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BCLA President's Report

By Christopher Kevlahan.

Human Resources

The BCLA Human Resources Committee has met several times over the past few weeks and is working hard to find a new Executive Director to have in place when Erin Morrison leaves us in December. The posting for the position has gone out, and applications have begun to arrive. Erin has done outstanding work for BCLA and it is with great sorrow that I anticipate her departure. It will be very difficult to find a replacement of Erin's calibre and with her deep commitment to BCLA. The HR Committee was also involved with the hiring of Event Specialist Shannon Stumph, of Dragonfly Consulting, as Conference Coordinator for the 2012 BC Library Conference.

Communications

The inaugural meeting of the Communications Committee was very successful. Many good ideas were shared amongst the group, and I'm confident that a number of concrete ideas to improve BCLA's communication with our members, and our partners in BC's library community, will be developed and implemented by this Committee and the BCLA Board in the near future.

Meeting with Minister of Education

I met with George Abbott, British Columbia's Minister of Education, on September 29th, along with representatives from the Association of BC Public Library Directors and the BC Library Trustees Association. Minister Abbott seemed receptive to the information we presented regarding the contribution of libraries to the community on a wide variety of levels. While we receive no guarantees from the Minister regarding funding, etc., at these meetings, they allow BCLA, and other library advocacy groups, to highlight the importance of libraries, and explain what we do and why consistent funding is so important, and why this is also a good investment in the social capital of B.C.'s community as a whole. Minister Abbott did state that he hopes the worst of the recent financial challenges are behind us and that his Ministry can at least offer stability of funding to public libraries in the future. (For further details on the meeting with Minister Abbott, see *Associations Meet with Minister Abbott* in this issue of the BCLA Browser.)

Express Yourself Writing Contest

I worked with Judi Walker, Judith Saltman, Dave Obee and Sarah Ellis judging Express Yourself: the BC Kids' Writing Contest for children ages 8-12. The contest was sponsored by BCLA in collaboration with Libraries and Literacy. Children were asked to

submit stories and poems containing the words: zest, key, dark, chair, book, or library. The judges then selected 25-30 works which will be published as a book for the winners. This contest is being held to celebrate BCLA's 100th anniversary in conjunction with the BCLA publication *The Library Book*.

Happy Holidays!

Looking ahead to the coming months, I wish you all a very happy holiday season and I look forward to connecting with you again in the New Year!

Recent Activities

- July 26th: Mentorship Working Group meeting
- July 27th: Conference planning meeting with Lynn Copeland (BCLA Conference Planning Committee Chair) and Erin Morrison (BCLA Executive Director)
- July 27th: Meeting with Annette DeFaveri (Libraries and Literacy) and Erin Morrison (BCLA Executive Director)
- August 2th: Meeting with June Stockdale (BCLA Vice-President/ President Elect)
- August 30th: Meeting with Allie Douglas (BCLA Office Manager)
- August 30th: Meeting with Erin Morrison (BCLA Executive Director)
- September 6th: Meeting with Erin Morrison (BCLA Executive Director)
- September 9th: Teleconference meeting with June Stockdale (BCLA Vice President/ President Elect)



Christopher Kevlahan

- September 15th: Meeting with Errin Morrison (BCLA Executive Director)
- September 19th: Conference Planning Committee Meeting
- September 20th: BCLA Board Meeting
- September 23rd: Meeting with June Stockdale (BCLA Vice-President/ President Elect)
- September 26th: Planning meeting with representatives of BCLTA and ABCPLD for meeting with British Columbia's Minister of Education
- September 24th: BCLA Human Resources Committee Meeting
- September 26th: BCLA Communications Committee Meeting
- September 27th: Attended joint BCLA, BCLTA and ABCPLD presentation at the Union of British Columbia Municipalities Convention
- September 29th: BCLA, BCLTA, ABCPLD meeting with the Honourable George Abbott, Minister of Education

- September 30th: Meeting with June Stockdale (BCLA Vice President/ President Elect)
- September 30th: Attended ABCPLD dinner
- October 4th: BCLA Budget Meeting
- October 7th: BCLA Human Resources Committee Meeting
- October 11th: Meeting with Errin Morrison (BCLA Executive Director)
- October 13th: Meeting with June Stockdale (BCLA Vice President/ President Elect)
- October 24th: Judging for BCLA and Libraries and Literacy Express Yourself Writing Contest
- October 31st: BCLA Human Resources Committee Meeting
- Plus assorted phone calls, emails and signatures

Christopher Kevlahan is BCLA's President.

A fond farewell to BCLA

By Errin Morrison.

Coming to the End of my Term as ED

I had to include this photo in my farewell article for the Browser. It was taken at Port Moody Public Library's (PMPL) annual "Links to Literacy" golf tournament this past August. I'm at the far right and my husband Grant, who was part of the tournament organizing committee, is at the far left. As you may recall, I am a trustee on the PMPL board...a role I hope to continue even as I leave work to welcome our third child to the world this spring. Leaving BCLA will be difficult, but at least I won't be leaving the library scene altogether. You may even see me at the 2012 BC Library Conference – as a delegate this time, possibly with infant in tow!

Looking Back

It's hard to believe that more than a year has passed since I took over the Executive Directorship of BCLA. Those first few months are a complete blur in retrospect – learning the job, meeting the people, preparing the board for a conference and AGM that seemed to arrive much faster than I anticipated... It was a steep learning curve and I'm very grateful for all the guidance and help I received from Alane Wilson, the 2010/11 and 2011/12 boards, and our invaluable and irreplaceable Office Manager, Allie Douglas (without whom I would have done and accomplished much, much less in my time as Executive Director). All in all, the past 12 months have been a fantastic experience for me. I've made friends, developed new skills, contributed to some very worthwhile initiatives, and learned a great deal about BC's library sector. Most significantly, perhaps, I have been inspired by some of the very passionate and dedicated people who generously contribute their time and expertise to this association. What BCLA lacks in financial resources, it more than makes up for in the enthusiasm, commitment and skill of its membership.

Looking Ahead

As the association moves forward into 2012 and beyond, engaging and involving this membership will become even more important to ensuring BCLA's vitality, stability and longevity. I can say, from experience, that there is more than enough work to occupy a full-time Executive Director. Maintaining this position at part-time and still managing to



Photo taken by Oliver Rathonyi-Reusz of In View Images (www.inviewimages.com) at the Port Moody Public Library's "Links to Literacy" golf tournament.

accomplish the ambitious goals the board sets for itself will be a challenge. I think it's difficult for a lean, non-profit association such as this one to maintain staff and office space but still communicate the very real need for strong member involvement and volunteerism. I also think it's more difficult to communicate a sense of ownership to the members of an association when its elected board has staff support to draw on. Despite employing three staff persons (at various levels of full and part-time employment), this association needs members to step forward and organize socials, connect with new members, provide learning opportunities for colleagues, share best practices, offer up individual skills when relevant projects are announced, contribute articles to The Browser, and so on. We have some very worthwhile initiatives underway at the moment and BCLA will need strong member participation if they are to succeed. I'm thinking particularly of the association-wide mentorship program that is under development, and the drive to boost membership and rejuvenate the BCLA Ambassador Program. When you hear, over the coming months, of opportunities to assist in these programs, I hope you will consider getting involved. I think we have some good momentum at the moment, but the board and BCLA's new Executive Director will need your assistance to carry this forward into action. And if you don't have the time to organize and drive these initiatives, please at least consider attending BCLA events and taking

advantage of social and educational opportunities as they arise.

To Do

Looking at my last few weeks with the association, a couple of the projects I hope to see completed before I go include:

- 1) The new BCLA website – which is currently an attractive and nicely organized shell waiting to be populated with site content.
- 2) The BCLA Historical Archives – a collection of various files, documents, and materials that have been thoroughly weeded and are awaiting proper organization and storage.

Priority projects I'd like to see the association work on in the future include:

- 1) Finalizing our draft conference manual and incorporating an annual update into the conference cycle;
- 2) Creating an up-to-date repository of BCLA's various policy statements and operational guidelines;
- 3) Developing a proper records management system for the print and electronic documents and materials housed at the BCLA office;
- 4) Constituting an active Fundraising Committee charged with securing ongoing financial support for the association's various awards as well as one-time funding for major projects, educational and other initiatives of benefit to the membership; and
- 5) Ensuring that President Christopher Kevlahan's focus on improving BCLA communications practices continues – including members, Sections, Committees and Interest Groups keeping the whole association up to date on key activities and accomplishments of interest – through The Browser, BCLA's various listservs, some kind of quarterly updating schedule, and BCLA's annual report.

To Continue Doing

Excellent work that I hope just carries on as usual includes:

- 1) The great work of BCLA's two existing (plus one prospective) Sections in providing support to their respective members and ensuring engaged involvement at the grass-roots level;
- 2) The passion and commitment of BCLA's various Committees dedicated to ensuring intellectual freedom, access to and freedom of information, and protection of privacy – and communicating the role that libraries play in supporting these core values;
- 3) The work of BCLA's many other Interest Groups and ad hoc Committees dedicated to monitoring issues and keeping the association current and responsive to the needs and interests of members – and library users; and last, but not least,
- 4) The hard work and dedication of those willing to stand for election to the BCLA Board...this is a bigger commitment than many people realize and this core supply of volunteers is absolutely crucial to maintaining a functioning and successful association.

Goodbye

And with that I will say goodbye. My time with BCLA has been memorable and productive and I wish the association well in the coming years. Perhaps I will be back in some active capacity down the road; and at the very least you will be able to count me among your members! Here's looking ahead to another 100 years of BCLA serving the library community and advancing the interests of libraries and library workers throughout the province.

Errin Morrison is BCLA's Executive Director.

Associations Meet with Minister Abbott

By Errin Morrison.

Meeting with Minister

On Thursday, September 29th, 2011 representatives of the BC Library Association (BCLA), the BC Library Trustees Association (BCLTA) and the Association of BC Public Library Directors (ABCPLD) met with Education Minister George Abbott to welcome him back to the Ministry of Education and the public library portfolio, to re-introduce our associations, and to discuss some of the priority issues, concerns and developments in the public library sector.

Minister Abbott's Vision for Libraries

BCLTA President Ivan Idzan opened the meeting by asking Minister Abbott about his vision for B.C.'s public libraries. Minister Abbott began by stating that he is a big fan of libraries and does a lot of reading. In terms of his vision for public libraries, he is interested in breaking down barriers between public, school and other types of libraries and favours seamlessness in library service. He approves of the trend toward providing library services in conjunction with other community facilities, such as school and recreation centres and would love to see more partnerships between the K-12 and public library sectors in particular.

Minister Abbott acknowledged that there are sometimes barriers to co-location and partnerships and that he would appreciate hearing from the library community about structural or systemic issues getting in the way of partnering. Minister Abbott added that he believes momentum builds through success stories and Assistant Deputy Minister Paige MacFarlane noted that the Ministry would be happy to share stories and examples of innovative and inspiring approaches to library partnership.

Stable Funding for Libraries

Ivan Idzan expressed thanks for the Ministry's strong leadership and continued support of public libraries, particularly the invaluable services provided by Libraries and Literacy. Minister Abbott responded by acknowledging the recent financial challenges government has faced – the worst of which are hopefully behind us – and stating that he hopes government can at least offer stability of funding to libraries in the future. The Minister also mentioned he would like to maintain stable funding for literacy

initiatives through Decoda Literacy Solutions, literacy being a continued priority of government.

Value of Public Library Services

Michelle Wong provided the Minister with a handout detailing the excellent value of public library services for dollars spent and the significant contributions made by libraries to the provincial economy. She noted that library usage is increasing and that libraries are becoming even more relevant as they adapt and keep pace with technological advances. She advised that B.C. public library electronic collections are the highest in Canada and in fact account for more than two thirds of the total electronic holdings nationwide. She also stressed the important role the Ministry has played in facilitating success in the electronic realm through the provincial Strategic Plan for Public Libraries. Michelle ended with the observation that, in addition to providing a wide variety of electronic resources and access points, the library is playing an increasingly important role as a community hub and gathering place for British Columbians – providing space to congregate, study, read, learn and access valuable programs and services. Michelle closed with the message that public libraries have always been very good at partnering with other agencies and groups to deliver community services, which the Minister acknowledged to be true.

Provincial Funding and Equity of Access

Lynne Russell brought greetings from ABCPLD and stressed the importance of provincial funding in ensuring equity of access to library services throughout the province. She reflected on the days before province-wide resource sharing initiatives among library systems and noted the great strides that have been made in ensuring all British Columbians – no matter where they live – have equal access to library materials and resources. Lynne made special mention of the provincial OneCard initiative, which enables library users from anywhere in B.C. to borrow and return materials wherever they happen to be in the province. Rob O'Brennan added that, along with OneCard, the Sitka and PLOT library website initiatives supported by Libraries and Literacy are valuable provincial contributions to B.C.'s public library sector which help to level the playing field between small and large systems.

In considering the seamless service provided through BC OneCard, Minister Abbott inquired as to whether or not the group felt that school libraries and university libraries might also merge their lending into this program in the future. Lynne and Rob noted that although this might be a possibility down the road, this kind of partnership arrangement would have to be determined on a case-by-case basis. Suitable collaboration for some libraries may not be suitable for others.

Services to Children and Vulnerable Populations

BCLA President Christopher Kevlahan spoke next on the topic of children's services and drew attention to the very valuable pre-literacy programs on offer at public libraries, as well as the highly successful Summer Reading Club, and the close partnerships between public libraries and the K-12 school system in supporting and fostering literacy. Christopher went on to discuss the progression of literacy services, noting that there are programs available to people of all ages and reading levels at the library.

Minister Abbott expressed strong support for early childhood services and made special mention of the value of services available to vulnerable populations struggling with literacy and numeracy. He inquired as to any partnerships, pilot projects, or programs available to assist B.C.'s most vulnerable young people. Christopher stressed that close collaboration between schools and libraries exists from the earliest grades up, and Lynne Russell noted the success of programs such as "Reading Buddies," which partners teens with young children needing assistance with their reading. Michelle Wong noted that other vulnerable populations are also well served by the public library and gave the example of the much-loved Greater Victoria Public Library bookmobile service, which lends materials to homeless and at-risk people, with no requirement to provide identification or proof of address. Michelle confirmed the public

library system's commitment to serving vulnerable populations of all kinds. Minister Abbott thanked the group for this input and encouraged the associations to give some thought to how public libraries could work with the Ministry of Education to better reach and serve vulnerable and at-risk populations.

Information and Technological Literacy

Lynne Russell and Rob O'Brennan provided the Minister with further details on literacy initiatives for adults and expanded this to include the library's role in teaching information literacy and technological literacy – including computing basics, email use, etc. – to those who experience technology as a barrier to employment and other opportunities in today's society. Through funding and assistance provided in part by provincial equity grants, libraries are helping to address this new digital divide – that is, to assist people who are marginalized through their lack of technological skills and ability. Rob gave the example of the Fraser Valley Regional Library's new travelling van which goes to high-traffic locations such as community centres to teach literacy and technology skills.

