VOLUME 27. NO. 1 NEWSLETTER SPRING 2004

ALBERTA ASSOCIATION OF COLLEGE LIBRARIANS

ISSN 0829-4321
Published in May and November by the Association
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http://www.lr.nait.ab.ca/aacl/
Editor – Sona Kothari

MESSAGE FROM THE OUTGOING CHAIR

AACL April 15, 2004

I would like to thank Susan Brayford and SAIT for hosting our Spring Meeting. As always, the hospitality at SAIT is welcoming and inviting. The libraries of St. Mary's, Nazarene and Alliance Colleges sponsored the coffee breaks. Thank you for the 'blessed coffee'.

This is my last meeting as your chair of AACL. Reflecting on the past two years and measuring our progress against our Business Plan, we have accomplished a great deal. We have experienced many celebrations and changes in AACL and in the libraries we represent. There have an amazing number of new buildings – Medicine Hat College, SAIT, Keyano College and Red Deer College. Other major renovations have occurred and new buildings are being planned. These new buildings have buoyed us all and our services have experienced a renewed interest as a result. Circulation, reference and ILL services in many of our libraries have increased over the last 2 years. This makes it exciting and worthwhile to work in organizations that make a difference. The difference our libraries make to students, faculty, staff and community members is why we are here at this meeting today and why we are members of AACL. We are here to learn from our colleagues about how to make our services more accessible to our customers now and in the future. And I think our future looks pretty exciting!

We have been effective in promoting our organization, and therefore hopefully promoting college and institute libraries and librarianship, by nominating Doug Poff for the Outstanding Academic Librarian Award for 2003 and 2004. We supported Keith Walker's nomination for the Outstanding College Librarian for 2003 Award and celebrated with him when he won. This year, as an association, we supported the submission of the Knowledge Network Committee for the CTCL Innovation Award. All of these award nominations emphasize our passion for what we do and what we feel is important and deserving of recognition. Recognizing the work of others also tightens us as a group and it let's the library world know that we are a united, forward-looking group of people.

We were so fortunate to have Margaret Law in the position of the Post Secondary Coordinator for The Alberta Library as our advocate. We learned a great deal from her. As she travelled around Alberta visiting our libraries Margaret identified similar issues faced by most of us. The new Academic Library Standing Committee will incorporate

her ideas into their plans and we look forward to seeing their progress.

Our 'reborn' logo is also another effective visual symbol of our work together. We have used the logo on cards that we have given to people who have retired and it looks very professional and is quite aesthetically pleasing. I remember when the logo was first developed 13 years ago. Things didn't look that promising for college and institute libraries then and I thought those books were flying west to BC. Now I look at that logo differently and the books are flying from BC and other provinces. The flying books are symbolic of all the people who are coming to Alberta to participate in the excitement we have to offer or to learn from our successes.

We have also been successful in our lobbying attempts such as the work done by the eCampus Alberta. The listserv was used to poll people and to generate discussion. The TAL ILL discussion was also hosted on our listserv.

Another thing we do very well is to collaborate. Coffee breaks are now shared by other libraries to help defray costs to the host library; this is a wonderful way to 'co-host' an AACL meeting.

We also celebrated our 30th Anniversary at the last Spring Meeting and we are looking forward to planning our next big 'O' party. The next ten years will be even more exciting than the last 30, I am sure!

And Amazon.com has picked up our newsletter and is selling it for $19.63 USD!! (we will be talking to them…)

When the executive met last month, Keith, Nora and I, we discussed this meeting and future plans for AACL. Nora and Keith will elaborate in their reports and all of you will have an opportunity to help us carve out the future of this organization.

In closing, then, I would like to promote this position of Chair of AACL. The new chair will have the good fortune of working with two of the most organized and experienced executive members, Keith and Nora. They are a dream to work with and they will keep you afloat. The Workshop Committee is the other group who work closely with the Chair and Geoff and Norene are also full of ideas and plans for exciting workshops. The Chair of AACL is a wonderful position as I have learned more about the libraries within the colleges and institutes in Alberta than I knew before and I have learned about the special role we play in The Alberta Library. We are quite a force in TAL, and in the Canadian library world, and we will continue to be.

Submitted by Outgoing AACL Chair
Alice McNair

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MESSAGE FROM THE INCOMING CHAIR

Hello everyone,
There is so much to write about and so little space.

Those of you who were unable to attend the April 15th meeting of AACL – you missed a really great one. So much information was shared that it was dripping out of everyone's ears by the time the day was over. You get a tiny taste of what went on if you read the minutes but, as they say, you really had to be there.

