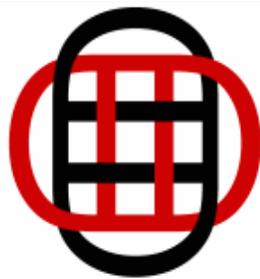


CPSLD Newsletter

Fall 2010

Volume 21, Issue 2

www.cpsld.ca



CPSLD

Council of Post Secondary Library Directors

CPSLD Newsletter contains articles and photos submitted by members.

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CPSLD Fall Meeting at Kwantlen's Surrey Campus

Many thanks to Cathe MacDonald and everyone at Kwantlen Polytechnic University's Surrey campus for hosting the fall CPSLD meeting. We enjoyed the wonderful hospitality and the tour of the new library (photo at "Tile Wall" above; others included in Kwantlen report below). At this meeting we welcomed new members, Charles Eckman (SFU), David Lambert (Capilano) and James Rout (Emily Carr). Thanks to Todd Mundle, Cathy MacDonald, Kim Isaac, David Lambert and Bob Foley for the panel discussion on "Bicameral Government." Thanks also to guests Anita Cocchia (ELN), Randy Bruce (BCcampus) and Alissa Cherry (UBCIC) - and to all of you for the great roundtable discussions and for contributing reports to this issue!

Reports

BC Institute of Technology

submitted by David Pepper, Director, Library Services

From dream to reality...



Writing Centre session

In response to requests from students and faculty, and with the support of collaborative partners across campus, Library Services and the Communication Department have jointly established a peer-based Writing Centre in BCIT's Learning Commons, reporting to Dave Pepper, Director of Library Services.

In today's expanded view of *information literacy*, the writing process and the research process are intimately intertwined in the academic work of students. A Writing Centre in the Learning Commons will enable heightened collaboration amongst teaching faculty and librarians to treat research and writing skills as part of the same holistic process. Strategic location of writing support services in the library will enable an efficient and effective referral process between the Library research desk and Writing Centre faculty and peer tutors.

John Storm, Instructor in the Communication Dept, was awarded a 50% Academic Studies Professional Development Leave "to conduct a research pilot project that will see the start of a

trial Writing Centre in the BCIT Learning Commons ... serving as a test bed to gain insight into how BCIT can proceed with a permanent Writing Centre initiative in coming years". The Centre was launched on October 4th and uptake has already been strong.

Making a difference ...

In the 2010 Library Services' Survey of Students, 70% indicated that the BCIT Library enables them to be more successful in their BCIT courses. In the BCIT Full-Time Student Survey, satisfaction with Library Services reached a heady 96%. Now, what do we do about closing that 4% gap ???

Engaging our clients ...

BCIT librarians have been developing a number of applications using social media such as Facebook, Twitter, and NetVibes to encourage and facilitate access to the Library's resources, including embedding applications in digital courseware. These applications have garnered attention outside of BCIT as well. On October 29, the librarians presented a session called "Engaging students in libraries through social media", at the North American Council for Staff, Program and Organizational Development International Conference in Vancouver.

"In-Step"

BCIT Library Services has begun a strategic planning process under the leadership of Patricia Cumming, Reference Librarian. BCIT's Strategic Plan is subtitled, "Advancing". It's not at all coincidental that the Library's strategic plan is subtitled, "In-Step".

Towards single sign-on ... inch by inch

A joint venture between IT and Library Services procured funding for the installation of LDAP software as a first step towards BCIT-wide single sign-on.

"I See You & Raise You" campaign

Library Services staff donation to the BCIT Foundation's staff fund-raiser for student bursaries achieved the highest donation level of all BCIT departments. Well done!

Kudos to Deirdre Grace

Deirdre Grace, Library Services' Marketing Coordinator, completed her MLIS at SLAIS – UBC in May 2010. We have given her an opportunity to exercise those new credentials, and appointed her to a 20% temporary reference position for the Fall & Spring term.

Editor's note: Congratulations to BCIT library for developing WEG: a web evaluation game which helps students to evaluate the integrity of websites - <http://cdl-prod.bcit.ca/library/weg/> - more info <http://www.bcit.ca/update/node/1392>



Lansdowne service

Camosun College

submitted by Sybil Harrison, College Librarian

Renovation projects

On November 28, Camosun College celebrated with 200 guests - including Hon Gary Lunn Minister of Sport and MP for the Saanich and the Islands and Ida Chong, Minsiter for Universities and Science and MLA for Oak Bay Gordon Head - the re-opening of both its libraries after substantial renovations. The college won \$4.1 million to substantially renovate both the Lansdowne and Interurban libraries. Victoria architectaural firm Chow Low Hammond and Perma Construction were awarded the contacts.



Lansdowne foyer

Staff

Long-time Camosun Librarian Catherine Winter retired in May 2010. She was with Camosun College for 30 years and for many years was Library Chair, providing overall leadership for library services. She also served as CPSLD president.

In September Jason Meng started with Camosun College as Electronic Services and Initiatives Librarian



Interurban campus computers

Capilano University

submitted by David Lambert, Library Coordinator

Personnel

There was little staff turnover at the start of the semester but we were fortunate to hire Keyvan Elsami (full-time Audio-Visual Services assistant 3) and library tech grad Dao-Yin Lau (part-time Circulation Services assistant 1). New librarian Tania Alekson took over borrower services, inter-library loans and regional campuses from David Lambert while George Modenesi handed over the Coordinator reins to Lambert (some say as punishment for his sabbatical year). Lambert is also responsible for digital collections and web development along with Tania Alekson and systems librarian George Villavicencio. With the retirement of Maureen Witney there was lots of reassigning of liaison and committee responsibilities. While the librarians have little time for outreach, they do manage to embed themselves on strategic ed tech and curriculum committees.

New President

Kris Bulcroft became the University's sixth president in August. She comes from a 20-year career at Western Washington University, serving as a professor of sociology and vice-provost for undergraduate education – a position she held until 2008 when she joined Franklin College as vice-president for academic affairs.

Party on!

The Library served notice it would be a contender early in the term with a win for best booth at the campus wide student orientation. Our theme was 'The Library: Your Oasis on Campus'. To bookend the fun start to the semester we baked up a storm for our much loved Just Desserts sweet fest at the end of the semester and raised more than \$500 for the youth charity, Covenant House.



Wild and crazy library types (Lindsey Rowat, George Villavicencio, Georgi Bates, Tania Alekson) receiving the blue ribbon for 'Your Oasis on Campus'

Accreditation & Assessment

In between the good times, there was of course some work to do - not least of which was preparation for a site visit by the Northwest Commission on Colleges and Universities (NWCCU). The Commission oversees accreditation for 162 institutions in the US Pacific Northwest. Capilano will be the first Canadian institution to receive accreditation by NWCCU (SFU is at the applicant stage). The application process began in 2004 with candidacy awarded in 2009. After several more rounds of self-study, team visits and evaluation reports, full accreditation will be granted in 2014 provided all standards are met (standard two covers library and information resources). NWCCU standards place more emphasis on issues such as service quality, evaluation and goals rather than benchmark measurements. An evaluation outcome for the Library may be, for example, that it provides for community input with a Library Advisory Committee.

A recent follow-up to a NWCCU recommendation was the creation of a Director of a Teaching and Learning Centre. The position will manage support for instructional design, delivery and assessment and includes management of the Ed Tech and AV departments. For now, the latter is still part of the Library reporting structure.

Library collections and services were also reviewed during Degree Quality Assessment Board (DQAB) visits to consider Capilano's applications for Bachelor of Communication Studies and General Studies degrees. Collection

development librarian Karin Hall worked assiduously on proposals that would see our collections budget increase by \$100k. CPSLD stats reveal that Capilano has fallen behind in collections funding, but the addition of four year programs make funding increases imperative for several reasons: higher level courses require the use of deeper research resources such as JSTOR and Muse; Capilano's university status has bumped our database license costs up (substantially in some cases); and there's a great need for more electronic resources in all areas so we can meet the needs of our regional campuses and fulfill our mandate as a regional university.

Library support for new programs also requires adequate service levels so we will be seeking increased funding for reference and instruction, as well as administration. At present, the Coordinator serves as the University Librarian but receives only partial administrative release time to do the kind of outreach, budget and strategic planning work that the head librarian did full-time before the position was cut in 2000.

Facilities

The Library continues to move toward a learning commons model with the integration of the Computer Learning Centre, IT support and Student Success Workshops. Attempts to incorporate more services and feature more group study rooms and tutoring tables are hamstrung by lack of space - much needed with an average daily gate count of 3,000-3,500 (more than one-half of our FTE). Space planning and fund-raising initiatives are underway that will see us into the future if realized: many departments currently located in the library building will move to the new Bosa Centre for Film and Animation. Meanwhile, we continue to reappportion space, embarking on 'roll back the stack' planning to convert part of our moribund reference collection to space for study tables. Space gain was also realized in the periodical stacks as we cut 10% of our print subscriptions that we consider securely available in electronic format.

Technology

The web developers are in the process of converting the University content management system (CMS) from Active CM to Ektron. This will be a welcome change in the Library (as Active has been a straight jacket) but perhaps a little late as we have recently purchased

LibGuides and find it to be a robust CMS for many of our needs. It is quite unlikely that the developers will give us the kind of control over design and social media that LibGuides allows. The librarians are developing templates before launch.

Finally, on the technology front, in order make better use of costly resources we are evaluating discovery services including Innovative's Encore Synergy, Serials Solutions' Summon and Ebsco's Discovery Service. Additionally, we'll be evaluating Innovative's Content Pro for our digital archive needs.

College of New Caledonia

submitted by Katherine Plett, Library and Media Services Director

Renovations

Summer was a busy time for us, as we transformed the centre of the library, replacing old Media carrels with modern wired stations and adding more comfortable seating. We also removed Annual reports cabinets, added shelving for the Cinema CNC Movies collection which has a new "Language Lovers" section of subtitled films, and moved Paperbacks and Newspapers to more prominent locations. Students love the new space.



One of the new media stations



New "Language Lovers" subtitled films collection: over 250 titles, from Arabic to Xhosa

Fall activity

We have seen increases in use this fall, especially in reference, orientation/instruction, room bookings, and interlibrary loans. In a recent nursing accreditation, site visitors gave us "kudos" for the interlibrary loan service, always nice to hear!