Partnerships and Working Together

Minister Abbott thanked the delegation for its time and commended the public library community for its efforts on behalf of British Columbians. He encouraged the attendees to think about what more the Province can do to assist libraries and stressed the importance of the Ministry's focus on personalized learning in the Ministry of Education Service Plan. He ended with a request that the associations provide their input and thoughts on library partnerships, which remain a key Ministry priority.

Errin Morrison is BCLA's Executive Director.

2012 BC Library Conference

By Errin Morrison.

Planning and organizing for the 2012 BC Library Conference has begun! Be sure to mark May 10-12 in your calendar and plan to join us in Richmond for what is sure to be a spectacular event.

Conference Theme

The 2012 BC Library Conference theme, "Licence to Read" means many things in our current context. Most obviously, it refers to libraries' roles in providing our constituents with access to electronic materials, both by paying for that privilege and by advocating for open access. But it also has more subtle dimensions – libraries have an important role in supporting the learning of reading, both text and the new electronic environment – and in acting as a force for change in ensuring that information is not hidden from public view. It encompasses the provision of the technology and tools needed for access to information. The 2012 theme thus encourages us to engage enthusiastically with our community and commit to better the world through librarianship.

Dates/Location

As in years past, the 2012 Conference will be jointly hosted by the BC Library Association, the BC Library Trustees Association and the Health Libraries Association of BC. It will be held May 10-12, 2012 at the Sheraton Vancouver Airport Hotel in Richmond, B.C.

Call for Proposals

The Call for Proposals has gone out and the deadline for session submissions is November 15, 2011. Submissions can be made online at:
www.bclibraryconference.ca/proposals2012

Conference Logo

Many thanks to Dan Campbell for his generous donation of time and expertise in developing the 2012 BC Library Conference logo.



Conference Planning Committee

Chair, Lynn Copeland
Treasurer, Heather Compeau
Exhibits Coordinator, Michael Burris
Assistant to Exhibits Coordinator, Susan Paterson
Hospitality Coordinator, Susan Redmond
Convenor Coordinator, Aditi Gupta
Sessions Coordinator, Michael DeKoven
Social Events Coordinator, Erin Fields
Assistant to Social Events Coordinator, Shawna Parlongo
Sponsorship Coordinator, Christina de Castell
Publicity Coordinator, David Alexander
Author Talks Coordinator, Ada Con
Assistant to Author Talks Coordinator, Carellin Brooks
Website Coordinator, Roen Janyk

Conference Program Sub-Committee

Patricia Cumming, Chair
Mari Martin, BCLA Member-at-Large
Ophelia Ma, CE Committee
Rebecca Dowson, ALPS
Tara Williston, YAACS
Stephen Karr, LTAIG
Anne Allgaier, HLABC
Peter Kafka, BCLTA

Errin Morrison is BCLA's Executive Director.

In the Media

Compiled by Roën Janyk.

Mike Hager. ["Library turns to writer with a beat: Compton named new writer in residence."](#) *Vancouver Sun* (August 9, 2011).

["Website offers free online books for kids."](#) *Kelowna Capital News* (August 12, 2011).

["Digital readers are changing the traditional library system."](#) *Globe and Mail* (August 20, 2011).

Caroline Ku. ["Springwise: Local library lends out humans as 'living books.'"](#) *PSFK* (August 24, 2011).

["New technology launched at college."](#) *Vernon Morning Star* (September 7, 2011).

["Breastfeeding challenge at library."](#) *North Island Midweek* (September 20, 2011).

["Teen video workshop at Campbell River library."](#) *Courier-Islander* (September 21, 2011).

Hannah Wright. ["Local writer launches second novel."](#) *Vanderhoof Omineca Express* (September 21, 2011).

Glen Schaefer. ["Word on the street."](#) *The Province* (September 21, 2011).

Jennifer Van Evra. ["Hot ticket: The word on the street."](#) *Globe and Mail* (September 23, 2011).

["Museum, library make room for home children."](#) *Comox Valley Echo* (September 23, 2011).

Matt Bossons. ["City Centre Library grand opening draws huge crowd in Surrey."](#) *The Vancouver Sun* (September 26, 2011).

Nkuppal. ["Thousands enjoyed the grand opening! \[Blog post.\]"](#) *Surrey Libraries Blog* (September 26, 2011).

Darah Hansen. ["Donate in support of literacy \[Blog post.\]"](#) *The Vancouver Sun* (September 27, 2011).

Sandra Thomas. ["Library group sees sharp decline in book donations."](#) *Vancouver Courier* (September 28, 2011).

["The history of literacy in the Kootenay region."](#) *Grand Forks Gazette* (October 10, 2011).

["Library logs onto online social networking."](#) *Vernon Morning Star* (September 28, 2011).

Aaron Hinks. ["Peace River recognized for work."](#) *Herald-Tribune* (September 28, 2011).

Sabina Iseli-Otto. ["Six things you might not know about your library."](#) *Arrow Lakes News* (September 29, 2011).

Julia Prinselaar. ["eReaders available at libraries."](#) *Westerly News* (September 29, 2011).

["Four authors help celebrate national library month."](#) *Kamloops Daily News* (September 30, 2011).

Lorne Eckersley. ["Creston librarian breaks down traditional walls."](#) *Creston Valley Advance* (October 2, 2011).

Andrew Hudson. ["North coast libraries swap ideas in Houston."](#) *Houston Today* (October 4, 2011).

Tracy Spannier. ["Community abounds with literacy programs."](#) *Revelstoke Times Review* (October 4, 2011).

250 News. ["Library books big night to raise reno funds."](#) *Opinion 250 Blog* (October 5, 2011).

Greta Hass. ["British Columbia's largest district now using Learn360."](#) *Financial Post* (October 5, 2011)

["Loosen up the muse."](#) *Comox Valley Record* (October 6, 2011).

["Books plus: Small engines, large sculptures and travel."](#) *The Tri-City News* (October 6, 2011).

Lois Meyers-Carter. ["Friends of library plan for next book sale."](#) *Bowen Island Undercurrent* (October 7, 2011).

["Library has the answers with homework clubs."](#) *The Now* (October 7, 2011).

["Loosen up and get writing at the library."](#) *Comox Valley Echo* (October 11, 2011).

Wynn Polnicky. "[Library display offends.](#)" *Vernon Morning Star* (October 12, 2011).

Lesley Dieno. "[Library responds.](#)" *Vernon Morning Star* (October 12, 2011).

"[Books plus: Parents, kids and fun.](#)" *The Tri-City News* (October 13, 2011).

Caroline Johnson. "[Library lets you try out eReaders, eBooks.](#)" *The Record* (October 14, 2011).

BC Libraries Cooperative. "[Vancouver, BC named host city for the 2013 Evergreen International Conference.](#)" (October 13, 2011).

Roën Janyk is the Web Services Librarian at Okanagan College.

Member News

Compiled by Leanna Jantzi.

BCLA awards annual scholarship

BCLA Second Vice-President Heather Morrison and LTAIG Convenor Tamarack Hockin were thrilled to be a part of September's University of the Fraser Valley "Changing Lives" awards ceremony, celebrating B.C.'s future library and information leaders.



(L-R) LTAIG Convenor Tamarack Hockin, UFV student Hala Elgammal and BCLA Second Vice-President Heather Morrison.

BCLA's annual scholarship was among the awards given out, and this year's recipient was Hala Elgammal. Hala is entering her second year in the UFV Library Technology Diploma program. UFV was very appreciative of the donors who came out to support the student recipients at the event.

A highlight of the evening was when all of the donors were very capably represented at the podium by 99-year-old donor speaker Jean Scott, who never had an opportunity to pursue higher education herself but is today one of its more active proponents. Full details of the event can be found at:

<https://blogs.ufv.ca/2011/09/donors-thanked-at-ufv-changing-lives-awards-ceremony-soiree/>

*Contributed by Errin Morrison,
Executive Director, BCLA.*

BPL extends best wishes to children's librarian

Children's librarian Randi Robin will be leaving Burnaby Public Library for an exciting opportunity at North Vancouver City Library.

Among Randi's accomplishments while at BPL was significant work on our Embracing Diversity project (<http://www.bpl.bc.ca/kids/embracing-diversity>). BPL staff will miss her calm efficiency, creativity, and thoughtfulness — and send her off to NVCL with best wishes for success in her new position.

*Contributed by Deb Thomas, Deputy Chief Librarian
and Branch Manager, Bob Prittie Metrotown Branch.*

Douglas College welcome Schachter

Debbie Schachter is the new Director, Learning Resources at Douglas College, after having moved from her position of Director of Technology and Collection Management at VPL in early August.

Debbie is currently the Treasurer of BCLA, and a Delegate to OCLC's Global Council, representing the Americas Region. In January, she will take on the role of Chapter Cabinet Chair-Elect for SLA.

Contributed by Douglas College Library

West Vancouver Memorial Library leads with LEED



(L to R) Claire Brunings, Library staff; Jenny Benedict, Director of Library Services; Gabriele Raasch, Library staff; Nicole Brown, Chair, West Vancouver Memorial Library Foundation; District of West Vancouver Councillor Trish Panz; Chad Arsenault, Library Maintenance Supervisor; Marcia Bergen, Chair, West Vancouver Memorial Library; Paul Tutsch, West Vancouver Memorial Library Trustee; Tara Matsuzaki, Library staff; Lauren Henderson, Library Operations Manager; Dan Roberts, Kane Consulting. Photo by: Sue Kent.

The West Vancouver Memorial Library (WVML) has received LEED Canada Existing Building: Operations and Maintenance (EB:O&M) Silver certification. The WVML is the first LEED Canada EB: O&M certified building in British Columbia and the first library in Canada to receive the award. While new projects have been awarded LEED certification by the Canada Green Building Council since 2004, existing buildings have only recently become eligible.

The WVML's interest in sustainability began as a staff-led grassroots effort in 2006. Early initiatives included reducing the Library's energy consumption by turning off fixtures and equipment when not in use and timing HVAC units. Staff also implemented a robust recycling program to reduce solid waste, and eliminated disposal products in favour of reusable materials. Being mindful of the Library's ecological footprint became infectious and soon, the Library Board supported the direction with a Green Buildings Operation Policy and a bid for LEED certification.

"I am so proud of our Library for demonstrating the values of shared reusable materials, responsible resource management, and environmental stewardship," says Councillor and Library Board Trustee Trish Panz. "Our Library is a leader not only in our community, but also our province and our country."

Contributed by West Vancouver Memorial Library

Recycle, Reuse, Research: An SFU Open Access Week Event on Open Data

Open Access Week 2011 was held October 24 to 30 and Simon Fraser University Library celebrated with a slate of events, including: a keynote presentation by Open Government advocate David Eaves, a session on author rights, a roundtable on scholarly publishing for graduate students, and a panel discussion on Open Data use, the last of which I had the pleasure of moderating and will summarize below.

According to the Open Knowledge Foundation, "a piece of content or data is open if anyone is free to use, reuse, and redistribute it — subject only, at most, to the requirement to attribute and share-alike" (<http://opendefinition.org>). Three speakers shared their open data experiences and expertise with library staff, faculty and members of the wider SFU community:

- Dr. Heather Piwowar, a postdoctoral research associate with the National Science Foundation's DataONE Project, related the "hurdles and carrots" – pros and cons – of using open data for scholarly

research. A central theme was the human pyramid: that is, open data as a means of creating "broader shoulders" for future research to build upon. Dr. Piwowar also related preliminary findings from her research on authors' attitudes towards data sharing.

- Dr. Alex Clapp (SFU, Department of Geography) described his work on open data in environmental science, with reference to the global temperature record and the BP oil spill. He explained that open data has increased the public profile of climate science, spurring debate and, in some cases, controversy.
- Dr. Meghan Winters (SFU, Faculty of Health Sciences) discussed the development of the Cycling Route Planner, a free web-based tool that utilizes open data from sources such as the City of Vancouver. Dr. Winters alluded to the fact that open data is not always as 'open' as it may seem.

Drs. Piwowar, Clapp, and Winters aptly demonstrated that there is reason to celebrate Open Access Week all year round.

*Contributed by Lindsay Tripp, Liaison Librarian,
Faculty of Environment, SFU Library*

TNRD Wins Community Excellence Award

The Thompson-Nicola Regional District has received a Union of British Columbia Municipalities award for its North Kamloops Library Square Project. This is the second year in a row the TNRD has won the 2011 UBCM Community Excellence Award for Leadership & Innovation - Regional District. The award was handed out in September at the UBCM conference in Vancouver.



North Kamloops Library.

The North Kamloops Library Square Project is a multi-use facility that incorporates residential and commercial property along with the library. The library was built to achieve LEED Gold Construction and features many eco-friendly components such as showers and storage units

for TNRD Library System employees to encourage alternate modes of transportation.

"The TNRD received a Municipal Rural Infrastructure Grant for the building construction, and a \$125,000 grant from the TELUS Community TV Program which was used to develop the computer lab in the library," said Chair Peter Milobar.

The building features a green rooftop patio with landscaping, low-water landscaping and on-site storm water management and an air space subdivision, which allows the TNRD and the developer to retain ownership and operation of their respective components — a first for a combined public-private facility in the City of Kamloops.

*Contributed by Kevin Kierans,
Director of Libraries, TNRD.*

ALPS Yodeler

By Danielle Winn.

Introducing your new ALPS Executive

The incoming ALPS Executive for 2011/2012 are:

- Chair: Todd Rowlett (VCC)
- Chair-Elect: Tara Stephens (UBC)
- Continuing Education Coordinator -2nd year: Deb Nielsen (UNBC)
- Continuing Education Coordinator- 1st year: Rebecca Dowson (SFU)
- Recording Secretary: Danielle Winn (UBC)
- SLAIS Student Representative: Cynthia Ng (UBC)

Many thanks to the following outgoing members for all of their hard work over the past year:

- Co-Chairs: Rebecca Dowson and Hope Power (SFU)
- Continuing Education Coordinator -2nd year: Ophelia Ma (UVic)
- Recording Secretary: Susan Paterson (UBC)
- SLAIS Student Representative: Naomi Schemm (UBC)

BCLA ALPS Award for Outstanding Service Winner- 2011 (By Deb Nielsen)

Kealin McCabe, Research and Learning Services Librarian, from the University of Northern British Columbia is this year's ALPS Award for Outstanding Service Winner. Nominated by faculty and fellow librarians at UNBC for her conscientious effort to partner and collaborate with faculty in the development of curriculum, embedded librarianship, library outreach and roaming reference. The award was presented by Rebecca Dowson at the BC Library Conference's award luncheon April 9th in Victoria, B.C.

A big thank you to the Awards Committee members: Colleen Bell (UFV), Erin Fields (UBC), Yolanda Koscielski (SFU), Katherine Miller (UBC), and Deb Nielsen (UNBC).

