

CPSLD Newsletter

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CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

The newsletter is compiled by

Katherine Plett
Library and Media
Services Director
College of New
Caledonia
3330 – 22nd Ave.
Prince George BC
V2N 1P8

Phone
250-62-2131 x5298

Email
plett@cnc.bc.ca



CPSLD Spring Meeting in Prince George

Many thanks to the University of Northern BC and the College of New Caledonia for co-sponsoring our spring meeting, which was held at UNBC on May 6-7. Special thanks to our Professional Development workshop presenters - James MacDonald of UNBC, on mobile computing in higher education (see <http://tinyurl.com/unbc-nowires>) and Kay Cahill of Vancouver Public Library on web based library services (see links <http://librarysocialmedia.pbworks.com/> and you can buy her new book, *User-Generated Content and its Impact on Web-Based Library Services*, on Amazon). In this newsletter, we honour CPSLD members past and present who are retiring or moving positions: Lynn Copeland (SFU), Sheila Wallace (Emily Carr), Maureen Witney (Capilano), Catherine Winter (Camosun), Judy Deone (Selkirk), and Garth Homer (Okanagan). Best wishes to all... And thanks to everyone who contributed reports to this issue!

Reports

BC Institute of Technology

submitted by David Pepper, Director, Library Services

“All night long”



BCIT Library is the recipient of the 2010 Innovation Achievement Award from the Canadian Technical and College Libraries section of the Canadian Library Association. The project, “Giving People What They Want: BCIT’s 24/7 ehPod”, was seen as innovative, especially in the partnership with other groups on campus, and very student-focused.

This project was only possible because of the tremendous collaboration between Safety and Security, Facilities, Information & Technology Services, the Vice President of Student Services, the BCIT Student Association, Imaging, and Library Services.

To reinforce this student-centered project, we converted the \$500 cash portion of the Award into a one-time “ehPod Innovation” scholarship, to be presented during the June convocation/awards ceremonies.

Student Engagement

Results from BCIT’s first Survey on Student Engagement, 2009, provided important validation on a couple of Key Performance Indicators for the Library. First, in response to the question, “How often have you used the following BCIT services since the start of your program?” Library Services ranked #1. Second, in response to the question, “If you have used the following BCIT services, how satisfied are you with them?” Library Services again ranked #1 for a whopping 80.7% of respondents.

... and even more student input ...

1,581 respondents to the 2010 BCIT Library Services Student Survey revealed some interesting facts. Here are a few excerpts:

Library Services deemed “important” by more than 80% of respondents, combined with a high satisfaction rate:

- Library hours (92%)
- Library website
- quiet study space
- comfort of Library
- group study space
- off-campus access to library resources
- bookable study rooms

Library Collections deemed “important” by more than 70% of respondents, combined with a high satisfaction rate:

- on-line article databases (87%)
- electronic journals
- print book collection
- electronic books

An overall evaluation gave further validation:

- I get the help I need when I come to the BCIT Library – 80.6% strongly agree/agree
- I am satisfied with the BCIT Library and its services – 71.5% strongly agree/agree
- the BCIT Library enables me to be more successful in my BCIT courses – 68.8% strongly agree/agree

When asked, “What kind of mobile devices do you own?” they answered:

- cell phone - 64.7%
- Blackberry – 16.1%
- iPhone – 12.5%
- ITouch – 7.6%

When asked, “What Library services would you like to access from your mobile device?” they said:

- search articles – 69.7%
- e-books – 67%
- renew books – 66.9%
- hours – 65.7%
- check fines – 49.8%
- contact librarians – 41.4%

Finally, we wanted to know a bit about students’ information-seeking behaviour ... what do they consider their “most important” resources:

- Internet search engines (Google, Yahoo, etc.) – 60.9%
- BCIT Library – 27.7%
- personal books/journals – 3.2%
- asking friends – 3.1%
- public libraries – 2.1%

- libraries at post-secs (other than BCIT) – 1.9%
- social networking tools (eg. blogs, wikis, Twitter, Facebook) – 0.8%
- news media – 0.3%

Social networking (SN) applications – locally grown

The BCIT librarians recently showcased for their colleagues a number of SN applications developed for students and instructors using a variety of tools such as: *Screnr* to (almost) effortlessly create 2-minutes video clips, *Camtasia* for training videos, *NetVibes & Facebook* for resource pages, *Google Wave* as a collaboration tool, and the many Web 2.0 features of Innovative's *Encore* interface.

The Library's Application Development Coordinator has initiated a campus-wide Social Media Users Group.

Learning Commons expands to include Writing Centre

The hugely successful BCIT Learning Commons is expanding its role in student success with a new Writing Centre. An instructor from the Communications Dept will work with the Learning Commons Coordinator to launch the WC on a trial basis during the Fall 2010, using a drop-in, peer-tutoring model.

"Dollar-wise Guide"

BCIT's Associate Director, Records & Privacy, in partnership with BCIT's Media Works, has produced the "Dollar-wise Guide to Records Management", an engaging 5-minute DVD on the cost-effectiveness of an institutional RM program. The DVD will be presented to ARMA as a promotional resource.

Archive closure

Due to fiscal restraint, BCIT made a decision not to staff its Archive, effective April, 2010. The collection of BCIT records, photos and other historical materials will continue to be preserved by the Institute. New materials will flow through BCIT's established records management procedures and will be held on- or off-site. The Archives website will be accessible @ <http://www.bcit.ca/archives>

Informal Learning Spaces – focus group/survey

Students have been a key driver in the design of informal learning/study spaces in BCIT's new Gateway building project. The Director, Library Services, and the Director, Student Services, spearheaded the student input process through a focus group and campus-wide web survey. The results were very consistent with an extensive literature search and a Higher Ed Hero webinar. One of the most interesting parts of the survey was where students were presented with a series of pictures of informal study spaces, and asked to pick which ones were their favourites – and why ?

If you are interested in discussing the survey and feedback in more detail, please contact Dave Pepper at 604-432-8360

You can't win 'em all....

In April a team from the BCIT Library put together an impressive entry for Wiley's *For Dummies 2010 Library Display Contest* to showcase our print and electronic *For Dummies* collection (numbering over 500 volumes) - and for the chance to win even more *For Dummies* books and a staff pizza party. Wiley supplied a display kit, consisting of balloons, flags, inflatables and graphic files. In spite of a valiant creative and collaborative effort, we did not prevail, but we thought it was pretty extraordinary and we wanted to share it!





Capilano University

submitted by George Modenesi, Library Coordinator

New President

The search for Capilano University's new President is in its final stages. The Board of Governors is in the process of negotiating terms with the preferred candidate and an announcement is expected at the end of May. The position commences August 1st.

New Program

Students wanting to advance their skills in the motion picture industry will have that opportunity as Capilano University will begin offering in September a new bachelor degree in Motion Picture Arts. The University's popular School of Motion Picture Arts has addressed student demand by doubling its program offerings in the last four years. As students progress into the higher levels of the motion picture arts degree, they will begin a series of development courses that will enable them to have a project ready for production after graduation. These projects may include a pilot for a series, a webisode series, a feature film, or a movie of the week. Additionally, students participate in an industry practicum in their fourth year.

New Collection Development Procedure

The University has implemented a course/program approval procedure whereby all new or significantly revised programs and courses must consult with the Library before being approved. If it is determined that

additional one-time or ongoing resources are required, this is added to the Library budget before the programs/courses can proceed. Through this process, in the last year alone, the Library has received funding to support the Early Childhood Education and Applied Behavior Analysis degrees. As well, the Library was recently asked to prepare a cost outline of recommended print and online resources to support the forthcoming curriculum needs of the Senate-approved Bachelor of General Studies program.

People

After a number of years, more changes in the Faculty front have occurred. Maureen Witney will be retiring at the end of July after sixteen years of commitment and hard work for the Library and beyond. Her know-how and sense of humor will be definitely missed. Areas of responsibility have been shuffled amongst the Librarians and we'll be advertising for a Circulation Librarian position shortly.

College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Spring Displays

We are grateful to all of the contributors to our library displays. The work is always awe-inspiring and thought provoking, and just a joy to put up. Spring displays included:

Black History Month: two entrance displays, a black history trivia contest, and a large central art display



Fine Arts Student exhibit



Spring Art from the Daycare



Celebrating Metis History



CNC Bookspotting blog

We've come up with a fun way to feature books people see or read on their travels - <http://mail.cnc.bc.ca/blogs/cnc-bookspotting/>

"Canada House at CNC"

Media Services put together a great viewing zone for watching the Olympics and Paralympics. Noise-makers, flags, buttons and other give-aways made it a fun spot to visit!



Earth Day "Tree Balls"

Leading up to Earth Day, we held a popular contest where people could win 25 "Clean Air Tree Balls" as prizes. The Tree Balls are distributed by the World Clean Air Forest Initiative - for details see <http://www.wcafi.org/>. The display in the library, which was on a "reduce, reuse, recycle" theme, was set up by a library staff member, Grace Morrice, who is also a Master Gardener (aren't we lucky!)

