



ALBERTA ASSOCIATION OF COLLEGE LIBRARIANS

ISSN 0829-4321

Published in May and November by the Association

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<http://aacl.engineseven.com/>

Editor – Terry Donovan

A message from the editor

The AAAL newsletter is alive and well (maybe I should leave the latter up to your judgment). Sorry for the delay, but now that I've put together my first newsletter, I'm hoping subsequent issues will be a breeze. Thanks to everyone who sent a contribution. Now that I've read them, I think it's time for some site visits; look out Vermilion.

Here are the submissions I received, in alphabetical order:

The Banff Centre: Paul D. Fleck Library and Archives

Submitted by Patrick Lawless, Director, Library and Archives

As many of you know, we saw two key employees move onward and upward over the last few months. I'm pleased to announce that James Rout has accepted a new position as University Librarian at Emily Carr University of Art+ Design, and Denise Drury, our library assistant, has accepted the position of Head Librarian at the Banff Public Library. We are proud of these individuals for both their contributions to the Centre and for their achievements.

To that end, it is my pleasure to introduce the arrival of our Art Librarian, Suzanne Rackover.

Suzanne holds a Master in Library and Information Studies from McGill University and a Bachelor and Master in Art History from Concordia University in Montreal. She has recently

completed internships at Artexite and at the Library of the National Gallery of Canada. Prior to becoming a librarian Suzanne worked as an art consultant in commercial art gallery, as a curator at a community art museum and as an independent curator on the exhibition Blessings for which she published an essay included in the book Blessings: Art and Essays on Jewish Blessings (2009). Suzanne has assisted on numerous research projects in realm of Canadian art including research for the book Picturing Her: Images of Girlhood (Loren Lerner, ed., 2010), the exhibitions Sam Borenstein at the Montreal Museum of Fine Arts (2005) and Corridart Revisited (2001) at the Leonard and Bina Ellen Art Gallery, where she also completed an internship, and the web-based project Visual and Textual Documents on Art and Architecture in Canada.

Bow Valley College

Submitted by Colleen McPhee

Bow Valley College Library and Learning Commons has had a very busy Fall semester. In August 2010, the programs being held at Franklin Station Campus were moved back to North Campus which meant the Franklin Station Campus Library and Learning Commons had to be packed up and moved as well, and we had to re-catalogue all the library materials. Franklin Station Campus closing also created an influx of about 500 additional students to the North Campus. The college is still under renovation and expansion and we have begun preliminary discussions about space and furniture planning and design for the library's second floor. We were also thrilled to have our wooden bookshelves, which were 'rescued' from the demolition of Calgary's former courthouse, replaced with brand new mobile shelving. In October, as part of Canadian Library Month, we arranged for the Calgary Public Library to bring their Living Library event over to Bow Valley College; this event was a huge success, the students loved it! The ESL Conversation, Reading, and Writing Clubs continue to be a hit and are very well-attended by the students. These clubs are held daily throughout the week. The library staff have regularly travelled with the Roaming Library throughout the college and to the satellite campuses to promote and market the library and information services. We are currently weeding the Reference Collection and amalgamating the Professional Development collection with the general collection while gearing up for the end of semester rush!

Concordia University College of Alberta

Submitted by Dan Mirau

Library Space Rejuvenation

I can't believe it's already December 1 and we're heading the final weeks of the term. Since our last AAAL meeting, Concordia has completed several major projects to enhance student spaces and improve how our community discovers and gets their hands on library resources. Over the

summer months, Concordia used Canada Action Plan funding to rejuvenate the library's main floor. New carpet and tiling was installed, requiring a lot of furniture and collection moving. One of the highlights was watching an entire aisle of reference materials lifted about a centimeter of the ground and moved wholesale using stack moving equipment from the Edmonton Public Library. Maintenance and library staff alike were very impressed, having avoided major work moving books and dismantling/reassembling shelves. Our federal funds were also used to replace the existing roofing and HVAC system on the older west side of the library building, to purchase new study carrels wired with AC (and eventually overhead lighting) and replace over 200 aging "dusty rose" waiting-room style chairs with modern ergonomic task seating. The library was also able to purchase several shelving units for new and thematic displays and to house our growing DVD collection. Student and faculty responses to the enhancements have been overwhelmingly positive.