BCLA ALPS December Meeting

Save the date! This year's December meeting is being hosted by SFU Library and will take place on December 2, 2011 at SFU Harbour Centre's Canfor Policy Room (1600). Nicole Gjertsen (SFU) will discuss SFU's Text Reference Pilot project and Margaret Friesen (UBC) will give a talk on assessment. We are currently planning the event so please watch for additional details.

Getting Hired in Higher Education: Advice for Future Librarians (By Cynthia Ng)

An annual event at the School of Library, Archival, and Information Studies (SLAIS) at the University of British Columbia (UBC), *Getting Hired in Higher Education* invites students to meet a panel of newly hired academic librarians. The librarians share their experiences, give advice and answer students' questions related to getting hired and working in academic libraries. This year's event, sponsored by BCLA and co-organized by ALPS and SLAIS's ALPS representative, was held on Wednesday, October 5th, 2011 with 5 academic librarians:

- Aleha McCauley (University of British Columbia)
- Annie Jensen (Langara College)
- Emma Lawson (Langara College)
- Danielle Winn (University of British Columbia)
- Baharak Yousefi (Capilano University)

Panelists provided an overview of their educational and employment backgrounds as well as the application and interview process for their current positions. Additionally, advice was given to students on finding work and securing positions after they graduate, particularly in academic libraries, but also in other areas students might consider exploring.

Key advice for students included taking project or skill based courses, gaining as much experience as possible (especially in instruction and project management), and being involved in professional associations, events, and publishing. Students should also take every opportunity to network, as well as keep up with trends, especially technology. Panelists advised students to get a mentor who can provide more personalized advice and feedback on resumes, cover letters, and interviews.

Panelists noted that there were advantages to being flexible regarding location, type of institution and accepting contract work.

The event was well-received by the more than twenty SLAIS students in attendance. Thanks to ALPS Executive members Tara Stephens and Danielle Winn for organizing an informative and successful event for SLAIS students! For full details on the event, please visit <http://cynng.wordpress.com/2011/10/05/>

Cynthia Ng is the ALPS representative of the BCLA/CLA student chapter and a current MLIS student at the University of British Columbia's School of Library and Archival, and Information Studies.

ALPS Link

ALPS Link is a depository for learning objects. The ALPS Link Committee is currently seeking to recruit new

committee members for one and two year terms. The committee usually meets two or three times a year. Please email Katherine Miller (Katherine.miller@ubc.ca) if you are interested in joining the committee.

ALPS: We want YOU!

Are you interested in meeting and networking with academic librarians? Do you have ideas for a social event you'd like to see us sponsor? We are always happy to welcome new members at anytime. To learn more about us, check out our-BCLA ALPS Website:

<http://www.bcla.bc.ca/ALPS/default.aspx>

And don't forget to join the BCLA ALPS email list for all of the latest news and discussions about events and issues of interest to academic librarians in public service across the province.

*Danielle Winn is a librarian at
UBC's Education Library*

ALPS LINK: Site of the Month

By Vera Spika.

November's ALPS LINK Site of the Month features the SFU Library's [Plagiarism Tutorial](#). The interactive and concise format of the SFU's tutorial makes it an exceptional tool.

Site of the Month profiles some of the excellent instructional materials being produced by academic librarians in British Columbia. ALPS LINK (Library Instructions Knapsack) is "a repository of learning objects to support academic librarians in their instructional role." These learning objects are all available for reuse and modifying by the library community. Most are licensed under the Creative Commons license Attribution/Share Alike. To learn more, visit the ALPS LINK Portal at <http://www.eln.bc.ca/link/>.

ALPS LINK spoke with Librarian Yolanda Koscielski at Simon Fraser University Library about the Plagiarism Tutorial.

1. In Part 1, Introduction of the Plagiarism Tutorial, once students have taken the first short quiz of the tutorial, they are referred to a 2002 article [campus: Cheaters punished](#) published in the PEAK, the SFU student newspaper. It discusses the story about several economic students accused and later punished for plagiarism. Did this event have anything to do with the impetus for creating the tutorial?

Yes that was the impetus. After that incident with the BUEC 333 class (Business Economics), the Task Force on Academic Honesty and Integrity was created in March 2002. One of the report's recommendations (released in 2004), which makes reference to that course, was to create a plagiarism tutorial module <http://www.sfu.ca/integritytaskforce/releasedreport.pdf>. I think that the one thing they wanted covered was the unintentional plagiarism and "to allow students to test their skill with paraphrase. Such a module could be maintained by the Library ..."

2. How is the tutorial accessed and promoted by the librarians?

There are actually two. One is on WebCT and one is a publicly assessable link on *the Library's webpage*. The content is identical. The online one is anonymous and can be done at the student's own pace. You can self report but it's for your own use. With the WebCT version the tutorial is course integrated. We

send out a notice to the faculty list serve at the beginning of each semester to advertise both versions with an invitation to request the insertion of the tutorial into their WebCT courses. With course integration, some instructors opt to have the student's results graded or give credit for participation. To verify participation, faculty can see how long the student took to complete it. Basically it is in the instructors' hands to administer how they would like.

We promote it to students at the reference desk and in library instruction classes and we have an item under our News and Events link at the beginning of each semester. We get a lot a lot of questions at the desk about paraphrasing and citations. That was one of the goals of the Task Force that it covers unintentional plagiarism which is part of academic discourse which is not intuitive. It is a learned skill.

3. What would you say the numbers of requests from faculty? Are there quite a lot of them?

Yes.

4. Is the library able to gather information about its usage (e.g. frequency of use, subject areas of users)?

Probably the best figure to quote is the 2009 SFU Undergraduate Student survey where 42% of undergraduates said that they had taken the tutorial. So that is pretty impressive, that's almost half of the student population – so in one way or another they are getting to it.

5. Despite its concision and seeming simplicity, the tutorial is actually a very sophisticated tool that appears to be the product of a team effort over time. Could you talk about its development since its creation?

In the summer of 2004 two co-op students Carolyn Soltau and Sara Davidson created it using original WebCT Content from science lecturer Susan Stevenson. They edited quite a bit under the direction of Gordon Coleman, the Reference Liaison Librarian at the time. That was also when Elaine Fairey was the Head of Reference. So there were a lot of hands in it at the beginning but it was really Carolyn and Sara who created the first tutorial. It is pretty much same now as then.

6. What role you played in the development of the tutorial?

There was also one other key player in this and that was Mark Jordan, the Systems Librarian. He developed the original software for the tutorial. Over time, we needed to find a new platform for the tutorial. The three criteria that it had to meet was that it was open to the community outside SFU, it had quiz functionality, and was hosted on open source software that could be supported in the long term. We had already migrated our web pages over to Drupal *and* it turned out that Drupal had quiz functionality that we were able to make use of.

My work was to research various platforms, consult with multiple stakeholders, and oversee the migration of it. I also did a few revisions, making sure it was compatible with the revised APA and MLA guides

7. Do you know what disciplines use it the most? For instance do the Humanities disciplines ask for it more than those in engineering - because typically the former demands more papers from students than the latter?

It's actually quite varied, so everything from contemporary arts to biology. Most of the science and the applied science courses here have W courses, a first year writing course where they would insert the plagiarism tutorial. It is neat to see so many disciplines show an interest in it.

All CODE courses (Centre of Online Distance Education) (about 80 courses) link to the tutorial.

8. Have you had any feedback from students about the time needed or do people say that it is good or too long or too short. And how would hear about it?

The reception is generally positive. I think they [students] are glad that we have it in the first place. From the faculty we hear that they are pleased that the library is providing the tutorial and that there is an option for a graded component. We've had faculty catch students who plagiarized in their in their classes and subsequently made completing the tutorial part of the student *course requirement*.

9. A number of other post secondary institutions provide links to the tutorial – are there any others that you are aware of that use it?

We frequently have requests from diverse locations to use the tutorial For instance, one was from a 9th grade teacher at Goochland County, Virginia, another was from North Western Connecticut Community College, and perhaps the most far away one was from Peking University Health Science Centre in China.

Please see the SFU tutorial and other excellent learning objects in ALPS LINK:
<http://www.eln.bc.ca/link/>.

Vera Spika is a member of ALPS LINK and recent MLIS graduate from the School of Library, Archival, and Information Studies at UBC.

A Brave New World of Gov Docs

By Larry McCallum.

Government information is increasingly dispersed among a myriad of departmental websites. It's also backing away from print depository distribution. And yet a number of portals have emerged to facilitate access, and digitization is yielding an unprecedented wealth of documents, according to specialist librarians at a government documents forum on September 29th, 2011.

"It's not like the old days of CODOC," the University of Victoria's Caron Rollins told the forum. "You can't walk into any library now and know that even five percent of what's available is there."

The forum, titled .gc and .bc: New Ways of Accessing Government Information, was hosted by Vancouver Island University Libraries and the BCLA Vancouver Island Interest Group. It also heard from Legislative Library of B.C. librarians about two projects: the digitization of historical royal commission reports; and a MARC records batch service allowing libraries to make their catalogues a destination for B.C. government documents.

As comprehensive as anything can be

Today's environment is "multiple sources, multiple platforms, multiple places," said Rollins, UVic's librarian for government publications and political science. And though Publishing & Depository Services' catalogue has 180,000 records, fully 70,000 are electronic only. The 2011 Census release will be purely electronic.

Even so, the PDS catalogue, started in 1992, now stands at 85% compliance, versus only 27% at one point, making it "a great way to get publications," she added. "It's as comprehensive as anything can be for federal government information."

Rollins ran through several government portals, such as StatsCan Library's catalogue with its links to various formats and downloadable MARC.

She valued Statistics Canada Library's digitization of "everything since 1886" and its intention to digitize more. "This is huge," she said. "I can throw out rotting materials and free up shelf space."

Other troves include the Treasury Board's departmental performance reports, and Parliament

of Canada's LEGISinfo, where you can check the progress of any bill or read reconstituted debates from the 1860s and '70s. Previously, "you needed an entire law library to do this work," Rollins said.

While praising the APLIC portal, where Canadian governments share MARC records, she lamented that the federal government lacks a comprehensive discovery service like the U.S. GPO's MetaLib: "I want this for Canada."

Library catalogues as gov doc portals

Public and academic libraries themselves can be portals to government information by uploading records to their catalogues from the new MARC Records Batch Service, said Iona Reid, Acquisition & Serials Librarian at the Legislative Library.

"If you participate in the service, you make your library an access point to government documents," Reid said.

One purpose for launching the service was to comb through B.C. Government websites to identify documents, obtain duplicate permissions, and create permanent links to them. "It all shuffles every time there's a change of government, so we're essentially providing an archival service," she said, while noting that print is fading: "We used to get dozens of boxes monthly from the Queen's Printer, and now we're lucky if we get two a month."

UVic Library cataloguers "neutralize" the records for common use, and ELN hosts the MARC Record Download Site. Participating libraries simply go to <http://www.eln.B.C..ca/view.php?id=1876> where the files are listed.

Marjorie Holmes and the royal commissions

Meanwhile, the Legislative Library has been digitizing historical collections with research value, including B.C.'s royal commissions from 1872 to 1980 concerning subjects ranging from the coal-mine riots to milk supply and "mental hygiene". Costs for scanning the royal commissions were \$6,600, or 22 cents per page.

The project includes Marjorie Holmes' 1872-1942 checklist, "the bible of early B.C. government

documents," said Marilyn Carr-Harris, B.C. government documents librarian at the Legislative Library. It also benefits from Judy Bennett's 1943-1981 sequel.

A portal to the commissions is now in the works, Carr-Harris said, though they're available at <http://www.lB.C..leg.B.C..ca/public/lB.C.doc/commissionschecklist.htm>.

[ssionschecklist.htm](http://www.lB.C..leg.B.C..ca/public/lB.C.doc/commissionschecklist.htm). The project involved Commonwealth Imaging, though "quality control is always harder with an outside vendor," she noted.

Other projects earmarked by the B.C. Research Libraries task group include the B.C. Gazette (1863-present), B.C. Sessional Papers (1876-1977), and B.C. Newspaper Index (1900-2007).

Info Policy News: New Co-Chairs and a Salon on Lawful Access

By Joseph Haigh.

New Information Policy Committee (IPC) Co-Chairs

This fall, after two years leading the IPC, Carla Graebner and Devon Greyson handed on co-chairing duties to Heather Morrison and Shawna Kristin.

Carla and Devon oversaw the committee during a very busy period, keeping us informed, engaged, and active. This was a time of anticipated changes in copyright law and the collection of census data, repeated promises of Lawful Access legislation, and a review of the BC Freedom of Information and Protection of Privacy Act (FOIPPA), for which BCLA submitted [a brief](#). These are but a few of the information policy issues that Devon and Carla kept the committee on top of during the last two years.

With information policy issues continuing to make the news on an almost daily basis, Shawna and Heather take us into what promises to be an eventful time.

Lawful Access: An Information Policy Salon with Vince Gogolek (Executive Director, BC Freedom of Information and Privacy Association)

On October 14, the IPC hosted its latest information policy salon. After a potluck dinner, Vincent Gogolek, Executive Director of the BC Freedom of Information and Privacy Association (BCFIPA), spoke about Lawful Access: its history in the Canadian House of Commons, recent activism that has brought it under growing public scrutiny, and why it poses a serious threat to privacy. After discussion between Vince and the group, we enjoyed some freshly baked apple pie and further conversation about information policy. The salon was an excellent opportunity to learn, critically engage with topics relevant to libraries and information professionals, and make new contacts. If you are curious about information policy (no matter what your level of background knowledge), don't be shy about attending the next one!

Below is a synopsis of Vincent Gogolek's talk:

Lawful Access refers to legislation granting law enforcement officers the ability to obtain information about internet users' online activity from Internet Service Providers (ISPs) without a warrant. Gogolek noted that while this information does not include the contents of email, it does include things like names, email addresses, IP addresses and online activity such as use of online chat rooms. In its past versions, the legislation has not required ISPs to retain all data for all users. Rather, it will enable officers to order retention for targeted individuals in order to build a digital persona based on things such as associations with others online.

Lawful Access legislation was expected to return to the House of Commons this fall as part of the Government's omnibus crime bill, but the legislation was left out. Gogolek argued that its omission shows that initiatives like the [Stop Online Spying](#) campaign mounted by OpenMedia.ca can have an effect, despite a widespread sense that there is nothing to be done about the legislation.

Gogolek emphasized that this news represents a victory of the public interest for a couple of reasons. First, the Stop Online Spying petition (signed by over 70,000 people) showed that there was widespread opposition to the legislation across ideological lines. This will make it harder to pass the legislation without extensive debate. Secondly, if the legislation is introduced on its own, rather than as part of an omnibus bill, there will be more debate of Lawful Access itself (as opposed to considering it within a larger crime bill). This also means there may be more public exposure to the legislation's details and motivations.

The public outcry adds to opposition by Canada's privacy commissioners. In March 2011, the federal privacy commissioner and all provincial privacy commissioners wrote [a letter](#) criticizing the appropriateness of the powers being sought. They noted that the proposed measures go far beyond abilities necessitated by new technology. Rather than *maintaining* investigative powers in the face of

technological change, Lawful Access significantly increases them.