AACL's strength is its size and membership. Big enough that there is a diversity of experiences to learn from and small enough that everyone's voice gets heard. The roundtable discussion on advocacy was a great example of this. Many, many, many different ideas were presented. I bet that by mid-fall, many of these ideas will have been borrowed, adapted and implemented in college libraries across Alberta. I sometimes have good ideas but my few great ideas have usually been adapted or inspired by what others have done. I think of it as building on what has been previously accomplished by others rather than straight theft.

One topic that caught my interest at the April meeting was mentioned almost in passing. This was *Campus Calgary*. It's a topic AACL needs to follow closely because of potential implications for all Alberta college libraries.

What is *Campus Calgary*? It is not clear right now. It has been presented to several librarians in Calgary as a piece of a proposal for a new library building at the University of Calgary. As part of the package, the U of C Library may offer all libraries in the Calgary region access to their electronic resources at no cost. No one is sure if this includes all electronic resources held at the U of C or a subset. In whatever form, this is a truly generous offer to the libraries in the area and as one librarian said "how could I possibly turn it down?" *Campus Calgary* has great potential for releasing funds within these libraries to be used for other purposes.

But, there are many unanswered questions. Would these databases be licensed through TAL? If not, are there implications for the non-Calgary based academic libraries in terms of increased licensing fees? Will this have an impact on the Knowledge Network Linking project since the U of C has already implemented SFX? What impact will this have on TAL's The Alberta Virtual Library Proposal? If Calgary based Colleges become part of *Campus Calgary*, will their Administrations be tempted to simply cut library budgets by a similar amount? We need to stay on top of developments in this area and communicate with each other.

The April meeting also saw Alice McNair step down as Chair. Alice did a brilliant job of organizing and leading the group and staying on top of issues that affect us all. Thank you, Alice. We can at least take comfort in the fact that you will still be at the table, injecting humor and wisdom into the meetings.

See you all at the next meeting in Edmonton on November 25, 2004. In the meantime, keep the listserv busy with any information you have that is relevant to the rest of us – or questions someone might be able to help you with.

Submitted by Incoming AACL Chair
Robin Minion

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Minutes of the
Alberta Association of College Librarians
Spring 2004 Meeting
Held at SAIT
Thursday, April 15, 2004

PRESENT

Carolyn Alho	Nazarene UC
Sandy Ayer	Alliance UC
Susan Brayford	SAIT
May Chan	SAIT
Jerremie Clyde	TAL
Sheila Drummond	MHC
Fiona DyerLCC	
Pearl Herscovitch	MRC
Zahina Iqbal	SAIT
Norene James	NorQuest
Charlene Jones	RDC
Helga Kinnaird	NAIT
Sona Kothari	RDC
Lilian Li	MHC
Anita Luck	Fairview
Debbie McGugan	GMC
Alice McNair	RDC
Robin Minion	Olds College
Janet Monteith	St.Mary's
Geoff Owens	MRC
Barbara Palmer	Portage
Kristine Plastow	RDC
Nora Robinson	SAIT
Christine Sammon	ACAD
Linda Scott	MRC
Carol Sinanan	MRC
Alice Swabey	RDC
Pat Taylor	MRC
Jennifer Thomas	GPC
Eric Tull	TAL
Joyce VanScheik	CUC
Keith Walker	MRC
Anne Marie Watson	RDC
Meagan Weber	MRC

Wayne Wicks Prairie Bible

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MINUTES

1. Meeting called to order by AACL Chair at SAIT at 9:10 AM; roundtable introductions were made. Susan Brayford and staff of the SAIT Library were thanked for hosting the Association and the libraries of St.Mary's College, Nazarene University College, and Alliance University College were thanked for sponsoring the coffee breaks.

2. Agenda approved with the following changes: the two licensing reports (items k and n) will be combined and the afternoon session on Serials Solution will also include a demo of SFX software.

3. Minutes of the November 13, 2003 meeting were approved.

4. Executive reports:

   a.) Alice McNair presented the Chair's report.

   b.) The audited statement for the year 2003-04 was presented.
   MOVED by Keith Walker/Janet Monteith that the statement be approved. CARRIED.

   Sheila Drummond and Lilian Li were thanked for serving as the Auditors.
   The 2004-05 budget was presented and discussed.
   MOVED by Keith Walker/Christine Sammon that the budget be approved to show that the Association will fund a CTCL session at the CLA conference in Calgary in 2005 rather than fund a Netspeed session, saving $500 for use by the Workshop Committee. CARRIED.