May Days

For our professional development event this year, the library put on a session on "E-books and Online Collections," helped with a videoconferenced web training session, and, in partnership with our Centre for Learning, Teaching and Research, set up a display celebrating **CNC authors** which was very well received.



During some of the sessions, Media Services tested Precision Sound's new RedCat W2X

RedMike speaker system with good results, and we will be purchasing a number of units for classrooms.

Langara Practicum Student

In April/May we were pleased to provide a practicum experience for a Langara Library Tech student. She spent 2 weeks in Prince George, and 2 weeks in our Quesnel campus library, and it was great to see the support that individual staff in each area of the library provided.

CNC Press Update

- **Aviation North** won the Jeanne Clarke Local History award.
- **Practice Wisdom in Child Protection Decision Making**, a doctoral thesis by J. Stokes, Dean of Academic Foundations and Social Services, is now available in full-text
- **Attack and Defense at the 1704 Siege of Landau**, a Capstone Paper by S. Clare, CNC English (with some nice acknowledgements to CNC library!) is now available in full-text

Go to CNC Press at <http://tinyurl.com/39zf9fv>

New Programs

We are developing strategies to support new programs in Medical Radiography Technology, Civil Engineering Technology, Commercial Aviation, and Mining.

New Technology/Trades Buildings

Construction of the Technology/Trades building in Prince George is underway now, and a second project is slated to begin soon in Quesnel. We have featured the buildings in a number of library displays - people are fascinated with building plans!



Applied Research

I am pleased to be on the newly-established CNC Applied Research Committee. The College has established several grants to encourage faculty to do applied research, and is also working on a larger NSERC (Natural Sciences and Engineering Research Council) proposal.

College of the Rockies

submitted by Petra Mauerhoff, Manager of College Library Services

There have been a lot changes at the Library at the College of the Rockies in the past 7 months. We have been working our way through the recommendations identified in the Library Review conducted in February 2009. As a direct result of the review 12 new chairs were purchased and they have gone a long way towards making our reading room a more comfortable space. The chairs are very popular with our students and we hope that they will help us lead to increased use of the library space as well as boosting our image as a welcoming study space.



Students enjoy the new furniture and the natural light in the COTR library reading area

We have also been spending a lot of time, effort and money on updating our collection. We continue to weed through all sections of our print and AV collection quite diligently, replacing items as needed and discarding items that are outdated. Since last August, over 1,700 new items have been added to our collection.

For the past 2 years, two of our staff members (Circulation Clerk and Cataloguing Technician) held their positions only on a temporary basis,

as fill-ins for another staff member's leave. The staff member on leave has decided not to come back, as she took a position at a public library, allowing the two temporary positions to become permanent.

In addition, a new part-time reference librarian has been hired. The position is currently staffed for 14 hours per week by Ben Harrison and there is no shortage of work for him, as we shift some of the duties for library instruction and reference from the library technicians to his new Reference Librarian position.

A big part of ensuring relevancy of library services within the college has been the revival of relationships with our instructors. Through attendance at departmental meetings, communication with instructors when new materials relevant to their subject area come into the library and collaboration about the acquisition of new materials, relationships are being re-established and maintained.

We have been encouraging various groups and classes at the college to utilize our display cases to showcase projects they have completed and the current display of sculptures from the Fine Arts classes is getting much admiration and positive feedback.



Sculpture about the fragile ecosystem created by Fine Arts student at COTR

A new 3M self check out system has been purchased and we are planning a big promotion and training of our students and staff on how to use the system as part of the orientation week activities in September. We are hoping that our library users will be as excited about the arrival of this machine as we are and that its use will free our circulation staff up for more involved customer interaction.

The IT department will be starting installation of Windows 7 on student lab computers and with installation on staff computers scheduled for later in the year.

Library staff are being encouraged to attend as many professional development opportunities as possible to further their knowledge and help us provide excellent services.

We were fortunate to have two staff members attend the BCLA conference in Penticton and they brought back much valuable information to the rest of us. I am heading to the CLA conference in Edmonton in June where I will conclude my term as Councillor of the Canadian Association of Public Libraries.

Recently several library staff members attended a workshop about Bullying and Harassment in the Workplace, a half day workshop on Stellar Customer Service, a webcast on Video in the Library: Trends and Best Practices, a demonstration of Bibliocommons and in February all staff participated in the college-wide Professional Development Days, where workshops on a variety of topics were offered.

As the position of Manager of College Library Services is also responsible for all Freedom of Information and Protection of Privacy issues at the college, I was given the opportunity to attend the 11th Annual Privacy and Security Conference in Victoria in February and also completed a Professional Learning Certificate in Freedom of Information and Privacy Protection Compliance from the University of Toronto's Faculty of Information Studies.

The COTR Library Team is looking forward to further improving the quality and relevance of our library services for our college community through meaningful interaction with library users, senior administrators and colleagues across the province.

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

In the Community



Luc Lang discusses the art of Stained Glass

November 26, 2009 seems a long time in the past however this date marks a very successful Living Library event.

The David Lam library was the scene of the third public Douglas College Living Library event, where nine "books" were borrowed multiple times by people eager to learn more about pictographs, psychiatric nursing, stained glass, French, religion and culture and more.

Living books from Douglas College - Luc Lang, Kim Longmuir, Hudson Andrews, Mardi Joyce and Marie-Andree Rivet were joined by community members who were then borrowed to discuss collecting indigenous art, living with a mental illness and the religion and culture of Islam.

Visitors from Richmond Public Library, Coquitlam Public and others also attended to see how this program may work at their libraries.

Addition to Learning Resources



Cathy Tremblay and Julia Robinson

In January 2010 the two campus Learning Centres officially became part of Learning Resources. The Library and the Learning Centre have worked together over the last few years to provide additional assignment help for students from mid-term on each semester.

This has been a collaborative drop-in time for students, under the heading of PaperWERKS, (Writing, Editing, Research Know How for Students) to assist beyond the booked sessions with faculty and tutors and beyond the reference desk research help. A feature of the Douglas College Learning Centre is that Peer Tutors form the backbone of the assistance given to students with faculty, Julia Robinson and Cecil Klassen guiding the outcomes.

New West's New Look



The New Westminster Campus Library has had a significant face lift this spring. Some highlights include a rationalized sight line on the main floor, more soft seating pods, relocation and integration of the media lab with media materials, and a much more student space.



Our Electronic Library Facility (ELF) was also re-designed which much improves this teaching space. All these configurations were made possible by repurposing staff work room area to a smaller space to then provide additional student space. More offices for staff supervisors and librarians have been added to the reconfigured employee space.

Looking Ahead



Each Campus library will soon sport digital signage to advertise Learning Resources events, library tidbits and thoughts of interest to the community. Digital signage has been up and running at New Westminster for over a year but a shared platform has been purchased to serve both libraries.

Collections Librarian Susan Ashcroft has established a pilot project with the Coutts' E-Book patron select plan. The E-Books become part of the collections once used by two readers. This is a timely decision as Debra Flewelling, Emerging Technologies Librarian will promote the use of the E-Books using the Kindle and Sony E-Book readers.

The College is currently undertaking a Strategic Planning renewal that will inform projects over the next two – three years with the focus on service excellence, learner pathways and technologies and aboriginal, international and local community awareness.

Emily Carr University of Art and Design

submitted by Sheila Wallace, Director of Information Services

Big News!

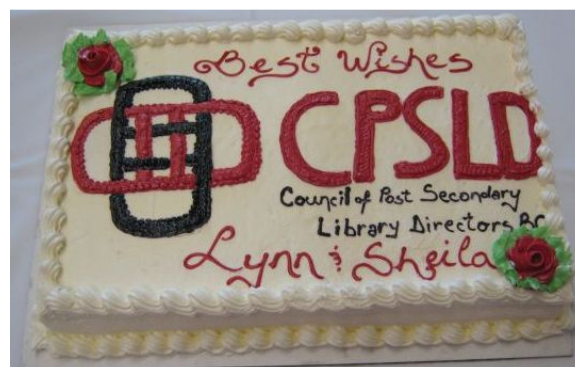
In the February 2010 Throne Speech, the provincial government announced that a new home for Emily Carr University will be built on the Great Northern Way Campus. This is the property owned collectively by BCIT, SFU, UBC and ECU. Planning will begin in earnest in Fall 2010 for this new site which will house the entire campus as well as accommodate ECU's future

growth. Library staff members are already compiling wish lists.

People Come, People Go

Larissa Beringer, librarian, returned from maternity leave in February and Emma Somers, library assistant, is due back from her maternity leave in July. Thanks to Marilyn Ramen and Beki Orr who filled in during their absences.

Sheila Wallace is retiring to the Gulf Islands in August after almost 18 years as Director of Information Services, now titled University Librarian. Appointment of a new University Librarian has just been announced. James Rout, former Manager of the Paul D. Fleck Library and Archives at the Banff Centre in Alberta, starts at Emily Carr on September 1, 2010. James comes with a strong background in arts librarianship and technology. He set up the iTunesU site for the Banff Centre and has recently overseen the construction and move into a new library. Please welcome James to the BC post-secondary community.