Displays

Over the summer, we hosted an exhibit Celebrating Metis History. Fall displays featured CNC Authors/CNC Press, CNC Fine Arts Student Work, and the CNC-SPCA Doggie Fashion Show (collecting donations for this annual fundraiser at the college). And our fall weekly contests were popular as ever!



Celebrating Metis History



CNC Fine Arts student exhibit

Week #2 Contest Entry Form - Win Prizes! - Deadline Friday Sept. 24 noon



CNC Fall Contest #2

Word Scramble

Welcome to the College of New Columbia

This week's word: **C A L E D O N I A**

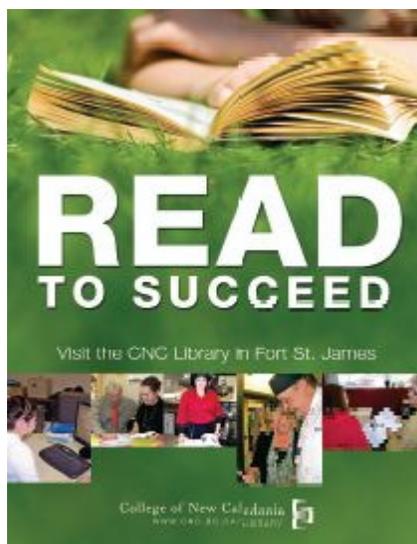
Find words. Rearrange the letters to form other words - e.g. LIONS can become NOLDS. Write down your words here. They must be 3 letters or longer. Do proper names (copy) the back of page if needed...

Fall Weekly Contests, Sept.-Oct.

Other news

People: A fond farewell to Wanda Bruvold (Circulation), who worked at the library for many years before re-locating to Alberta this summer. And a warm welcome to Terry Coghill (Circulation) and Jennifer Beck (Media Services).

READ posters: A series of READ posters have been created for our regional campuses, with photos of students provided by the campus. Fort St. James was particularly happy to have theirs in time for a community-wide "Literacy Lives in Fort St. James" promotion.



Video Tips: we have started creating “how to” videos using Jing, and have set up a new section on our home page to feature these, along with other instructional videos. Thanks to great support for these projects from our Institute for Learning, Teaching and Research.

Digital Microform Station: Our Canon MS300 reader/printer has been converted to a digital station. A technician from Microcom Systems came up to connect an SCSI cable to a computer workstation and install software for manipulating the images. We're grateful to CNC IT Services for their help on this project. It was finished just in time for an English class assignment using newspaper microfilms.

Orientation Booking form: The Orientation librarian has created an online form for instructors to book sessions at <http://tinyurl.com/24j25u3>

Recycled Notepads: Notepads made from old letterhead paper with CNC library “branding” are being given out in orientation classes; what a great idea!

Book Sale: Beautiful Folio Society editions were on sale in our CNC Library Book Sale in November which raised over \$640 for the Library Legacy Fund. A new named fund of \$1,040 was also established in honour of retiring Biology instructor Liz Ritch-Krc. The interest will be used to buy Ethnobotany books.

Tartan: CNC has registered a new official tartan with the Scottish Register of Tartans! Check it out at <http://tinyurl.com/2fumhyc>

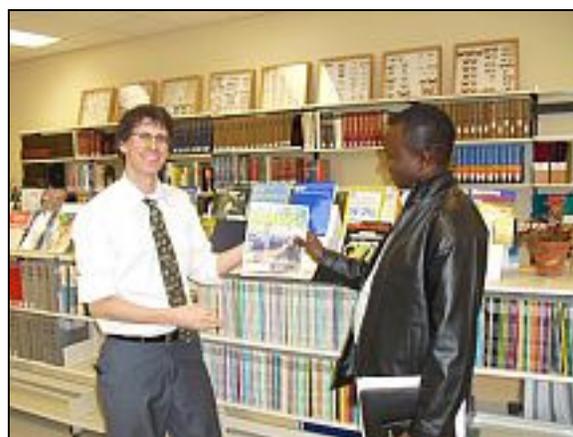
College of the Rockies

submitted by Petra Mauerhoff, Manager of College Library Services

We launched our new website just in time for the new fall semester! <http://library.cotr.bc.ca/> The AskAway widget is now available on every page, ensuring that reference help is literally at students' fingertips anytime they are on our site.

The "new" 3M self check out machine is getting lots of use from our students and letting those with simple check outs or renewals completely bypass the lines at the circulation desk. We were even able to add our own library card graphic to the monitor's display, further personalizing the automated experience.

This has been the first fall semester for our reference librarian, Ben Harrison, and he has enjoyed providing library tours and orientations to many groups of students. In addition to our regular student patrons, the college welcomed a group of young aboriginal students participating in a special program who were made honorary college students and were issued college ID/library cards. In addition, Ben gave a tour/orientation to Principal Ndadazi from the Mineral Resources Institute in Tanzania who enjoyed learning about the wide range of resources available to our students.



The Irving K. Barber Learning Center launched the Small Business Accelerator at our College on Monday, November 22nd, 2010 with representatives from UBC, the Cranbrook Business Community and Mr. Irving K. Barber himself in attendance. The Small Business Accelerator <http://www.sba-bc.ca>, is a new gateway to business information for small firms

and entrepreneurs throughout the province. It's also a valuable tool for public and college libraries, community development organizations and other agencies to support their clients. More information about the launch can be found here: <http://www.cotr.bc.ca/press/fullhdLine.asp?IDnumber=542>

Renovations of the expansion of Kootenay Centre are almost completed, and on October 29th the College held a Grand Opening ceremony. The new upper-level addition and renovated area will be the central hub for student services and provides an improved entrance to the Cranbrook campus. The new lower-level addition includes student study area, faculty offices and seven new classrooms. More information about the renovations as well as a gallery of the progress can be seen here: <http://cotr-social.cotr.bc.ca/gallery/campus/expansion/>

Petra Mauerhoff has resigned her position as Manager of College Library Services and her last day at COTR will be December 15th, 2010. The search for a replacement is currently underway.

Editor's note: Congratulations and all the best to Petra, who is moving into the position of CEO of the Shortgrass Library System in Alberta. See announcement posted at <http://tinyurl.com/39tkhf6>

Douglas College

submitted by Carole Compton-Smith, Director of Learning Resources

In the Community



This fall marked the 40th anniversary of Douglas College and the celebration took place during the first two weeks of the semester. In the Library, we promoted the capturing of college memories, a digitization of pictures and memorabilia that members of the community had treasured over the years, such as logo items.

Announcing the winners of our slogan contest:
I ♥ U because:



Sam Cheng presents to Joan Spence, Brittany Pike



Kim Longmuir presents to Mahtab Sarrami and Shannon Rehlau

Learning Centre

We have now established applications for in-person peer-tutoring from the Learning Centre website, as well as adopting an automated appointment booking process which we hope to eventually transform into entirely self service in the near future.

The Learning Centre wished Julia Robinson all the best in August as she returned to full time instruction and welcomed Holly Salmon as their new coordinator.

The peer tutors are offering just in time writing assistance three times a week in the libraries. This project was initiated by faculty to ensure that students have enough access to writing assistance.

Library



The Library is now using on-line study room booking software, which has been successful on site and will hopefully be upgraded for off campus usage.

The librarians have begun offering personal research appointments. Students who might typically create line ups at the information desk can have one on one pre-scheduled time with a librarian. All they require is 24 hour notice and

completion of the request form **Appointment with a Librarian** (<http://tinyurl.com/27dnr6l>)

Dianne Hewitt, Web Development Librarian also recently developed a Resource Guide for the summer school program in Belize, Central America.

Scholarly Activity



Douglas College History Instructor, Gail Edwards recently co-authored a book on illustrations in Canadian Children's literature. Assistance towards completion of the monograph *Picturing Canada* was provided through the Bibliographical

Society of Canada's Marie Tremaine Fellowship award.

Looking Ahead

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.

Justice Institute of BC

submitted by April Haddad, Institute Librarian

Academic Boot Camp



The JIBC held its first ever 2-day Academic Boot Camp in August to prepare new students for their studies at the JIBC. The Library was on the planning committee, and Marjory Jardine, Librarian, Reference & Instruction, gave a session on tips for finding what you need in the Library.

About 70 students attended sessions: The Digital Toolkit, Study Skills, Financial Aid, Library Research, Stress Management, and

Eating Well on a Student Budget. A second specialized boot camp designed for Primary Care Paramedic students from several campuses is planned for December 6th,

Online Learning Commons



In September, the JIBC launched an online Learning Commons to support students in achieving learning success. The Learning Commons site includes information on topics such as essay writing, citing sources, research and study skills, academic integrity, disability services, and use of technology. The Library received funding from the JIBC Program Council to create this website, and collaborated with our Specialist, Educational Technology, Coordinator, Student Counseling and Advising, and English Instructors.

Have a look:

<http://jibclearningcommons.wordpress.com/> The site is in Wordpress now and we will be transferring it to Drupal in January.

Although our Learning Commons is online only, we are moving toward an actual Learning Commons. One of our English instructors has just started offering two popular two-hour Writing Clinics per week in one of the Library study rooms. Coming soon: Assignment Calculator!

SIRSI Upgrade

Mid-November we upgraded our SIRSI Symphony ILS from 3.2 to 3.3. SIRSIDynix was contracted to do the upgrade for us as our Technical Services Department was unable to accommodate our request. There was no major impact to Library staff who were happy to get the latest fixes to some Booking issues (e.g. due date NEVER, etc.).



From SirelDyntx BookMyne Promotional Materials

This upgrade also enabled us to install Symphony Web Services 3.0, allowing us to provide users with mobile access to our Library's catalogue by means of the

BookMyne application. This is a free application available through iTunes. We are currently configuring this with hopes to have it up and running soon. iTunes preview site:

<http://itunes.apple.com/ca/app/bookmyne/id350625461?mt=8>

Study Rooms

This past summer we completed an upgrade to each of our 3 Study Rooms. Forty-inch monitors, computers (CPUS only), DVD/VCR players, and laptop cables were installed. These devices connect to an Extron Medialink Controller so that students can choose which device they wish to display on the monitor.



Extron Medialink Controller

We also replaced our oblong tables (too many table legs getting in the way) with round pedestal tables and changed our stationary chairs to office chairs (adjustable with wheels). These changes have been extremely well received by students, who now rush in to book these rooms.