   Messages of appreciation were received from past Secretary/Treasurers who all left the Association during the summer: Barb Smith, James Carter, and Joanne Mokry.

   c.) Nora Robinson reported on the excellent coverage of the colleges in the last issue of the *Letter of the LAA*. Please send news items to Nora or directly to Christine Sheppard at LAA. Christine Sammon and Nora submitted a nomination of the Knowledge Network Steering Committee for the CTCL Innovation Award; Alice sent a supporting letter on behalf of AACL.

5. Committee reports:

   a.) Kristine Plastow conducted the election for the Chair for 2004-06.
   MOVED by Kristine Plastow/Debbie McGugan that Robin Minion be elected by acclamation. CARRIED.

   b.) Geoff Owens and Norene James agreed to serve for another year on the Workshop Committee. Suggestions for the fall meeting should be sent to Norene. Some suggestions include a True Colours workshop and to invite Marcus Roesner. It was recommended that a CACUL grant be applied for to provide extra funding.

   c.) Nora reported that the Strategic Alliance for Library Advocacy (SALA) is a new group that grew out of the TAL Advocacy Committee and is an alliance of the various provincial associations that coordinates and encourages advocacy. Topics of current interest (BSE and West Nile Virus) were highlighted. Nora will send the notes to the listserv.

   d.) The new Academic Libraries Standing Committee has met once and has another meeting on April 26. Geoff Owens is the Chair; other college reps are Jennifer Thomas and Keith Walker. The Committee will be working with Eric Tull on the linking project; other

areas include ILL software, advocacy, information literacy, eCampus Alberta, and leadership. It was recommended that Geoff have the minutes posted on the listserv.

e.) In Karen Hering's absence, Debbie McGugan presented an update on the activities of the Library Association of Alberta, including new web and newsletter designs.

f.) Sona Kothari reported that both the National Library and LAA receive print copies of the *AACL Newsletter*. She is investigating FOIPP issues regarding posting photographs in the newsletter.

g.) Keith Walker gave a summary of the items to be discussed at the TAL Board meeting on April 16, 2004.

h.) Susan Brayford reported that Tom Skinner's groupings of similar sized institutions in the statistics have been very useful. A future issue is to include the usage stats from the Subscriptions Alberta databases, with a trial this coming year. The stats form will not be revised until this issue has been dealt with.

i.) Jennifer Thomas is the Chair of the new subcommittee to ensure that the libraries are included in the *eCampus Alberta* initiative. The group has met once to develop goals and strategies and will meet again next week; updates will be posted to the listserv. Members of the subcommittee are: Jennifer, Meagan Weber, Lilian Li, Susan Brayford, and Yvonne Rezek.

j.) CTCL is still accepting nominations for the College Librarian of the Year Award. The Standards for College Libraries will be approved at the AGM in Victoria in June and a session on the standards will be held on the Saturday morning.

k.) Susan Brayford, Janet Monteith, and Jerremie Clyde serve on the TAL Licensing Committee and are looking at a three-year renewal of *Subscriptions Alberta* with a substantial increase in the number of databases included in the suite. Jerremie hopes to have the list out to the participants by May 3, 2004.

A new administrative tool is now available online: http://admin.talonline.ca/subscriptions/

TAL has purchased full-text access to *Library Literature* for use by staff in member libraries. Martina King is the new licensing assistant.

l.) In response to a request from TAL, Kristine Plastow sent out a survey about ILL and received 11 responses to the 5 questions. In summary: libraries will use ILL or TAL cards depending on the situation; fast timelines are more important than location although AACL's free loaning is important; faster timelines are more important than cost; electronic access has increased use but there is a concern that licenses don't allow for ILL; unmediated loans are used in NEOS but some libraries have concerns regarding duplicates, loan rules, and staffing. The results will be posted to the listserv.

m.) Alice Swabey sent a survey to the listserv regarding the use of security cameras in libraries and received 9 responses, including from Edmonton and Calgary Public Libraries. Only 2 colleges use cameras; security guards seem to reduce the amount of incidents; issue with freedom of information. Alice will post the survey results to the listserv.

n.) Linda Scott reported on the new *Campus Calgary* initiative of the University of Calgary that is part of their plans to build a new University Library. It will include the University paying for the electronic resources for the other Calgary post-secondary libraries. There are some concerns; the plans still seem to be vague.

o.) It was recommended that the Executive prepare a written document, to be included on the website, formalizing the ILL agreement that has members of AACL providing interlibrary loans free to other AACL members.

6. Small group discussions took place to discuss three items:
(1) What do you value about AACL?
(2) What could we improve about AACL?
(3) What issues/concerns should AACL focus on over the next few years?

   The results will be compiled and used by the Executive when reviewing the business plan.