Sheila Wallace cutting the special cake at the spring meeting – best wishes from all of us!

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Evening Hours



The JIBC Library was open for evening hours in the Spring term! Farrah Little, a recent grad from SLAIS, staffed the Library until 8 p.m. on Tuesdays and Wednesdays from January until April. These extended hours were implemented for

our new Law Enforcement Studies Diploma students who spend a lot of time in the Library, morning or evening! Evening hours were so popular that they will likely continue in the fall term.

Social Media



Librarian Karen Liebel co-presented two well-attended "Social Media 101" sessions for JIBC staff and faculty, a collaboration with the



Communications & Marketing department. She is also on the newly-formed Social Media Users

Group (SMUG) to discuss how to effectively incorporate social media in the classroom and to market departments and services at JIBC. JIBC Library is currently active on Facebook, Twitter and Foursquare.

iPod Touch



We recently purchased an iPod Touch to test mobile interfaces as they are developed e.g. EBSCO and SIRSI (the next SIRSI upgrade will provide mobile capability). We are also involved in an organization-wide web redesign

which will include a mobile version. The new Library iPod Touch enables us as staff to learn how to use mobile devices, and to see the type of information available to students on mobile devices.

Learning Commons

Our Library is collaborating with Student Services (Registration, Counseling, Financial Aid, and Academic Services) to develop a

Learning Commons. We plan to start with a web page which will contain links to all services we provide, and will begin to develop more services such as a new two-day college prep course to be offered in August to prepare new students for their first year at the JIBC. April will be attending the Canadian Learning Commons Conference in Kingston this June.

LibGuides

We recently started a subscription to the Springshare LibGuides product, and have completed 20 new guides for our students and faculty. Topics include:

- Aboriginal Studies
- Conflict Resolution
- Emergency Medicine
- Threat Management

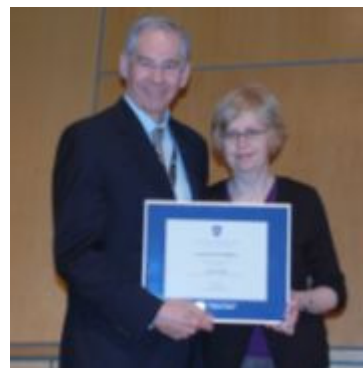
Check them out at: <http://libguides.jibc.ca/>

2009 JIBC Awards of Excellence, April 21, 2010

President's Award of Excellence

April Haddad

JIBC Institute Librarian April Haddad's tireless dedication to building the library into Canada's premier justice and public safety resource was recognized with the 2009 President's Award. April's 25+ years of service is anchored in advocacy for a library that meets or exceeds the standards set for BC post-secondary institutions. Her collaborative leadership; unstinting support for students, faculty and staff; and her broader contribution to the JIBC community through committees and projects, exemplify the JIBC values of learning, service and integrity. Few others have made such far-reaching and continuous contributions to advancing the JIBC's mission, vision and values.



April with JIBC President, Jack McGee

Service Excellence Award

Christine-Louise Dujmovich

Librarian Reference & Electronic Resources
All faculty and staff at the JIBC provide support to the organization through the quality of service provided to their internal and/or external clients. The Service Excellence Award recognizes employees at the JIBC who have done an outstanding job of providing service and support to their internal and/or external clients, by going the extra mile, and showing their passion for continuous improvement.



Christine-Louise with JIBC President, Jack McGee

Kwantlen Polytechnic University

submitted by Jean McKendry, for Cathy MacDonald, University Librarian

First, our REALLY BIG NEWS is that on 26 April 2010, Kwantlen Polytechnic University received \$2.5 million from the Irving K. Barber Endowment for Educational Opportunities. Mr. Barber's philanthropy in post-secondary education is unprecedented in British Columbia, and Kwantlen Polytechnic University is especially pleased to be chosen as a recipient of his generosity. Kwantlen Polytechnic University offers a Bachelor of Arts qualifying year, designed specifically for students who did not graduate from high school. The Irving K. Barber Endowment for Educational Opportunities will be used to enable students who may not have qualified elsewhere, to have post-secondary education opportunities at Kwantlen Polytechnic University. Sometimes, really good things happen for all the right reasons!

Many of the 135 programs of study at Kwantlen Polytechnic University have two year diplomas,

with options to go further into a degree program. Currently, there are about 20 undergraduate degrees offered at Kwantlen Polytechnic University. In January 2010, the Bachelor of Fine Arts in Visual Arts and the Bachelor of Science in Applied Psychology degree programs were launched. Stay tuned; more degrees are in the works, including a Bachelor of Arts in Asian Studies, a Bachelor of Arts in Sociology, a Bachelor of Arts in Sustainability and Policy Analysis, and a post-baccalaureate degree in Nursing that will soon be available. With so many new degrees offered in such diverse areas, the librarians are kept very busy liaising with faculty to acquire the many new library resources needed to build the depth and breadth of our collections.

During the Winter Olympics, classes were cancelled at Kwantlen Polytechnic University, and it was difficult for some students to "get back to the books" during the excitement of the Paralympic Games. Fortunately, the new extended hours at the Surrey and Richmond libraries, which stay open until 11 pm during the week, are very popular with students. Sunday openings at Surrey and Richmond libraries have also been especially busy for students who work together on group projects.

Needless to say, Kwantlen librarians have kept very busy at all four campuses teaching 124 orientations and providing daily reference services during the spring term. Reference statistics increased the most at the Langley campus and with more courses in nursing and business scheduled there this summer, the library will likely continue to be the busiest place on Langley campus.

A donation of beautiful ceramic tiles, by the Fraser Valley Potter's Guild which were made by Kwantlen Fine Arts students, has been installed on the wall facing the vertical biowall of living plants in the Surrey Library. Each stoneware tile has a unique Kwantlen theme and is glazed with vibrant colours, which makes a nice organic contrast to the bare, polished concrete floors in the Surrey Library.



Furniture for the Special Collections Reading Room at the Surrey Library has been ordered with a kind donation from the Kwantlen Polytechnic University Foundation Office.

Currently, there are about 9,500 full time students and 4,500 part-time students attending Kwantlen Polytechnic University. In addition, there are about 1,500 employees at Kwantlen Polytechnic University. On alternate years, students and faculty at Kwantlen Polytechnic University are invited to participate in online library surveys.

During the fall 2009 term, 1273 students responded to the library survey for students:

- 73 % of students surveyed were very satisfied/satisfied with our library services and facilities.
- 14 % of students surveyed were dissatisfied/very dissatisfied with our library services and facilities.
- 13 % of the students surveyed did not use our libraries.

During the Spring 2010 term, 338 employees responded to the library survey for employees:

- 86 % of employees surveyed were very satisfied/satisfied with our library services and facilities.

- 10 % of employees surveyed were dissatisfied/very dissatisfied with our library services and facilities.
- 4 % of employees surveyed did not use our libraries.

Kwantlen Polytechnic University recently received \$1.215 million joint federal-provincial Knowledge Infrastructure Program funding for the renovation of the Richmond campus Library. The British Columbia provincial government contributed \$656,000 and Canada's Economic Action Plan contributed \$559,000 of federal funding for the library renovation.

Technical Services is moving from Richmond Library to the third floor of the Surrey Library. Part of the space that Technical Services occupied in the Richmond Library will become the new location for the Richmond campus Learning Centre.

The Langley campus also received \$1,745,000 Knowledge Infrastructure Program funding for the renovation of the Student Services area [admissions, advising, counselling, financial services, etc.] All being well, both these renovation projects should be completed by the end of the year. The staff and faculty at Richmond and Langley are not at all looking forward to the construction noise and drywall dust, but they know it is worth it, because the students will benefit most from these much needed improvements.

David Atkinson, the President and Vice Chancellor, reminds us often that "we live in interesting times" at Kwantlen Polytechnic University. At no time in the past 35 years of Kwantlen's existence has the pace of change been as rapid as the last 18 months since we became a degree granting university, which Cathy MacDonald can attest to as she celebrates her 35th year with Kwantlen Libraries. If the past 18 months are any indication of what the future holds, we have much to look forward to in the coming years at Kwantlen Polytechnic University's Coast Capital Savings Library.

Langara College

submitted by Grace Makarewicz, Director,
Library and Library Contract Services

Grace notes, the main contributors to this report were Brent Seale and Patricia Cia

Staff News



Instructional and Reference Coordinator Liza Hutchison (pictured with her family) recently retired. Liza was active in ALPS and was the Nursing liaison librarian for many years.

Vivian Feng has taken over Liza's coordinator position.



Copyright & Collections Technician Briana Fraser recently returned from maternity leave (pictured with daughter Brora Sky).

Librarian Susan Weber joined the library after the AEMAC contract was discontinued. Susan has expertise in streaming media that is proving to be very valuable.

Librarian Niina Mitter is the incoming MEC Chair, replacing past Chair, Langara's Collection Coordinator Alison Curtis.