The Spirit Has No Colour: Changing Police/Aboriginal Relationships – New JIBC DVD

A training film for B.C.'s municipal police recruits on the relationship between police and Aboriginal peoples. Covers: the history of Aboriginal peoples (First Nations, Inuit and Métis peoples), particularly in B.C.; the role of police in the enforcement of laws of Canada that today are deemed to have been damaging to the Aboriginal peoples; the experience of the

Aboriginal peoples through that lens, showing what police will see on the streets and in the communities today, both the powerfully positive and the profoundly negative; the consequence of generations of children being taken from families and entered into the residential schools of this country; and finally, connecting issues of drug and alcohol abuse, family disintegration and loss of identity to the sexual, psychological, physical and other abuses common in the schools. (44 minutes)

Contact JIBC Library if you'd like to borrow a copy and Orca Productions if you'd like to purchase one. (A joint production of the JIBC Police Academy, 42nd Street Consulting and Orca Productions; directed by Nicholas Kendall and Keet Neville).

Kwantlen Polytechnic University

submitted by Jean McKendry, for Cathy MacDonald, University Librarian

Fall 2010 semester at Kwantlen Polytechnic University welcomed 41,645 students and by now, most of them have made their way into our four campus libraries. We encourage students to utilize our library resources and services, as part of their student experience at Kwantlen.

“Student Experience: Outstanding students deserve an outstanding student experience. Kwantlen commits to provide support programs, services and systems to enhance and enrich student life.”

*Kwantlen Polytechnic University
Draft Vision 2010*

Over the Summer 2010 we offered extended Library hours for the first time, which helped contribute to a user count of 99,000 at Richmond (an increase of 42%) and 150,000 at Surrey (an increase of 88% over the previous summer).

Over the past year, Kwantlen library services have been extended for students and faculty and although we are open seven days a week, many students have been giving Coast Capital Savings Library feedback stating they need and value current extended hours until 11 P.M. Monday to Thursday.

Time will tell if the very recent splitting of the previous provincial government ministry for post-secondary education into two new portfolios (Science & Universities for all universities in BC and Regional Economic & Skills Development for all colleges in BC) will result in different funding formulas.

On 4 May 2010, Kwantlen library staff and faculty celebrated their annual Professional Development Day with a lovely tour of the SFU Surrey campus and its Fraser Valley Real Estate Board Academic Library [Fraser Library]. The afternoon was spent back at Kwantlen's Surrey campus, playing badminton and doing yoga, burning off some extra calories from the delicious catered lunch. Kwantlen librarian Denise Dale got us all better organized with tips from her book *At Your Fingertips in the Office: Information Management for the Small Business* [HF 5736 B72 2000] that she co-authored with Alexandra Bradley, who teaches Records Management at SLAIS at UBC. Ruth Mullane and Debbie Smith, Kwantlen Library Resource Technicians, shared their magic tricks with Outlook, our new email system.

Over the summer, the Technical Services Department of the Library moved from the Richmond campus up to the third floor of the Surrey Library. This move was in preparation for the renovation of the Richmond campus Library, which began demolition precisely at the beginning of the September term. In keeping with the Kwantlen tradition of "library renovations forever", students and faculty at Richmond Library are getting used to wearing drywall dust and listening to the noise of walls being torn down, as a new library metamorphoses in the same space. Who knew earplugs could become such a fashion statement? We are hoping that the construction will be finished by the end of 2010, when we will have 91 computer stations [up from 52], 8 study rooms with new sliding glass doors [up from 6], 68 bays of new shelving, seating for 90 students, 3 new print/copy stations, a new checkout counter for the circulation staff, and a new information desk that will be shared by librarians and IET staff. The Richmond Learning Centre will also be moving into the Richmond Library, because they don't want to be left out of "where all the action is" on Richmond campus!

This fall, the Library and the Learning Centre have been hosting "Sensational Study Skills

Saturdays" at the Surrey campus. Different library skills workshops taught by Kwantlen librarians Mirela Djokic and Sigrid Kargut include "Avoiding Plagiarism", "Citations – the Basics", "Introduction to Research" and "Citations, Citations!".

Kwantlen Psychology faculty Dr. Daniel Bernstein, who conducts False Memory research with Dr. Elizabeth Loftus, presented a lecture on his Hindsight Memory research in the Surrey library on 21 October 2010. This is the first in a series of informal lectures held at the Library, giving students an opportunity to connect with Kwantlen faculty research. Dr. David Atkinson, President and Vice Chancellor of Kwantlen Polytechnic University, presented Dr. Bernstein with a "Kwantlen Talking Stick" and a commemorative plaque to celebrate being the first Chancellor's Chair at Kwantlen Polytechnic University.

The spectacular wall of ceramic tiles in the Surrey Library, created by Kwantlen Fine Arts students and the Fraser Valley Potter's Guild, has become a fundraising project. Individual 8 inch by 8 inch glazed tiles can be ordered for a minimum donation of \$35 each, and all the proceeds will provide an annual financial award to a Kwantlen student. The hardest part is deciding which of the 8 beautiful glaze colours and 29 tile designs to choose! There's even a Library Books tile. Orders take 8 to 12 weeks for delivery, and tax receipts are available.

In closing, some Kwantlen librarians are currently reading the following articles, and we thought you might enjoy them too.

- "Library Inc." by Daniel Goldstein in The Chronicle of Higher Education (17 October 2010) <http://chronicle.com/article/Library-Inc/124915/>
- "2010 top ten trends in academic libraries: review of the current literature in "C&RL News (June 2010) p. 286-292. <http://crln.acrl.org/content/71/6/286.full.pdf+html>
- "Searching for Better Research Habits" by Steve Kolowich in Inside Higher Ed (29 September 2010) <http://www.insidehighered.com/layout/set/print/news/2010/09/29/search>

- “Later: What does procrastination tell us about ourselves?” by James Surowiecki in The New Yorker (11 October 2010)
http://www.newyorker.com/arts/critics/books/2010/10/11/101011crbo_books_surowiecki

**Photos from CPSLD Visit to Kwantlen
Oct. 28-29, 2010**

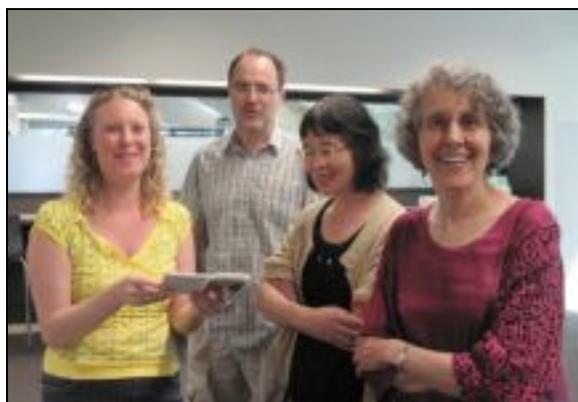


Langara College

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

Staff News

Over the past months we have had quite a number of staff changes, due to retirements and maternity leaves.



Judy Growse retired during the Summer, after 18 years as a librarian at Langara. Pictured above (L-R) are Vanessa Brown, Stephen Blaeser, Shuyan Dai, and of course Judy Growse.

More babies at Langara since Spring! Briana Fraser has provided Brora with baby brother Finn, and Sara Rose is now the mother of Amelia. Jennifer Brown's new son is Nathaniel.

New Langara librarians are Ophelia Ma and Carolyn Petrie. Ophelia was previously at University of Victoria, while Carolyn came to us from BC Securities Commission.

Langara's 40th Anniversary



Langara celebrated its 40th anniversary on a rainy October 14 (40 years on 49th Ave). Huge tents were put up to help keep the visitors dry

and entertained throughout the day. 2,500 guests enjoyed special events such as rock bands, performances by Studio 58, chemistry and physics magic shows. We also showcased our new brand and fresh new look - Langara College of Higher Learning.



Annual Report

We produced what we expect to be the first of many annual reports late this Summer. <http://www.langara.bc.ca/library/Report%2009-10.pdf>

CILS News

We presented to the Disability Articulation Committee in May and had a very useful discussion with the various disability coordinators from across the province. It was valuable to have the opportunity to get feedback about CILS services and will help us to make improvements.

ATBC (Assistive Technology BC) staff visited CILS during the summer. CILS demonstrated to ATBC staff how alternate format books were produced. ATBC is the technology counterpart to CILS so comparing notes was a valuable experience for both groups.

Ryan Vernon and Stephen Blaeser were awarded a research grant from BCcampus to produce research on the needs of trades students. For more information on their recommendations for the Provision of Accessible Resources to BC Trades Students, view the complete research: <http://tinyurl.com/2w6gxgr>

Editor's note: CILS Service Statistics for Presentation to CPSLD are provided at the end of this newsletter.

North Island College

submitted by Mary Anne Guenther, Coordinator, Library Services

The library upgraded its ILS to Symphony 3.3.1 in late June/July. Over the following months, work continued on implementing features, including those associated with the catalogue and its functionality. Already we're talking about the next release and when to schedule it!

The College has implemented web-based software from PerformanceObjects, Inc to complete performance evaluations and all staff are now engaged in that process. As well, the College is now using an online tracking system for staff leaves, PeopleAdmin, Inc.

The reference collections at all campuses were recently weeded, re-assigning many titles to the circulating collection; subsequently we licensed the Oxford Reference Online collection. As well we have added an NFB streaming video collection of approximately 1000 titles this fall.

Work continues on the development of libguides. Most recently subject guides on Creative Writing, Criminology, Literary Criticism, and Political Studies and International Relations have been created.

The College has been engaged in the development of the NIC 2011-2015 Strategic Plan.

Northwest Community College Library

submitted by Melanie Wilke, Coordinator of Library Services

Looking at trends and changes in libraries, we have been concentrating on creating a more casual, modern and user friendly environment at the Northwest Community College Libraries. We are in the midst of updating our ILS and catalogue, as well as our webpage. We are hopeful that these updates will provide a more current look and easier access to our Libraries.

To continue creating this hospitable environment, NWCC Libraries have revoked their no food and drink policy. While we anxiously waited to see what mess might ensue, we are happy to report that the students have been respectful of the new policy and are

usually cleaning up after themselves. The casual environment has also been helped by occasionally providing homemade snacks, as well as tea and coffee in the Library.

This welcoming feeling is one of the reasons small evening classes have been coming to Library to hold literature discussions. Having these "bookclub" talks in the Library has created a new and interesting evening environment for both them and us.