7. Business meeting adjourned at 12:10 PM.

8. The new Executive paid tribute to Alice McNair, the outgoing Chair, for her excellent leadership during her two years and presented her with the very first AACL Certificate of Merit.

9. The afternoon workshops took place in the SAIT Library Classroom:
   a.) Knowledge Asset Management and Libraries – Zahina Iqbal
   b.) Serials Solution and SFX – Susan Brayford and Eric Tull
   c.) Mount Royal College's Cultural Shift – Pearl Herscovitch

10. After the afternoon coffee break, Alice McNair presented Pat Taylor with a certificate in honour of her retirement from Mount Royal College later this spring.

11. The roundtable discussion was on the topic of advocacy with each person reporting on examples of advocacy used in their libraries.

12. Alice McNair adjourned the spring meeting at 4:15 PM.

    The next meeting will be in Edmonton on November 25, 2004.

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Keith Walker presents the first AACL Certificate of Merit to outgoing AACL Chair Alice McNair

AACL presents Pat Taylor a certificate in honour of her retirement from Mount Royal College

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WORKSHOP SUMMARY

The afternoon workshop at the Spring 2004 AACL meeting was billed as a "workshop potpourri", and that it was!

Zahina Iqbal of SAIT was our first presenter, giving us a sneak peak at SAIT's Library Knowledge Centre, which is an online faculty resource center that uses knowledge asset management to "embed the library into the business culture at SAIT."

Susan Brayford of SAIT then gave a demonstration of SAIT's new Serials Solutions linking software, followed by Eric Tull of TAL,

demonstrating another linking solution, SFX. Eric also updated the association members on TAL's initiative to research linking software that works in a consortia environment. Requests for Information to various vendors will be distributed this spring, and Eric will be making the rounds at post-secondary libraries to determine individual library needs regarding linking software.

Scenes from a "workshop potpourri"

Pearl Herscovitch opened up a lively discussion on security and safety in libraries by summarizing Mount Royal College's latest efforts to curb noise and disruptive behavior in their library.

The workshop committee members finally managed to break into the animated discussion to signal coffee break time, then we reconvened and shared our individual library efforts regarding advocacy. It was inspiring and exciting to see how each library has marketed, promoted, and liaised to increase their library's profile and significance in their institutions and community.

We have a number of wonderful workshop topics to research for the fall meeting, but if you have further ideas or comments, please direct them to either:
Geoff Owens [gowens@mtroyal.ab.ca] or
Norene James [norene.james@norquest.ca].
Thank you to all speakers and participants for an enlightening, invigorating, and inspiring spring workshop!

Submitted by
Norene James

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A special thanks to the SAIT library staff for hosting the Spring AACL meeting

Nadia Nastov and Susan Brayford

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Library Technicians Recognize Advocate in Medicine Hat

(Excerpts from May 18, 2004 AALT Press Release)
"Keith Walker, the Manager of Academic Services and Chief Librarian at Medicine Hat College in Medicine Hat, is the recipient of the 2004 Alberta Association of Library Technicians (AALT) Advocacy Award.
This award may be given annually by AALT to recognize the efforts of an individual who has had a positive influence on Library Technicians and Library Operation Assistants in Alberta. AALT President, Karen Hildebrandt presented the award at the AALT 30th Anniversary conference held at the Radisson Hotel and Conference Centre, in Canmore, Alberta, on May 13-16, 2004."

"Keith Walker has the ability to recognize that having a staff that works together for the collective good, far outweighs the importance of individual titles or classifications of the staff. This makes him an ideal recipient for the AALT Advocacy Award."

CONGRATULATIONS, KEITH!

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The 2004 AACL Directory has been updated and is available on the AACL web site at:
http://www.lr.nait.ab.ca/aacl/directory.htm

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Augustana Library

There is non-stop action at Augustana these days. Here are a few highlights:

Effective July 1, 2004 Augustana University College will likely (if all things go as planned) become the Augustana Faculty of the University of Alberta.

So, we have been working on the logistics of this merger - I think it will take a few years to iron out the details! Certainly a highlight for the library is the promise of a new building in the next couple of years - I may be asking for some advice as many of you have been through this process recently!

Our Information Literacy program continues to grow. We now have credit courses in: Economics, Management, Psychology, Political Studies, Sociology, Crime and Community, Art, Music, English, Drama, French, German, Scandinavian Studies, Physical Education, Biology, Environment, Geography and Chemistry. We have committed to teaching each course at least every 2 years so lots to do!

Plans are underway for the 4th Annual Information Literacy Workshop. The dates will be December 9-10, 2004. One day will be hosted in Edmonton at the U of A as a way to recognize the merger. Then year 5 will be back at Augustana. Mark your calendars - December 9-10, 2004!