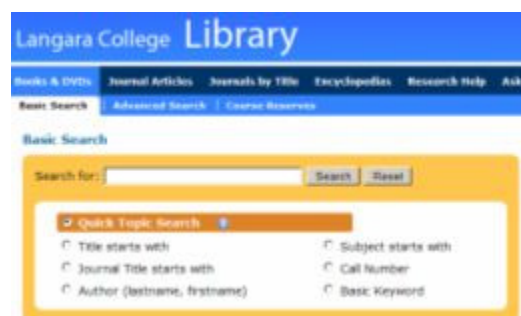
Grace Makarewicz is incoming post secondary library e-HLbc Co-Chair (along with BC Cancer's Cathy Rayment).

ILS Upgrades

The Library migrated its ILS server from Sun Solaris to Red Hat Linux early this spring, installed the latest Millennium update in April, and most recently installed AirPAC for Smartphones, a GUI upgrade to the original text-only, mobile, catalogue interface.

Seamless Discovery

In the months since we installed Innovative Interfaces' federated search engine and content discover layer applications last fall we have had many discussions to determine a user friendly way of integrating all of the new features into the Library's website and into our standard WebPAC search pages. We have made some headway but will be tweaking for a long time yet to be sure. We added an Encore search box to our *Articles in Journals* (<http://tinyurl.com/2738w3d>) and *Encyclopedias and Dictionaries* (<http://tinyurl.com/24oq7pc>) pages as well as to our *Facebook* (<http://tinyurl.com/24nbr2v>) page.



WebPAC basic search page

The "Quick Topic Search" on the Library home page now searches Encore and the basic WebPAC search page (<http://twist.langara.bc.ca/search~S1>) also searches Encore by default but users can choose to search using the more "classic" way if Encore isn't providing the results or options they need.

Single Sign On

While true, campus-wide, single-sign-on is still a long way off at Langara, the Library has at least installed Innovative Interfaces' application of the Central Authentication Service protocol (CAS) to enable single-sign-on capabilities between WebPAC, Research Pro, Encore, and AirPAC for Smartphones.

Douglas Day

Langara College Library and CILS were pleased to host the staff of Douglas College Library for a day of information sharing this May. Following tours of our still relatively new library building and a free-form discussion over coffee, the group broke into three interest group streams: one interest group visited the CILS offices; the second discussed reference services; and the third group discussed Tech Services/Systems topics such as electronic resource management, group study room bookings, and library interfaces for mobile devices. We hope the day had some value for our Douglas colleagues and we are already looking forward to a reciprocal arrangement in the near future.

Collection Grew!

What with the falling exchange rate, wise decisions, and generous donations, we added almost 30,000 new titles this year with the majority being e-books or other online resources. This year, Technical Services used fiscal year-end reports to develop a full statistical package on our activities. The report provides charts for a quick look at a topic as well as more detailed tables for those who like the detail. Report: <http://tinyurl.com/39lk3ww>

Testing the Stream with NFB

Patricia Cia volunteered to help test how the NFB delivers MARC records to libraries. Beyond testing the technicalities of downloading the records, she offered tips on using existing standards for streaming media cataloguing and ultimately loaded the initial batch of records for the NFBs English collection (<http://tinyurl.com/2ash68t>).

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

Construction of the Trades building at the Comox Valley campus is in full swing; carpentry, plumbing and electrical programs will be starting in January 2011. The challenge for the library is to acquire core resources for these programs, which are being offered for the first time at this campus. Outgoing President Lou Dryden left a legacy fund for the Library, which has been designated for this purpose.

The College community has been busy preparing its new Strategic Plan, 2011-2014. The Student and Educational Services division is currently developing strategic directions, which align with the College's vision.

The Library is upgrading to Symphony (Sirsi/Dynix) in late June.

A recent initiative at the Comox Valley campus has been a thorough weeding of the Reference collection, with the intention to interfile some titles in the stacks and move those remaining reference books to another location. This has freed up prime space for more student use, namely, tables and seating in a bright, window-bordered area. The intention is to proceed cautiously, interfiling more titles in time, and eventually following the same practice at the other three campuses.

One result of the reference weeding was the awareness that the majority of the reference collection was terribly outdated and that electronic replacements should be considered; subsequently, we are planning to join the BC ELN subscription to Oxford Reference Online.

We have just recently purchased a collection of approximately 1000 NFB streamed videos; NIC joined the BC Books Online initiative, a collection of 650 BC published non-fiction books.

The annual Library staff meeting is scheduled on June 21st; in addition to the business meeting, we have invited two NIC speakers to talk about the Performance Objects software for performance reviews, and secondly, the College's International Education directions.

Northwest Community College Library

submitted by Melanie Wilke, Coordinator of Library Services

It has been a year of transitions at the Northwest Community College Library. The void left by long-time Librarian Patti Barnes is felt by everyone. Patti's energy, positive attitude and years of experience and knowledge are very much missed. Through the sadness though, the other Librarians and Library staff have been very welcoming and helpful to me. I have moved from the Children's Librarian at Terrace Public Library to fill the role of Coordinator of Library Services for NWCC, working from the Terrace Campus. The switch from a public to academic library as well as the switch from children's services to adult services has made for an exciting change.

I have spent the last few months learning about NWCC's libraries and finding my way. It has certainly been made easier by the fantastic staff in the Terrace Campus Library, as well as the Librarians and staff on the other campuses. They have done an amazing job banding together to work without a Coordinator, and then opening up again to welcome me onboard. I can't thank them enough for their patience in answering my seemingly unending questions!

During the past year, the decision was made not to join the provincial Evergreen system. With so many other changes happening, our librarians decided that it was not a good time to make the switch. However, we will continue with interest to watch Evergreen's progress through the province.

Looking at the popularity of the AskAway widget, Librarian Tim MacDonald has placed a Meebo widget on our library webpage. We are now able to directly support our students if they are having difficulties maneuvering our webpage, or if they require help while using the databases. We thought that students would find the Meebo widget useful from off campus, but the Prince Rupert Campus reports students are accessing Meebo help while they are in the library. It is interesting to see how comfortable students are using technology and how much it is a part of their daily lives.

A little slower on the technology front, but still moving forward, we are thrilled that the NWCC

Terrace Campus Library finally has wireless service for our students. It was a long time in the coming and our students were very glad to see it arrive.

Okanagan College

submitted by Ross Tyner, Director of Library Services

People

After 31 years with Okanagan College Library, including a period as its Director, **Garth Homer** retired at the end of April. Most recently, Garth served as liaison librarian to the Okanagan School of Business, with whose faculty and students Garth developed close ties. We already miss Garth's wit and kindheartedness and we know he will be hard to replace.



Garth trucks on out of OC Library

Along with Garth's former Business Liaison Librarian position, we are also in the process of hiring a Web Services Librarian. Applications for both positions have been strong and we hope to have both positions filled by mid-June. In the meantime, term librarians **Krista Clement** (newly hired in Winter 2010) and **Michelle Main** have done an admirable job taking on added duties. **Gilbert Bede**, Systems & Acquisitions Librarian, has taken over Garth's role as OC Library's DLI contact.

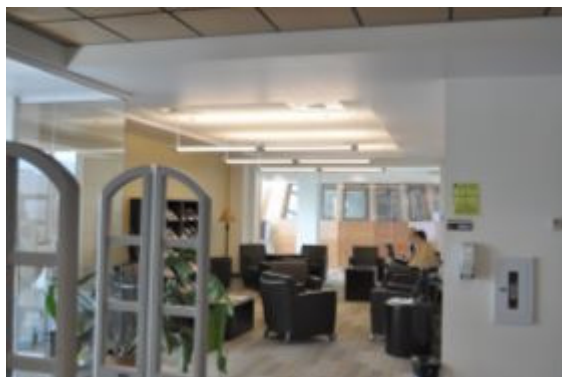
Vernon Campus Library Assistant **Karen Bright** will retire at the end of July, having worked for the Library since 1994. We are currently seeking Karen's replacement.

The proximity of the BC Library Conference to OC campuses allowed many librarians and library staff to attend this year. Everyone reported having a great time in Penticton. At the Conference, Vernon Campus Librarian **Jennifer Sigalet** and Pleasant Valley Secondary School teacher-librarian Leslie Barton led a round table discussion entitled "Research Skills: Bridging the Gap between High School and Post Secondary." Jennifer and Leslie will be presenting on a similar topic at the BC Teacher Librarians' Conference in Kelowna in October. For more information about Jennifer and Leslie's work in this area, see the video at http://people.okanagan.bc.ca/mminions/stream/library/library_research.html and the research guide at <http://libguides.okanagan.bc.ca/js-bridging>

Facilities

On April 15, a group of happy OC employees, students and community members celebrated the opening of the expanded Kelowna Campus Library.

The newly renovated space includes approximately 23,000 square feet of student learning space (compared to 7,700 pre-renovation) on two floors, new Circulation and Reference desks, expanded work areas for staff, seating for 300 students (compared to 98 pre-renovation), 30 additional student-use computers, six student group study rooms with large-screen wall-mounted monitors, a print room, and a 20-station information commons computer lab.