We are excitedly awaiting the new Smithers Campus which is currently under construction. Without complaint, the Smithers Campus Library has moved and unpacked multiple times this year. The Library and a multitude of boxes are now settled in a building just outside of town as they patiently wait for the new building to open in the spring.

NWCC is an associate partner in the North Coast Library Federation (NCLF). In support of this partnership, the College Library presented a workshop on relationship building at the NCLF 2010 Fall Conference. Many new ideas on public library/college library partnerships were explored and we look forward to seeing these put into place over the upcoming year.

Outside of Library news, NWCC is currently searching for a new President after Stephanie Forsyth took a position at Red River College in Manitoba. The College hopes to secure a new president for NWCC by January 2011.

Okanagan College

submitted by Ross Tyner, Director of Library Services

People

Change is the order of the day at OC Library. Since the spring, we've had two more retirements, have hired five new employees – with another competition in progress – and have seen other employees reach significant milestones in their career.

Retirements

At the end of July, **Valerie Redston** retired from her position as Processing/Serials Clerk. Valerie had worked for the College Library since 2005.

After 30 happy years with Okanagan College Library, **Faith Peyton** will retire in December. Faith held a number of positions with the Library, most recently working as Reference/Interlibrary Loan Assistant. Her good humour, positive outlook and constant willingness to help will be sorely missed by students, faculty and co-workers, but we hope to have her back as an on-call employee once she returns from an extended siesta in Mexico. As illustrated by the accompanying photos, Faith hasn't aged in 30 years, confirming the rumour that the fountain of youth is located in Okanagan Lake.



New hires

Trish Boleen replaced Val Redston as Processing/Serials Clerk. Trish holds a B.Ed. from Brandon University and a Library Tech diploma from UFV. She lived and worked for ten years in the Yukon and also works for UBC Okanagan Library.

Daniel de Groot, Vernon Campus Library Assistant, replaced the retired Karen Bright. Daniel most recently worked at Quest University, having received his B.A. and Library Tech diploma from UFV.

Leanna Jantzi was hired as Public Services/Business Liaison Librarian, replacing Garth Homer. Leanna is a 2010 UBC SLAIS grad with graduate student work experience at UBC (David Lam) and co-op experience with SFU.

Roen Janyk, another 2010 SLAIS grad, is the new Web Services Librarian. Roen previously worked at Gibson's Public Library.

Megan Neilans is on a 9-month term as Cataloguing & Acquisitions Technician, replacing Anita Zittlau, who is travelling in Europe. Megan, who has a Library Tech diploma from SAIT and a B.A. from TRU, has a wide

variety of experience, in locales as far-flung as Queensland and Inuvik.

All five new employees are contributing new energy and ideas to the Library.

Milestones

Library Technician **Erika Henfling** celebrated a historic achievement this year, as she was recognized for having worked for the College for 40 years. Here she is receiving congratulations from OC Board Chair Lance Kayfish and President Jim Hamilton.



Taryn Schmid, Salmon Arm Campus Librarian, successfully completed the process to convert to a continuing appointment, after five years as a term librarian. This is a milestone not just for Taryn, but for the Library as a whole, as it marks the first time in our history that the Salmon Arm campus has enjoyed the services of its own continuing librarian.

Social Media

Okanagan College Library now boasts two blogs, a Facebook page, a Twitter feed, and a Flickr account. Here are links to the various sites:

- OC Library News blog - <http://oclib.wordpress.com>
- OC Business Administration Library News - <http://buadokanagan.wordpress.com>
- OC Library Facebook page - <http://www.facebook.com/pages/Okanagan-BC/Okanagan-College-Library/42912234920>
- OC Library Twitter feed - http://twitter.com/OC_Lib
- OC Library Flickr photostream - <http://www.flickr.com/photos/okanagancollegelibrary>

Increased interest in social media among students, faculty and Library staff has generated demand for information and training about the function and purpose of various social media tools. To meet this demand, Web Services Librarian **Roen Janyk** is currently developing a workshop aimed at library staff who want to know more about what students and faculty are doing with social media.

The Deakin Collection of Children's Literature

Thanks to the generosity, expertise and dedication of long-time children's book reviewer and critic Andrea Deakin, who has donated more than 6,000 books to Okanagan College Library over the past twenty years, the Library holds a world-class collection of Commonwealth children's literature in English. Housed primarily in Salmon Arm, where Andrea used to reside, approximately 40% of the collection, which features classic and contemporary works from Canada, the UK and Australia, was recently transferred temporarily to the newly expanded Kelowna Campus library, where it is being promoted for use by College instructors and students as well as local K-12 teachers and early childhood educators.

Several times per semester, Library staff mount thematic displays to highlight the treasures to be found within the Collection. Below, Early Childhood Education students explore the Halloween display created by Kelowna Circulation/ILL Clerk Claudia Valencia



Andrea continues to review children's books in the *Deakin Newsletter of Children's Literature*, edited by Vernon Campus Librarian Jennifer Sigalet and hosted by OC at <http://www.okanagan.bc.ca/Page9482.aspx>

Student Satisfaction Survey

The results of the College's 2010 Student Satisfaction Survey show that the Library appears in two of the top ten statements about which OC students agree: 84.7% of students agree that help with library resources is there when they need it, and 83.6% agree that the Library has the information resources they need. And while only 69.4% of students agree that Library study space meets their needs, this is a vast improvement over 2009, when only 39% agreed. Because the 2010 survey was run only one month after the opening of the expanded Kelowna Campus library, leading to the likelihood that some students were basing their responses on the old library, we expect this number to increase again on the 2011 survey.

Information Literacy and Instruction

Librarians and staff have been busy on a number of fronts carrying out the Library's mission of promoting student success through the development of critical thinking and independent research skills, and advancing teaching and learning by supporting instruction and professional development.

Course-Integrated Library Research Instruction

After a one-year pilot project involving the Library and the English department, information literacy instruction has been formally incorporated into English courses at the College. The following wording appears in the syllabi of all first year English courses:

'A fundamental aspect of critical writing and reading is learning how to do research. Information literacy, the ability to "recognize when information is needed and to locate, evaluate and effectively use information" (American Library Association), is crucial to excellent research. To assist you with the development of information literacy skills a librarian will provide relevant in-class library research instruction in conjunction with your research assignment(s).'

So far in 2010, nearly 1,200 students in 52 classes, across four campuses, have benefited from in-class research instruction from a librarian.

Bridging the Gap

Vernon Campus Librarian **Jennifer Sigalet** continues to work on research and best practices involved in bridging the gap between high school and first-year university/college. Jennifer led a session at the IFLA Information Literacy Section satellite meeting, presented on the topic with a local teacher-librarian at the BC Teacher-Librarians' Association conference, and maintains a resource guide at <http://libguides.okanagan.bc.ca/js-bridging>

Drop-in sessions

The inclusion of a teaching lab in the expanded Kelowna library enabled librarians this fall to offer students drop-in sessions on APA Style. Sessions on other topics are planned for the future.

Lynda.com

Thanks to the initiative of the OC Administrative Assistants' group (OCAD), led by Library Administrative Assistant **Jasmine McGee**, the College has purchased ten licenses to Lynda.com, an online training library that includes more than 900 full courses and more than 56,000 individual tutorials on a wide variety of software-related topics. Intended for use by staff, faculty and administrators, the cost of the licenses is shared between OCAD, the Library, and IT Services, which administers the license.

Institute for Leadership in Learning & Teaching

The ILLT is a College-wide institute that supports faculty and staff who are working toward the goal of making the College a learner-centred institution. The ILLT publishes an occasional newsletter, the most recent issue of which included an article about the expanded Kelowna library, written by Kelowna Campus librarian **Michelle Ward**. Link to the Fall issue at http://illt.okanagan.bc.ca/?page_id=523

Library Profile

The Okanagan College Library Profile has been updated to include 2009/10 statistics. It can be found at <http://tinyurl.com/2umxamd>

Media Coverage

Okanagan College Library was featured, along with Okanagan Regional Library and two special libraries, in a front-page Sunday feature in the

Kelowna Capital News entitled "Libraries Trying to Keep Pace with the Digital Revolution." The article can be read at <http://tinyurl.com/36kclmf>

Quest University Canada

submitted by Venessa Wallsten, University Librarian

It's the beginning of an exciting year for Quest – our first class will graduate in April 2011. Planning is in full force, considering we have never hosted as large, and important, an event as our first convocation. Just hope the weather holds as it will most likely be outside under tents! Many of our fourth-year students haven't been on campus this term; they're finishing up experiential learning and study abroad opportunities so the campus has been more quiet than usual.

This year we were able to add to our Library staff this fall: both the Library Technician and Public Services Librarian positions moved to full-time from 0.6 FTE, and we have more student pages working for us in the evenings.

Many students requested a more comfortable space to stretch out and read. This summer "The Nook" was created in the SW corner of the Library. Couch, chairs, floor pillows, little tables and a fireplace provide a quiet, comfortable space to read. It's now THE place to take a nap on campus!



On the Friday before Hallowe'en, the Library and Learning Commons hosted the first full audience participation screening of the Rocky Horror Picture Show. Singing, dancing and general mayhem ensued! This event looks poised to become a Quest Hallowe'en tradition...



In the new year, Quest will unveil its updated and revamped university website – with the new Library website coming on-line soon after. Finally we will be rid of the wireframe! We've changed the format and copy to provide more visual and media information, plus link into some external sites like the Library account at Life@Quest (<http://tinyurl.com/28qustl>) where all of our pictures and monthly newsletters are stored. Please take a look!

Our first order of Library Book Bags came in this fall. All natural hemp and cotton blend, perfect for a green community. We've been busy giving them away to all first year students, staff and faculty, and as prizes in workshops. If you see a Quest bag in your community, let us know! We're already starting to get pictures of our bags in foreign locations – the latest one playing in the surf in Hawaii!



For the Spring newsletter, we should have an update on the executive search for a new President. Candidates will be visiting campus early in the new year.

Royal Roads University

submitted by Will Meredith, Librarian, for Rosie Croft, University Librarian

The RRU library recently hired CO-OP student Ian Kilpatrick, from the Computer Systems Technology program at Camosun College, to develop our next web presence using the latest version of Drupal, an open source content management system. His handy work is being given a digital polish by the university's Computer Services department and we expect to launch the new site early in the new year.

Central to our new site will be the option to use Summon, Serial Solution's web-scale discovery service, to search our combined resources. We are very pleased to be launching both a new site and this leading edge search tool together, and hope that our students, who have been asking for a single search box for as long as we can remember, will be equally excited.

