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# President's report

By Christopher Kevlahan.

## Human Resources

As most of you know BCLA now has a new Executive Director – Annette DeFaveri! Annette brings a wealth of experience and a deep dedication to all aspects of libraries, library work and library philosophies. This coupled with her superb communication skills will benefit BCLA in a myriad of ways. Welcome Annette! I would like to again thank Errin Morrison, our previous Executive Director, for all her hard work and dedication on BCLA's behalf.

I would like to thank BCLA Human Resources Committee members for all the hard work and time they devoted to the new executive director search. June Stockdale, Debbie Schachter and Deb Thomas worked with me on the HR Committee. We met many times to examine the ED position and job description best practices, initiate a search strategy, and develop a detailed interview process. I would also like to thank the invaluable contribution Errin Morrison and Allie Douglas made to the HR Committee's work.

I'd like to thank Allie Douglas for running the office on her own from the time when Errin left to when Annette started on January 16<sup>th</sup>. The HR Committee, will now move onto working on Office Manager Allie Douglas' contract, which expires this month.

## Communications

We had the second meeting of the Communications Committee on November 29<sup>th</sup>. The committee has formed two sub-committees, one to look at BCLA's communication tools and another to look at BCLA's communication policies and practices.

## In Other News

Over the last couple of months I had the privilege of attending the ALPS General Meeting, the LTAIG Winter Social and the Biblio-tique sale. At all of these functions I was happy and grateful to learn about the interests and concerns of our membership. I would also like to express my thanks to the facilitators, and attendees, who make these important events happen. BCLA would amount to very little if it wasn't for volunteers and events like those mentioned above.



Allie Douglas and Christopher Kevlahan at BCLA's winter holiday office party.

## Moving Forward

The BCLA Board will meet in early February. At this meeting I will propose that we strike a new, ongoing, finance committee, which will look at ways to increase BCLA's revenues. Because of recent losses in revenue, it is crucial for our organisation to re-examine possible sources of revenue and how we do business.

## Recent Activities

- November 2nd: Meeting with ED candidate
- November 2nd: IPC presentation to Vancouver Public Library Board of Trustees
- November 10th: Meeting with Errin Morrison (BCLA Executive Director)
- November 14th: BCLA Board Meeting
- November 15th: BCLA, BCTLA, ABCPLD meeting
- November 15th: BCLA HR Committee Meeting
- November 24th: SLAIS graduation
- November 24th: Biblio-tique event
- November 29th: BCLA Communication Committee Meeting
- December 2nd: ALPS General Meeting
- LTAIG Winter Holiday Social event
- December 12th: Meeting with Annette DeFaveri (BCLA Executive Director)
- December 15th: Meeting with Errin Morrison (BCLA Executive Director)

- December 16th: Meeting with Annette DeFaveri (BCLA Executive Director)
- December 19th: Meeting with Allie Douglas (BCLA Office Manager)

- January Meeting with Annette DeFaveri (BCLA Executive Director) & Allie Douglas (BCLA Office Manager)
- Plus assorted phone calls, emails and signatures

*Christopher Kevlahan is BCLA President, 2011-2012.*

# Executive Director's report

By Annette DeFaveri.

It is with much excitement and great anticipation that I begin my new role as the Executive Director of BCLA.

The library world fascinates me particularly because it is undergoing much change, is being challenged from many directions and is evolving at a break neck speed. These are remarkable times for BCLA as well. We are looking at ways to increase member involvement, develop advocacy skills, and achieve financial sustainability. There will be much work ahead for all of us who believe that libraries play a significant role in our communities. These are interesting times with many opportunities for libraries and for BCLA.

It is my hope to continue the exceptional work that is currently underway. For me this begins by learning about ongoing initiatives such as the BCLA website redesign, and developing avenues for future fund raising. I hope to help recruit new BCLA members while at the same time working to engage current members in the activities of the organization. This, it seems to me, begins with ensuring that all members, current and potential, see a role for themselves in BCLA and feel represented by BCLA.

I hope to help support the BCLA board and members in their role as library advocates. We all understand how we serve our communities, whether those communities are neighborhoods, student bodies or groups of like-minded individuals. But many in our communities are not aware that libraries need active public voices in order to build support at the municipal, provincial and even national level.

As advocates for libraries we have two significant roles. We need to effectively promote libraries to our stakeholders and we need to engage library supporters to advocate on our behalf. Part of this, I believe, is demonstrating the successes of the past while articulating the innovative, relevant and community-focused directions of the future. How we advocate for libraries in our communities and with our stakeholders is critical to our future.