The problem, Gogolek said, boils down to one of excessive surveillance and record retention. The risks include ISP customers' activity being permanently and indiscriminately archived if this is more convenient for the ISPs. This then creates a risk of pools of data that may be exploited by hackers. Past legislation has also embodied a dangerous type of sweeping security: it inevitably leads to mistakes that can be very costly to the individuals affected and can lead to more invasive techniques of catching such mistakes (for example, body scanners). Another detail to pay close attention to is oversight: will it only be federal, or will there be oversight of local police forces?

For these reasons, it should be counted as a victory that any future Lawful Access bills will be properly debated on their own.

Gogolek noted that there has been a "carve-out" protecting libraries in past versions of the legislation.

Yet, one may still have been left wondering: how exactly will library use be protected from extreme surveillance in the era of services like e-books and m-libraries? And will this exemption be framed in a way that protects privacy and intellectual freedom regardless of inevitable technological change in the future?

More on Lawful Access:

- Joint letter from BCFIPA and other groups to the Prime Minister:
http://fipa.bc.ca/library/Letters/Ltr_to_Harper_Re_Lawful_Access-Aug_9_2011.pdf
- BCLA Resolution on Lawful Access:
<http://bit.ly/pj1Qno>
- The mini-documentary "(Un)lawful Access":
<http://openmedia.ca/screening>

Joseph Haigh has worked as an academic librarian for The Electronic Library Network, The British Columbia Institute of Technology and Simon Fraser University.

Librarians initiate creation of Readers' Advisory Interest Group

By Robbie Burma.

A keen group of librarians who want to further readers' advisory in B.C. have gathered together to form a new BCLA Interest Group.

The BCLA Readers' Advisory Interest Group received approval in principle to become an interest group at the September BCLA Board meeting. The Board plans to formally approve the group at its November meeting.

BCLA President Christopher Kevlahan says the group is a welcome addition to BCLA - Reader's Advisory being a fundamental service provided by today's libraries, and a key interest of many BCLA members.

Led by Fraser Valley Regional Library's Teresa MacLeod, a group of librarians met after the last Spring BCLA conference to further the idea of creating an interest group. The group will provide a vehicle for exchange of ideas in Readers' Advisory and encourage continual innovation and dynamic Readers' Advisory service for the 21st century.

The group is planning and setting a number of initiatives and goals which include building a knowledge base for Readers' Advisory service, raising standards for Readers' Advisory in libraries and

creating a culture of excellence, and facilitating professional development opportunities in Readers' Advisory services.

The group also plans to develop Readers' Advisory tool kits for library staff, promote Readers' Advisory services to the public, promote awareness, use and development of virtual, digital and on-line Readers' Advisory tools, share Readers' Advisory tools and expertise with all BC libraries, foster a community of readers, and encourage alternatives to traditional Readers' Advisory service.

All ideas are welcome and we will be distributing an online survey on Readers' Advisory services in B.C. in the near future.

For more information, contact the co-convenors Robbie Burma, Vancouver Public Library (robbie.burma@vpl.ca) and Jenny Fry, Surrey Libraries (jifry@surrey.ca).

*Robbie Burma is the Assistant Manager,
Popular Reading and Lending Services
at Vancouver Public Library.*

LTAIG Celebrates 2011!

By Tamarack Hockin.

October 21st was the 2011 date for Canadian Library Support Staff Day. This day is proclaimed by the Canadian Library Association in order to recognize the important and essential work done by all non-MLIS folks in our libraries.

LTAIG chose this special day to bring our colleagues together for our Annual General Meeting. The AGM was jointly hosted by our Vancouver and Fraser Valley chapters at Surrey's new City Centre Library. Our Prince George chapter met locally at University Hospital of Northern B.C. (UHNBC), and joined the Surrey group via web-conference.

Celebrating the Past Year

The 2010-2011 year has been a year of hard work. LTAIG made its bid to become a section within BCLA at the 2011 BC Library Conference, but fell short by a narrow margin of votes (remember to renew those memberships, folks!). The work towards section status continues, and LTAIG expects to reach success in 2012.

LTAIG's communications have been the focus of much of 2011: We have a blog (ltaig.wordpress.com), a [discussion forum](#), an active list serve, and a growing social media presence (visit us on Facebook and [Twitter](#)). B.C. is a vast province and we are all so busy that having a virtual way to connect is important. LTAIG members can look forward to new blog contributors, additional voices on our Twitter feed, and a new Publications Liaison for 2011-2012.

Looking Forward to 2012

LTAIG is looking forward to 2012 with many new hands to make lighter work. Our Continuing Education Coordinator position has been expanded into a Continuing Education *Committee*, and with additional members working we expect LTAIG to be offering some great in-house opportunities for members (in addition to our continued coverage of what's on about town).

LTAIG will also have a liaison to keep the group abreast of development in the accreditation and credentialing of library technicians in B.C. and Canada. This important advocacy work was

identified as important to our members during our province-wide dialogue (held June 8th, 2011) as part of the way library technicians can gain greater recognition for our education and work.

LTAIG's Mentoring Program (since 2010) will be accepting applicants throughout November for its winter session (January to mid-March). We are excited to let members know this session will be the last hurrah for LTAIG Mentoring: In 2012, BCLA will be launching an association-wide mentorship initiative, inclusive of all members. LTAIG Mentoring has worked closely with BCLA's Mentorship Working Group, and is anticipating the benefits of have one larger program. Anyone interested in LTAIG's next mentoring intake is encouraged to visit [the website](#) to find out more.

Most immediately, members can look forward to LTAIG's biennial salary survey of technicians and assistants in B.C. Technicians and assistants are encouraged to [complete the survey](#), or contact ltaigchair@gmail.com for more information. The survey closes November 21st, and results will be compiled and released thereafter.

Thanks

There are so many thanks to be extended to all who helped make the 2011 AGM a wonderful success. Most especially, thank you to the technicians and assistants who made the time to participate on the 21st – in person and via web-conference.

LTAIG would like to extend thanks to BCLA for their support, both financial and administratively. We would also like to extend our thanks to UHNBC and Surrey Libraries for making our meetings physically possible.

Minutes and a list of the 2011-2012 LTAIG Board will be up on [the website](#) shortly. Anyone looking to find out more about ways to participate can contact ltaigchair@gmail.com.

LTAIG is looking forward to a successful 2011-2012 year!

Tamarack Hockin is Convener for LTAIG and works with teens at Surrey's new City Centre Library.

Library fundraiser meets the red carpet

By Anne DeGrace

Last year, the Nelson Public Library teamed up with the Kootenay Country Store Co-op to create a literary cookbook that would be a source of information and local culture while raising money for the Library. The result is Seasonings: a year of local flavor in words and recipes, a full-colour book featuring contributions by some 50 cooks and wordsmiths. The book is now up for a national culinary book award, with the winner to be announced November 7th.

The best of both worlds

Publishing a book can be a daunting prospect. The Library was fortunate to have on staff someone with experience in the writing and publishing industry, so the sometimes bewildering steps of self-publishing weren't a barrier. The Co-op staff's food and recipe expertise ensured culinary quality, and both organizations believed that good photography and design were essential elements, so experts in both fields were brought on board.

"It's great to be able to produce something that the community can really take pride in," says Nelson Public Library Chief June Stockdale. "The icing on the cake—if you'll pardon the pun—is that the book, which came out in October of 2010, had earned back in sales the initial investment of \$16,000 by Christmas, and has gone on to earn an additional \$15,000 for the library to date."

The Kootenay Country Food Co-op paid for half the costs of production. Its investment recouped, the Co-op now turns 100% of sales over to the Library.

The laws of attraction

Within a few months of publication, *Seasonings* attracted the attention of a national publisher. This presented some unforeseen hurdles when it came to contributor copyright and compensation, as original contracts for voluntary submissions honoured the book as published by the Library and Co-op.

"It's a happy problem," acknowledges Stockdale, who explains that the original plan to go national was temporarily put on hold pending a fair solution. All contributors—and the Library and Co-op—agree that

Canada-wide distribution is a worthwhile goal. A second publisher has recently expressed interest.

Making the grade

Early this summer the Library and Co-op received word that *Seasonings* is shortlisted for the English-language Culinary Culture Category of the 2011 Canadian Culinary Book Awards, sponsored by Cuisine Canada and the University of Guelph.

"Of course, we're thrilled," says Stockdale. "But we also know that, whatever happens, when it comes to community-building and fundraising, this one's already a winner."

Awards will be presented at a gala reception held during the Royal Agricultural Winter Fair in Toronto on November 7th. The event dovetails with Cuisine Canada's second annual student chef competition, Canada Cooks the Books!, which will be based on recipes found in this year's nominated books.



Library patrons Alison and Eliot buy a copy of *Seasonings*, designed by Eliot's daddy, Steven Cretney. Photo by Steven Cretney.

Anne DeGrace is the Adult Services Coordinator at the Nelson Public Library and co-editor, with the Kootenay Co-op Marketing Manager Jocelyn Carver, of *Seasonings: a year of local flavor in words and recipes*.

Burnaby Public Library's Bob Prittie Metrotown Branch Turns 20!

By Deb Thomas.

On October 1st, 2011, the Bob Prittie Metrotown Branch opened its doors for 20 hours of continuous programming to celebrate its 20th anniversary.

Before the branch was built in 1991, Burnaby Public Library's main branch, located on Kingsway and Edmonds, was a mere 14,000 square feet. In response to a growing population in Burnaby and increased demand for library services, a new main branch of 61,000 sq ft was conceived and built in the Metrotown area. It was the largest public library branch in the Lower Mainland at the time. It opened to predictions of 1,500 people entering its doors a day. Today, 20 years later, an average of 2,500 people enter its doors daily and the Metrotown area is considerably denser and more diverse.

On the day of the anniversary celebrations, nearly 6,000 people entered the doors to engage in the planned activities as well as making use of the branch in the usual ways — returning, browsing and borrowing collections; studying and reading; and using public computers or wireless Internet.

Contests and preparations

Leading up to the day, we ran three contests: My Favourite Book Moment in which people could submit drawings or photographs of favourite moments in books or with books for a cash prize; Chinese Readers' Favourites in which readers of our Chinese collections could pick their favourite books in four categories and be eligible for a prize draw; and a Twitter contest in which participants answered a question a day to earn points toward a grab bag of interesting prizes including a copy of the Twitter cookbook *Eat Tweet and Balzac's "Atwood Blend"* coffee.

Displays of photographs of the area before the branch was built (there were no high-rises to be seen!), during the building, on opening day, and of significant events in the intervening years were created and posted in the foyer. Lists of bestselling books and songs and top-rated or award winning films and TV shows from 1991 were also displayed.

The celebration begins

The day began with a community breakfast of free muffins and coffee at 7 a.m. The branch usually opens at 9 a.m. on a Saturday but it was busy by 7:30 a.m., with people lined up for the refreshments and asking for tickets to the puppet shows later in the morning.



A singer performs Chinese opera aria in the Civic Square outside of Burnaby Public Library's Bob Prittie Metrotown Branch. Photo by Tina Artuso.

By 8 a.m., our Home Library Services department had set up their display in the foyer. Burnaby's longest birthday card (a very long roll of foot-wide paper on which participants in the celebrations could record their birthday greetings in whatever language they prefer) was ready for entries. Over the course of the day, the roll was completely filled with best wishes in a variety of languages and alphabets including Chinese, Punjabi, and German, and colourful and imaginative pictures by the youngest of our branch's patrons.

A regular Tai Chi group who practice in Civic Square outside of the library were invited to perform and embraced the opportunity to showcase Chinese culture. The resulting performances at 9 a.m. included Tai Chi demonstrations with fans and swords, Chinese dance, a Chinese opera aria, and the beautifully synchronized movements of a fitness group that includes participants from 35 to 85 years old.

By 10 a.m., the first puppet show was underway and the program room packed with children and parents. The second performance of the Noisy Show featuring several of our children's librarians was equally well attended and enjoyed.

An e-book clinic began on the branch's second floor with our e-resources librarian sporting an "Ask me about e-books!" badge. Participants were "eager and enthusiastic" and each was given ample time to feel well informed on the use of his or her e-book and Library to Go.

At 11 a.m., the Mayor and Library Board Chair gave formal remarks in the foyer, reminiscing about the planning for and building of the branch 20 years ago and how much libraries have changed in the past 20 years. This event was attended by city councillors, school board representatives, and local MLAs and MPs – as well as many patrons who paused in their activities to listen.

Community Partner displays were set up in the Library's Reading Lounge. The agencies — Burnaby Family Caregivers Project, the Canadian Diabetes Association, Service Canada, SUCCESS, Mosaic, and Literacy Now Burnaby — were all partners with whom we have offered programs or engaged in other initiatives.

Shadbolt Centre for the Arts, who coordinates programming all summer in Civic Square, contributed an activity that ran from noon to 4 p.m. in which people of all ages could produce their own "comic postcards." Graphic novels were available for inspiration.

At 1 p.m., the talented Tempos Youth Choir, made up chiefly of youth with visual impairments, drew a large crowd in the branch's foyer and gave forth with truly joyous renditions of such favourites as *We Rise Again* and Leonard Cohen's *Hallelujah*. They also sang the theme song of our Home Library Services, "There's a story at my door" (<http://www.bpl.bc.ca/home-library-service/news-and-events>) to hear the song for

yourself), of which the group's director is a long-time user.

Also at 1 p.m., 20 Stories — readings of our children's librarians' 20 favourite picture books over the last 20 years — began in the Children's section. Over the seven hours of readings, people of all ages enjoyed the dramatic readings by various staff and trustees.

Silk Road gave two performances of "China Speaks My Language" at 2 and 3 p.m. in which traditional instruments and folk songs from Asian and Western countries were played. Imagine a French-Canadian folksong accompanied by a pipa!

Outside in Civic Square, the City of Burnaby's Parks and Recreation staff offered crafts for children, which included decorating the sidewalk around the entrance with colourful chalk drawings.

The final performance of the day was a demonstration of Chinese brush painting by local artist Nancy Chen.



The Tempos Youth Choir sings in the foyer of the Bob Prittie Metrotown Branch of Burnaby Public Library. Photo by Tina Artuso.

At 4:30 p.m., birthday cupcakes, coffee and juice were available, with a line-up out the door of patrons waiting for their treat.

A surprise hit for the day was the Cake Search — a scavenger hunt for large cardboard birthday cake slices, numbered and with various distinguishing toys on top of them. Participants had to find all of the cake slices, encouraging them to explore parts of the library they might not normally visit, and record the toys next to each slice's number. Each of the returned entries received a modest prize of a party blower. The branch buzzed with the energy and



A family signs the "longest" birthday card at the celebrations for Burnaby Public Library's Bob Prittie Metrotown Branch's 20th Anniversary. Photo by Tina Artuso.

enthusiasm of the searchers - both parents and children!

