships with faculty, students and community members.

### ***Special Collections and the University Archives***

An opportunity to view an exceptional presentation of rare books displayed in the Archives and Special Collections Reading Room, occurred on April 19. "For the Love of Books: Selections from the Dr. Pat Köster Book Collection" showcased many highlights from the collection of Patricia Köster. Patricia Köster was Associate Professor in the Department of English until 1995. After her death, her husband donated her large collection of early books to Special Collections. About 10% of the 1000+ volumes were displayed. Highlights include eighteenth-century canonical works, works by women writers, conduct books, a 1526 Latin Bible from Leiden, and first editions of Pope and Dryden. This was a rare opportunity to see a large cross-section of someone's personal library.



*Selections from the Dr. Pat Köster Book Collection*

## Special Events

### Distinguished Alumni Awards and Author Reading – Robert Wiersema

Distinguished Alumni Award recipients are selected by each faculty and division. For the first time, UVic Libraries joined the other university divisions in nominating an award recipient. Robert Wiersema, BA'93 is a best-selling author and event coordinator for Bolen Books, where he curates one of the foremost literary events series in the country. Wiersema gave an author reading in the McPherson Library as part of the Alumni Week 2012 celebrations.



*Jonathan Bengtson and Robert Wiersema*

### Diversity Writing Contest Winners

The Diversity Writing Contest is an annual collaboration between UVic Libraries and the diversity office. UVic students are invited to share their writing on themes of diversity, equity and inclusion. Library Monitor **Aysia Law** won first place in the Diversity Writing Awards fiction category for her piece called "Cold Snap". Jonathan Bengtson and Shailoo Bedi presented the Diversity Writing Awards at the opening reception for the Provost's Diversity Research Conference.



*Jonathan Bengtson congratulates Library Monitor Aysia Law*

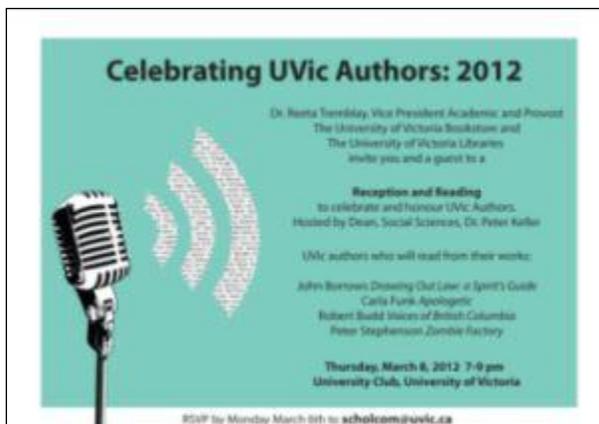
### Joy of Collecting Program Series

As part of UVic Libraries' lecture series on collectors and the joy of collecting, Ron Greene spoke on "The Accidental Collector" in February. A lifelong resident of Victoria, Greene spent his business career with Capital Iron, which was started by his father in 1934 and which he ran until 1997. His interests include local history, numismatic history, and heritage buildings.

### IdeaFest

The University of Victoria held its first IdeaFest from March 5 - 9, 2012. The Office of the Vice-President Research (OVPR) coordinated and promoted the festival to celebrate UVic's research strengths and creative endeavors across every faculty. Over 30 events and activities that ranged from exhibits and lectures to open houses and debates across faculties celebrated research, scholarship and creativity at UVic.

UVic Libraries were involved in two of the events. "Celebrate UVic Authors" honoured UVic authors who published works in 2010. Co-sponsored by the University of Victoria Bookstore, a reception and reading on March 8 took place in the University Club. Four UVic authors read from their work: John Borrows (law) read from *Drawing Out Law: A Spirit's Guide*; Carla Funk (writing) read from *Apologetic*; Robert Budd (history) read from *Voices of British Columbia*; and Peter Stephenson (anthropology) read from *Zombie Factory*.



UVic Libraries' other event was to host an informal, drop-in program, "Reading in our 21st Century Library: Unexpected Encounters of the Digital and Pre-Digital Kind". It was an opportunity to meet and learn from researchers who are exploring the unique reading and research experiences offered by digital and pre-digital (print) materials.