Reading area, with Centre for Dialogue, background

The move of the Learning Centre to the Library creates new opportunities for collaboration and referral between the two student support areas, while bridgeway and atrium entrances create links with the Centre for Learning, International Education, IT Services, and the Educational Technology Centre, among other program and service areas.



Information Commons & Bridgeway entrance

Since the completion of renovations in mid-February, students have been flocking to the new learning spaces, one of them declaring "We finally have a real library," while Library staff who put up with two years of dust, noise, displacement and general upheaval, all the while still managing to provide exemplary service to students and other library users, are enjoying the fruits of their labour of love. Kelowna Campus Librarian **Michelle Ward**, Kelowna Campus Library Assistant **Claudia Cable**, Library Administrative Assistant **Jasmine McGee**, and former Director **Laura Neame** deserve special mention for their role in keeping the project on track.



Michelle and students cut the "Real Library" cake



Ross and Laura open the doors

On the Penticton Campus, construction is underway on the new Centre of Excellence in Sustainable Building Technologies and Renewable Energy Conservation (<http://tinyurl.com/35xlxcr>), which will more than double the size of the existing campus. It is anticipated that once the net zero energy building opens in 2011, a consequential expansion of the Penticton Library will be required.

Collections and Services

The Library recently purchased perpetual access to approximately 2,500 e-books from the *Canadian Publishers Collection* of the Canadian Electronic Library. Other significant e-book collections purchased during the past year include *Gale Literature Criticism Online* backfiles, *Access Engineering*, and *SALT Modern Poetry*.

An RFI for the provision of library materials and related services was issued as the result of the purchase of Blackwell North America by Baker & Taylor/YBP.

The Voyager ILS was upgraded to Version 7.2. The OPAC interface is much improved over the previous version.

A year-long pilot project involving the OC English Department and the Library resulted in the ongoing formal incorporation of information literacy skills into all 1st year university English syllabi.

College-wide News

Both the institutional Strategic Plan and Long-Term Education Plan are in the process of being updated. The latter plan is to be followed for the first time by a Long-Term Education Support Plan that will include the Library. During the

Strategic Plan consultation process and environmental scan, the Library was singled out for providing excellent service. This sentiment echoes feedback received from students during the most recent OC Student Satisfaction Survey, in which students showed the strongest agreement with the statements "Help with library resources is available when I need it" and "The Library has the information resources I need." All OC Library employees share responsibility for this success.

Quest University Canada

submitted by Venessa Wallsten, University Librarian

The biggest event this last term was the Olympic Games. Thankfully, there was very little impact on Quest other than basically closing for January and February. All of the bus drivers for Whistler were in residence on campus so the place remained busy but not for academic support areas; the Library was open only half days. Basketball players were in class during the games as they needed to remain enrolled in order to play in their league; only 22 students used the Library these months. Very quiet, though we did help a lot of bus drivers with their email! Most students took the opportunity to go on a foreign language course or take an experiential learning block. Additionally, a large cohort found employment right through into summer so our numbers were low even when classes were offered again in March.

In the fall, the university decided to change our fiscal year to June 1 so we've been busy revamping procedures and budgets to reflect the new cycle. Our old fiscal started September 1; this is definitely a positive change! Staff positions for August were also upgraded; the part-time Public Services Librarian position is now full-time continuing, and we're now in the process of hiring for a full-time, 1-year contract Library Technician.

That's about it for us. The rest of the summer is catch-up and getting ready for hopefully 350 students this fall.

Royal Roads University

submitted by Rosie Croft, University Librarian

Starting with staffing news, RRU (as usual) has a few new babies to announce. Library assistant Erin Lacasse gave birth to her daughter Grace in February, and library assistant Norman Macleod welcomed son Christian into his family in November. Mikka Jacobsen has joined us in interlibrary loan while Erin is on leave, and subsequently Wendy Ethier is filling in for Mikka's regular part time weekend position for the same period. Librarian Corey Davis and his wife are also expecting their first child in September. RRU Library also saw Kimberley Budd join the team as a library office assistant for the evening shift.

Harkening back to our Fall 2009 submission, it seems amazing to me that the new academic building has developed from the foundations that were just being put in then to all floors constructed and the near completion of the building envelope now. The new building represents a big step forward for our campus and the ability of RRU to grow its FTE.



Corey Davis is off to CLA this week, where he will be doing a presentation on technical services workflows for ebooks in partnership

with Aaron Wood from the University of Calgary. Theresa Bell, our writing centre coordinator recently attended the BC Writing Centre Professionals meeting at VIU with 8 of her peers. The Mother's Day Paint In, an annual open house for the campus in conjunction with over 60 local artists and crafters who showcase their work, was a huge success this year with approximately 6,000 visitors over the course of the day. The history of the property is always a point of interest, and our archivist Sarah Holland and her displays were a popular stop in the castle.

A recent adjustment to our library operating hours has proved to be a hit with students. While the number of our open hours was not changed, the open times were adjusted to better align with use patterns. We are now open earlier in the mornings and closed earlier most evenings, and the undergraduate students appreciate now being able to access the library before class.

RRU welcomed its first group of Doctorate of Social Science (DSocSci) students to campus this March. Their first residency was 3 weeks, and research and writing instruction was interspersed throughout the 3 weeks. The sessions were so warmly received as to receive special mention during the President's lunch with that group on the final day. Our librarians are also planning to be "embedded" in some upcoming online research methods courses. Librarians will participate in the discussion groups and field questions directly within the online setting. Through an internal competitive grant process, RRU library was also able to license Captivate to create online, interactive library tutorials. Look for a conference presentation on this soon!

Simon Fraser University

submitted by Todd M. Mundle, Associate University Librarian, Special Projects, Budget & Personnel

SFU Open Access Fund

In February 2010 the SFU Library began administering a central fund to support SFU authors who publish in Open Access journals that charge Article Processing Charges. Memberships or monthly invoicing arrangements are in place with these publishers:

- BioMed Central
- Public Library of Science
- Hindawi Publishing

SFU authors who are faculty, staff or graduate students are eligible to use the fund.

As part of the program the Library strives to minimize out of pocket expense for authors and to streamline administration of the fund. Eligible journals will be those in the Directory of Open Access Journals, or those whose editorial policies meet the criteria for inclusion in DOAJ.

The fund does not cover optional article processing charges (APC) from hybrid journals. Hybrid open access journals are now published by some commercial publishers, such as Springer, Nature and others, and by some non-profit publishers such as the American Chemical Society and Oxford University Press. Under this model papers are published in traditional subscription journals, but if authors elect to pay an optional APC, their article is made Open Access. Although publishers claim to redirect the funds from these APCs to reduce the cost of subscriptions and licenses, there is insufficient evidence that this is actually happening.

It is anticipated that SFU authors will include OA publishing charges in grant applications where they are eligible, and will first use such funds before applying for reimbursement from the central OA fund. The Library is working with the Office of Research Services to raise awareness of grant eligibility for OA fees and funder mandates.

The Central Open Access Fund is one part of the SFU Library's Open Access Strategy (http://www.lib.sfu.ca/file-newest/8537/OA_Support_Final.pdf)

Scholarly Digitization Fund

The SFU Library established a \$50,000 Scholarly Digitization Fund in 2010/11 from Endowment income. The Fund will cover costs associated with digitizing scholarly materials. Digitization work includes scanning, creation of descriptive information, and other processing in preparation for deposit in the Library's Institutional Repository or other publicly accessible repository operated and maintained by the SFU Library.

The goal of the fund is to expose SFU research and scholarship to the University and broader community. The outcome will be greater visibility and knowledge transfer of SFU scholarship and research output, in keeping with the mission of the University, the goals in the SFU Strategic

Research Plan, and the principles in the Library's Open Access Strategy. The Library will commit to providing permanent, persistent access to these digitized resources.

In 2010/11 year, \$50,000 will be drawn from the Library Endowment Fund to establish a pilot project. After the \$50,000 pilot phase is complete, a report will be prepared with recommendations about continuing the Fund. Up to \$5,000 will be awarded per project in one budget year.

Proposals will be accepted from SFU departments, Centres, Institutes, or other campus units, or from individual faculty or staff. Proposals with matching contributions, either cash, grant-funded, or in-kind, will be preferred. The Library is also interested in working with faculty members or research groups who are interested in the digitization of material from the Library's collection, especially Special Collections.

Proposers are strongly encouraged to discuss their projects with the Library before submission; the Library can assist with preparing a proposal, planning the work, and ensuring appropriate standards and file formats are used. The proposed digitization can be either done in the Library's digitization centre, or done elsewhere (such as SFU Document Solutions), and delivered to the Library for deposit in the Institutional Repository.

Revised Thesis Submission Form

The Library continues to upgrade its thesis submission process. The interface of the form used by students changed little in this last iteration but students are now able to directly upload pdf versions of their work as well as supplemental files. Behind the scenes there are better workflow tools, viewing options and access control for various library and grad studies staff.