Libraries have an important role in our society and that role is always evolving. It is a pleasure and a privilege for me to serve the BCLA membership and support the membership support libraries.

*Annette DeFaveri is BCLA's Executive Director.*

## From LTAIG to LTAS: What does this mean exactly?

By Stephen Karr and Mary Afonso.

### LTAIG Grows Up

Currently, the Library Technicians and Assistants Interest Group (LTAIG) is just one of many groups under the "umbrella" of the British Columbia Library Association (BCLA). LTAIG has benefited over the years from BCLA's guidance, use of their meeting rooms and equipment, and periodic financial assistance.

In recent years, LTAIG has grown considerably with many new members, the development of regional chapters, and the establishment of a mentorship program that BCLA has taken note of and expanded across the entire Association. Now, with LTAIG more firmly on its feet, we are making our second attempt to become a section within BCLA.

We made our first attempt to have our petition accepted at the BCLA Annual General Meeting in 2011. We needed the valid signatures of 10% of BCLA members for approval of the petition to be put to a vote. The petition was promoted on the website and LTAIG list, and was made available at LTAIG meetings. Ultimately, we did not attain enough signatures of updated individual BCLA members for it to be presented at the 2011 AGM.

### Our Second Attempt

Post-conference, we decided to start over again, and begin anew our campaign to have our request for section status accepted by BCLA at the 2012 BCLA AGM in Richmond. As of January 11<sup>th</sup>, 2012, we had 88 signatures.

Being successful in this campaign would be to our advantage for two tangible reasons:

- 1) We will have a seat on the BCLA Board, and on BCLA committees and subcommittees.
- 2) We will be required to elect our executive.

These changes will give us more visibility and credibility within BCLA. With a stronger voice, we will be in more of a position to leverage our influence. It will also allow us to drum up more interest among library technicians and assistants to become members.

Once again, we need the signatures of 10% of the BCLA membership for the petition to be accepted. Please note that petitions must be printed out and that only the signatures of individual (not institutional) BCLA members will be counted. You do not need to be a member of LTAIG to sign. The petition can be found online at:

<http://www.bcla.bc.ca/ltaig/Section/Section%20Petition.pdf>. We can also mail copies of the petition. They need to be returned by March of this year.

Like LTAIG, the purpose of LTAS (Library Technicians & Assistants Section) will be:

- To provide a forum for the exchange of ideas and concerns among library technicians and library assistants
- To represent the common interest of library technicians and library assistants
- To coordinate educational and networking activities for its members
- To utilize online networking tools to raise awareness of LTAS, and to update its members on the activities of LTAS
- To act as a liaison with relevant institutions and organizations on behalf of its membership.

If we become a section, it also means that we will adopt the proposed Constitution and Bylaws, which can be found at:

<http://www.bcla.bc.ca/ltaig/Section/Proposed%20Constitution%20and%20Bylaws.pdf>

In anticipation of achieving section status, LTAIG has been hard at work designing a new logo to reflect the change in name should the petition go through. Stay tuned!

*Stephen Karr is Co-Chair of the LTAIG Communications Committee and Past Chair of LTAIG.*

*Mary Afonso is a Library Technician at Vancouver Public Library and a Library Assistant at Langara College.*

# ALPS Yodeler

By Deb Nielsen.

## ALPS Annual December Meeting

ALPS held its annual business meeting on December 2, 2011 at the Simon Fraser University Harbour Centre. In addition to the business meeting, two sessions were held: *Reference Gone Mobile* and *Good Assessment Starts Before You Begin*.

The first session, *Reference Gone Mobile*, discussed text reference initiatives undertaken by Langara College, Douglas College, and SFU libraries. Presenting on their institution's experiences were Debra Flewelling (Emerging Technologies Librarian at Douglas College), Nicole Gjertsen (Interactive Arts and Technology Librarian at SFU) and Joyce Wong (Coordinator of User Experience Librarian at Langara College).

Margaret Friesen, Assessment Librarian at University of British Columbia offered an interesting and informative session on assessment methods, offering practical advice applicable to everyone.

With more than 50 in-person participants from academic libraries across the province, the day was a huge success.

For the first time, ALPS provided live streaming of the day's events, opening access to those outside the Lower Mainland. Huge thanks to the following libraries for their generous support:

- Camosun College
- Okanagan College
- Simon Fraser University
- University of British Columbia Irving K. Barber Learning Centre
- Vancouver Island University
- Vancouver Community College

ALPS would also like to extend a big thank you to SFU for hosting the event.

**Continuing Education Session: March 13, 2012 @ 2:00 pm...Save-the-Date!**

Kealin McCabe, Research and Learning Services Librarian at the Geoffrey R. Weller Library, University of

Northern British Columbia presents: *Embedded Librarian: Enhancing Student Education through Collaboration*.