Mega-Shift

Also over the summer Concordia's Library received STEP grant funding to employ a Concordia graduate student to assist with a major shifting of the collection. Nelson Knight led the project and ensured that, basically, every book in the library was moved over the course of the summer in order to re-orient the collection in a more intuitive and browse-able manner, to create space for growth in areas that need it, and relieve cramping in congested areas. The "mega-shift", as we affectionately called it, is now complete and we hope it will be some time before we will need to do it again.

WorldCat Services

In September Concordia (I should really be saying Erica Hebert, since she did all the heavy lifting) launched [Concordia WorldCat](#), complete with a book cart disguised as a cat holding a giant globe on top of it (visit the "[Pimp My Bookcart](#)" site for photos). Jenna Innes was responsible for making this brilliant idea a reality, "World+Cat=WorldCat", get it? Myrna Dean, Bibliographic Services Technician, has been working with U of A staff to ensure the accuracy of our holding in WorldCat and has recently resolved some of our most pressing issues. We have also implemented WorldCat Resource Sharing Service and are working on implementing the WorldCat Knowledgebase in order to facilitate linking from article citations in WorldCat directly to full-text through the "View Now" functionality. Not only that, but we hope the WCKB will finally get all of our e-journal holdings into our catalogue, something we have been unable to do within SIRSIDynix. As a part of the WCKB work, Concordia has enrolled in a pilot project with OCLC and PubGet, in order to populate our WC Knowledgebase with holdings and entitlement information directly from the publishers we license the content from, in order to improve the accuracy of our holdings beyond what we currently have in the CUFTS Knowledgebase.

Communications, Roving Reference and Service Training

Concordia's Communications Team, led by Jenna Innes, has finalized a communications plan and has made several steps forward in employing Facebook, Flickr, Twitter and staff blogging to improve our ability to inform our community about our services and collections. Jan Mutch continues to do an excellent job on our print/PDF newsletter, "[The Corner Shelf](#)" which provides

content for these other communication tools. Concordia's Access Services Coordinator, Karen Hildebrandt, led the development of a campus-wide training seminar series called "Service Excellence: The Concordia Way" and together we delivered six seminars to all Concordia staff members on "Service Principles, "Serving Students with Disabilities", and "Dealing with Difficult Situations".

Access Copyright

Lynette Toews-Neufeldt, our Information Services Coordinator and Campus Copyright Officer, has been doing much hard work to navigate the Access Copyright situation. Concordia is planning not to sign the interim tariff agreement and is gearing up by communicating to faculty regarding course reserves, course pack clearance deadlines, and, of course, promoting the materials that have already been licensed from vendors/publishers electronically. I believe this has been a great learning opportunity for all involved and we are as curious as everyone else about how the situation will evolve.

Other Service Improvements

In keeping with our launch of WorldCat and the wider discovery it provides, Concordia has removed all fees for bringing in books and articles for our community. Having removed the financial obstacle for faculty a couple of years ago, we decided it was time to remove this for students as well. As we learn about the WorldCat Resource Sharing Service, we hope this will allow us to let students request materials from across Canada, if not the US as well, with no financial requirement on their part. We are learning as we go on this one and I really appreciate the hard work of Wilda Campbell, Interlibrary Loans and Document Delivery Technician, to make it possible. Jenna Innes (very busy person) has also been working on a "roving reference" pilot project to determine how, when and where this kind of service model might be most effective. Another welcome development on campus is the opening of the cafeteria for 24/7 study space access. Many thanks to our new Associate VP Student Affairs, Jonathan Strand for making this happen. It really helps relieve the pressure for extended hours which the library faces each term.

Lakeland College

Submitted by WanjikuKaai

Vermilion Campus Library was renovated to provide more sitting and computer space for students. There are now computer kiosks in the library. Some of the computers are equipped with assistive devices for use by students with physical challenges or those using wheelchairs. There are also three break-out rooms. SmartBoards have been installed in two of the breakout rooms and the third is equipped with soft-seating couches. There are soft-seating chairs in various corners in the library. The students love this arrangements and are using the library from morning until evening. Grand opening ceremony was held on September 10th 2010. Great improvement to allow for more computer and seating space, the library undertook a massive

weeding of the print collection in the Spring. 20% of the collection was weeded. The library held a huge book sale and we were able to dispose of a large amount of books that would otherwise have gone to the dump. Access Copyright continue to be a topic of discussion.