Sarah Heath (Reference Librarian) is leaving in May so we have been busy interviewing. We received a great pool of applicants so a very exciting time! We will really miss Sarah though!

I am chairing a COPPUL (Council of Pacific and Prairie University Libraries) Committee called the "Survey Repository Committee". It is working towards creating an online repository of "home-grown" survey instruments and survey results (in aggregate form) so that the participating institutions can benefit from each other's investment in the creation of surveys.

We have created a web application to help us create and organize the pre-tests and post-tests for our credit Information Literacy courses.

It will generate statistics for us for any questions (for example, comparing what the student knew about call numbers before and after the course) and other criteria such as year of study, gender, etc. The database will be demonstrated at the NEOS mini-conference and at WILU this summer.

I think that is all - I hope everyone has a great summer!

Submitted by
Nancy Goebel

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Canadian University College

Two teams representing the Private Colleges Accreditation Board visited campus in March. Recognizing the library as being a major contributor to the quality of the programs offered, the library's collections and services were carefully examined.

The preliminary report from the Board's visit is favorable, both to the programs under review and also to the library. It's our NEOS involvement that never fails to impress!

Recently I was given a few minutes to present the library at the spring meeting of the CUC Board. Of course I used the opportunity to build a case for a new facility. After fielding their questions, my sense is that they are behind us. Now if we could only convince Bill Gates!

Second semester saw an improved version of the one-credit psychology research course that was launched in the Fall 2003. This course is now in our academic calendar as a required course for psychology majors. We're hoping the success of the course will help us expand similar offerings into other program areas.

Submitted by
Joyce Van Scheik

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Grant MacEwan LRC

Now that Bill 43, The Post-Secondary Learning Act, has been proclaimed into law, Grant MacEwan College is optimistic, contingent upon government funding and accreditation approval, that it will be offering Bachelor degrees in Arts and Sciences as early as the autumn of 2005.

Earlier this year, LRC staff completed a degree readiness project that will allow us to prepare for the changes and meet the challenges that accompany degree-granting status.

The LRC's Technical Services department is currently working on a comprehensive benchmarking project. The goal is to ensure that all materials are acquired, catalogued and processed in the most cost effective manner while meeting standards and patrons' needs.

Because of all the interest surrounding Open URL Link Resolvers and A-Z Service products, the Information Technology Department of the LRC has arranged for demos of several of these products for staff members. Trials will continue throughout the next few months.

Another project currently underway in the LRC is the “Service First” initiative. The project has been developed by the Learning Technologies Centre of the LRC and the Information Technology Department, and will provide a single point of contact for students, staff, and faculty who need assistance for technical problems. The first phase of this initiative was implemented in late April.

The last few months have also brought some staffing changes to the LRC. Reference librarian Sandy Stift had an early start to her maternity leave when she gave birth to her first child, a son, on April 12. Jessica Knoch, who had been dividing her time between Reference and Technical Services, has moved to Reference full-time to assume Sandy’s maternity leave. Nicolle Lemay was hired late last year to replace Joan Morrison, who left for Norquest in November.

The LRC is in the process of hiring a Manager, Learning and Information Systems. This new position has been created as a result of the expanded role that the Coordinator, Learning and Instructional Technology has taken in the eLearn Alberta initiative. It is projected that by January of 2005, MacEwan may be offering as many as 52 individual courses on *eCampus Alberta*.

Submitted by
Nicolle Lemay

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Keyano College

Our library print collection continues to grow. We are rapidly running out of shelf space and expansion plans are not likely in the near future. We will be undertaking some much needed weeding, however, to ensure the overall health of the collection.

Our Information Common computer lab has been very busy. The questions handled by our Information Common Reference Assistant have been primarily of a technical nature, as expected. We have been able to extend our support hours by an additional 10 hours per week in cooperation with the SKILL Centre (the college’s peer tutoring department) with a student assistant.

Our Media Services department will be moved upstairs next to SETC (Suncor Educational Technology Centre) and the services integrated into this department. "Media Services" will cease to exist, as all technology-related issues (from overhead projectors to WebCT) will be handled by SETC.

We will be upgrading our SIRSI software and migrating to a new server this summer. This will be a huge project and much needed, especially in relation to our recent unforeseen problems with our existing server.

The College and community received some great news regarding funding for a new recreation complex. Three provincial ministers (including Lyle Oberg) made the trek to Fort McMurray to announce the $17.5 million commitment to building the centre. The municipality will be contributing $5 million and Keyano will be fundraising $5 million. The centre will include a lap pool, leisure pool, exercise facilities, field house, and gym. It will be built on the Keyano campus, but open to the whole community and run in partnership with the municipality. The tentative opening date is fall, 2006.