**Abstract:** Librarians are leaving the confines of their libraries to reach students in new and innovative ways, working with class instructors to enhance student learning. Students are spending less time in the library and more time in the virtual environment in order to complete their academic assignments. This shift has forced librarians to rethink the ways they reach out to students and contribute to their academic success.

Learn how UNBC librarians are taking a unique and proactive approach to student learning by embedding themselves directly in campus cultural centres, courses and course management software, providing students with access to research assistance at the point of need.

This session will be offered via Elluminate, is **free** and **open to all**. Watch the BCLA and ALPS listservs for registration details.

## ALPS Award

The Academic Librarians in Public Service (ALPS) Award for Outstanding Service goes to an academic public service librarian, or team of same, whose outstanding service has made a real difference to students, faculty, or colleagues in British Columbia. The award will be presented at this year's BCLA Conference in Richmond (May 10-12, 2012).

Nominations are being accepted until March 9, 2012. Watch for the nomination information to be sent out on the BCLA and ALPS listservs or look for it on the ALPS website:

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

You may also contact Deb Nielsen at [nielsend@unbc.ca](mailto:nielsend@unbc.ca) for more details.

*Deb Nielsen is a Library Assistant at the University of Northern British Columbia's Geoffrey R. Weller Library.*

## ALPS LINK: Site of the Month February 2012

By Vera Spika.

February 2012 ALPS LINK Site of the Month features the [Douglas College Copyright Guide](#). Its entry in the ALPS Fall 2010 "Burning Needs" Contest received much recognition for best learning object because of its streamlined design, easy to find and succinct information, exemplary organization, and over all aesthetic.

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 [www.eln.bc.ca/link](http://www.eln.bc.ca/link).

ALPS LINK spoke with Douglas College Librarian Carolyn Soltau about the guide:

1. Why did you produce [Copyright: Douglas College Copyright Guide](#)? Who was the intended audience?

It's fairly standard practice for academic libraries to have copyright guides on their website. Copyright is a moving target because it is constantly evolving. So the impetus was to update and expand the information that was already on the Library website.

Regarding the intended audience, it is a resource accessible to everyone in the college community, but as I was writing it, I directed it towards people who were using copyrighted material for instruction – faculty who needed to know "what can I do, what can't I do." And if I "can't do something", what's the reason?

*It sounds like it was a challenge.*

It was. I got the project in part because I also work for a newspaper library. I process permission requests from the public so had some familiarity with copyright. But when I started working on the guide, I realized I had much to learn about how copyright applied in the academic world.

Initially I figured the guide would be a one page FAQ — the basic "do's and don'ts" of copyright. But then I started attending workshops and taking

courses. The more I learned, the bigger the guide grew. It was important to provide balance in the guide; I needed to include information about topics such as Users' Rights and Copyright Reform.

2. Do you know if the guide has increased awareness of students and faculty and do you know how often it is being used or accessed?

In terms of being accessed, on the Libguides main portal you can actually see the counts and see what are the most popular guides. I just checked today – and the guide is number 3. The number of page views for the year was approximately 1,600. It is open to everybody so it's not just internal traffic.

3. Other institutions have produced copyright guides, many of which provide a lot of links for users to gain access to information about this subject. Though your guide includes links to outside resources, most of it provides succinct information defining concepts and answering questions. Even the tabs are labeled with questions such as "How Long Does Copyright Last?" or "What Rights do Owners of Copyright Have?" Why did you choose to present the information this way?

In terms of labeling the tabs, that was actually a lesson I learned from the reporters. I had to revamp the newsroom Intranet site. I brought in a focus group of reporters for feedback. One reporter said, "You need to make things easy to find. You use the term 'Directory.' But what I want to know is 'How to find a person.'" When I am on deadline, I don't want to guess where this link is going to take me."



Carolyn Soltau. Photo by Vera Spika

That really stuck with me. So instead of using the terminology "economic rights" or "owners' rights", I wrote "What rights do copyright owners have?"

In terms of the succinct answers and then linking out, the rationale was "less is more." Copyright is a very dense subject and seeing an overwhelming amount of text can put some users off. So I identified the pertinent points and then provided links for those who wanted to learn more. It was about making the guide as user friendly as possible.

*4. Copyright can be very complex and confusing subject for many of us. Can you tell us more about your process of learning about copyright and your suggestions for librarians wanting to create a similar guide?*

At the beginning you have to build up your foundation of knowledge. When I first started, I swear, I looked at copyright guides from Victoria to Prince Edward Island. It was helpful research because it showed me different approaches to presenting copyright information (which is reflected in the guide).