At 8 p.m., the program room became a games room for tweens and teens with Wii video games, board games and snacks.

When the library closed at 10 p.m., the program room was left open for showings of Film Noir and our in-house production of a zombie-infused short that traces the path of a book from ordering to checkout at the branch.

At 3 a.m., dedicated and weary staff, including one trustee who attended all 20 hours of programming, headed home satisfied that the Bob Prittie Metrotown branch's 20 years of excellent service to the community was truly and wonderfully celebrated.

A footnote:

Many patrons approached us throughout the day and afterward to congratulate us and thank us for the work we do to ensure that the library is a place they enjoy. We also received messages through our e-ref service. One such message particularly touched us:

"Since I immigrated to Canada 15 years ago, the Burnaby library turned me from an occasional reader who thought it was necessary to buy books one wanted to read, to a constant visitor to its comforting environs and a regular reader. Anyone who thinks the library as an actual brick structure with people staffing it may one day be replaced by a virtual library has no idea of what the people in the library do by way of providing assistance, ideas, support, etc to all its users. Congratulations and may you always be there to inspire and educate us."

These messages definitely reminded us why we are all work at Burnaby Public Library!

Deb Thomas is Deputy Chief Librarian and Branch Manager, Bob Prittie Metrotown Branch in Burnaby, B.C.

Beth Barlow: Directors' Award Recipient

By Lynne Russell.

Beth Barlow, Chief Librarian at Surrey Public Library, is the recipient of this year's BC Library Directors' Award of Excellence. This award recognizes outstanding leadership and service in public librarianship by a member of the Association of BC Public Library Directors (ABCPLD). The award was presented to Beth at the September 30 meeting of the ABCPLD, during which colleagues praised her outstanding service and its positive lasting impact on public libraries.



Beth Barlow. Photo by Surrey Public Library.

As Edel Toner-Rogala, Chief Librarian at Burnaby Public Library and 2009 recipient of the award stated: "It is not so much what Beth has achieved, it is how she has achieved that sets her apart." The following is excerpted from Beth's nomination statement.

Outstanding service

Beth has worked in libraries for over 39 years and over that time she has led staff, supported boards, and created and contributed to work environments that encourage innovation and respond to and reflect community and customer needs. She has also committed much of her personal and professional life to the causes of literacy and cultural inclusion.

As the Chief Librarian for Surrey Libraries for over a decade she has effectively balanced organizational need with sensitivity to stakeholders – customers, staff, taxpayers, donors, community leaders and politicians – in managing a complex library system that must respond to a broad range of needs and priorities while reflecting the diverse nature of the community it serves.

As a senior manager with the City of Surrey, Beth has worked to ensure that Surrey Libraries, the needs of its customers and lifelong learning remain at the forefront of civic life. She led the highly successful rebranding of Surrey Libraries in 2010; it is her vision of the public library of the future that is reflected in the design and function of the new Surrey City Centre Library. In 2011, Beth was awarded a Surrey Women in Business Award in the category of not-for-profit.

Beth has represented public libraries and the library community-at-large through her involvement with a variety of local, regional and national organizations and professional associations, and she has brought her management, leadership and community-building skills to those relationships. As just one example at the local level, in taking the lead role in the development of Surrey's "Learning for Life" strategy, Beth ensured that her library remained at the heart of the literacy discussion and she demonstrated the value librarians can bring to community initiatives.

Positive lasting impact on public libraries

On the national level: Beth is a past President of the Canadian Library Association and she has continued to provide her insights to that association as it strives to reinvent itself. Beth has also been a Canadian delegate to the OCLC Members and Global Councils since 2007 where she has ensured that the perspectives of Canadian libraries were voiced.

On the provincial level: Beth chaired the One-Card Committee that developed the policies and procedures which have guided the BC One Card Program since its inception. Every library card holder in the province has benefitted from Beth's efforts to ensure equity of access for all British Columbians.

On the regional level: Beth played an important role in creating the process by which Public Library InterLINK set about hiring an Executive Director, its first in many years. There were many stakeholders and logistical problems, but Beth's communication and leadership skills helped ensure a successful outcome. Beth's willingness to mentor new Chief Librarians is another way in which she has had an impact on public libraries in the region.

On the local level: Beth's impact on Surrey Libraries has been profound. In her ten years with Surrey Libraries, Beth has brought considerable leadership, organizational and public relations skills to building a vibrant, responsive organization that meets the educational, literacy and recreation needs of Surrey residents. She has also stewarded an important civic organization through a period of significant growth and change. The new Surrey City Centre Library,

officially opened in September of this year, will be a lasting testament to the impact Beth has had on Surrey and its people.

Lynne Russell is Library Director at Port Moody Public Library and current Chair of the Association of BC Public Library Directors.

In Memory of Judy Growe

By Patricia Cia.

With great sadness we announce that Judy Growe passed away peacefully on October 9, 2011. Judy was approachable, cooperative, helpful, accessible, respectful, and took the time to listen. She loved singing, birds, purple, and words.

Judy earned her Masters of Arts in Teaching (English) from Harvard Graduate School, and spent the early days of her professional career as a teacher in Boston and St. Louis. After moving to Vancouver, she worked as a Corporate Librarian with MacDonald Dettwiler and Associates. Judy started the library from scratch, interviewing employees to determine how they wanted it organized; during her ten years with the company, she developed the specifications for a computerized library catalogue designed by their MIS department.

With experience in hand and enthusiasm for the information profession, Judy went to the University of British Columbia for her Masters in Library Science, graduating in 1992. By 1993, Judy was employed as a full time librarian with Langara College, where she remained until her retirement in August 2010.

Judy worked closely with several departments at Langara, especially Sociology and English. The always positive feedback from instructors included the following note: "a noticeable improvement in the average standard of the research papers compared to the same sections in earlier semesters... Judy's contributions made the difference".

She continually thought about new approaches to delivering library services, played a leading role in expanding the use of new technologies in the reference area, and was passionate about library instruction.

Judy was the Reference Coordinator before it was an official position, carrying on as official Coordinator, Reference and Instruction to 2002. She oversaw the instruction program, helped create the "Blue Workbook", and more recently helped develop the "Library: Introduction to Research" online tutorial.

Judy's feedback and testing of the Library's online presence were as invaluable as her development of the Library's Chair and Coordinator descriptions. Her lasting legacy of the Library's Succession Planning document will be used for many years to come.



Judy Growe. Photo by Sandy Ragan.

Besides contributing to Langara, Judy was active in the British Columbia Library Association (BCLA), Vancouver Online Users Group (VOLUG), and Electronic Library Network (ELN).

Since her retirement, Judy had the opportunity to spend more time with her family. Judy will be missed by her daughter Amanda, son-in-law Al and her cherished five-month old grandson Tom. It was Tom, especially, who gave her great pleasure during her final weeks.

She will also be greatly missed by her colleagues at Langara, and throughout the greater library community.

If you wish, donations may be made to any of the following: The BC Cancer Society, Sisterhood Choir (sisterhood@templeholom.ca), Palliative Care Unit / VGH Foundation Office, or Langara College Library Foundation in memory of Judy Growe.

Patricia Cia is the Library Department Chair at Langara College.

UBC Library – Autumn Update

By Glenn Drexhage.



Strolling by UBC's Koerner Library. Photo by Martin Dee.

UBC and the Library start an evolution

On September 28, 2011, UBC launched the most significant fundraising and alumni engagement campaign in Canadian history. With dual goals to raise \$1.5 billion and double the number of alumni engaged with the University by 2015, the *start an evolution* campaign will support student learning, research excellence and community engagement at UBC's Vancouver and Okanagan campuses.

UBC Library is a keen participant in this historic effort. As part of the *start an evolution* campaign, the Library aims to raise \$25 million to support a range of initiatives.

Priority projects involve new spaces for study and research based at branches including the Asian Library, Koerner Library and Woodward Library. In addition, UBC Library plans to expand its digital collections and steward existing print collections so they remain accessible to future generations.

For more information on the Library's initiatives, please contact Shakeela Begum, Director of Development, at shakeela.begum@ubc.ca. For more information on the UBC campaign, please visit <http://startanevolution.ubc.ca>.

Copyright and UBC

As UBC transitions to a new copyright environment, it's encouraging users to visit the University's copyright site to understand the issues and plan accordingly.

Content for the site, found at <http://copyright.ubc.ca>, is maintained by the Office

of the Provost and VP Academic, UBC Library, UBC Bookstore, the Centre for Teaching, Learning and Technology (Vancouver), the Centre for Teaching and Learning (Okanagan) and the Office of the University Counsel.

Allan Bell, Director of Library Digital Initiatives at UBC, is leading and co-ordinating University-wide efforts to educate and inform the University population about the changing copyright landscape.

For further assistance, please refer to an extensive list of contacts at UBC's Vancouver and Okanagan campuses at <http://copyright.ubc.ca/copyright-contacts>.

Smart Business, Small Business

In October, the Small Business Accelerator (SBA) – an initiative of the Irving K. Barber Learning Centre – presented its first speaker events in Vancouver and Kelowna, respectively. The forum, entitled *Smart Business, Small Business: An SBA Speaker Session*, was held in conjunction with Small Business Week, organized by the Business Development Bank of Canada.

The Vancouver event, held October 17 at UBC Robson Square, featured two compelling speakers: Paul Cubbon, Marketing Instructor at UBC's Sauder School of Business; and George Moen, a UBC alumnus, serial entrepreneur and President of Blenz The Canadian Coffee Company.

On October 19, three more speakers offered their insights at UBC's Okanagan campus. These included Scott Coleman, a UBC Management student and co-founder of FunCore Strength and Conditioning; Norine Webster, an Adjunct Instructor in the Faculty of Management at the Okanagan campus; and Laurel Douglas, CEO of the Women's Enterprise Centre.

Thank you to our great speakers, and to all who attended these inspiring events in-person and via our webcast!

The SBA provides access to industry-specific resources and information for entrepreneurs and small businesses in B.C. It is curated by business librarians and offers a gateway to business information, education and assistance that is current and

trustworthy. For more information, please visit www.sba-bc.ca.

We invite you to work with us to showcase how B.C. libraries can support B.C. entrepreneurs – contact Aleha McCauley, Community Engagement Librarian, at aleha.mccauley@ubc.ca.

Chinese Canadian Stories preview

A Head Tax database and a new, online Chinese Canadian videogame that connects young users to the lost stories of earlier generations were among the highlights at a preview event presented by the Chinese Canadian Stories project.

Chinese Canadian Stories, an initiative involving UBC Library and SFU Library, has been made possible with a \$900,000 grant from Citizenship and Immigration Canada's Community Historical Recognition Program (CHRP). For more information, please visit <http://chinesecanadian.ubc.ca>.

The videogame, entitled *Gold Mountain Quest*, was featured at the preview of a one-of-a-kind multilingual Web portal unveiled by Chinese Canadian Stories on September 26.

The game enables players to experience life as a Chinese Canadian youth in 1910, and explore historically accurate culture in the fictional town of Gold Mountain.

Meanwhile, the Head Tax database was also showcased. This user-friendly tool allows casual users and researchers to investigate the people behind the migration patterns from China to Canada, dating from 1885 to 1949.

Please read the [press release](#) for more information.

Open UBC

For the third consecutive year, UBC participated in Open Access Week – a global event that promotes open access in the context of scholarship and research.

For three days at the end of October, Open UBC presented a series of free events that highlighted areas of open scholarship, featuring input from UBC researchers, faculty, students and staff. The events, held at the Irving K. Barber Learning Centre, included discussion forums, seminars, workshops and symposia on timely topics from a range of disciplines.

Thanks to all speakers and participants for making Open UBC such a success! For more on UBC Library's scholarly communications efforts, please visit <http://scholcomm.ubc.ca>.

The Engagement Imperative

UBC Library is pleased to host Association of Research Libraries (ARL) Fellows for an ARL Leadership Institute. Entitled *The Engagement Imperative*, the event (which runs from October 30 - November 3) will focus on the topic of universities and public engagement. Speakers include Ingrid Parent, UBC's University Librarian; Judy Rogers, Chair, UBC Alumni Association Board of Directors; Sandra Singh, Chief Librarian, Vancouver Public Library; and many others. Welcome ARL Fellows!

Glenn Drexhage is the Communications Manager at UBC Library.

SLAIS News: Judith Saltman Promoted

By Michelle Mallette

SLAIS is very pleased to announce that Associate Professor Judith Saltman has been promoted to the rank of Professor. In announcing the promotion, UBC President Stephen Toope specifically highlighted Professor Saltman's "contributions to teaching, graduate supervision, research and service," noting they assist UBC "in meeting its vision as a globally influential university." He also congratulated her on "helping create an exceptional learning environment" for students.



Photo by Martin Dee, UBC

The announcement follows on the heels of a number of awards and accolades for Professor Saltman. She was among six finalists for the International Institute for Children's Literature, Osaka's International Brothers Grimm Award for 2011, and was selected for a 2011 Distinguished Alumni Award by the SLAIS Alumni Association. Additionally, *Picturing Canada: A History of Canadian Children's Illustrated Books and Publishing*, published last year by Professor Saltman and co-author Gail Edwards, Chair of the History Department at Douglas College and adjunct faculty member at SLAIS, won the International Research Society for Children's Literature Book Award, and was shortlisted for the 2011 Canadian Federation for the Humanities and Social Sciences (CFHSS) Canada Prize in the Humanities.

Students win major awards

SLAIS students have continued to perform admirably in national and international award and scholarship competitions. Four current SLAIS students were chosen for 2011 [ARMA International Educational](#)

[Foundation Scholarships](#): Jana Grazley and Tom Jackman in the MAS program, and Dan Gillean and Michael Grutchfield in the Dual MAS/MLIS program. The awards are in support of advanced study in the fields of information and records management.

Dan Gillean and MLIS student Todd 'Zoey' Peterson were successful in the 2011 Canada Graduate Scholarships – Master's competition offered by the Social Sciences & Humanities Research Council.

Current MLIS student Cynthia Ng, new MAS students Coralee Louko and Victoria Ostrzenski (both starting in September) and new MLIS student Eng Sengsavang (starting in January) are among 18 winners of scholarships from the [Alice L. Haltom Educational Fund](#), in support of their studies in records and information management.

Finally, a record 3 MLIS students were selected as 2011 Spectrum Scholars. Judith Guzman-Montes, Mayu Ishida and Ebony Magnus are among the 55 scholarship winners from across North America chosen for 2011. The Spectrum Scholarship program is a project of the American Library Association, providing scholarships to minority students pursuing graduate degrees in library and information studies.

November graduation

Twenty-two SLAIS students will be conferred degrees at the November convocation ceremony at UBC. There are two ceremonies a year and the November cohort is the smaller of the two. This year, 16 will be conferred Master of Library and Information Studies degrees, 1 is being conferred a Master of Archival Studies, 4 are being conferred the Dual MAS/MLIS degrees, and 1 is being conferred the Master of Arts in Children's Literature. Congregation will be held November 24 in the Chan Centre at UBC, and the day includes a celebration lunch at SLAIS for the graduates, family and friends.