We have also launched the latest version of ExLibris's WebVoyage interface (Tomcat), and have upgraded DSpace, our institutional repository, which continues to grow and provide open-access to student theses and faculty research.

The university's new academic building is on track to open in the Spring of 2011. The LEED gold standard 'Learning and Innovation Centre' will provide 4850 square meters of badly needed teaching, meeting and learning support spaces on four floors, plus a 930 square meter basement.



RRU's new 'Learning and Innovation Centre'

Rosie Croft and Corey Davis presented their latest ebook research at the Fourteenth Off-Campus Library Services Conference in Cleveland last Spring. Following up on a 2003 survey of both RRU student and faculty attitudes and preferences towards ebooks, they investigated how those attitudes and preferences have changed. Corey also co-presented at CLA in Edmonton with Aaron Wood from the University of Calgary on their national survey of the challenges facing technical services departments in providing access to ebooks. At the Pacific Northwest Library Association conference in Victoria in August, Corey also reviewed Chris Anderson's latest book *Free: The Future of a Radical Price*.

The librarians have begun to be 'embedded' in some of the research-heavy online courses, offering students help within the context of their classes. The initiative has been well received and we hope to continue to develop it.

In staffing news, we bid a sad farewell to our Archivist, Sarah Elizabeth Holland who has moved to Alert Bay to work with the U'mista Cultural Society. We have not yet been able to re-fill her position. Wendy Ethier is currently staffing our ILL desk while Erin Lacasse is on maternity leave.

Corey Davis and his wife welcomed their daughter, Sophie, into the world in August.

Selkirk College

submitted by Gregg Currie, College Librarian

After a decade at the helm of Selkirk College, Marilyn Luscombe has accepted the position of President and CEO of New Brunswick Community College (NBCC). She will assume her new position on January 1, 2011. Selkirk College will undertake a search for a new President and CEO, a process that may take the Selkirk Board into next spring. Angus Graeme, VP Academic and Student Development has been appointed as interim President.

Library Staffing changes



Long-time librarian, Judy Deon, retired on August 31, 2010. Judy began working at the college in 1977 - right after she completed a Master's in Library Science at UBC. Her job started with library cataloguing at the Castlegar campus, and she was later transferred to David Thompson University Centre (now the Tenth Street campus) in Nelson. She returned to the Castlegar campus in 1984 and took on other duties in the areas of library reference service and research skills instruction. Judy also served as Library Department Head from 2005 to 2008.

During her 33-year tenure, Judy helped implement the library's automation systems, served as chair of the provincial committee for library cataloguing and technical services, was a recipient of a SCOPE award and volunteered as secretary of SCFA.

When asked what she would miss most about the college, Judy said: "This was a dream job. I'll miss the challenge of helping students with research topics. I'll miss the lovely walks around the campus trails and the excellent circuit weight sessions. And I will certainly miss the wonderful people in the library, the great group of carpoolers and all the college staff and students I have worked with over the years."

Sian Landis has moved into Judy's Public Services and Cataloging Librarian position. Covering for the yet to be filled Systems Librarian position are Rebecca Cleaver (seconded p/t from her regular cataloguing duties) and Selkirk alumnus and recent Dalhousie MLS graduate Danielle Cossarini. Also new this fall is Corinne Shortidge, who is the Library Technician for the Tenth St. Library/Bookshop.

Simon Fraser University

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

SFU joins Open Access publishing group



On October 21, 2010, Simon Fraser University joined 12 other leading post-secondary institutions as a signatory to the Compact for Open Access Publishing Equity (COPE). (<http://www.oacom pact.org/>) Open access makes scholarly and other content freely available online to all users, without barriers, such as subscriptions or pay-per-view/use costs. Signatories to this Compact agree to support new business models for the publication of open access journals. Specifically, the Compact commits each signatory to developing ways of underwriting reasonable publication charges for articles written by its faculty and published in fee-based open-access journals and for which other institutions would not be expected to provide funds.

Dr Mario Pinto, SFU VP for Research, articulates the philosophy underlying SFU's commitment as follows: "SFU is a recognized leader in the use of innovative technologies and initiatives that enhance and simplify access to scholarly knowledge. We were one of the first Canadian universities to embrace open access publishing. By making the results of research freely available, we stand to gain the maximum benefit from publicly-funded research investment by facilitating the transfer of knowledge and stimulating creative thought."

The original COPE members include Cornell University, Dartmouth College, Harvard University, Massachusetts Institute of Technology (MIT), and the University of California at Berkeley. More recent signatories include Duke University and the University of Michigan. Simon Fraser University is the third Canadian member of COPE, along with the University of Ottawa and University of Calgary.

2010 Open Access Week Events

The Simon Fraser University Library was pleased to present the following events as part of Open Access Week 2010, October 18 - 24. The week is an opportunity to broaden awareness and understanding of Open Access to research.

Student leadership in the open access movement

Five local student leaders in the open access movement presented an overview of Open Access and why it matters - especially for students who publish, and how student leaders are creating change. This session provided an opportunity to hear the student's perspective in what traditionally has been heard from either a faculty or library viewpoint. The speakers were **Heather Morrison, Marcos Moldes & James MacGregor** from SFU and **Goldis Chami & Gordana Panic** from UBC.

Author rights: retain your copyright

This session explored the following scenario: "Your article has been accepted for publication and as a final step you must sign and submit the publisher's copyright transfer agreement. By signing this agreement, publishers can obtain exclusive rights to the article preventing you from legally repurposing it, using it in teaching, archiving the article on a personal website or in your university's or college's institutional repository." SFU librarians **Nicole Gjertsen** and **Shane Plante** explored strategies for authors to retain copyright and included methods used to amend license agreements so that key rights are retained.

Copyright in Canada: Bill C-32, open access, and you

This panel reviewed Bill C-32 and its attempt to reform Canada's copyright legislation. The panel included **Paul Whitney** (City Librarian, Vancouver Public Library) speaking as a librarian with many years of copyright experience; **Meera Nair** (SFU Communication sessional instructor) whose PhD thesis was focused on fair dealing; and **Rowly Lorimer** (Director and Professor, Canadian Centre for Studies in Publishing) who talked from the position of an author and with experience as a member of Access Copyright's Board. It was spirited discussion that argued many of the merits, challenges and opportunities of copyright revision.

KEYNOTE PRESENTATION: A Critical Theory of Open in the Digital Era: Sous les pavés, la plage



This conversation took the approach of stepping for a moment beyond the open access question of the right to free online journal articles issues and into the larger concept and spirit of open, as it tends to infuse seemingly utopian Internet developments. Through the dialogue, **Andrew Feenberg** (SFU professor and Canada Research Chair in Philosophy of Technology) and **John Willinsky** (Stanford University professor and PKP founder) drew upon on their shared interest in the Critical Theory traditions of the last century. You can see the archived webcast at:

http://www.lidc.sfu.ca/archive/main/2010/2010-10-21_library_willinsky_feenberg/

SFU Library Reference Team Activities

The SFU Library Reference team was very busy in the fall with orientation events, service fairs, the Week of Welcome (WOW), instruction of all kinds, and other back-to-school activities. The WOW “greeters” stood at the front door to the WAC Bennett Library and answered more than 140 informational and 130 directional questions including the top questions of figuring out campus building acronyms (and how to find them), finding books, how to print, where to study, and how to get a library card.

Two teams of liaison librarians presented at TA/TM Day, a twice annual event coordinated by the Teaching and Learning Centre in cooperation with the Dean of Graduate Studies, and the Teaching Support Staff Union at Simon Fraser University. The Day addresses teaching and technological skills that are essential for teaching assistants or tutor markers. Librarians presented sessions on:

1. “Towards an Information Critic: Helping Your Students Become Better Researchers” (**Rebecca Dowson** and **Baharak Yousefi**)
2. “Safeguarding Your Students’ Privacy Online” (**Sylvia Roberts** and **Carla Graebner**)

SFU’s well known and popular “Plagiarism Tutorial” was migrated to a Drupal version in July 2010 and it’s been reported it has already received over 10,000 hits to its home page.



The Library formally launched its federated search service Fast Search. Using the Summon software students can now use a single search box on the Library’s homepage to start their research. The implementation had (and will continue to have) a wide impact: Several members of the Reference Team, led by **Yolanda Koscielski**, coordinated the launch event in the Bennett Library lobby. University Librarian **Chuck Eckman** made the formal announcement and served cake. Students could also pick up temporary tattoos and promotional pens and SFU mascot, **McFogg the Dog**, made an appearance.



Collections Information

The SFU Library signed on with Coutts as its primary book jobber. The transition is taking longer than earlier anticipated but it is expected to be completed by the end of the fiscal year.

People

After 12 years as University Librarian and Dean of Library Services at the SFU Library, **Lynn Copeland** stepped down from her position at the end of August 2010. Does this mean retirement for Lynn? Well not really. Although she is on a year's administrative leave, newly minted SFU President Andrew Petter has already asked her to work with his office on his upcoming Strategic Plan. As well, she continues to work with the SFU Library and its fulfillment of the Synergies Project.

Coming in behind Lynn is **Dr. Charles "Chuck" Eckman**. Chuck came to SFU from the University of California at Berkeley, where he was responsible for a broad portfolio in his role as Associate University Librarian. At Berkeley he developed policies and procedures matching user needs to collections access and preservation, and worked with faculty and library colleagues to chart a sustainable future for scholarly communication. He was active in fundraising activities, collaborative projects, publishing, and public presentations. In the research arena, he led the development of a campus open-access publishing fund and co-chaired a joint task force for increased access to information resources. Welcome Chuck!

Thompson Rivers University

submitted by Nancy Levesque, University Library Director

Dr. Alan Shaver will officially commence his appointment as TRU President and Vice-Chancellor on December 1, 2010. Dr. Shaver is an accomplished academic and administrator with senior leadership experience at Dalhousie and McGill universities.

Thompson Rivers University celebrated its 40th anniversary the week of Sept 8 – 12.

TRU will name the assembly hall in the new House of Learning the Irving K. Barber British

Columbia Centre in recognition of the gift that Mr. Barber made to TRU.

TRU now has a presence in Vancouver with the opening of the TRU Open Learning office on West Georgia. The office and classroom will be a focal point for distance learners.