#### **"Books That Talk Back" Human Library Event**



In March, UVic Libraries' Equity and Diversity Committee welcomed the community to explore the visible and invisible diversity in our community. This is the second occasion UVic Libraries have held a human library event in the McPherson Library. The event was very rewarding with lots of interest in the Human Library from local media. Shaw TV – The Daily aired a video story they created about the Human Library. Reporter Amy Smart wrote an article about the Human Library in the March 21 *Times Colonist* (<http://www.timescolonist.com/news/todays-paper/People+open+books+UVic+event/6335410/story.html>). University Archivist Lara Wilson wrote a first person account of her experience as an organizer of the event and as a human book, published in the April issue of *The Ring*. UVic

Communications also created a video which is posted on UVic's YouTube channel at <http://ring.uvic.ca/media/videos/uvics-human-library-2012>

## **Vancouver Community College**

*submitted by Tim Atkinson, Director, Library and Learning Centre*

Tim Atkinson, the new Director, Library and Learning Centre has been at VCC for 6 months. The title of the position has changed from Director, Library and Learning Resources to Director, Library and Learning Centre to better reflect the actual role. This was done at the request of Learning Centre staff.

#### **VHS to Streaming Project**

The Library continues to work on the conversion of VHS materials to streaming videos and is setting up projects to try to convert most of the collection in a 3 year time span. By staggering the conversion it is hoped that the budget will be able to accommodate the renewal cycle more easily. Most classrooms at VCC are being refurbished with technology and video machines are being removed. The target date for completion of this work is Oct. 31, 2012.

#### **RFP Process**

The Library has been asked to complete an RFP process for Monographs and Serials by Dec. 31, 2012 so it is engaged in this process now. The College has engaged an RFP writer to assist with the project and so everyone is scoping the various things being looked for and the hope is that the RFPs will be posted between mid June and late July.

#### **The Future**

There are a number of decisions which will have to be made internally by Dec. 31 on the nature of various temporary positions and so the Library and Learning Centre have been engaging in various visioning and discussion opportunities to really scope out how we might want to position ourselves for the future. These sessions should be wrapped up by the end of June and then we will discuss how the visions might be mapped into practical applications within the organization. We will keep you posted as things develop.

## Vancouver Island University

*submitted by Bob Foley, Library Director*

It seems like only a few weeks ago since our last report was written. Many of the events predicted in our fall report have come to pass, many good things and some we would prefer to put behind us.

This winter, our collections work focused on developing greater depth in the resources available. Using some savings from past years, a number of large journal back files and e-book collections were added, which was noticed and greatly appreciated by students. This continues our strategy to quickly increase our e-resources to respond to our new university mandate.

Our four bookable group study spaces opened to immediate acclaim. There are two on our main floor and two on the collections floor. We also repurposed a screening room by adding whiteboards giving us a total of five rooms. Plans are underway for more.



*An example of our new group study rooms*

We hosted a poster session in May for the campus. Each year we do specific professional development events for faculty introducing new tools and resources. In addition this year, it was decided that the librarians would present posters on aspects of library development. Topics included the development of our information literacy strategy, preliminary results of this year's LibQual survey, an overview of our institutional repository, an overview of our work with elders on protocols for Aboriginal Knowledge in the library, the role of the e-book in our collections and one highly original work on information seeking behaviors.



*Librarians Kathleen Reed and Dan Sifton discussing a poster*



*Jean Blackburn discussing our e-book strategy poster*

In addition, instructional presentations were given such as "What do they think they are doing? Making Library Collections in Turbulent Times", "Advanced Google-Fu: Offense and Defense", "Refworks," and "Licensed to Read? Access Alternatives for Required Course Readings". Getting this work out to our university community is relatively new for us but I think everyone involved found it a lot of fun and it generated great discussions.

As mentioned above, Kathleen Reed, our new Data and Assessment Librarian conducted her first LibQual survey this winter. There was a spectacular response rate overall. First results show that our efforts over the past few years have paid off. While there is still work to be done, the balance of responses was affirming. We will be involved with LibQual again next year with the Canadian consortium led by CARL.

We are pleased to be able to join COPPUL's SPAN initiative (Shared Print Archive Network) for print presentation. We have received our first reports from OCLC that will help us find out what

items others hold and which are unique or nearly unique to our region. We are now trying to interpret them for our purposes. We were excited to see that we had so many unique items in our collection until we realized what items those actually were. Some were in fact important, but some should have been weeded years ago - and apparently everyone else has.

Finally, the budget news was not good. Due to declining enrolments here on the island, some structural deficits and fixed government support, the university needed to trim ten percent over three years. We were lucky in year one but this year we were reduced four and a half percent.

## Special Reports



### BC Electronic Library Network (ELN)

*submitted by Leah Hopton, ELN Librarian*

In February of this year, BC ELN submitted its annual 2011 Innovation & Success Report to the Ministry of Advanced Education (AVED). The report, which highlights core service developments, a financial overview, and future activities of BC ELN, is available here: <http://www.eln.bc.ca/docs/view.php?id=766>. We are delighted to share that in response, AVED has confirmed BC ELN funding for 2012/13. This financial support allows BC ELN to continue to fulfill its mission and work towards achieving its strategic actions for 2012-13.