With the new form, once a student has submitted their thesis, a public record of it is created. When the item is audited and approved for submission to the University, the record moves to the Institutional Repository and a record is created in the SFU Library catalogue. This will benefit students who are applying for positions and need to show that they have submitted their work to the University.

Special Collections Additions

Special Collections in the Library is in the process of organizing Daryl Duke's papers. Duke is a Canadian television and film pioneer as a writer, director, producer and started the CKVU television station in Vancouver in the mid 1970s. Duke was awarded an honorary degree from SFU in 2004.

Special Collections has also received the papers of James Delgado. Delgado is a preeminent underwater archaeologist who was also the Executive Director of the Vancouver Maritime Museum for 15 years. He graduated with a doctorate from SFU in 2066.

And finally the papers of the BC Civil Liberties Association were received in late May 2010.

"Read Ahead" Program

The Student Learning Commons has established a "Read Ahead" service for graduate students, providing intensive, extended support for theses, projects, and other longer pieces of writing. Graduate students are invited to book this service by contacting SLC Writing Services Coordinator Renee McCallum. In order to receive in-depth feedback and maximize their in-person consultation time, they are asked to submit the piece of writing they wish to discuss prior to their first appointment.

"Gathering of Librarians"

On May 7th SFU liaison librarians Percilla Groves, Carla Graebner, and Sylvia Roberts put on the annual "Gathering of Librarians Interested in Government and Legal Information" all-day workshop at the SFU Vancouver campus. This was attended by around 50 librarians from around the province. Speakers included Vancouver city Councillor Andrea Reimer (who spoke about the city's open data initiative), Darrell Evans of the Freedom of Information and Privacy Association, and Nancy Meagher of Population Data BC.

People

Jenna Thomson has been appointed Liaison Librarian for Chemistry, Earth Sciences, Mathematics, and Physics at the WAC Bennett Library, Simon Fraser University, Burnaby, BC, Canada.

Since graduating with her MLIS from the University of British Columbia (UBC) in 2005, Jenna has worked as an information specialist for the National Research Council Library (CISTI), where her duties have included providing services to clients across BC and Alberta and co-chairing the Electronic Resources Committee. Prior to completing her MLIS, Jenna worked as a Graduate Academic Assistant at the Woodward Library at UBC, and did a co-op with the Department of National Defence in Ottawa. In addition to her MLIS, Jenna holds a BSc in Earth and Ocean Sciences from the University of Victoria.

Lynn Copeland (University Librarian) received three major library awards in April, May, June.

- In April the British Columbia Library Association (BCLA) presented her with the Helen Gordon Stewart Award. It also includes Honorary Life Membership in the association.
- In May the Canadian Association of Research Libraries awarded her the 2010 CARL award for distinguished service to research librarianship.
- In June, she was awarded the Canadian Library Association's Outstanding Service to Librarianship Award for 2010.

In March, the Council of Prairie and Pacific University Libraries gave their 2010 Outstanding Contribution Award to Mark Jordan, Head, Library Systems.

And finally, in April, BCLA's Academic Librarians in Public Service (ALPS) division presented the ALPS Award for Outstanding Service to Todd Mundle, Associate University Librarian (Special Projects, Budget and Personnel).

Editor's note: CPSLD extends Best Wishes to Lynn Copeland who is leaving the University Librarian position but will, we hope, remain very active in the profession.

Thompson Rivers University

submitted by Nancy Levesque, University Library Director

The TRU Library welcomed Joanne Matthews in February 2010 as our new Manager, Library Services. Joanne has years of experience in academic libraries, most recently at UNBC.

The House of Learning is 40% complete and scheduled to open January 2011. As noted in past newsletters, some of the main library collection and staff will move to the House of Learning. The new building includes a large classroom/lab, project rooms, a learning commons with a joint library - IT Desk, a variety of individual study spaces, a 300-seat Assembly Hall, a small café, Centre for Teaching and Learning, Math Centre, Writing Centre and faculty offices.

Some of the TRU Library staff traveled to UBC-O (Kelowna) for a day-trip. We were warmly welcomed by Melody and her staff. The TRU Library staff were impressed with the UBC-O library building and appreciated meeting with their counterparts. We plan to host the UBC-O library staff next Spring.

This Spring and Summer we are launching Relais as our inter-library loan program. Once ILL is up and running we will work to implement the document delivery function.

We are working on a new Library Strategic Plan that will be aligned with the new university plan. We are also reviewing and updating library policies.

Librarians Elizabeth Rennie, Kathy Gaynor, Christina Nielsen and Brenda Smith contributed to a presentation at the TRU Teaching Practices Colloquium, February 2010. Elizabeth served as a judge at the TRU Undergraduate Student Innovation & Research Conference, March 2010. Elizabeth organized workshops for students who were presenting at the Conference.

Trinity Western University

submitted by Shawn Brouwer, Circulation Coordinator, for Ted Goshulak, University Librarian

Excellent people make Alloway Library exceptional



Alloway Library's Duncan Dixon received Honorable Mention in the 2010 e-HLbc Training Materials Contest Awards. In making their selection, the e-HLbc Training Committee noted Duncan's innovative approach to the principle of using new technologies to improve learning, teaching and training. His 12- segment screencast series "*CINAHL Search Tutorials*" (<http://tinyurl.com/28fpjkb>) with accompanying PDFs provides a comprehensive how-to for using the most-useful features of CINAHL.



Alloway Librarian Bill Badke gave a presentation at City University of New York/LaGuardia Community College this spring. Badke was invited to be the second of three speakers in the year-long series dealing with the concerns and best practices for enhancing teaching, learning, and assessment in the world of Information 2.0. Bill's presentation, *From Broker to Strategist: Notes of a Traveler in the Strange Land of Information 2.0* (<http://tinyurl.com/28l93px>) recounted his transition from information broker to information navigator, and finally to strategist.

Badke declares that in an environment saturated with data, a strategic approach to teaching academic information literacy will enable students to make sense of their world.



Circulation clerk, Janet Kreiter, is obviously a "special someone" as she was surprised by a serenade and a pink rose on St. Valentine's Day.

At the end of the term the library received a very nice email from Jonathan Michael graduating with his Master's Degree summa cum laude and a Governor General's Gold Medal recipient.

"I am very grateful for the support every person in the library has given me all these years. I could not have done it without each of you. You supported my academic bent, and passion for books and learning. All of you were always helpful and kind and I think Trinity has the most helpful librarians in the lower mainland... I thought of you and how you have served me over the years and I am grateful as this is part of your victory too as a successful librarian!!!! You succeeded, you found me the books, extended them, gave me advice etc.... I am very grateful to the tribe of people called librarians - I love them. More power to all of you!"

Thirty nursing textbooks from Alloway Library's sale shelf will be accompanying a Trinity Western University team bound for Tanzania, Africa this summer. Library student assistant and Tanzanian Team member, Dan Fama, recognized that items on the library's sale shelf had value for a nursing school that is being built, and so he worked with other grateful team members who selected a stack of near-new, useful titles. The library waived the normal bargain price of \$1 per item to support the initiative.



In order to maintain our reputation for excellent service to our users, Alloway Library revised policies to allow patrons to request items with "in-library" status. The new policy means that researchers can pick up in the morning a book they spotted in the catalogue late at night. And commuters will have more confidence that an item they want will be here when they drive out to campus from distant points. Over the summer we will be cooperating with the Summer Learning Commons staff so that students can pick up hold-shelf items on evenings and weekends when the library is closed.



We went looking for Christmas... and lo, using a keywords search in the Alloway Library catalogue we found over 300 results and put the best ones on display on the main level to borrow. Later, a special visitor stopped by and, after delivering candy canes to all the good boys and girls studying hard for finals, he picked out some items to enjoy himself during the Christmas break. In February another book display featured "200 titles on 'How to...'" Our summer display is themed "Outside, in the garden, and on the road" with some 200 titles for enjoying the summer.

Although a university-wide redesign has led to cutbacks in library staffing, services and resources, Alloway Library is taking part in *TWU Impact* (<http://impact.twu.ca/default.aspx>), a new

fundraising initiative launched by the University. The online network makes it easy to support key projects on campus including a campaign to *support the library's books budget* (<http://tinyurl.com/28d2zlo>) and another to *add the JSTOR databases* (<http://tinyurl.com/2ccyj73>) to our suite of resources. The two Library projects are great ways to impact TWU by providing needed resources and connect with others who share a passion for Alloway Library. Already the book budget site has raised funds and collected a list of passionate book-loving friends.

University of British Columbia

submitted by Glenn Drexhage, Communications Officer, UBC Library

UBC Library's 21st-century roadmap

An accelerated digital agenda and community engagement are among the key planks of UBC Library's new strategic plan (<http://www.library.ubc.ca/strategicplan>), a succinct four-page document that sets the stage for the next five years.



Shortly after Ingrid Parent arrived last summer as UBC's 14th University Librarian, she initiated the process to form a new direction for the Library. The timeframe was tight – a plan was to be finalized within a few months, in order to cultivate change and support *Place and*

Promise, the recently released strategic plan for UBC as a whole (see <http://strategicplan.ubc.ca> for more information).