Learning Opportunities at SLAIS

SLAIS is hosting a series of colloquia which are open to the professional community. Topics of discussion at these learning opportunities range from the future viability of public libraries to digital literacy. Most events are held in the noon hour in the Irving K. Barber Learning Centre on the UBC campus, though



specific program details may vary. The schedule is posted at <http://www.slais.ubc.ca/news/colloquia.htm>, and all are welcome.

Michelle Mallette is Student Services Coordinator at the School of Library, Archival and Information Studies, the iSchool at The University of British Columbia.

UNBC Update

By Deb Neilsen, Amanda Dunkley, and Kealin McCabe.

Rebuilding of Slave Lake Library Project

In May, the Geoffrey R. Weller Library undertook a fundraising endeavour in support of the Rebuilding of Slave Lake Library Project. The campus community was asked for book donations and the response from the UNBC and Prince George communities was tremendous — we were literally flooded in books. The books were sorted: appropriate books went to Slave Lake while the others were placed in a book sale and proceeds donated to the Slave Lake Library.

The results were outstanding: 44 boxes sent to Slave Lake, \$353.81 was collected and donated, and 11 boxes sent to the Prince George Hospice Society. The library owes a huge debt of gratitude to a UNBC employee, Guy Hewton, who undertook a road trip to deliver the books.

For more information on fundraising efforts for Slave Lake Library, see *BC library community responds after Slave Lake wildfire* in this issue of the BCLA Browser.

Allies and Activists Reading:

On September 28th, 2011, the Weller Library hosted the Allies and Activists Reading as part of the Weaving Words Celebration. The Weaving Words Celebration features writers, poets and storytellers from across North America. Five individuals read selected pieces during the Allies and Activists session, including: Rob Budde, Lisa Haslett, Si Transken, Justin Foster, and Brenda Koller. The event was held in the Library's *hubulhnadzuhwulnuk / Storytellers' Corner*, a new space that was launched last February.

ABC Copyright Group Conference

The Library, in collaboration with UNBC's Centre for Teaching, Learning and Technology, hosted the 2011 ABC Copyright Group Conference in June. The conference drew close to 70 attendees from coast-to-coast. The conference was a success due to its roster of expert speakers, including:

- Howard Knopf: Chairman of the Copyright Policy Committee, Canadian Bar Association
- Sam Trosow: Associate Professor at the University of Western Ontario, Faculty of Information & Media Study and Faculty of Law

- Paul Stacey: Director, Curriculum Development BC Campus
- Robert Tiessen: Head of Access services, University of Calgary Library
- Heather Martin: Manager, Library E-Learning and Reserve Services, University of Guelph
- Nancy Paradoe: Copyright Consultant, SIAST
- Greg Halseth: Professor in the Geography Program, UNBC
- Tracey Summerville: Associate Professor in Political Science, UNBC



UNBC Campus, Prince George.

Advancement of Information Literacy Award

This year marked the inaugural awarding of the Advancement of Information Literacy Award to Gloria George, Instructor with the Northern Advancement Program. The award was presented to Gloria at the 9th Annual Teaching and Learning Conference in August. This award recognizes individuals who work to:

- Foster collaborative teaching relationships with the Library
- Enable student learning and research objectives, emphasizing the acquisition of skills leading to the creation of information literate persons,
- And those who work to tirelessly promote the library and its services.

Congratulations, Gloria!

Deb Neilsen, Amanda Dunkley, and Kealin McCabe are from the Geoffrey R. Weller Library, at the University of Northern B.C.

BC library community responds after Slave Lake wildfire

By Gordon Yusko.

Slave Lake, Alberta lost its public library on May 15th when a wildfire hit, destroying about one-third of the town. The 6,300 square foot library occupied part of the town hall and had been open only a year and half. The photo below shows the building on fire and it's clear why nothing inside could be saved.



Photo credit: Rotary Club of Slave Lake Public Library

The library community and individuals across the country responded quickly and donations of books and funds began arriving both in Slave Lake and at the Peace Library System's headquarters in Grande Prairie, where storage, sorting, and cataloguing of the thousands of items took place.

Many libraries in B.C. and individuals working at those libraries responded by donating books, money or both. The generosity came from a solid cross section including public, academic, government, special libraries and unions. From the information I received

Dawson Creek Municipal Public Library was the most proactive, with residents there responding very well by donating books and by providing financial support through a book sale and silent auction.

The University of Northern BC sent books and funds (see *UNBC Update* in this issue of the BCLA Browser). The Royal BC Museum – Archives sent books, as did the Vancouver and Calgary libraries at Klohn Crippen Berger Ltd, an engineering/environmental firm. In the Lower Mainland an ad hoc committee raised funds at the Word on the Street event. The Northern Central Library Federation sent funds on behalf of its 10 member libraries. In the Okanagan members of the Professional Employees Association and the PEA Executive sent generous financial donations to the Slave Lake library.

In Slave Lake, the library is now moving into temporary quarters offered by the town and fundraising will continue. While insurance covered some of their losses and they are very grateful for the wonderful support from across the country. It's estimated that at least another \$100,000 will be needed before they can fully replace what they lost.

For those interested in supporting Slave Lake Public Library, visit <http://www.slavelakelibrary.ab.ca/Home>.

Gordon Yusko is library management consultant in Vancouver and has a blog at <http://libraryspeak.ca>

Newest VPL Branch Opens

By Jean Kavanagh.

Not since Andrew Carnegie lent his name to the Carnegie Library at Main and Hastings streets in 1903 has a Vancouver Public Library branch been named after a living person.

The Terry Salman Branch, named after the VPL Foundation Board Chair, opened on October 13th in the legacy Hillcrest Centre near Queen Elizabeth Park. The Centre was home of the Vancouver Olympic and Paralympic Centre during the 2010 Winter Games and in addition to the VPL branch now houses a community centre, aquatic and fitness facilities, a skating rink and curling club.

The branch naming honours Mr. Salman in recognition of his decade-long philanthropic and volunteer commitments to the Foundation that include chairing the Board for 10 years, a significant donation and a commitment to encourage others to contribute to an endowment established with his latest financial gift.

"This is a great honour and I believe it is a recognition that in our country volunteerism and philanthropy matter and are appreciated," Mr. Salman told dignitaries and guests who gathered on October 29th for the official opening of the Hillcrest Centre and Terry Salman Branch.

Vancouver South Member of Parliament Wai Young, BC Minister of Labour, Citizens' Services and Open Government Margaret MacDiarmid and Mayor Gregor Robertson also addressed the opening and thanked Mr. Salman for his generous financial and personal contributions to VPL.

It was Mr. Salman's past, present and promise of future leadership and commitment that led the Library Board to name the Terry Salman Branch, said Library Board Chair Catherine Evans.

"Terry has brought tremendous dedication, financial acumen and a passion for networking to the Foundation that serves the Library excellently," said Ms. Evans. "I know that Library users, staff and board trustees would like to join me in thanking Terry and the VPL Foundation for everything they do to enhance literacy and library service in Vancouver."



Branch Manager Cathy Wang and Terry Salman welcome the first visitors to the Terry Salman Branch. Photo by VPL.

Under Mr. Salman's leadership, the Library Foundation has raised nearly \$4.5 million, said City Librarian Sandra Singh.

"Foundation funding supports vital projects like the Library's Story Bus, Mother Goose and Man in the Moon early literacy programs and pilot projects like the unique First Nations Storyteller in Residence," said Ms. Singh.

She added that the opening of a new branch in the Riley Park/Hillcrest area is especially exciting because the community will now benefit from having a full-service Library branch that offers materials in English, Cantonese and Tagalog.

"Vancouver Public Library is thrilled to be expanding in this part of the city where families and individuals of all ages will have diverse programs and materials to choose from seven days a week," said Ms. Singh.

"Library staff have been consulting with community members for many months to determine the programs and services that will best meet community needs and in the coming months this work will no doubt be refined as people come to use the branch."

The Terry Salman Branch features areas for children and teens, a row of computer terminals that look out upon a beautiful garden, areas for reading and a meeting room. The branch is open from 9 a.m. to 9 p.m. Monday to Friday and from 9 a.m. to 6 p.m. on Saturday and Sunday.

Mr. Salman is Chairman, President and Chief Executive Officer of Salman Partners Inc., an investment dealer firm he founded in 1994. For eight years he was Chair of the St. Paul's Hospital Foundation and he has served on the boards of a

number of health-related and arts organizations in Vancouver.

Jean Kavanagh is Manager, Marketing & Communications at the Vancouver Public Library.

Media democracy and libraries

By Sylvia Roberts.

BCLA is one of the many sponsors of Media Democracy Days (MDD), which will be held in Vancouver from November 11th to 13th, 2011.

Shawna Kristin, Co-Chair of BCLA's Information Policy Committee (IPC), explains that in 2003, BCLA began formally endorsing MDD by passing a resolution at the BCLA AGM

(<http://www.bcla.bc.ca/ipc/Resolutions/2003-resolution-media-conc-passed.pdf>).

As stated in the resolution, BCLA supports the foundational ideas of Media Democracy Days, including the following: "freedom of the press and public access to diverse media and information are a prerequisite to a functioning democracy"; "public interest is served by the availability of a broadly diverse range of viewpoints and one of the fundamental tenets and responsibilities of libraries is to both facilitate and foster this availability"; "libraries are the primary social institutions with responsibility to assure the broadest possible availability of a wide range of ideas and information".

What is media democracy?

The 2011 MDD [website](#) states that MDD "is about democratization both through the media, and of the media. This means using the media for democratic self-governance; and reshaping the media themselves to make them more accessible, accountable, representative."

Media democracy promotes mass media reform, support for strong public broadcasters, development and participation in alternative media, citizen journalism and other forms of resistance to the increasing dominance of corporate media.

Why is media democracy important?

Media democracy advocates for a range of news, opinions and entertainment, leading to a more informed citizenry, as well as a more enlightened, representative, informative public discourse.

Increased concentration of media ownership has led to a reduction in the range of voices and opinions expressed in the mass media. Increased commercialization of news and information content has led to a reduction in investigative reporting



Image: [Media Democracy Days: Vancouver](#)

in the public interest. In Canada, the past decade has seen several media corporate mergers and takeovers, limiting news diversity, reduced support for the CBC and diminishing federal support for print media.

Alternative and citizen media enable individuals to produce and disseminate information and opinions that are marginalized by mainstream media, without the pressure of advertisers and politicians.

What is the Media Democracy Days event?

MDD marks its 10th anniversary this year as a forum for citizens, activists, media makers, students, academics and policy makers to share their ideas and actions towards a more democratic media.

The MDD program includes film showings, seminars, workshops and a media fair, an exhibition of local, alternative, non-commercial and innovative media production. The event brings together a number of diverse communities, and helps promote the cause of media democratization to a much wider public.

The MDD [website](#) states: "Throughout its history MDD has approached the project of media democratization with a three-pronged ambition:

- Know the media by engaging in critical, progressive, cross-cultural, and intergenerational policy dialogue

- Be the media by working directly with local media makers to produce messages that intervene in cultural and political life
- Change the media by collaborating with community members to create progressive coalitions and actionable political goals."

Why is the Media Democracy Days event important?

MDD seeks to build a vibrant local network of reformers (as a resource for campaigns, events), a community (sense of shared belonging), and a social movement (working collectively towards common goals).

MDD is about democratization both through the media, and of the media. This means using the media for democratic self-governance; and reshaping the media themselves to make them more accessible, accountable and representative.

Who participates in Media Democracy Days?

Media Democracy Days is a partnership between Vancouver Public Library, Open Media and the Simon Fraser University School of Communication. A wide range of sponsors, supporters and media partners also contribute (see <http://mediademocracyday.org/about/2011-sponsors-and-supporters/>).

Attendees include citizens, activists, journalists, artists, students, academics, filmmakers, policy makers and librarians.

Participants in the media fair include Adbusters, Rabble.ca, The Tyee, Pacific Cinematheque, Vivo Media Arts Centre, CJSF, CITR, Ricepaper, Indo-Canadian Times, Out in Schools, and many more proponents of alternative media. For a complete list, see <http://mediademocracyday.org/2011-programming-info/media-fair-participants-2011/>.

How does media democracy/the lack of media democracy impact libraries?

Canadian libraries are democratic institutions that offer unrestricted access to information in support of people's studies, work and other interests. Libraries play an important role in civil society and engagement by serving as a channel for information about political and social issues, encouraging community debate of public problems, and helping people make choices.

Librarians have always spoken up for intellectual freedom, fair dealing, information equity, providing information to serve the interests of all our users and to presenting all points-of-view on issues, just as we have taken stands on censorship and book banning, Internet filtering, the digital divide, and other issues affecting users' access to information.

The BCLA's Information Policy Committee (IPC) has long been associated with MDD and with educational and advocacy activities relating to media democracy. The BCLA membership passed resolutions on media democracy at the 2003 and 2007 Annual General Meetings.

How can libraries support media democracy?

Through physical collections and web site linking, librarians make decisions about the types of sources their patrons can access. Libraries should take pains to provide access to alternative and independent points-of-view, in order to serve the interests of all members of our communities. B.C. libraries should also seek out opportunities to work with local, regional and alternate publishers to deepen and broaden their collections.

Part of the 2003 BCLA resolution on media democracy suggests that B.C. libraries engage in public education activities, such as displays, web sites and programmes that highlight the media democracy issues affecting their specific communities.

Members of the IPC put together a web page with resources for BC libraries to support the planning of MDD events (still available at <http://www.vcn.bc.ca/bcla-ip/mediademocracyday>) such as:

- Display library collection materials from small presses, independently produced videos or music recordings
- Develop a bookmark for Media Democracy Day, listing URLs or print sources for further information
- Set up an interactive space (white board, flip chart) near your displays, soliciting input from your user community. Ask questions like: Where do you get your news? List local media outlets and have people mark which ones they use.
- Arrange a screening of independent videos from Moving Images, NFB, etc.
- Put on a party or fundraiser for independent radio, television, community networks, etc.
- Have a staff study session to discuss ways to ensure the library represents a multiplicity of voices from the community

- Have a children's art session on ideas related to communications democracy and what it means; hang the art in the library

Why should library workers attend Media Democracy Days?

Media Democracy Day is a chance for library workers to reflect upon, and educate ourselves and our patrons on a wide range of issues which affect/involve libraries: the importance of non-commercial, local and independent media, national and international cultural policy initiatives, the scope of conglomeration and consolidation in media,

globalisation and media, media literacy, Internet governance, and more.

Where can I learn more about media democracy?

Visit the official web site for Media Democracy Days 2011 in Vancouver at <http://mediademocracyday.org> to learn more about media democracy, the event's program schedule, speakers, and more.

*Sylvia Roberts is a librarian at Simon Fraser University
and a member of the
BCLA Information Policy Committee.*

The Library Book: celebrating our past, present, and future

Compiled by Leanna Jantzi.