I was invited by the College Board of Governors to present an overview of where the Library, Media, Reprographics, and SETC departments currently stand and where we see ourselves going. My 10-minute presentation included an overview of our collection, the *TAL* card, *TAL Online*, database subscriptions and other TAL initiatives, *Ask a Question*, WebCT and videoconferencing, photocopying and staffing. As I was soliciting questions, I let the remainder of the PowerPoint presentation run showing a picture of each staff member's face underscored with their name and job title. It was this component of the presentation that received the most positive feedback. I also gave away one of the green TAL bags to the first board member to ask me a question.

Submitted by
David Larsen

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Medicine Hat College

The end of the academic year marks the first birthday of the new Vera Bracken Library, and what better way to celebrate a birthday than with balloons, cake and refreshments? The Library hosted an all-day birthday party on May 3rd with tours and treats for all who attended.

It's been a very good year for us: the staff loves their new work environment; the students love it too, judging by their numbers in the Library and their mostly appreciative behaviour. In recognition of the outstanding job that Keith Walker, Joanne Mokry and the three other members of the Library design team did in planning our new facility, the team received the College's annual Innovation Award at a dinner on April 22.

In March the Library hosted its annual Student Appreciation Day, which featured free photocopying and printing, sweet treats, and a draw for a USB drive. We took the opportunity to solicit written suggestions from the students, and published these – along with our responses – in the student newspaper and College-wide staff newsletter.

Our new Library has been home (temporarily) to sculptures made out of recycled materials by Visual Communications students. We have also been able to host two readings by Alberta authors – Rudy Wiebe and Fred Stenson – in the lounge area of the Library.

In February, we began work on a project that may draw more community members into the Library. *One Book, One Community* invites local citizens to read a selected book and then come together for a weekend of activities planned around the book. The timeline looks like this: throughout June we will solicit suggestions for The Book; throughout the summer a large group of committee members will divide up and read the books that were suggested; by early September we will decide on The Book and begin planning for the

special activities (a play? an author visit? guest speakers?) that will take place the weekend of February 12, 2005, and by December 1st The Book and the activities will be announced with much fanfare. *One Book, One Community* is a collaborative effort involving the College Library, the Public Library, and the Medicine Hat Cultural Alliance.

Submitted by
Sheila Drummond

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Mount Royal College

On December 1, 2003 Ross Thrasher began a leave of absence to travel and experience the pleasures of reunions with friends and family down the west coast from Vancouver to Mexico and further afield. Linda Scott was appointed Acting Director of Library Services in his absence.

The winter was a whirl of budget meetings as the college struggled to cope with the deficit but the Library fared rather well in the end and maintained the status quo. Mount Royal College is seeking a mandate change from a college to university and recognizes that a strong library is integral to the goal.

The library contracted with OCLC to have an automated collection assessment done and the results were received just before Christmas break. The assessment consists of a large amount of data, which needs to be analyzed by our library staff to determine where the needs are for improvement and building the collection.

During the fall 2003 semester Public Relations students conducted a research assignment about student attitudes toward the library. Among their findings were that library was well used, and the library staff were considered to be very helpful but many students considered noise to be an issue and avoided the library because of it. A second group of PR students planned on doing an assignment with the library in the winter semester to create a campaign to reinforce the notion that the library should be a quiet space and users should respect the rights of others to have a quiet space for study. Events intervened as there were several incidents in the library of aggression and complaints about the noise and socializing increased until library staff decided we had to act immediately to change the culture of the library.

During Reading Week we took out some of the larger tables and added carrels to extend the quiet study area. When the students returned from the break, staff met them at the door with pamphlets informing them that food was no longer allowed and the library was a place for academic pursuits. We identified other locations on campus where students could meet to eat and socialize. Staff took turns patrolling the library to remind students of the policy and occasionally security was called to evict noisy groups.

In April, the PR students reinforced the message with a “Town Hall Forum” where students could give feedback to the library about the policy changes. As expected, there were some complaints about food no longer being allowed but overall the change was supported. The PR students created a plan for continuing the campaign next fall when students return so the progress will not be lost and hopefully the noise issue will be resolved to a tolerable level.

On the staffing side, a new data technician position was created and staffed in October 2003 and Natalie O’Toole joined the Information Services staff complement. Her special skills are rapidly being discovered by the faculty and students and she will be presenting a workshop on data mapping in May. Ross Sherwin spent two weeks in February in Costa Rico studying Spanish, which is a skill that enhances our service to our Mexican students. Margy Macmillan and Pearl Herscovitch will be presenting papers at WILU and LOEX of the West in June 2004.