#### Licensing Activities

To prepare for the upcoming renewal of the Undergraduate Foundation Collection, BC ELN surveyed partner libraries earlier this spring. This feedback informed BC ELN negotiations with the vendor, resulting in a three-year renewal of the collection. BC ELN is in the midst of coordinating AccessScience, AccessEngineering, and Oxford University Press license renewals on behalf of Consortia Canada, a task which should be

completed this spring. BC ELN has also begun discussions with Ebsco for upcoming Wilson database renewals. Lastly, the annual 2011/12 Resources Forum and Ranking Survey results are in – for more information, please see our BC ELN Resources Forum and Annual Ranking Survey page: <http://www.eln.bc.ca/view.php?id=1022>

#### Resource Sharing

BC ELN continues to support the BC Library Collections Gateway, including OutLook OnLine, a portal to over 100 BC public and post-secondary libraries, and the reSearcher suite. More than 2,000 journals were added to the CUFTS Free! open access collections in 2011/12, for a total of over 13,000 titles.

#### AskAway: Post-Secondary Virtual Reference

Great news arrived in April with BCcampus confirming support for AskAway in response to the AskAway Advisory Committee's Actions and Achievements funding request (available here: <http://www.eln.bc.ca/docs/view.php?id=790>). A new summer staffing model has been implemented, based on the summer sustainability recommendations put forth by the Advisory Committee and endorsed by the BC ELN Steering Committee. The AskAway Emerging Technologies Committee is in the process of evaluating the potential addition of SMS (short message service or text message) reference to AskAway, as well as initiating its software selection process. In addition, AskAway now has a refreshed public image, thanks to a newly designed logo and website (<http://askaway.org>).



#### WriteAway: Online Writing Support

More positive news was received in April with BCcampus' confirmation of seed funding for WriteAway, the proposed provincial online writing support service. The WriteAway Funding Request document is available here: <http://www.eln.bc.ca/docs/view.php?id=788>. This support, added to funds contributed by the University of British Columbia Irving K. Barber Learning Centre, will allow the collaborative

service to move forward. The WriteAway Software Selection Subcommittee submitted its software platform recommendation in April after a comprehensive evaluation process. Based on this recommendation and further analysis, the WriteAway Concept Committee selected eTutoring.org as the software platform for the pilot phase, tentatively slated to launch June 2012. This spring, the WriteAway Software Selection Committee also conducted a province-wide survey of online writing support services and best practices to inform the development of service guidelines.

#### ***e-HLbc Administrative Centre***

The e-HLbc Administrative Centre coordinated development of the 2012 Case for Renewal, which was distributed to members in January. In

response, all sites agreed to renew. More information about e-HLbc Administrative Centre activities available here: <http://ehlbc.ca/about-us/key-documents>.

#### ***BC ELN Office News***

BC ELN is very happy to announce the return of Gordon Coleman, who has been away for the past year on study leave in Japan. BC ELN staff are also eagerly anticipating a move to a new office space, which should occur this summer.

Statistics are for all requests made to CILS for alternate formats from the period of April 2011 to March 2012 compared to the same period in 2010/11.

	Requests Fulfilled 10/11 <sup>1</sup>	Requests Fulfilled 11/12 <sup>1</sup>	Fulfilled From Collection	Active Students Served (Over 2 Years)
<b>B.C. Institute of Technology</b>	517	202	104	70
<b>Camosun College</b>	138	303	230	99
<b>Capilano University</b>	14	40	8	10
<b>College Of New Caledonia</b>	47	89	50	29
<b>College Of the Rockies</b>	28	82	72	22
<b>Douglas College</b>	243	282	120	73
<b>Emily Carr University of Art &amp; Design</b>	9	19	6	15
<b>Justice Institute of B.C.</b>	2	17	3	6
<b>Kwantlen Polytechnic University</b>	160	160	78	73
<b>Langara College</b>	131	107	33	53
<b>Nicola Valley IT</b>	0	0	0	0
<b>North Island College</b>	166	232	206	82
<b>Northern Lights College</b>	53	114	15	30
<b>Northwest Community College</b>	33	40	22	21
<b>Okanagan College</b>	395	1338	1092	159
<b>Royal Roads University*</b>	3	0	0	1
<b>Selkirk College</b>	17	215	131	34
<b>Simon Fraser University*</b>	24	49	12	18
<b>Thompson Rivers University*</b>	115	101	35	63
<b>Trinity Western University</b>	0	1	1	1
<b>University of British Columbia**</b>	8	21	21	18
<b>University of the Fraser Valley</b>	176	181	62	89
<b>University of Victoria*</b>	0	0	0	0
<b>Vancouver Community College</b>	70	29	10	39
<b>Vancouver Island University</b>	4	14	13	12
<b>TOTAL</b>	<b>2353</b>	<b>3636</b>	<b>2324</b>	<b>1017</b>