Dave Obee's *The Library Book: A History of Service to British Columbians* celebrates the centennial anniversary of the British Columbia Library Association and commemorates the history and progress of B.C.'s libraries. The Library Book would make an excellent Christmas present, graduation present, or donor recognition gift.

B.C. libraries: Past, present, and future

A library is all about sharing — pooling our resources so we all benefit. That kind of thinking helped the early fur traders get through the tough, cold winters, and made life more pleasant for early settlers from Europe. Through the years, libraries have grown in size and in scope.

Today, there are hundreds of libraries — public, school, university, government and more — serving British Columbians. And they are not just about books any more. They provide a full range of services, including music, movies, access to the Internet and programs for all ages. Libraries inform us, enlighten us and entertain us, helping British Columbians achieve a higher level of literacy and learning.

The history of libraries in British Columbia has been shaped by many people, including Andrew Carnegie, Ethelbert Olaf Stuart Scholefield, Helen Gordon Stewart and Ray Culos. This book traces their work, and the development of libraries over the past century and a half. It also looks ahead at what is to come, and how libraries will continue to serve us for many more decades.

In the end, it all comes down to sharing — people working together for the common good.

Ordering information

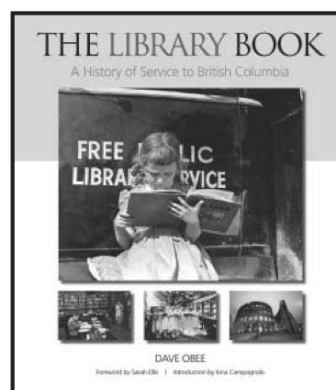
Orders can be placed online at
www.bcla.bc.ca/book

The Library Book is also available at several independent bookstores including Munro's Books (Victoria), Bolen Books (Victoria), book'mark (VPL

THE LIBRARY BOOK:

A History of Service to British Columbians

by **Dave Obee** • Foreword by **Sarah Ellis**
Introduction by **Iona Campagnolo**



Written by *Times-Colonist* journalist and Friend-of-BC-Libraries **Dave Obee**, this handsome book marks the 100th anniversary of the British Columbia Library Association. A library retrospective, documented in anecdotes and many beautiful photographs, *The Library Book* starts with the circulating libraries maintained by the North-West Company in the years of the fur trade and progresses to the present day. Obee's

research brings to life some of the library world's more memorable predecessors and the events that shaped library development in B.C.

"In The Library Book author Dave Obee, a brilliant and articulate chronicler, captures succinctly the exciting story of a century of library service to British Columbians. It is an incredible work of historical significance and indeed is an excellent read. A copy should be on everyone's coffee table."

— **Ray Culos**, Former head of the Library Development Commission

Order online: www.bcla.bc.ca/book

Also available at: **Munro's Books** (Victoria) and **book'mark, The Library Store** (Vancouver Public Library's Central Branch)

Profits from the sale of The Library Book will support the British Columbia Library Association

\$50 (Bulk orders: \$40) 11"x12" hard cover, 264 pages, 300 photos, Adrian Raeside cartoons, extensive timeline and index; ISBN 978-0-9692614-9-0

Central Branch), Companion Books (Burnaby), Browns Books (Burnaby), People's Coop Bookstore (Vancouver), Books & Co. (Prince George) and the SFU and UBC bookstores.

Sale profits will support BCLA.

Leanna Jantzi is the Editor of the BCLA Browser.

Beyond Hope 2011 - Library Gaga: I Want Your Everything As Long As It's Free

By Janet "Just Dance" Marren and Neil "Paparazzi" Godbout.

They came for the glitter.
They came for the glam.
They came for Library Gaga.

The Prince George Public Library welcomed more than 115 delegates from across B.C. and Alberta to its Beyond Hope Library Conference from June 5 to 7, 2011 with this year's theme being Library Gaga: I Want Your Everything As Long As It's Free.

Rapper inspires

In the spirit of Library Gaga, the opening act for the main event was unique and unforgettable – a rap star urging libraries and librarians to keep changing, keep adapting and keep making a difference.

"Maestro" Wes Williams, a two-time Juno Award winner and author of *Stick To Your Vision: How To Get Past The Hurdles and Haters To Get Where You Want To Be*, gave an inspiring Sunday night talk about his evolution from hip-hop performer and actor, to author and motivational speaker.

He explained how he's successfully grown in his career and changed the way he delivers his music to meet the expectations of his audience. Libraries have also grown but must keep working to satisfy the changing demands of a diverse, moving audience. By sticking to our vision, he concluded, libraries have the tools and the desire to make it happen.

With that encouraging message, delegates returned to the Prince George Civic Centre the next morning ready to get to work.

But first, our keynote speakers, Gene Ambaum and Bill Barnes, the creators of *Unshelved*, the popular library comic strip, got the entire standing-room only crowd laughing with their hilarious tales of customer and library staff insanity.

OK, **then** the delegates got to work.

Presenters and sessions

Thanks to the BCLA's continuing education committee, Library Gaga received the *250 and Sunshine Coast Incentive Grant* in the amount of \$1000. The funds were used to host Kay Cahill, the assistant manager of website and community development at Vancouver Public Library, who presented a session on both days of the conference. In "Search: the Next Generation", Kay explored the current search environment and how the library can leverage and benefit from the latest search tools and trends.

In "Toolkit 2011: Social Media and Web Tools for your Library", Kay focused on the value and purpose of social media for the library, including policy and best practices and identifying opportunities for the future. It included some great tips and tricks for engaging with the library's online community and enhancing the library's web presence.

Also thanks to BCLA, Dave Obee gave a lunch-time talk on Monday, June 6. Dave is the author of *The Library Book: a History of Service to British Columbia*, a book published by BCLA to celebrate its 100th anniversary in 2011.

Some of our other fabulous guest presenters and topics at Library Gaga included:

- Serving Baby Boomers and Renovating Libraries by Ann Curry, University of Alberta professor
- Using Sitka Reports by Shannon Dineen, trainer and help desk specialist with Sitka
- True Colors: Keys to Personal Success, by Christine Gish, employment program coordinator with the Prince George and District Elizabeth Fry Society
- Mobile Computing and Managing Library Websites, by James MacDonald, web services librarian at the University of Northern B.C.

- NetLibrary's Integration into EbscoHost, NovelList Training and New Ebsco Database Features, by David Lubin, EBSCO's regional sales manager
- Fundraising for Non-Profits, by Debie Hamilton, fund development officer with Spirit of the North Healthcare Foundation
- Business Reference, by Mark Bodnar, business liaison librarian at Simon Fraser University and Aleha McCauley, community business services librarian at the Irving K. Barber Learning Centre
- eReader Lending, by Sarah Felkar, library assistant at West Vancouver Public Library
- Substitute Storyteller, by Jacob Fehr, head of technical services at Tumbler Ridge Public Library
- Reliable Health Information, by Ann Allgaier, the regional librarian with Northern Health
- Serving Mental Health Clients, by Brooke Ballantyne Scott, librarian with Fraser Health
- Family Law for Public Librarians by John-Paul Boyd, lawyer with Aaron Gordon Daykin Nordlinger of Vancouver and Janet Freeman, LawMatters program coordinator at Courthouse Libraries B.C.
- Using Library Statistics in support of Funding, by Susan Laidlaw, Public Library Services Branch consultant
- Emergent Technologies, by Doug Atkinson, CVS Midwest Tape director
- Web Tools for Different Learning Styles, by Kathleen Reed, research and technology consultant and Darby Love, reference librarian at Squamish Public Library
- Public Library Services Branch update and Neighbourhood Learning Centres and Personalized Learning, by Rod Allen, Superintendent of Achievement, Ministry of Education and Ken Campbell, Secretary-Treasurer, School District 50.

PGPL presenters

As in past years, PGPL staff channeled their inner Gaga to develop and present some amazing sessions:

- teen librarian Amy Dawley shared her experience on effective teen programs and setting up and maintaining teen advisory councils
- support service coordinator Paul Burry gave some insight into working with e-resource metadata

- communications coordinator Neil Godbout's sessions offered tips for using the news media to spread the library's message and how libraries can clean up their signage clutter
- children's librarian Becky Stark and children's programmer Ingrid Wenzel provided great ideas on making the most of toddler programs
- public service manager Marc Saunders joined Mimi Lam, the community digitization librarian from the Irving K. Barber Learning Centre, for a talk about community digitization projects
- public service librarian Jeff Kozoris presented a session on assisting patrons in using the Library To Go database
- public service librarian Patricia Gibson and reader's advisors Andrea Palmer and Evelyn Lee joined Amy for a session called Books To Go Ga-Ga Over.

Social and supporters

Game three of the Stanley Cup final between the Vancouver Canucks and the Boston Bruins did not keep delegates from joining us Monday night for a yummy appies and dinner social at Hummus Brothers. The Canucks got creamed 8-1 but all of the Library Gaga delegates had a great time connecting with new and old friends and colleagues.

Besides the BCLA's 250 and the Sunshine Coast Incentive Grant, Library Gaga was generously supported by:

- Friends of the Prince George Public Library as sponsors for the keynote session from the creators of Unshelved
- The board of trustees of the Prince George Public Library as sponsors of the "Maestro" Wes Williams session
- The North Coast Library Federation
- The North Central Library Federation
- Bar Code Applications Inc.
- Books & Company
- CVS Midwest Tape
- United Library Services

If you missed out, no worries – we'll see you in June 2013!

Janet Marren is PGPL's public service coordinator and was the chief organizer for Library Gaga. Neil Godbout is PGPL's communications coordinator and was Janet's wingman for Library Gaga.

Physical vs. Digital: Audiovisual Media in Libraries

By Douglas Atkinson.

Introduction

(A [glossary of terms](#) is available at the end of article.)

In the spring of 2004 I gave a technology workshop at Capilano University. The main focus was the decline of VHS and the rise of DVD, though at that time the new format was then only two short years away from its own zenith. During the discussion period of the talk, an educational librarian advised me that her school board had made the decision to simply "skip DVD and wait for digital," which was, according to her sources, just around the corner.

Unlikely as this might seem seven years later, there was ample justification for this expectation at the time. The largest Canadian educational audiovisual vendor had invested heavily in an online streaming service to deliver digital content directly into the classroom, and both the publicity and the anticipation regarding this service had been considerable.

But it never gained the market penetration necessary for commercial success. And the company that had bowed this doomed enterprise sank about eighteen months later under the weight of unrealized expectations, a recurring theme in the age of technology.

The point of this anecdote is that librarians, who have been consistent early adaptors of technology solutions, have been anticipating the online delivery of audiovisual materials for some time now. But in this age, physical media has proved surprisingly long-lasting, for a number of very good reasons, and in spite of some blunders of almost biblical proportions.

The format war

By 2006 DVD reached its peak, and the timing was perfect for the introduction of a superior successor format to ensure the longevity of physical media as the primary method of storing and delivering audiovisual content. But instead of uniting again to build on the incandescent success of DVD, Sony and Toshiba got greedy and independently developed and launched their own high-definition media, and promptly became embroiled in a format war of epic

stupidity. The movie studios were dragged into the conflict as well, and by the time Blu-ray emerged as the eventual victor in 2008, the home entertainment market landscape had already been significantly reshaped.

BitTorrent¹

Up until the middle of

the decade, movie files were far too big to be downloaded swiftly, so the studios had remained relatively unscathed by the firestorm of theft that had already gutted the music industry. But all that changed almost overnight. In 2006 BitTorrent, a file-sharing protocol which had actually been developed in 2001 and which engages "swarms" of users to download huge files with unprecedented velocity, emerged from obscurity and rose to world-wide prominence as the ideal vehicle for illegally sharing movie files. The cracking program DeCSS² had already made ripping DVDs a cinch. Anyone could do it. And now BitTorrent enabled the incredibly rapid online sharing of movies; in short, a storm of internet file trafficking was unleashed on a global scale. Even if a rapid mass transition to Blu-ray had been possible, it would have offered no protection. Despite the new format's vaunted Advanced Content Scramble System (ACCS), Blu-ray turned out to be just as vulnerable as DVD. Hackers cracked the encryption before noon EDT on June 20th, 2006, the day the format was officially released.



Douglas Atkinson.
Photo by Lisa Eggert.

¹ For details please refer to "BitTorrent" in the 2005 Emergent Technology Report*, or search "BitTorrent" on line.

² For details please refer to "DeCSS" in the 2001 Emergent Technology Report*, or search "Jon Lech Johanssen" on line.

*To access reports, contact datkinson@cvs-midwesttapes.ca

Netflix

In January of 2007, Netflix launched "Watch Instantly", a commercially viable and extremely affordable streaming service. With a captive subscriber group of millions of DVD mail-order customers, the new service – initially mocked by industry insiders and studio executives – disrupted the entire home entertainment ecosystem by proving that a content aggregator could make money – a lot of money – streaming a relatively modest catalogue of older movies and television shows.

The studios and digital delivery

Throughout all this, the studios had attempted their own forays into the digital realm, primarily through the ill-fated Sony vehicle Movielink (initially launched as Moviefly in late 2002), which was only ever available in the United States, and only viewable on Windows-based computers or on a TV connected to a Windows-based computer. While Movielink was a non-exclusive site, it never achieved much in the way of market share. The studios sold it to Blockbuster in 2007, and did not venture back into the business in any serious way until the launch of UltraViolet in October 2011.

UltraViolet

This brings us up to the present day. The studios have once again forged a commitment to work together (no small feat for that crew) and created a single website which launched on October 11th 2011. The new site, UltraViolet, is intended to "allow consumers to purchase content in one physical or digital format and access it across all platforms via a cloud-based system."³

"DECE [the Digital Entertainment Content Ecosystem], a consortium made up of over 60 Hollywood studios and retailers, has been working on the 'buy once, play anywhere' service for the past three years. The thinking is that increased accessibility will inspire people to buy rather than rent, and perhaps even pay extra for the ability to watch their content in a variety of formats. Gone are the days when consumers have to choose between a Blu-ray that looks great on their high-def TVs but won't play nice with their computers, or a DVD that looks crappy but can be played on more devices."⁴

³ Film: "Cloud-Based "Digital Locker" System UltraViolet Launches..." by Angie Han, Oct. 12, 2011

⁴ *Ibid.*

So, even though the studios have joined forces to present a united offering with their new Ultraviolet site; lo and behold, the whole project is based on the premise that consumers still want to purchase digital copies of movies, or physical copies, the digital versions of which are then uploaded into their personal "digital locker" on the Ultraviolet site.