Work began in fall 2009. Leonora Crema, the Associate University Librarian for Planning and Community Relations who led the Library's strategic plan effort, notes that the process focused on two key questions: what does it mean to be a 21st-century research library, and how can UBC Library best support *Place and Promise*?

Crema and the 16-member strategic plan steering committee tackled these issues by inviting input from many contributors, including Library staff, UBC faculty and Deans, students, community members and several provincial library groups.

"Strategic planning is exciting work – it's about envisioning and creating the future," Crema says. "We hope we've hit the high notes from everything that we heard."

The plan features five strategic directions: Enhance Student Learning; Accelerate Research; Manage Collections in a Digital Context; Engage with Community; and Create an Exceptional Work Environment.

One of the main themes concerns the digital agenda, and need to balance the impact of ever-changing technologies with the Library's more traditional roles.

"Technology is a huge driver – thinking and being digital," Crema acknowledges. "But we also heard from faculty and students that print still has a strong place in a modern-day research library."

Engagement with community is another key direction. Such connection is exemplified by the Irving K. Barber Learning Centre, which offers valued programs that reach throughout the province. For example, the BC History Digitization Program, launched in 2006, provides matching funds for community digitization projects within BC (see <http://www.ikebarberlearningcentre.ubc.ca/ps/BCDigitInfo.html> for more information).

The Small Business Plan Accelerator (SBA) is another Learning Centre community initiative. The program, developed in part with the David Lam Library at UBC's Sauder School of Business and generously supported by the

Sutherland Foundation, will provide market resource guides and related resources to assist entrepreneurs and the small business community. The SBA's website launch is scheduled for fall 2010.

As ever, the Library will continue to seek collaborations with other libraries, archives, and educational and cultural organizations.

The outlook, then, is inspiring. Now, the tough part – implementation – is underway. Some highlights for the first two years of the plan include supporting the ongoing growth of cIRcle, UBC Library's digital repository; the continued upgrading of student spaces, including renovations to the Woodward and Asian libraries; the development of new resources and services, such as a Research Commons that combines both physical and virtual spaces; and establishing preservation programs for print and digital collections.

It's important to note that the strategic plan is a "living document" – that is, it's a flexible guide that will be updated periodically to reflect changing times and needs.

If you have questions or comments about UBC Library and its strategic plan, please let us know – we want to hear your feedback. You can reach us at lib-plansc@interchange.ubc.ca

University of Northern British Columbia

submitted on behalf of Gohar Ashoughian, University Librarian, by Deb Nielsen, Chair, Library Promotion and Marketing Committee

Strategic Planning

The momentum created by the ***Towards a Research Library: Strategic Planning Kick Start Event*** continues, the library staff participated in another strategic planning day on April 15th which resulted in the ***Key Directions 2010-2015*** document which will shape the future of the Weller library. Out of the discussions on that day it was identified that we needed a new vision and mission statement which have since been written.

Library Services Survey

In early 2010, we conducted the Library Services Survey which focused on gathering feedback from the students, faculty and staff of UNBC. The Library Services Survey Committee (Nancy Black (Chair), James MacDonald, Elizabeth Tait and Kathy Watmough) developed a comprehensive survey instrument and designed the survey processes. We had a tremendous response and for the most part our customers seem quite happy with the service we provide. The survey was instrumental in identifying areas that need work and this will be incorporated into the library's strategic plan.

Information Literacy and Innovative Instruction

Of note, Kealin McCabe, Reference and Learning Services Librarian, is working hard at developing strengthened relationships with the university community in order to develop new and innovative ways of teaching and developing relevant curriculum. In the past year, we have begun incorporating Clicker Technology into library sessions and administering pre and post-assessments to ensure student comprehension. The library recognizes that the success of our information literacy program is dependent upon the quality of our reference service. We view every reference transaction as a teaching opportunity, whereby our service standards reflect what is being taught in the classroom.

Website Re-design

The library's Web Committee chaired by James MacDonald has completed its website usability testing which yielded some rich data which will inform the overall layout of the new website. We are now ready to move onto the website's redesign with the hopes to have a beta test site ready late summer or early fall.

E-Reserves

The library is in the process of designing a plan to implement electronic course reserves which will assist faculty in posting e-reserves not only through the library website but will also work in conjunction with the BlackBoard course management system. The hope is to have the first e-reserves in place for the fall semester start.

Technology

Over the winter, the Library was approached to be a beta test site for the latest version of the Innovative Interfaces software. This was a very worthwhile project that engaged a large number of staff and librarians throughout all aspects of the software. Recently, the Geoffrey R. Weller Library upgraded the hardware for its Integrated Library System in the midst of this beta testing. Through the planning and collaborative efforts between the campus IT department, the Library technical staff and the support team at Innovative Interfaces Inc., a successful migration on both training and production systems was achieved. Continuous review of the technology infrastructure drives many of the changes experienced on the Library systems at UNBC. Moving from the Sun Solaris platform to the 64 bit Redhat Linux system is one of those upgrades happening to expand and enhance computer systems within the Library at UNBC in a cost effective manner.

People

Erica Hernandez was the successful candidate for the position of Archivist, Access and Digital Initiatives. We are happy to welcome Erica into this new role. She brings wealth of skills, knowledge and experience to this position. In May we said goodbye to Gina Rawson, our Library Assistant, Serials. Gina accepted a position of Outreach Librarian at Prince George Public Library. Our loss, their gain!

Other News

The Weller library highlighted issues of censorship and freedom of expression during Freedom to Read week by holding a book burning and Burn After Reading Book Slam event. Of course, no books were injured in either event, but the display used caution tape and paper flames to generate interest over books that have been traditionally challenged.

University of the Fraser Valley

submitted by Kim Isaac, University Librarian

It's Really Happening! A New Library on a New Chilliwack Campus

After more than 15 years of waiting, we are very excited to report that ground has been broken on the building project that will eventually house

a new and greatly improved Chilliwack campus library. The new Library/Learning Commons is part of an ambitious plan to move most of the current Chilliwack campus operations to a new UFV campus at the Canada Education Park (CEP), located on the site of the former Canadian Forces Base Chilliwack. Partners at the CEP include UFV, the RCMP, Justice Institute, Department of National Defence and Canada Border Services.

A library staff planning team has been busy working with Stantec Architects on the design of the Library/Learning Commons space, and everyone is very excited at the prospect of moving into new, purpose-built facilities after 36 years in a "temporary" space in the oldest building on the existing campus.

The projected start-up date for the new campus is fall 2011, although this may be delayed to January 2012.

UFV Library Participates in LibQUAL Canada 2010

The UFV Library was one of over 50 Canadian university libraries to participate in the LibQUAL survey in the winter/spring of 2010. LibQUAL is a survey developed by the Association of Research Libraries (ARL), designed to provide libraries with a standardized, effective method to measure the quality of library services based on the perceptions of faculty, students and staff. There are a number of advantages to participating as a member of the Canadian consortium, including sharing advice and experience, and being able to view the survey results of other libraries.

Positive Year for UFV Library Budget

Despite a difficult budget scenario for the university, the UFV Library fared quite well in its 2010/2011 budget. We have been allocated an additional, much-needed, librarian position, which we will be posting shortly. And for the second year in a row, the university asked the library to submit an estimate for expected cost increases to ongoing commitments for subscriptions and licenses, and increased the acquisitions budget by that amount.

UFV Library Poster Contest: Ways to Love Your Library

The UFV Library has been running a poster contest now for three years. This year, the

theme was “Ways to Love Your Library,” and entrants were asked to submit their entries in the form of a comic strip. The winning entry came from 3rd year general studies student Tamarack Hockin: There Must Be 564 Ways to Love Your Library:

[http://www.ufv.ca/library/library_posters/Tamara Hockin_2009.htm](http://www.ufv.ca/library/library_posters/Tamara%20Hockin_2009.htm)

Tamarack was the winner of free tuition for one course, donated by UFV. You can see our runner-up's poster, as well as contest winners from previous years, at

http://www.ufv.ca/library/library_posters.htm

Vancouver Community College

submitted by Lila Heilbrunn, Director, Library and Learning Resources

With the opening of the new Health Sciences building at VCC Broadway Campus, the BWY Library had been promised a significant amount of additional space. Due to budget constraints, the College was not able to undertake the renovations required. This was very disappointing but we did manage to make some improvements to space for the Nursing and other Health students who were moving from Downtown to Broadway by moving our Technical Services Department to the Downtown Campus. Their office area has become a quiet study room with two group rooms. The space is airy, pleasant and light.

We have also renovated a classroom at the DTN campus and this will open in the near future as a computer lab. Until now, we have not had a dedicated teaching space at the DTN campus so this is a very welcome addition.

The most challenging change for VCC was the integration of Media Services into the library. This required many staff to move location and departments. Several staff members who were formerly in Media Services moved to Marketing and to IT. This left only 2 AV Technicians in Media Services. In both libraries, equipment is now distributed from the Circulation Desk and Circulation staff now assists with the distribution of AV equipment.