\*Provides fee for service

\*\*Provides reciprocal sharing via the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER)

1. Requests are fulfilled from the CILS collection or a loan from our partners or production of the material at CILS.

CILS is located at Langara College and funded by the B.C. Ministry of Advanced Education and Labour Market Development to provide information services in alternate formats for B.C. post-secondary students with print disabilities.

CILS provides accessible learning and teaching materials to students and instructors who cannot use conventional print because of disabilities in a centralized way thus saving Institutions the expense of producing or procuring the accessible materials themselves.

CILS serves those clients who cannot use conventional print due to visual impairments (including blindness), learning disabilities, physical limitations, neurological impairments and multiple disabilities.

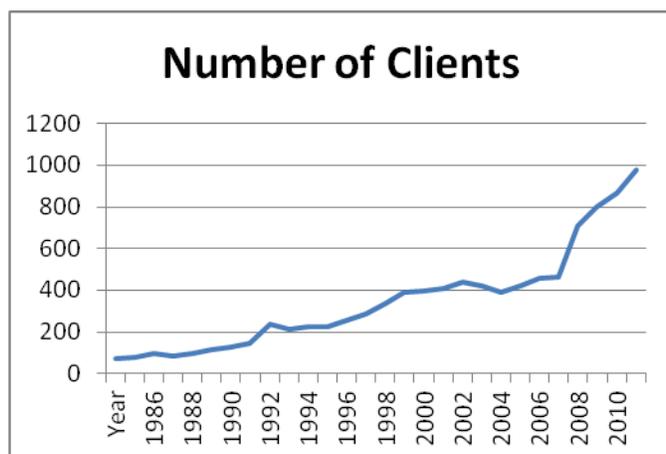
CILS can provide alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material.

### Statistics in Context (CILS Mandated Institutions)

In 2011/2012 of the 3565 fulfilled mandated requests 64% were completed using the existing CILS collection. To fulfill requests not in the CILS collection CILS produced 1411 alternate formats. CILS Production has increased 202% over 5 years: from 466 in 2007/2008 to 1411 in 2011/2012

The CILS Student base has increased 58% over 5 years: from 620 in 2007/2008 to 979 in 2011/2012

CILS Requests have increased 220% over 5 years: from 1114 in 2007/2008 to 3565 in 2011/2012



**CILS converted approximately 262,700 pages of print into alternate formats from April 2011 to March 2012**

The following **productions, range of costs and estimated turn around time range** are for various alternative formats produced at CILS during the period from **April 2011 to March, 2012**:

Format	Productions	Description	Estimated Cost	Estimated Turn Around Time Range
Large Print	1	Photo-enlarged text on paper	\$100 – \$1,000	1 to 14 days
Text Readable PDF	751	Text Readable PDF includes both a picture of the page as well as the page's complete computer	\$200 – \$2000	1 to 7 days

		readable text, and is therefore suitable for text-to-speech output.		
<b>E-Text</b>	237	Any computer readable text file. E-text can be easily enlarged for students with low-vision; however, it is often most useful in that it can be converted to audio for visually impaired or learning disabled individuals. Not only does e-text serve as a source for digital audio (mp3), but it may be converted to audio on-the-fly on most computers using text-to-speech software such as Text Aloud or ReadPlease, or by a screen reader such as JAWS.	\$200 – \$5000	1 to 30 days
<b>Kurzweil</b>	7	Kurzweil is a proprietary format that requires the Kurzweil 3000 software package. Kurzweil 3000 enables a user to use scanned printed material outputted as displayed text synchronized with a synthesized voice.	\$200 – \$3000	1 to 30 days
<b>Digital Audio (MP3)</b>	397	An audio recording generated with a synthesized or computer voice. Encoded and distributed in the common MP3 digital audio format, and playable by any MP3 enabled device such as an iPod or computer.	\$300 – \$4,000	2 to 31 days
<b>Full Text Synthesized Voice DAISY</b>	6	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. These types of book are useful when full navigation and full text is required such as in different types of manuals.	\$300 – \$5,000	2 to 45 days
<b>Human Voice DAISY</b>	12	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. Human Voice DAISY produced at CILS does not include full text.	\$500 – \$10,000	3 to 90 days
<b>Total Productions</b>	1411			

If you have questions feel free to contact us at:

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