Alan Waugh attended the Voyager Group meeting in Chicago in April and presented a workshop session. Several library staff had their positions reclassified in recognition of increased responsibilities.

Ross Thrasher will resume his duties on May 3, 2004

Submitted by
Linda Scott

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NAIT Library

NAIT has joined *eCampus Alberta* and Library staff look forward to working closely with other institutions in this initiative. Diane Clark is already participating in information literacy related activities.

We welcomed Karen Schlegl as Collections/Reference Librarian in February. Prior to joining NAIT, Karen was Head of Access Services at the University of Regina and also coordinated library services for off-campus/distance education students.

In July, the Library will receive 40 new student computers and the Project Factory will install 45 new computers.

In July, one of the staff work areas will be refreshed with new carpet and re-covered dividers. We hope that summer 2005 will be the year of the major new flooring project for the Library - we will welcome the inconvenience!!

McNally Library staff have enjoyed working with the Fairview Library staff as the two institutions prepare for the July 1, 2004 merger. Seven library staff visited Fairview at the end of April and enjoyed a warm welcome as we discussed a variety of policy and procedural issues, including Fairview Library's migration to Endeavor Voyager.

Submitted by
Helga Kinnaird

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Olds College

Phew!! I made it through my first full academic cycle at Olds College Library. New jobs are always a mix of excitement, fast learning curves, and panic.

But, following in the well-organized footsteps of Barb Smith, who retired in August 2003, made the process pretty easy. She also left behind great staff, all of whom have been wonderfully patient and willing to try new things.

Some events of the past few months have been repeats of highly successful past activities. The Library held its annual book sale during Olds College Open House on April 3. The big plus of this campus-wide event is that it draws people from the community onto campus and into the Library. Olds & District Art Club members also hold a sale of their works in the Library at this time. While these events generate funds to enhance the Library collection, my personal funds are somewhat depleted as I rush around buying books to read and paintings to decorate my office.

The Olds College Gala was held 2 weeks later on April 16. The Library is the site of the reception and silent auction. Olds College staff transformed the Library with the most stunning floral displays and banners. It makes you look at the Library with new eyes and realize, once again, what a beautiful facility it is and how well it has stood the test of time since it is now 18 years old.

But, we are not just all parties and events. Two Olds College library staff recently spent 4 days each at Red Deer College Library. They worked in various areas such as circulation and the Audio Visual Department seeing how a different library performs the same basic functions. Both staff members returned brimming with new ideas and immediately set about implementing them. Red Deer College Library and Audio Visual Services showed a

tremendous spirit of cooperation and collegiality by "mentoring" two of the staff from Olds College Library.

We are also working with staff from the Olds College Learning Assistance Centre to evaluate and improve College Success Skills. A one week program offered to incoming students the week before regular classes start, it provides students with an orientation to campus and instructors as well as instruction in library, study, exam writing and oral presentations skills.

Library staff recently assisted with a focus group composed of students who took the course last fall. The testimonials from students were overwhelmingly positive, with a great deal of support for developing monthly sessions during term. The students felt it not only increased the skills they needed for success at College but also provided them with a support group that they stayed in contact with throughout their College stint.

With the end of the "academic term", the demands on the circulation and reference desk ease somewhat at Olds College but in many ways May and June are the busiest time of the year. All the projects that languished due to other demands will now be picked up and finished. And staff will come up with a whole new crop of ideas and projects to carry us into the next term.

Submitted by
Robin Minion

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Red Deer College

This year, Red Deer College Library has been busy examining ways to enhance our customer's library experiences by developing programming, updating Library Instruction and reaching out to the community.

One of the strangest and most successful endeavours has been the development of a library art gallery. Over the last two years, we have supported a rotating student art show. Students have submitted completed assignments from classes and we have hung their works in the library following the class production schedule. We have had a variety of pieces shown throughout the year including charcoal self-portraits, mixed-media prints, ceramics and more. The quality and range of art coming from Red Deer College students is spectacular.

Library plinth display of mixed-media Shoes by artist Isabel Landry

The rotating shows have generated so much interest that we have started procuring art from other sources to supplement our gallery when classes are over. We displayed two traveling art exhibits from the Alberta Foundation of the Arts this year. The last show, *Local Legacies*; a twenty-three piece mixed media show featuring work from Calgary and area artists, was on display in April and May and produced two feature articles with photos in our local paper.

The strange thing about all of this is that it isn't just art. It is what happens around the art that is causing all of the fuss. Through our various displays we have made numerous contacts in the community. We have participated in Red Deer's Art Walk and Historic Red Deer Week. We hosted a successful Creative W/Rites series presented by RDC Visual Arts faculty who spoke about their creative process – the evolution of their work from amateur beginnings, to current displays, to future work.