Our new library website is almost complete and we are hoping to launch this summer. The redesign team sought input from the students and employees through focus groups and

individual interviews. We are hoping to improve navigation and usability.

Librarians have been very busy. We have been trying to encourage students and faculty to book one-on-one consultations with librarians. This is challenging at VCC as none of the librarians have private offices. Nonetheless, providing one-on-one help allows librarians to teach very effectively and seeing that students ask their peers for help first, every student who has this experience is likely to give better guidance to their colleagues.

Librarians have also been using 'Libguides' software for some time and are working on making the guides more interactive.

Our publicity campaign has been most effective and the library has received positive feedback from administrators and faculty. Not only do we have interesting posters tailored to specific groups of students' bulletin boards across the campus, we also have huge posters and a variety of timely displays at the entrance to the cafeteria and in the library.

We recently worked with our Digital Graphics Arts Program and held a contest to design a Library Poster. We received a submission from every student in the program and then involved our community who voted for the winning design. Some of the designs were really innovative and it was a great experience.

We are looking forward to hosting CPSLD here in the Fall.

Vancouver Island University

submitted by Bob Foley, Library Director

After a very busy fall, the winter term was quietly productive serving the significantly larger student body. Like most other B.C. institutions, we saw almost a ten percent increase in students attending VIU.

As mentioned in the fall newsletter, Hans Fadum has retired. While Dan Sifton has assumed most of Hans' duties, we will still be recruiting a new librarian soon.

The Librarians will be meeting as a group in early June to review their work assignments and rebalance their workload. Its not as dramatic as a cabinet shuffle but it will be the first major rethink of the individual assignments in many

years. This is in response to the decline in some reference assignments and collections work balanced by our need to initiate new services. It is hoped that the role of the new librarian will be identified in this process.

We have a number of new initiatives already planned. Dana McFarland has been working with the rest of our technical team to put a VIU version of D-Space into production. It will be called VIUSpace.

The reference team will begin to use smart phones in the next few months to enhance their presence away from the reference desk and untether them from the strict schedule we have used in the past.

The technical team will also be putting a new "Webpage Rethink Phase One" into production by fall with further enhancements likely driven by the adoption of some form of discovery tool that is still under consideration.

There will be some minor construction this summer related to ceiling upgrades in some areas of the library and new energy saving lighting funded from a BC Hydro grant. We have just re-tooled our video and audio editing suites with the latest generation of Macintosh computers. These will be matched at the regional campuses. We are trying to ensure that our A/V gear at all campuses is consistent, making training simpler and to be helpful for faculty and students moving between campuses.

In the collections realm, Jean Blackburn has launched her second Patron Driven Acquisitions project selecting the EBL product (the first was with NetLibrary). The PDA project loads a large number (40,000 plus) e-book records into the library catalogue. When a patron views a title of interest, a purchase is triggered. Once a certain value of purchases is reached, the remainder of the records are withdrawn from the catalogue. The records and content from the purchased e-books remain.

We are also reviewing our print back file of journals with an eye to either weeding or integrating them into the stacks. It is a slow process but it has been aided by recent discussions at COPPUL around last copy preservation and our growing digital collections. When this project is completed, we hope to re-assign the space to student group study spaces.

We are continuing to open the library commons in Nanaimo beyond the hours of the remainder of the library. This winter, we provided an addition 23 hours a week of access to the commons while the library was closed.

This spring, a number of staff gave presentations to the faculty professional development series known as "May Days." Jean Blackburn did one session on survey and data analysis tools and another on Refworks. Dana McFarland did one session on creating stable links for web pages and Moodle.

In other professional development news, Dana McFarland with faculty from our First Nations Studies Department was successful in getting a SSHRC research grant. The topic is "A Digital Indigenous Knowledge Resource: Collaboratively Creating Protocols for Central Vancouver Island". The work will proceed over the next two years.

Planning is still proceeding on the new library at the Cowichan Campus that seems more real every day as the superstructure emerges on site. This will be an exciting new approach to library services in Cowichan. It is still anticipated that it will be complete in December 2010 and operational in February 2011.

Special Reports



BC Electronic Library Network (ELN)

submitted by Sunni Nishimura, BC ELN Project Coordinator

BC ELN is pleased to report that the Ministry of Advanced Education and Labour Market Development has approved BC ELN funding for 2010/2011! BC ELN's budget submission to government took the form of an 'annual report', with an emphasis on accountability for current base spending and 'showing our value'. The Innovation & Success Report is available here: http://www.eln.bc.ca/Innovation_Success_Report_2009.pdf

BC ELN library directors will be gathering June 14th at an All Partner meeting. A primary topic of discussion will be the BC ELN Steering Committee Terms of Reference (TOR). The basis of the discussion will be a draft TOR, the result of months of work by a Subcommittee made up of Rosie Croft (RRU), Bob Foley (VIU), Cathy MacDonald (KPU), Todd Mundle (SFU), David Pepper (BCIT), Marnie Swanson (UVic), Sheila Wallace (ECUAD), and Anita Cocchia (BC ELN).

Quest University Canada (QUC) is now officially an Associate Member of BC ELN. Following an 18-month pilot, the Steering Committee endorsed QUC associate membership. QUC is currently participating in two BC ELN services: AskAway and database licensing.

BC ELN is beginning work on Feature Film Public Performance Rights licenses that cover a number of BC post-secondary institutions as well as a group of institutions in several other provinces. These licenses were formerly coordinated by AEMAC, the Advanced Education Media Acquisitions Centre, hosted at Langara College. Following the closure of AEMAC, BC ELN was asked to take on the negotiation of the feature film PPR licenses. Our Steering Committee approved this request, and BC ELN staff are now in communication with Criterion and Audio Cine regarding the renewal of these licenses. Information on pricing models and other issues will be sent to participating institutions as it becomes available,

likely over the summer of 2010. The existing licenses expire on September 30, 2010.

The AskAway Advisory Committee is pleased to report that BCcampus has approved 2010/2011 funding for AskAway. Post-secondary AskAway is funded by its participating post-secondary libraries and BCcampus. BCcampus funds AskAway as a Shared Services initiative that benefits all post-secondary learners and institutions across the province. AskAway's Shared Service funding request is available here:

http://www.eln.bc.ca/askaway/documents/AskAway_SSR.pdf

The post-secondary AskAway team is maintaining close contact with our public library AskAway colleagues as they work towards alternative models for provincial virtual reference. We will continue to keep post-secondary libraries apprised of any developments that may impact post-secondary AskAway.

At the end of this summer, the BC ELN Office is looking forward to welcoming Heather Morrison back after her year-long study leave. Heather has been working on a PhD at the Simon Fraser University School of Communication, and doing research to inform the 2012-2017 BC ELN Strategic Plan.



BC College and Institute Library Services (CILS)

submitted by Grace Makarewicz, Director, Library and Library Contract Services

Statistics are for all requests made to CILS for alternate formats from the period of April 2009 to March 2010.

	Requests Made	Requests Fulfilled ¹	Active Students Served (Over 2 Years)
BC Institute of Technology	192	185	26
Camosun College	211	211	91
Capilano University	20	20	9
College Of New Caledonia	60	60	37
College Of the Rockies	43	43	14
Douglas College	251	248	55
Emily Carr University of Art & Design	8	8	13
Justice Institute	4	4	3
Kwantlen Polytechnic University	274	259	84
Langara College	77	71	47
Nicola Valley IT	0	0	0
North Island College	245	245	57
Northern Lights College	65	65	25
Northwest Community College	21	21	17
Okanagan College	282	280	131
Selkirk College	14	14	12
Simon Fraser University*	24	24	27
Thompson Rivers University	103	96	52
University of the Fraser Valley	197	197	88
Vancouver Community College	73	70	32
Vancouver Island University	13	13	6
TOTAL	2177	2134	826

*Provides fee for service to CILS

*Provides fee for service to CILS

1. Request fulfilled can result in a loan of previously produced materials from CILS 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
- multiple disabilities

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

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 2009 to March 2010**:

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
Image Only PDF	10	Image Only PDF contains only a picture of a page, not computer readable textual information. Image Only PDF is sufficient for enlargement on a computer screen	\$100 – \$500	1 to 4 days
Accessible PDF	275	Accessible PDF includes both a picture of the page as well as the page's complete computer readable text, and is therefore suitable for text-to-speech output.	\$200 – \$2000	1 to 7 days
E-Text	371	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 – \$3000	1 to 30 days
Digital Audio (MP3)	284	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

Full Text Synthesized Voice DAISY	53	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
Human Voice DAISY	13	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
Total Productions	1007			

If you have questions feel free to contact us at:

CILS

Langara College
100 West 49th Avenue
Vancouver, BC
Canada, V5Y 2Z6

Tel: 604-323-5639
Fax: 604-323-5544
Email: cils@langara.bc.ca

Ryan Vernon

MA/MLIS

Tel: 604-323-5254
Fax: 604-323-5544
Email: vernon@langara.bc.ca

Stephen Blaeser

MAS/MLIS

Tel: 604-323-5685
Fax: 604-323-5544
Email: sblaeser@langara.bc.ca