MacEwan University

Submitted by Michelle Bezenar

MacEwan University Library welcomes the following new staff:

Robert Zylstra assumed the position of Music and Performing Arts Librarian at the Centre for the Arts campus in August. Prior to joining MacEwan, Robert was Technology Service Librarian (2006-08) and most recently as Client Services Manager at Yellowhead Regional Library. Robert holds a Bachelor of Music from The King's University College, Edmonton, a Master of Music from the University of Alberta and a Master of Library and Information Studies from the University of Alberta.

Lisa Shamchuk assumed the position of term reference librarian at City Centre Campus in August. Lisa graduated with her MLIS from the University of Alberta in 2010. Prior to joining MacEwan) Lisa was the LibGuides Project Assistant at Norquest College Library. She also worked as a student reference assistant at Rutherford Library, University of Alberta and the Alberta Law Society Library in Edmonton.

NaliniUnny assumed the position of term reference librarian at the City Centre Campus in August. She recently completed her MSc, Library and Information Studies from the Robert Gordon University, Aberdeen, UK (ALA approved) and she holds a BA (Honours) English Language and Literature from the U of Reading, UK. Nalini also has worked as a teacher librarian in Tianjin, China, a principal lecturer in Bulawayo, Zimbabwe and taught primary education in Harare, Zimbabwe.

In other MacEwan news...

Judy Moore stepped down as Chair, Reference and Research Services in June and began a yearlong project examining best practices and developing effective strategies for integrated information literacy program for MacEwan. Katherine Koch (previously the Chair, Campus Library Services) has been appointed Library Chair for 2010-11. Sonya Betz has replaced Katherine as the Campus Librarian at MacEwan South for the year. Roxy Garstad, librarian at City Centre Campus, has been working half-time on a project investigating best practices in electronic reserve collections with planned implementation in 2011. Yvonne Rezek, the Collection Development and Electronic Resources

Coordinator since 2004 (and working at MacEwan for 17 years), has been seconded to the TAL Licensing Librarian position for nine months beginning November 1. Yvonne has been and currently has responsibility for the licensing of over 200 e-resources including databases, e-

book packages, and streamed products. Currently, Yvonne sits on TAL's Licensing Services Committee and is looking forward to returning to TAL to serve in this new capacity.

Recently implemented services include instant messaging reference services and the new MacEwanOneSearch interface (EBSCO Discovery) that enables federated access to databases and the catalogue in a single search. The Library has also revised our Search path tutorial in collaboration with U of A. This 21 module tutorial is widely utilized by students enrolled in the compulsory first year English class. In 2009-10 a pilot project for video streaming was completed and streamed content has become the preferred format for video/dvd content. Streamed products like Films on Demand have also been purchased enabling access to high quality education streamed content.

The interlibrary loan management system Relais is being introduced in January giving improved electronic interlibrary loan content delivery directly to desk top. The Library is now lending 35 iPads to students to promote the use of the Library's collection of over 100,000 digital books.

Medicine Hat College

Submitted by Lilian Li

First of all, it is not news anymore but we are all proud of our Director undergoing another big national job. Keith is obviously very busy with his role as the President of the Canadian Library Association. He is doing an amazing job with all the challenges the Association is facing and he has our support.

Our success with the text messaging reference service continues. Students are embracing it and we have been invited to conferences to present our experience with the service at local, provincial and national sessions. We had received very positive feedback on the presentations and are looking forward to further enhancing the service once the two-year telephone plan ends.

You probably have heard that Amazon eBooks are outselling hard covers. How do we respond to it? Recently we acquired two KOBO e-readers and loaded them with Maclean's and New York Times bestsellers. It took a bit of time for our users to get used to reading on a device but the interest is definitely growing. We are looking at adding another e-reader soon!

Another major accomplishment we are proud of is the successful integration between the student information system and the automated library system. With the student information seamlessly flowing between the two systems, our students are enjoying the efficiency of gaining library privileges and access to other services on campus as soon as they establish their registration status with the college.

October was marked as the Canadian Library Month this year and we wasted no time in taking the opportunity to promote the library and literacy. We hosted an author reading by a local surgeon who is also an author and loves the library. Our library read program which features posters of many local readers such as college senior executives, students, instructors and

library staff is a hit on campus. We quizzed our users on their knowledge of the library and were overwhelmed by the positive feedback we received from our students for the brief survey we conducted.