The Library participated, as always, in Orientation Week with workshops and a library table at the various events. Our theme was pirates and Ninjas with games, prizes and of course, library pens for the new students. All library staff were given "Information Lifeguard" t-shirts to wear during Orientation Week.

Library administration and librarians have been busy planning the move of some collections to the new House of Learning and then the renovations and collection shifting that will happen in the Main Library. It is anticipated that the move to the House of Learning will take place in February.

Trinity Western University

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

Improved Study Spaces

Over the spring and summer, Alloway Library staff improved several group study rooms to serve students better. By removing the televisions from Group Viewing Rooms on the main level we were able to create space in each room for up to 4 occupants seated around larger work tables. Upstairs, the largest Group Study Room now holds a VCR and DVD player for groups that need to use audio-visual material together.

In July, thirty additional study spaces were added without knocking down a single wall when library staff took a three-pronged approach by reviewing both collections and policies and collaborating with the TWU Computer Lab. In the former Microform Room, 9 cabinets holding over 360,000 ERIC fiche were eliminated. Some 850 kg of microfiche were sent to Westcoast Plastic Recycling while the cabinets were given to local agencies including The Biodiversity Centre for Wildlife Studies in Victoria. The remaining film and fiche cabinets were moved to a new location to create enough space in the former microform room for 10 large

study tables, 8 of them next to electrical outlets. With a wall of windows overlooking the Salmon River wetlands and seating for up to 50 researchers in a quiet, enclosed space, the former microform room is a prime spot for collaborative learning projects.



The "new study space"

Down on the lower level, the Silent Study Area has been replaced by the Lower Level Study Area. Although library staff will no longer enforce a strict adherence to silence in this area, patrons can still expect reasonable quietness. The policy change allowed us to convert the single-occupant study rooms into small group study rooms. With more study spaces and workstations Alloway Library continues to be TWU's learning centre.

Recognizing the high demand for computer access and Alloway Library's extensive hours of operation, the staff at the computer lab moved 15 of their computers into the library. The new Mac workstations (which run Windows) came with 27 ergonomic desk chairs for all of our computer workstations as well as new printing features, including colour printing.

Other News

Systems Librarian Shirley Lee added a new collection code to the catalogue which identifies online databases & indexes. This gives Alloway Library researchers another way to find which of our 93 databases & indexes may be relevant to their area of interest.

Due to the campus-wide redesign process Alloway Library cancelled print subscriptions to 62 journals and more than a dozen databases in order to meet the constraints of our budget.

Our summer book display gathered over 200 titles covering all the summer subjects we could think of - from ice cream to pilgrimage and

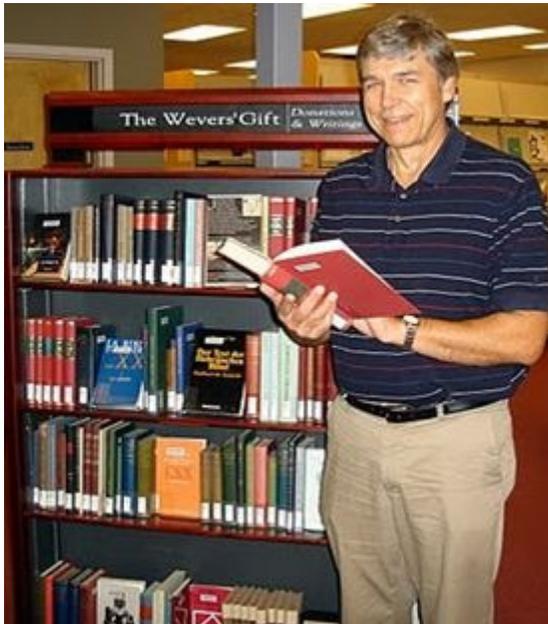
including lots of hiking, camping and travel guides for summer adventures.

At our annual staff day in August library staff discussed a paper entitled "What is an Academic Library Today?" by Jonathan D. Lauer, focusing on: balance in the execution of a vocation-based librarianship; collaboration with faculty; and becoming a welcoming, loving, human presence.

The September Freshman Issue of TWU's student newspaper *Mars' Hill* at <http://www.marshillonline.com/> told new students that Alloway Library should be on their "Must Haves" list and noted "the awesome library staff."

In October *The Globe and Mail's 2010 Canadian University Report* at <http://www.globecampus.ca/> came out giving Alloway Library another good report from our users who gave us a B+ for overall satisfaction with the library putting us in the same (or better) overall satisfaction rank as the other 7 BC institutions surveyed for the report. Of 59 university libraries across Canada, we sit in the middle tier with 25 other large and small institutions. Satisfaction with study space continues to be our strong suit: our users put us ahead of every other BC institution that was surveyed by giving us an A- for Availability of Study Space. (That mark also puts us above the average for all schools in our size category.)

John William Wevers (1919-2010) was an eminent linguist and scholar who made significant contributions to Classical Hebrew scholarship and Old Testament Studies. For 50 years Septuagint Studies at the University of Toronto flourished under his direction. When UT closed the department, Professor Wevers worked with TWU professor Rob Hiebert to donate his personal library of over 3000 volumes, including many rare works, to TWU. It is, as Wevers said, "without doubt a unique collection in all of Canada." TWU's Septuagint Institute is the only research center of its kind in North America and Wevers' gift is a significant addition to our resources.



Rob Hiebert checks out the Wevers display at Alloway Library

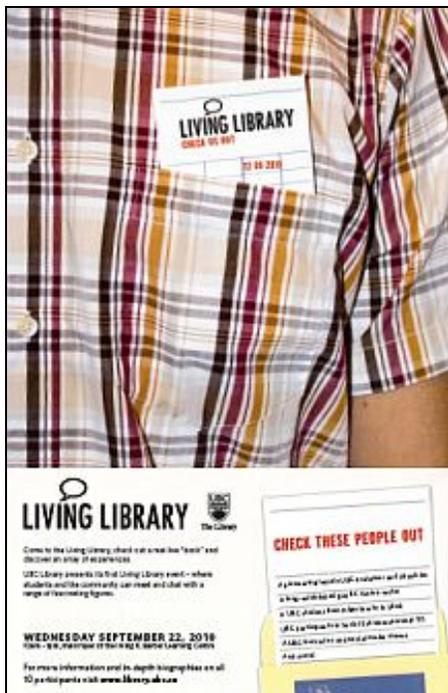
University of British Columbia

The Living Library at UBC: A richer form of learning

by Glenn Drexhage, Communications Officer

First published in the *BCLA Browser: Linking the Library Landscape* Volume 2, no. 4 (2010):

<http://bclabrowser.ca/index.php/browser>



UBC Library came alive in September with its first-ever “Living Library” event – an occasion that allows participants to meet a collection of fascinating figures, among them students from Afghanistan and Nigeria, gay writers, a pioneering doctor, an extreme athlete/traveller and more.

A Living Library features real, live people who are “lent out” to interested users who can then speak to them about their lives and experiences. The concept has its roots in Denmark, where the first such event was held in 2000.

The idea is to introduce people to a collection of individuals who come from different walks of life and realities compared to their own. It’s an attempt to promote diversity and share a broad range of views and opinions, all within a context of respect and intellectual curiosity.

Candidates included:

- Dr. Judith Hall, a pioneering doctor in pediatrics and genetics, and a UBC Professor Emerita;
- Raul Pacheco-Vega, an instructor in UBC’s Department of Political Science and a prominent social media maven;
- Michael V. Smith, an interdisciplinary artist and Assistant Professor of Creative Writing in the Faculty of Creative and Critical Studies at UBC Okanagan;
- David Watmough, a long-established B.C. writer, playwright, short-story writer, critic and broadcaster;
- Joanne Ursino, a member of UBC’s Equity Office, an active member of Vancouver’s queer community and an artisan;
- Andrew “Chima” Akomas, who was born in Winnipeg, Manitoba but grew up in Nigeria. He returned to Canada in 2003 and is majoring in commerce at UBC. Akomas was diagnosed with Marfan syndrome, a genetic disorder of the connective tissue. After returning to Canada, he also began to lose his sight and has been blind for three years;
- Alyas Omeed, a human rights and disability activist from Afghanistan who is attending UBC (he is improving his language skills and then plans to start his Bachelor of Arts program). He lost his sight as a child during Afghanistan’s civil war;
- Rimple Cheema and Lisa Sun, UBC students and participants in the Social Entrepreneurship 101 (SE101) program at the Sauder School of Business;

- Darrell Bailie, a reference librarian at UBC's Koerner Library, and an extreme athlete and traveller.

From 10 a.m. to 1 p.m. on September 22, people signed up to speak with their candidates of choice, and share stories and insights. "A wonderful idea – couldn't have been better," said one registrant. "I think that by meeting various participants I've already gained more of an idea about how diverse the UBC community is. Keep it up!"

The "books" also were enthused by the rewarding project. Pacheco-Vega wrote about his experience on his blog: "I was also absolutely delighted with the interactive nature of the Living Library project. Contrary to what happens with books (where the interaction is unidirectional, you read the book, it's not like you can talk to the book), in the Living Library project I was able to learn just as much from my 'readers' (those who 'signed me out'). My fellow Living Books mentioned similar (and delightful) experiences. This reflexivity made me ponder the nature of interactive media and the whole process of learning. While reading academic books allows me to learn, interacting with other individuals is a much richer form of learning." His entire entry can be found at <http://hummingbird604.com/2010/09/23/living-my-life-as-an-open-book-the-living-library-project-at-ubcs-ikblc>

The event received strong media coverage, including articles in *Metro* and the *Ubysey* and on-site interviews with CBC Radio.

Although this was the first Living Library event for UBC Library, we look forward to fostering more conversations with our users on campus and beyond. Thank you to everyone who participated, and to those who helped organize this great day.

For more on UBC Library's Living Library event, please visit <http://blogs.ubc.ca/libnews/2010/09/24/living-library-media-coverage>

University of Northern British Columbia

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

UNBC Bio-Energy Project Wins Top Honour for Campus Sustainability

The University of Northern British Columbia has been awarded the top prize in the 2010 Campus and Student Sustainability Awards, as chosen by The Association for the Advancement of Sustainability in Higher Education (AASHE), North America's premier college and university sustainability organization. In spring of 2009, UNBC installed Canada's first university-owned wood pellet heating system. The project showcases the use of bio-energy as a sustainable, carbon-neutral energy source, converting local sawmill residue into a synthetic gas that is burned to produce heat with ultra-low emissions. AASHE selected UNBC's bio-energy project for its ability to connect teaching and research to campus operations, while serving as a model for communities and other campuses. UNBC shares this top honour with Harvard University's *Phillips Brooks House Student Weatherization Project*. The award was presented to UNBC representatives at AASHE's annual conference in Denver, Colorado, in front of 2,400 delegates.