These events have attracted whole classes of students and a mixed audience from the community. Our most successful event had an audience of 83 in a room built for 50! We have been approached to join committees,

participate in cultural events and are starting to develop a reputation for hosting exhibits and events.

We have a number of shows this summer. Red Deer College is hosting The Alberta Arts Council Clay Conference June 1–21. The Series Instructor show will be on display in July and August featuring internationally celebrated artists from around the globe while they teach and learn at our annual Series Summer session. A juried RDC student and RDC faculty showing will complete our summer program in August and September. If you are driving through Red Deer this summer stop for a visit and stretch your legs with an art walk, we're just off the highway and close to Starbucks coffee!

Submitted by
Charlene Jones

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SAIT Library

The annual SAIT student library survey was conducted in March 2004. The survey was sent by campus email to over 25,000 students. Print copies of the survey were available in the Library. The survey was advertised in The Weal, student newspaper, and available for electronic response on our home page.

Overall, 483 hard copies and online responses were obtained and analyzed. Compared to 2003, the number of respondents increased from 328 to 483, or by 47%.

Student comments concerning library service included:

- Majority of students felt that the library should provide more computer workstations.
- Students asked for more group study rooms as well as quiet study space.
- Although students are happier with the new Sunday hours, they would still like the library to be open longer hours, especially during final exam times.
- 43 comments were made regarding having a larger inventory of books and journals, mostly which relate to the programs but students would also like to see novels and non-program books for enjoyment reading.
- Generally, students found library staff friendly, helpful and knowledgeable but did request more staff assistance, especially during peak times.
- Students want more printers and photocopiers and would like to use their computer lab print quotas within the library.
- Some students would like to see some policies revisited, such as reducing library fines.

Nora Robinson and Dave Weber were awarded a Centre for Instructional Technology and Development grant to create a WebCT library skills course. The course will help the library in achieving its goal of providing information service to all on campus and distance learners. The Library plans to begin offering the course to learners by September. The course will be a marked assignment within many technical communications courses. It will be linked in the library home page and be available as an orientation tool to all users.

Hosting Library and Information Technology practicum is a great way for the Library to contribute to the academic success of SAIT students. Once again, in January, the Library hosted the first year Library and Information Technology students for their circulation skills practicum. The students spent four hours each working with our Information Desk staff gaining experience using the Library automated circulation system. The library also hosted a second year student for his major three-week full time practicum in January.

The Library has applied for supplementary funding for two summer student positions. One application is with the provincial Summer Temporary Employment Programme, and the second application is with the Human and Resource Development, Summer Career Placement Programme. We are planning to fill the positions by the beginning of May.

Exciting things are happening with access to magazines and newspapers in the library. The software package called *Serials Solutions* was installed in March. Serials Solutions will identify the library's on site hard copy subscriptions and subscriptions carried by its electronic resources. The "Search the Catalog" feature or the "E-Journal Listings" feature of the Library home page http://www.sait.ca/library/ can be used to locate over 8,000 subscriptions. This is especially helpful to identify the contents of our ever-expanding electronic resource databases that contain thousands of subscriptions each. Clients will no longer have to guess the location of particular titles.

In January and February, the Library hosted two open houses for students and staff. The Architectural Technology program displayed a collection of interpretive pavilions on architectural themes. The pavilions included explanatory panels and scale models. The Photojournalism program also displayed their work on 12 photo boards. Both displays were in the Library through the SAIT Open House. We are pleased to provide the venue for the entire campus to see the results of their students' work.

We are renovating to improve service. Our Level 1 Information Desk is being replaced to improve our staff visibility to library users. The redesign will also improve the traffic flow at the library entrance. Installation of the new Level 1 Information Desk is scheduled for the end of April.

We have also installed new flat screen monitors at our information desk workstations and at some of the public use workstations. The flat screens take up less counter space creating more workspace for the computer user.

Submitted by
Dave Weber

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Hot off the Press

Doug Poff Wins CACCUL Miles Blackwell Award for Outstanding Academic Librarian
http://www.cla.ca/divisions/cacul/caculaw.htm

Congratulations to Doug Poff for winning the Miles Blackwell Award for the Outstanding Academic Award for 2004. Our AACL nomination was successful! Doug is pleased about it and he is going to CLA so if you see him there, congratulate him! He has helped AACL in so many ways; his willingness to share ideas, his innovative approach to problem solving and his collaborative spirit have moved us forward.

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Scenes from our Spring Meeting…

Have a Great Summer!

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