To quote BTIG analyst Richard Greenfield: "The studios are simply trying to force something to occur that makes no sense for the consumer. In a digital world, rental has become so convenient there is simply no need to purchase content anymore."⁵

Electronic Sell-Through

As it turns out electronic sell-through, upon which the studios have pinned their hopes, actually dropped 8.2% in the last quarter of 2010 (shocking for any digital delivery format at this point in the proceedings), while VOD (video on demand) increased by 23.1% in the same period. Now, the studios, obviously in possession of this information as well, are certainly aware that online purchases are nowhere near where they need to be. However, their overarching problem is that renting – either through "bricks and mortar" stores, kiosks, mail-order as per the Netflix and zip.ca models, and digital streaming – earns only a fraction of the revenue gained by the direct sale of both physical and digital media copies to customers. So Hollywood's apparently irrational choice of an exclusively electronic sell-through model could be interpreted as either blind optimism, or desperation, or a combination of both. But the fact remains that sales of physical media are slowly declining, and if the studios wish to continue to do business as they have for the last few decades, which includes making the ever-bigger blockbusters that are their bread and butter, they need to engineer a significant increase in the revenue earned through electronic sell-through; otherwise, sooner or later, they just won't be able to afford to make those big budget films.

Netflix isn't helping

Netflix's bargain-basement subscription streaming model has become so entrenched in the human consciousness that its name is now practically a synonym for the online streaming of movies and TV⁶. In the process, Netflix has also made streaming itself

⁵ [Homemediamagazine.com: "Wither Digital Sell-Through?" by Erik Gruenwedel, Jan. 11, 2011](#) (see [July 2011 Emergent Technology Report](#), p. 24)

⁶ See the Netflix chapter in [July 2011 Emergent Technology Report](#)

cool (as of May 2011, Netflix streaming actually surpassed BitTorrent use); and unfortunately for the studios, it's also helped make streaming cooler than electronic sell-through (just another reason EST is not gaining the traction the movie studios had hoped for).

So what does this all mean for libraries?

Well, libraries know from decades of purchasing audiovisual content that whatever is happening in Hollywood flows down to everything else, including what kind of content will be made available to libraries, and on what media formats it will appear. The question of whether physical media will eventually give way to digital delivery is not under dispute by anyone except the most delusional physical media supporter. But truly gauging the speed of the migration of the bulk of the movie industry from physical media to a digital environment is a very tricky proposition, especially nowadays, when the antagonists in this unfolding drama have learned very well how to manipulate the message to support their own agenda, and cast the other's into disrepute.

And now the numbers

We're going to have a look at 2011, courtesy of the Digital Entertainment Group.⁷ For the purposes of this paper, I have taken the liberty of reorganizing their original spreadsheet from a rental vs. sell-through comparison into a physical vs. digital comparison. Also, since the DEG combines physical disc mail-order and streaming in their subscription totals, I've taken another liberty and separated physical from digital based on Netflix's 2011 Q3 subscription ratios⁸ as follows:

DVD mail-order: 13.93m subs = 39.37% of 35.38m total subs
Streaming: 21.45m subs = 60.63% of 35.38m total subs

And these are the results:

⁷ http://www.degonline.org/pressreleases/2011/DEG_MID_YEAR_2011_REPORT.pdf

⁸ [Mercurynews.com: "Netflix Loses 800,000 subscribers in three months, stock tanks" by Troy Wolverton, Oct. 24, 2011](http://Mercurynews.com: \)

Source: DEG Mid-Year 2011 Report

U.S. Consumer Spending (in millions)	First Half		
	2010	2011	YOY
Physical Media			
Self-Through Physical Media (DVD & Blu-ray)	4737.77	3870.06	-18.31%
Bricks and Mortar Rentals (video stores)	1242.34	896.50	-27.84%
Subscription (physical)*	422.70	615.73	45.67%
Kiosk	576.35	805.55	39.77%
Total Rental Revenue	2241.39	2317.78	3.41%
Total Physical Media Revenue	6979.16	6187.84	-11.34%
Digital Delivery			
EST (Electronic Sell-Through)	259.92	270.32	4.00%
Subscription (streaming)*	650.97	948.23	45.66%
VOD (Video on Demand)	889.94	929.14	4.40%
Total Digital	1800.83	2147.69	19.26%
Total U.S. Home Entertainment Spending	8779.99	8335.53	-5.06%

*calculations based on Netflix's Subscription Ratios

What the numbers say

This chart indicates that physical media is indeed on the wane, though hardly in free fall.

The combined physical mail-order and kiosk rentals of DVD & Blu-ray more than made up for the serious decline in traditional video store rentals, but even after accounting for the revenue bulge created by *Avatar* in 2010, we're still seeing a 10% net drop in physical media sell-through. Far more alarming from Hollywood's perspective is the feeble 4% growth in electronic sell-through. Again, it is the studios' great hope that UltraViolet will help to drive up those numbers, but given the evident trend towards renting as opposed to purchasing in the online environment, that hope may not pan out.

Very simply, consumers are buying less and renting more (though apparently not from video stores). They rent physical media through cheap mail-order subscription services (Netflix) and at bargain kiosks (Redbox), or they stream their new releases primarily through cable-based video-on-demand services and their older content through subscription services. And Hollywood is not happy. What they would really like to see is sell-through with the same kind of explosive growth rate as eBook.

The eBook tsunami

Now, this isn't an article about eBook, so I'm not going to go off on a tangent and start to make comparisons with the respective performances of digital books versus digital audiovisual; but it is more than safe to say that online A/V has enjoyed nothing remotely resembling eBook's phenomenal sales growth over the last fourteen months.

A sudden and dramatic surge in eBook circulations in the late spring and early summer of 2010 turned into explosive growth over the Christmas holidays (everyone got eReaders from Santa) and into January of 2011. And it has not let up since. For instance, Toronto Public Library reported almost 400% growth in eBook downloads in May 2011 versus May 2010⁹, an astonishing increase indeed. But before we get overwhelmed by digital fever, it's germane to point out that eBook currently represents only a tiny fraction of TPL's total circulations.¹⁰ Now, put in this context the increase suddenly seems insignificant, but that is absolutely not the case. A 400% growth rate is exponential, and if TPL's eBook circulations maintain that rate of increase they would engulf the system's entire circulations in about five and a half years.

Now, a discourse on whether or not this will occur, and how much stress such growth will place on infrastructure and so on, is the domain of a different article. Suffice it to say that for the purposes of this article we are primarily interested in how the shockwaves from eBook's explosive growth curve may have altered librarians' perception about the potential for the digital delivery of audiovisual materials.

The consequences of eBook's growth

In fact, the whole attitude toward the physical audiovisual formats has changed. Because of the shock of the eBook onslaught, there now seems to be an increasingly entrenched belief that the next significant change in audiovisual materials is not going to be a transition from one physical format to another at all, but rather a wholesale transformation from physical media to digital delivery, though what form the latter might take remains a complete unknown. Regardless, this belief has consistently overshadowed library discussions concerning the transition from DVD to Blu-ray, despite the fact that this format transition will almost certainly have a far greater impact on library circulations in the immediate future than will the advent of digital audiovisual delivery.

⁹ [Thestar.com: "'Huge spike' in eBook downloads at Toronto Public Libraries" by Paul Moloney, June 7, 2011.](#)

¹⁰ [Ibid.](#) Moloney reports: "In May [2011], readers accessed 21,736 e-books versus 5,629 in May, 2010." He adds: "The library's total circulation of hard copy materials came to more than 32 million last year" which indicates an average of roughly 2,700,000 per month. This means that, in this May to May comparison, eBook sales increased from 0.2% of circs to 0.8% of TPL's total circs.

The great illusion

Many in the library community, perhaps overawed by eBook's staggering circulation performance, have somehow acquired the misconception that libraries can duplicate this surge with audiovisual materials, that they could conceivably move, if not immediately, then in the relatively near future, to a fully functional audiovisual digital delivery model which includes the same type of new releases they are getting on physical media. Just like eBooks. And from a technological standpoint libraries could probably begin streaming the full complement of all available audiovisual content, including VOD-type rentals of new release theatrical films streamed from a dedicated vendor portal into patrons' homes. Unfortunately, the cost would be absolutely prohibitive, far, far beyond anything that might be considered even remotely possible.

Per circ costs: physical media versus digital delivery

If we break down the cost per circ of physical audiovisual media versus digital audiovisual media we are talking about a difference on another order of magnitude. The average cost of a DVD comes in at about 10 cents per circ¹¹. By comparison, the cost of a digitally delivered newly-released feature film (in the same window as DVD or Blu-ray) would currently be in the neighbourhood of \$6 per circ, or about 60 times the cost per circ of physical media. And, that cost is unlikely to go down regardless of who is doing the streaming. Think publishers are tough? Try studio executives who don't even like the aggregators that are currently streaming their new releases for full price. In other words, there is simply no existing affordable library revenue model for digitally deliverable versions of the same new releases that are available on physical media. And from where I sit, it is difficult to conceive of a scenario in the near future in which that situation might change.

Now, in the next twelve months it is reasonable to assume that we will see some relatively modest, relatively current, primarily non-fiction offerings from some of the major players in the market. I think we can also assume that sooner or later a Netflix-type backlist catalogue of feature films will be available at something approaching affordability, though when the latter might take place is anybody's guess.

¹¹ Calculation based on data gathered from a CVS Midwest Tape North America-wide sampling of average per unit cost of library DVDs versus the average lifetime circulations per unit.

In other words, like it or not, it looks like libraries are going to be tied to physical media for their new releases for the immediately foreseeable future.

Video stores are vanishing

There is this overarching belief that video stores are vanishing because physical media is dead. But that is not true. What the numbers in the DEG report are telling us is that physical media is not dead. Not by a long shot. It is the "bricks and mortar" video store that is dead. It is dead because Blockbuster killed virtually all of the competition, and then it went and died, its death the result of a combination of bad management and strong, efficient competition, not from streaming companies, but from Netflix's physical mail-order business and Redbox kiosks. On this side of the border, Blockbuster Canada was very profitable, thank you very much, but when the U.S. parent went down it sucked its little Canadian subsidiary with it like a lifeboat after a sinking ocean liner. At any rate, since Blockbuster went down, video stores have been extremely hard to come by.

Libraries are experiencing a surge in their DVD and Blu-ray circulations

Enter libraries, stage left, who are now reporting big jumps in DVD and Blu-ray circs.

Small wonder. The studios are reluctant to see physical media go and are still fiercely supporting it. According to the DEG, 77.5% of consumers apparently still want their home entertainment on disc. People can't get all the titles they want through subscription services and VOD. But the video stores are almost extinct. So... they go to the library.

Anyone see an opportunity here?

Aside from Netflix's mail-order service (similarly available through copicat zip.ca in Canada), and Redbox kiosks (not available in Canada at all), there are virtually no physical media rental options left for consumers – except the library. In addition, since the library can provide everything that people want on physical media, and since 77.5% of people still seem to want it, and since there are virtually no other remaining outlets for renting this material, and it's free at the library... well, if that isn't opportunity knocking, I don't know what is.

The future of audiovisual materials in libraries

Once again, no one is attempting to gainsay the decline of physical media. But if the current 18% year-

to-date drop in physical media sales compared to 2010 is an aberration caused by the *Avatar* skew, and the real decline remains steady at a rate of about 10% per annum, Blu-ray (and DVD to a much lesser extent) should retain a significant presence in the home entertainment market for the next 4-5 years. If the decline accelerates to 20-25% in 2012, then the lifespan of physical media will be correspondingly foreshortened. But in this age of technology, in which innovation succeeds innovation with increasing rapidity, long-term projections are beyond impossible, and mid-term projections are fraught with peril.

Either way, in my opinion, libraries have an opportunity and a responsibility – both to their patrons and to themselves – to keep their audiovisual collections very strong in physical media. Check your Blu-ray/DVD circs. Are they going down? Hardly.

Now certainly the digital siren beckons, thanks to the huge growth of eBook, and on more than one occasion in the past few months collections librarians have mused aloud in my presence about "skipping Blu-ray and moving right to a digital" (sound familiar?). My reply in those situations is the following: "What are you planning on streaming? Because if you shift your A/V budget completely to digital, you had better hope your patrons will be satisfied with movies of the vintage of *It's a Wonderful Life*, and television shows on the order of *Woody Woodpecker*, because at this point in time that's all that's going to be on the menu."

Obviously, if digital audiovisual remains at this stage, no library is going to invest in it. My point is simply that, while libraries may be ready for the digital delivery of audiovisual materials, digital delivery is not yet ready for them, and may not be ready in anything resembling a complete form for some time to come, if ever.

So the only choice at the moment as I see it is to remain strong in physical media for as long as possible, for a variety of excellent reasons, not the least of which is that digital copies of relatively recent releases may never be made available to libraries.

On the other hand, physical media is cheap in comparison to digital delivery, and it remains very popular, particularly with the library-going demographic in most Canadian cities and towns. Also, existing DVD and Blu-ray players – owned in the millions by North Americans – aren't going anywhere and will still be playing discs for years to come. This is not to say that libraries should not be ready to move

to digital if or when the opportunities present themselves and the economics make sense; on the contrary, I foresee a “best-case” mid-range future (maybe 3-5 years from now, but who can be sure?) in which the library collection is about 50-50 digital and physical.

Audiovisual digital delivery and the libraries

Again, there are no crystal balls, but I think the most likely future, one which will begin to take shape as we reach the median point of this decade, is that libraries will develop hybrid collections that feature back-list catalogues of digitally delivered materials in combination with strong, well-represented collections of physical materials – featuring not only new feature film theatrical releases, but also a far more extensive collection than the limited physical media offerings which will still be available in the consumer home entertainment marketplace. These physical materials will be provided by a new breed of vendor that will have the capacity to duplicate Blu-ray and DVD on demand for popular adult and children’s theatrical releases from all studios, children’s television series and stories-from-books shorts, a full complement of relevant non-fiction video materials, audiobooks in the CD and MPG-3 format, and music CDs.

That, in my opinion, is how it will probably play out. But as I have said previously, the future doesn’t just happen, it’s made. Libraries would be wise to remember that it is within their power to shape the future of these venerable and most valuable institutions, to ensure that they don’t just survive, but thrive, as the digital age continues to unfold.

Oh yes, and there’s also a bit of bad news. Get ready to bump up those A/V budgets. Because the digital audiovisual future, whichever way you cut it, is going to be more expensive than 10 cents a circ. A whole lot more expensive. You can bet on it.

Glossary of Terms

Digital delivery – any process in which an audiovisual file stored on an online system is sent through the internet to a user.

Downloading – when a copy of a file is transferred to the user.

Electronic sell-through (EST) – when a user purchases a digital “copy” of a movie and downloads the file to their own device. The user now owns the file and can play it whenever they wish.

Physical media (physical audiovisual media, discs, packaged goods etc.) – a tangible format like Blu-ray or DVD.

Rental – when a customer rents a physical media item.

Sell-through - when a customer purchases an item (as opposed to renting it).

Streaming – when an audiovisual file is transferred (streamed) live from the source to the user, and is only viewed once. In digital delivery terms this is also often referred to as a “rental”, or “digital rental”

Subscription – when a user purchases the right to stream any file in an entire database of audiovisual materials

Video on demand (VOD) – when a user purchases the right to view (stream) an audiovisual file once.

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