On November 25th, 2010, UNBC President George Iwama used a torch to light the wood pellets in the new system for the first time. By winter's end, the system will be heating all of the University's core buildings and reducing fossil fuel consumption by about 85%.

A Place to Gather

On September 21st, 2010, The UNBC First Nations Centre officially opened its new Gathering Place or Lhuhuhwhezdel, which means 'Gathering Place' in the Lheidli dialect of the Dakelh language (Carrier First Nations). Housed on the first floor of the Geoffrey R. Weller Library building, the Gathering Place includes two classrooms and an event space for cultural events, sharing of oral traditions, art and material displays, language revitalization and circle teachings. A new entrance to the library adjacent to the Gathering Place encourages traffic between these spaces and provides increased access to library resources and

services from the Gathering Place, symbolizing the successful partnership between the UNBC Library and First Nations Centre. As the Library continues to develop toward the goal of creating a new learning commons on the first floor of the building, such collaboration represents an important step in the process of increasing student access to well-designed and functional services and spaces.

iRoam Reference Service

In September of 2010, the UNBC Library moved in an exciting new direction for its reference services. Under the leadership of **Kealin McCabe**, Research and Learning Services Librarian, and **James MacDonald**, Web Services Librarian, UNBC has begun a pilot project in which reference librarians are roaming the library building armed with **i-Pads**, in order to assist students and faculty with their research wherever they are located in the library. In order to request help at their study carrel, computer station, or study room, library users can make use of a widget on the library website to “message” the librarian, or simply signal to the librarian as he or she roams the library building.

New Ordering Processes

UNBC Librarians have begun to order library materials using **GOBI**, the online collection management tool of UNBC’s new acquisitions vendor, **YBP** (Yankee Book Peddler). After some onsite training from our vendor representative, collection development librarians are now able to take advantage of a number of the software’s features that help to streamline the selection and ordering of new materials for the library’s collections. With MARC records for new YBP materials coming from the OCLC Cataloguing Partners program, UNBC has also realized new efficiencies in its technical services workflow.

Northern BC Archives Update: Grants Projects Galore

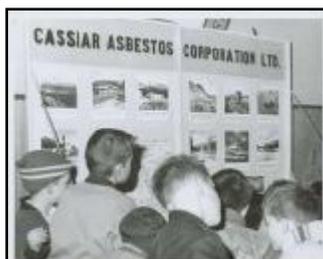


Photo:
Northern BC
Archives,
Accession #2000.1

The Library’s Northern BC Archives & Special Collections (NBCA) is currently working on 3 consecutive grant projects.

The first is *The Cassiar Asbestos Mining Company Fonds Processing & Access Project*. Phase I of the Cassiar Project focuses on the processing of +/-1,940 photographs, 200+ X-rays and over 25 maps. Phase II focuses on the creation of a virtual exhibit that will provide an overview of the significance and history of both the Cassiar Corporation & Townsite through the presentation of photographs and text.

The NBCA Backlog Photo Digitization Project is the second grant project, which aims to digitize a total of 3610+ original photographs from fonds/collections related to historical, social, political, environmental, religious & industrial development of Northern BC from the late 19th to early 20th centuries. These images and their descriptions will be uploaded to the Archives’ new on-line database (see ICA-AtoM below).

The Holzworth 1923 Field Report Access & Digitization Project is the final grant project currently underway at the NBCA. The goal of this project is to work collaboratively with the Smithsonian Institution Archives to provide electronic access via NBCA’s website to the John Holzworth 1923 Field Report entitled “Mountain Sheep and Caribou Distribution.” Currently this valuable report is housed at the Smithsonian Institution Archives within the holdings of The United States Fish and Wildlife Service Field Reports.

Archives Technology: The Launching of ICA-AtoM

The NBCA will be launching its new database in January 2011. Using the ICA-AtoM (“Access to Memory”) open-source archival description software, archival descriptions from our institution will soon be readily accessible! ICA-AtoM was developed by Artefactual Systems of New Westminster, BC with the support of both the International and Canadian archival communities. This free, web-based software is structured according to standards for description established by the International Council on Archives. Please check our website in January for this exciting launch!
<http://nbca.unbc.ca/default.asp>

Beyond Hope Library Conference

UNBC Library is collaborating with the Prince George Public Library and the College of New Caledonia to organize and host the 2011 Beyond Hope Library Conference, June 6-7 in Prince George, BC. Deb Nielsen, UNBC Library's Access Services Administrator, is serving on the conference planning committee and welcomes ideas and suggestions for conference sessions.

Technology Upgrades

UNBC Library has improved access to technology for our users, adding two new self-checkout machines in our circulation area. In addition, the server connections to lab computers in the library have also been upgraded, providing faster and more stable access to computer accounts within the library labs, with more innovative services to come!

People

Mandi Neufeld joined the library staff in July of 2010 in the position of *Library Assistant, Serials*. Mandi comes to UNBC from Grant MacEwan University in Edmonton, where she was the library's *Interlibrary Loans & Distance Delivery Technician*. We are very pleased to have Mandi joining our library team and wish her every success in her new position.

University of the Fraser Valley

submitted by Kim Isaac, University Librarian

Welcome to UFV's New Circulation & Data Services Librarian, Brenda Philip

We're pleased to announce that Brenda Philip is our new Circulation and Data Services Librarian. She started her new position on Monday, November 1st.

Brenda has been working for the UFV Library for the past year as a part-time librarian, and so is well known to many members of the UFV community. Prior to joining us, Brenda held a one-year term position as liaison librarian at SFU. From 2001-2008, Brenda was the Collection Development Librarian at Green River Community College in Auburn, Washington, and from 1999-2001 she was a Reference Librarian for the University of Washington, Tacoma. She

has also held librarian positions at the University of Lethbridge and the University of Alberta.

Brenda has an MLIS from the University of Alberta, an MA in Art History from York University, and an honours BA in History in Art from the University of Victoria. She has early connections with UFV/Fraser Valley College, where she began her academic studies in the 1980s.

The Reality of Residential Schools

UFV Library co-hosted a celebration event on September 15, 2010 to welcome a new bulletin-board sized poster about the legacy of residential schools. The poster was the inspiration of Chilliwack library technician Lisa Morry, who, along with other Chilliwack library employees, worked with the university's aboriginal affairs staff and media services graphic designers to bring the idea to fruition.

Chatelaine of British Columbia and UFV Instructor, Her Honour Gwen Point, welcomed everyone to the event. Eddie Gardner, facilitator of the Indian Residential Schools Survivors Support Program for Stó:lō Health Services, sang an honour song to recognize the good work that was done in creating this poster.

The poster and the celebration were undertaken by the Library in support of UFV's goals to "partner with the Aboriginal leadership in the Fraser Valley to address the unique educational needs of Aboriginal students and their communities," and to "collaborate with members of the community to develop vibrant, engaging cultural programs." The initiative was co-sponsored by UFV Library and UFV's Aboriginal Access Services and great thanks go to all who worked and contributed to the poster and the celebratory event.

The poster was on display in the student lounge outside the Chilliwack campus library throughout September and early October, and will be displayed at other UFV campus libraries over the next few months. It can be viewed on our web site, along with video footage of the celebration event, at:

<http://www.ufv.ca/library/exhibits/indianresidentialschools.htm>

Is it a Bird? Is it a Crane? No, it's a Satellite Dish!

UFV Library's Abbotsford staff members were entertained this past August by the sight of cranes and equipment moving right outside their windows. But it wasn't library construction that caused the activity...

The Library building is sporting a brand-new satellite dish, courtesy of MacDonald Dettwiler and Associates Ltd. (MDA). UFV and MDA have entered into an arrangement that will make the university campus a ground receiving station for data gathered by the new Sapphire satellite, a space-based electro-optical sensor that tracks space objects at up to 40,000 km away from the Earth.

Sapphire is a key element of the Canadian Space Surveillance System and its data is used by the Canadian government. It is also a contributing sensor to the US Space Surveillance Network, which detects, tracks, catalogs, and identifies man-made objects orbiting Earth, including active/inactive satellites, spent rocket bodies, and fragmentation debris, etc. With a projected lifespan of at least five years, Sapphire will operate around the clock and can monitor more than 360 objects per day from its orbit approximately 750 km above us.

Sapphire is slated to launch in 2011 and will carry a telescope for the imaging of distant objects, and an electronics sub-system that digitizes the images, performs computations, and transmits the compressed data to the ground station at UFV. MDA chose the Fraser Valley as the station site for its temperate climate, unencumbered views of the sky, available transmission bandwidth, and proximity to company headquarters in Richmond. It's one of only two worldwide, with the back-up station being located in the United Kingdom.

As part of the agreement, which covers site-rental revenues for UFV and the renovations required to prepare the library roof to accommodate the dish, MDA has offered to explore academic collaboration, research opportunities, and student work experience programming with the university.

For the grand launch of the project in September, UFV Librarian Mary-Anne MacDougall worked with MDA staff to set up an information kiosk in the library.

Vancouver Community College

*submitted by Virginia Adams, Department Head,
Library Public Services*

We bid a fond farewell to Lila Heilbrunn, Director of Library and Learning Resources, who decided to retire in October. During her time with VCC, Lila was an active and dedicated member of the College community. She instituted many changes that enhanced library services and resources for students and faculty. We wish her all the best in her retirement and future endeavours.

Vancouver Community College's new president, Kathy Kinloch, has initiated a strategic planning process which will guide the college into the next 3-5 years. This initiative has been well received and has seen high participation rates from employees and students alike. The strategic plan will be completed by Spring 2011.

The College has also undertaken a review of the library and related functions. David Pepper has been seconded from BCIT and will serve in a leadership role over the next few months. David will spend three weeks at VCC starting in late November and will continue to serve in an advisory capacity until a new director has been appointed in the summer. During this interim period, Virginia Adams will be responsible for the day-to-day operations of the library.

Our new library website was unveiled in early September and reaction has been positive. Faculty and students have commented on how the redesign of the site's navigation has improved the ease with which they can locate and retrieve information. We have also been effective in highlighting electronic collections, databases, booking forms and library news. Over the next few months, consultations will take place with focus groups to measure improvements and make minor adjustments.