Finally, congratulations go to our Collections and Instruction Librarian Leigh Cunningham on being selected to attend the 2010 Northern Exposure to Leadership Institute. We wish her well at the workshop and know she will bring back innovative ideas to help us further develop our team and services.

Mount Royal University

Submitted by CariMerkley

Following on extensive consultation with students, staff and faculty, the library underwent a reorganization over the summer to create new study zones and increase the number of seats. This involved moving shelving (and as a result the collection) to create sound buffers, moving underused materials to storage to free up more space for tables and carrels, and renovating our viewing room to create a super silent study room complete with tables with laptop garages. Three distinct study zones have been created - silent, quiet group work, and group study, and the expectations of each zone are communicated through clear signage. New bar style seating was recently installed along the windows, increasing seats and plug-ins for laptops. The library is poised to release its new strategic plan to the public, following an extensive consultation with all groups in the library.

We are excited to have two new librarians with us this year - Kristina Oldenburg and Sara Sharun.

Pearl Herscovitch is our new faculty chairperson. Outgoing chair Janet Monteith is currently on leave (and traveling the world!).

We are pleased to be full members in CKRN and COPPUL. Our faculty and students are especially pleased to have expanded borrowing privileges at fellow COPPUL libraries.

The library recently organized a successful used book sale to benefit the United Way, raising \$2672 for the charity.

Mount Royal Library hosted members of the Foothills Library Association in October for a movie night. Guests enjoyed "Desk Set" and took tours of the reorganized space.

What's happening in the university

The university is celebrating its 100 birthday on December 16, 2010. Events have been taking place over the course of the 2010-2011 academic year, including special historical and [art](#) displays in the library.

Mount Royal fared very well overall in measures of success and satisfaction in the Globe and Mail Canadian 2011 University Report. The library didn't do quite as well, scoring a B-.

MRU is currently looking for a new president. President Dave Marshall will be leaving us at the end of June, 2011. If you haven't had the pleasure of meeting our president, enjoy this [YouTube video](#) that he made when we became a university -

A taskforce examining the impact of our transition to a university on our support and exempt staff was released. Library staff held leadership roles on the task force and contributed to its work in a variety of ways.

The process is underway to create a new academic plan for the university. The library is making several submissions to the academic planning committee.

President Dave Marshall has released a white paper on key performances indicators for measuring student success and satisfaction. These indicators may play a role in our academic planning process.

Dr. Ann Curry, professor at the School of Library and Information Studies at the University of Alberta, is coming to Mount Royal to speak on February 25th as part of Mount Royal University Library's Freedom to Read Week events. Dr. Curry will discuss an issue affecting intellectual freedom in social media, specifically the "heckler's veto" which is "censorship by shouting down." Dr. Curry will examine how the "heckler's veto" has been playing out on Canadian university and college campuses.

NAIT

Submitted by Isobel Rancier and Helga Kinnaird

Staff News:

Jodi Lommer joined us this spring as an instruction and reference librarian. Shannon D'Agnone is away on maternity leave spending time with her new baby boy, Owain. Nadine Anderson is filling Shannon's instruction and reference role. Danessa Picklyk has left us for Brandon, Manitoba.

Other news:

We are busy with a variety of activities to improve our front line service, including:

Moving our chat service to LibraryH3lp. This will allow us to easily share incoming questions, it has a "follow me" widget that allows the chat window to float on top when links are clicked, and it doesn't require Flash; developing a new more engaging version of our research tutorial; investigating discovery tools to determine if we wish to implement one in the coming year; subscribing to three Films on Demand collections (and cataloguing all 1900 titles); utilizing an Epson Brightlink interactive projector to enhance our information literacy instruction classes; purchasing tables with electrical outlets on the top to replace old standard tables used by students; creating a Work and Study Directory sign, to communicate the various zones within the Library (e.g. Speak in low voice tones; limited talking).