A major project is underway to update our extensive and heavily used ESL collection. We have begun to withdraw and replace audio cassette tapes with CDs and DVDs wherever possible. In addition, we are reviewing VHS tapes and replacing these items with streaming video or DVDs.

We continue to add to our collection of subject guides tailored to specific courses. We now have over 100 guides! Librarians work

collaboratively with instructors to create guides and whenever possible embed links in Moodle offerings. We have had particular success with the hospitality management program which offers many online courses.

In July, we were deeply saddened by the sudden death of our dear colleague, Mark Goertz. Mark had been a librarian at VCC for 20 years and was highly respected for his work with students, several faculties, and the VCC Faculty Association. He will be sorely missed.

Vancouver Island University

submitted by Bob Foley, Library Director

Like staff at many other libraries, the staff here at VIU has been noting with some interest the changing usage of our library and the ever-mounting pressures to provide more electronic resources to our library users. Circulation has dropped by 50% over the past five years and there has been a similar decline in the demand for interlibrary loans and reference services.

The librarians met last June to review the impacts on their work assignments and began the work to develop a new strategy of library resources. That work has continued this fall and we have spent a considerable time building a new service plan that emphasizes the centrality of the library user and their changing expectations about when, where and how they access our services.

While there still are nominal liaison assignments, more emphasis has been given to team assignments around library technology, information literacy, user experience management, cultural stewardship, scholarly communication, marketing/outreach and collections. As the plan begins to flesh out, these team assignments will frame our new initiatives.

Our digital repository called VIUSpace has now been launched with some pilot materials exploring various media. A workflow has now been established to continuously digitize and to load materials within our technical services area. The link is <http://viuspace.viu.ca/>

We contracted for the Summon discovery tool late in the summer and we have been hard at work getting it ready for primetime. We are now beginning to strategize on how this tool will

change our information literacy and bibliographic instruction. We are on track for a soft launch in January.

We are continuing to do some development in the older part of the Nanaimo library to add seating and to provide more options for in-house library users. The Cowichan Library and Commons are still on track for a February opening.

Early in the fall Dana McFarland and Jean Blackburn, in conjunction with Digital Humanities Inter-Disciplinary Research Group here at VIU, hosted a one day symposium titled "eBooks in the Contemporary Humanities: Advantages and Challenges for Teaching and Research." Presenters from CPSLD institutions included Gwen Bird, Associate University Librarian at Simon Fraser University and Ray Siemens, Canada Research Chair in Humanities Computing at the University Victoria as well as a number of VIU faculty. Jean and Dana presented some of their work on our patron-driven acquisitions pilot project.

Jean and Daniel Sifton will be presenting some more of their work on patron-driven acquisitions at BCLA next spring. Dana McFarland is working with several librarians from other institutions to present their findings from their respective Summon implementations at BCLA as well. There is also a tentative presentation that is proposed for the CLA conference.

In other areas of external activity, Jennifer Brownlow has completed her term on the Askaway Steering Committee. Jean Blackburn was elected Chair of the Education Committee of the Data Liberation Initiative. In December she will lead an education event in association with COPPUL's ACCOLEDS at the University of Regina. Dana continues to sit on the Digital Curation and Preservation Task group of COPPUL.

To kick off the 75th anniversary of Vancouver Island University, a large heritage wall has been commissioned for the fifth floor of the library, which traces the history by decades. Each panel is over three feet wide and eight feet tall and includes text, graphic and photographs. The entire piece is about thirty feet long and will be unveiled on November 25th. See news story at <http://tinyurl.com/32af84p>

In February a long-term colleague of ours, Lyn Makepeace, will be retiring. Lyn has been our

liaison librarian for the Faculty of Arts for a great number of years and her principled and detailed professional contribution will be missed greatly by her co-workers in the library, her faculty colleagues and most of all by our students.

Special Reports



BC Electronic Library Network (ELN)

submitted by Sunni Nishimura, BC ELN Project Coordinator

2011-2016 Strategic Planning Process

The BC ELN 2006-2011 strategic plan is drawing to an end, and the 2011-2016 strategic planning process will take place over the next few months. A first step will be an environmental scan of the key trends in information technologies, libraries, and the province that seem likely to provide the opportunities for BC ELN's programs and services to evolve and grow - look for this in the forthcoming December BC ELN Connect. Early in the new year, an online community engagement process will give everyone involved with BC ELN an opportunity to contribute suggestions for the 2011-2016 Strategic Plan. These ideas will inform an in-person meeting of BC ELN's Partner Library Directors and Steering Committee members, scheduled for April 28 - 29, 2011, at the Hilton Metrotown in Burnaby, BC. Following the in-person meeting, a detailed plan will be prepared for partner library discussion, with the goal of endorsing the 2011-2016 Strategic Plan at the June 2011 BC ELN Steering Committee meeting.

BC ELN Steering Committee Terms of Reference

This summer, the BC ELN Steering Committee approved an updated Terms of Reference (TOR). This document reflects the work of the BC ELN TOR sub-committee, consisting of R. Croft (Royal Roads University), B. Foley (Vancouver Island University), C. MacDonald (Kwantlen Polytechnic University), T. Mundle

(Simon Fraser University), D. Pepper (BC Institute of Technology), M. Swanson (Chair, University of Victoria), S. Wallace (Emily Carr University of Art & Design) and A. Cocchia (BC ELN).

The committee was tasked with a review of the BC ELN TOR to reflect significant changes in the BC ELN environment, including director turnover, new associate members, increasing budget cuts, multi-sector collaborations and the status change for 4 new regional universities. Following two in-person all-partner meetings, the committee prepared a draft document analyzing the composition of the Steering Committee in terms of mandate, accountabilities, scope and authority, membership, roles and responsibilities, key steering committee relationships, and decision making.

Highlights of the changes:

- one of the three annual Steering Committee meetings will now be a meeting of all Partner Library Directors;
- membership was expanded to include one non-voting Member elected by BC ELN Associate Members;
- external key stakeholders were removed as formal Members, with the proviso that they could be invited as guests;
- the Chair no longer serves a dual purpose as representative;
- a new position of Vice Chair / Chair Elect has been created.

Details of the Evolution of the BC ELN Steering Committee are available here:

<http://www.eln.bc.ca/view.php?id=1843> Current Steering Committee representatives are listed here: <http://www.eln.bc.ca/view.php?id=1633>.

Benefits and Responsibilities of BC ELN Members

Partner libraries have long appreciated the benefits of BC ELN membership. These benefits are now fully articulated, along with the responsibilities that go along with this role, on the new BC ELN Membership pages. These membership pages will be helpful to partner library staff in preparing new staff to assume their roles as BC ELN resource team members. The Benefits and Responsibilities pages also support local leadership by explaining the essential contributions of partner libraries and their staff to BC ELN.

The Benefits & Responsibilities of BC ELN

Members pages are available here:
<http://www.eln.bc.ca/view.php?id=1816>

BC ELN Licensing Highlights

The BC ELN Office has been hard at work, with 44 renewals and 4 new products licensed since April. BC ELN libraries indicated strong interest in pursuing licensing of 3 products formerly included as part of the Undergraduate Foundation Collection: LISTA, Professional Development Collection and WorldBook. The vendors were eager to work with BC ELN on putting together consortial pricing, and agreed to extend free library access to these products over the summer until trials could begin in September. Following its top ranking by libraries in the latest BC ELN Ranking Survey, another new product, Canadian Points of View, was licensed for the October 1, 2010 – September 30, 2011 term. BC ELN was also pleased to have successfully negotiated two licenses for feature film public performance rights (PPR) with Audio Cine Films and Criterion Pictures. Almost all partner institutions saw a price decrease compared to last year, even with the addition of HBO to the list of studios included in the licenses.

AskAway

AskAway traffic continues its steady increase. This summer (May to August) traffic increased 14% over last year, and so far this fall has seen a 19% increase in AskAway calls over last fall. There has been no reported increase in calls from unaffiliated patrons as a result of the June 30th Public Library AskAway service closure.

In order to address the rising interest in emerging reference technologies such as text message reference and mobile service, the AskAway Advisory Committee has passed a motion to form an Emerging Technologies Subcommittee. With an eye to the September 2013 license end date of the current AskAway virtual reference software, this committee will stay abreast of current reference technologies and advise the AskAway Advisory Committee on the feasibility of those technologies. Initial discussions will take place via listserv, with working groups formed to move initiatives and recommendations forward. Anyone interested in participating can contact Sunni Nishimura for more details: sunnin@eln.bc.ca



Service Statistics for Presentation to CPSLD

LANGARA
COLLEGE

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 2010 to Oct 14 2010 compared to the same period in 2009.

	Requests Made 2008/09 ¹	Fulfilled Requests 2008/09 ²	Requests Made 2009/10 ¹	Fulfilled Requests 2009/10 ²	Active Students Served (Over 2 Years)
BC Institute of Technology	61	49	96	64	37
Camosun College	60	47	75	114	82
Capilano University	11	8	6	5	8
College Of New Caledonia	48	45	24	23	33
College Of the Rockies	19	19	18	13	12
Douglas College	148	139	102	105	55
Emily Carr University of Art & Design	1	1	7	3	10
Justice Institute	0	0	0	0	2
Kwantlen Polytechnic University	148	129	105	110	71
Langara College	45	34	76	57	45
Nicola Valley IT	0	0	0	0	0
North Island College	75	76	67	76	56
Northern Lights College	21	20	49	49	20
Northwest Community College	0	0	17	17	14
Okanagan College	162	157	114	140	122
Selkirk College	6	3	6	2	13
Simon Fraser University*	20	19	13	11	20
Thompson Rivers University	60	57	63	61	50
University of the Fraser Valley	115	117	116	121	85
Vancouver Community College	51	56	34	32	33
Vancouver Island University	10	10	1	1	6
TOTAL	1061	986	989	1004	774

1. Requests made are any request made via the CILS online request form. Requests made will result in Fulfilled Requests and there can be many fulfilled requests to only one request made.

2. Fulfilled Requests are the result in a loan of previously produced materials from CILS or a loan from our partners or production of the material at CILS or all 3.

*Provides fee for service to 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 2010 to Oct 14 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	0	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	156	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	120	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)	124	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	16	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	14	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	431			

If you have questions feel free to contact us at:

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