NorQuest College

Submitted by Eve Poirier

In July of 2010 NorQuest College saw the retirement of Wayne Shillington as College president for the past 10 years and welcomed the arrival of the new President and CEO, Dr. Jodi Abbott. This same summer Library and Information Services adopted the Computer Commons service area and underwent extensive cross training with library and computer commons staff. Much of the summer was spent developing services, workshops, and orientation programs in the Computer Commons for September term start-up. Not to be distracted, the library also established its first Quiet Study room from a underutilized and too small computer lab in the Learner Centre. The Quiet Study area has been a great success, full of students every day. On the Collection end, the Library took a giant leap forward in the area of streamed content, moving from 0 to 740 in 6 months. The library is contracting data conversion and hosting with IrisEdu out of Seattle. Streamed content is now embedded in our successful Research Guides (LibGuides) and Blackboard courses as well as being accessible directly from the library catalogue. All of our video viewing rooms have been outfitted with CPUs connected to large screen T.V.'s to ensure that students can view streamed content collaboratively. On the scholarship side, Joan Morrison, our Coordinator of Library Instruction received ethics committee approval to carry forward an Applied Research project that is looking into the development of a NorQuest definition of information Literacy through active engagement with our diverse student population. It is anticipated that this definition will be adopted by the College and form a significant part of College Wide Learning Outcomes. Finally, the College's new executive undertook an organizational review during the summer and fall of 2010. The new organizational structure will be unveiled in January 2011, so we are not expecting "change" to stop anytime soon.

Portage College

Submitted by Terry Donovan

Re-organization

After the departure of Barbara Palmer, our Manager of Library Services in October, 2009, the direction of the Portage College Library seemed uncertain. That uncertainty ended this summer when our administration announced a major restructuring. The Library is now part of the new Department of Teaching & Learning, with Mardere Birkill as the Director. Sharing the department are the Learning Assistance Centre, Learning Design & Technology, and Faculty Development. The Department of Learning Design & Technology is currently building a virtual Learning Commons. When we have secured funding, we will integrate our physical services in the current Library space.

Staff

Long time Library employee Janice Bryks has moved to Learning Design & Technology. Michele Norton has taken over some of the management duties. Sharon Brophy, our Distance Delivery Assistant started her second term with the Library in September. Sharon came to us with a technical background in industry and besides being an invaluable addition to our staff, brings a refreshing, non-library perspective. Terry Donovan has taken over responsibility for teaching all bibliographic instruction, copyright duties and administration of the Smarthinking tutoring service and Turnitin.

New branch

This September we opened a new branch library at our [Cold Lake Campus](#). It is actually slightly off campus, although in the same building as the college. We share the [Cold Lake Energy Centre](#) with the city's sports facility and the Cold Lake High School. We have space in the High School Library. Susannah Kotyk is holding down the fort for us there afternoons and evenings Monday to Thursday.

Collection

We are increasing our digital content, partly because of the desire of administration to offer common services to our satellite campuses and the decreasing use of our physical titles. Marcia Holmes has catalogued all our online books from Credo Reference, Oxford Reference and NetLibrary. We have also added four collections from Films on Demand, which have proven to be very popular with the instructors. They are finding that using licensed, online resources are convenient and eliminate any concerns about copyright.

Copyright

Portage College ended its relationship with Access Copyright at the end of June, 2010. We are educating the Staff and Faculty about using licensed resources, Open Access documents, the Public Domain and fair dealing.

ATEP

Another addition at Portage College this September was the Aboriginal Teacher Education Program (ATEP). This is a cooperative effort with the University of Alberta. Students study at our Cold Lake and Lac La Biche campuses, but are enrolled in the 3rd and 4th year of a B. Ed. Program at the U of A. Many of the students took their first two years at Portage College. The big bonus for the Library is that U of A is supplying all the books for both campuses, and we get to keep them when the program is over in two years.

St. Mary's University College

Submitted by Brad Neufeldt

At St. Mary's University College (StMU) we are in the situation of having inadvertently signed the Interim Agreement as well as the License Extension. Access Copyright seems to have bundled the Interim Agreement into the emails sent out concerning the License Extension. The practice with us was that they slipped it in under the door so to speak, and then requested that we sign the Interim Agreement as if it were part-and-parcel of the License Extension, which it is not. We have found this to be disingenuous at the very least. StMU is in the position of not being represented by the Association of Universities and Colleges of Canada (AUCC). And as a smaller institution with a smaller staffing base, it has been a challenge to keep up with the constant and rapid pace of change with regards to the information being posted on Access Copyright's "Proposed Access Copyright Post-Secondary Educational Institution Tariff, 2011-2013". We would consider disengaging from the Interim Agreement, but this may not be possible.