But there came a point where I had an overwhelming amount of sources. I had to narrow down all my sources to my top ten for the final phase.

Studying copyright can be challenging because there are differing opinions. I always describe copyright as the two P's: Polarizing and Passionate. You will encounter people who are convinced that their opinion is right and then you go to another workshop and a different expert argues the opposite. I've been in workshops where lawyers disagree. That can be intimidating because you think "if the experts don't agree — what I am supposed to think"? But eventually you develop your own opinions on copyright. And you also learn to accept "the nature of the beast" — there will always be differing opinions. Once you embrace that, it become fun (in my opinion). That's why it is important to attend copyright workshops. You build up your initial foundation through reading but to develop your copyright knowledge, you need to be at a dynamic forum where copyright can be discussed. Copyright taught me firsthand the importance of library conferences.

*5. Other advice?*

Well there is a difference between having an informal conversation about copyright and writing guidelines that will posted on your Library's website. A guide needs to reflect the policies and procedures of

the institution. For example, is your institution part of the Access Copyright Tariff or has it opted out? Writing about copyright can be intimidating because it is a branch of law. I recommend including a clearly marked legal disclaimer. It takes the pressure off because it notifies the reader that the information should not be considered legal advice.

It's critical to get input from the college community. I did this by connecting with the entire library — the librarians, the technicians, the assistants, all the people working on the front lines with the faculty and students. I asked them "What questions are you receiving about copyright? What do our users want to know? What are they confused about?" Even though the guide is under my name, it was really made possible with the support and input of everyone in the Library. And the dialogue continues to this day.

*6. Do you belong to the CLA's Copyright Committee?*

Not at this point, but the CLA conference is the one I always attend because I know I am going to get updated Canadian copyright information. The conference workshops are informative and the individual members of the CLA Copyright Committee have been very generous in sharing their time and expertise with me. CLA has also been an important advocate for copyright reform. Studying copyright issues is how I personally came to appreciate the importance of library associations and their dual roles of education and advocacy.

Note: Since being interviewed in December 2011, Carolyn has been appointed to the CLA Copyright Advisory Committee.

*7. Your copyright guide has up-to-date information and commentary on the current bill C-11, making it a very useful starting point for anyone interested in this topic. Do you need to update it frequently?*

I do have a lot of links to other sites that needed to be checked for functionality. One challenge is to know when to take material off the site. For example, I have debated whether to remove the 2009 Copyright Consultation Transcripts. For now, I feel that they are still relevant.

*8. Do you think that there would be some use in having a second guide, smaller one to deal with copyright issues pertaining to students?*

Yes, that's a really interesting point. Once the new Copyright Bill is passed into law, it will be time for a

massive rewrite of the guide. At that point the decision can be made about a student guide.

I look forward to updating the guide. This is an interesting time to be studying copyright issues with a new Copyright Bill working its way through Parliament. I cannot wait until my next conference copyright workshop – there will be lots to talk about.

Please see the Douglas College guide and other excellent learning objects in ALPS LINK:

[www.eln.bc.ca/link](http://www.eln.bc.ca/link).

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

# Info Policy News: Open Government consultation, PIPA and SOPA, and more

By Joseph Haigh.

Since the last Info Policy News column, the Information Policy Committee (IPC) has remained highly active. We co-sponsored a workshop on Access Copyright and Bill C-11 with the BCLA Copyright Committee, prepared a submission to the federal government's public consultation on Open Government, and continued to see a great deal of activity on the IPC listerv. Topics arising this fall/winter included the Crookes v. Newton decision, usage-based billing, global internet throttling, SOPA/PIPA, Penguin's move to limit access to e-book titles by libraries, the closure of the departmental library at Human Resources and Skills Development Canada, and the U.S. Research Works Act.

## Crookes v. Newton

On October 19, the Supreme Court of Canada ruled on Crookes v. Newton, a case with the potential to influence the way hyper linking is understood under Canadian law. The case originated in a dispute over defamation alleged to arise from links on Jon Newton's website to another site containing defamatory material about Wayne Crookes. (For further details of the case, see the CBC story here: <http://tinyurl.com/4yuugge>.)

Thankfully, the court ruled that linking to the defamatory material did not itself constitute publication. If it had ruled otherwise, the decision could have had a chilling effect on the internet, compromising one of its fundamental mechanisms.

The full decision can be read here: <http://scc.lexum.org/en/2011/2011scc47/2011scc47.html>.

## Canada's Open Government consultation

Members of the IPC drafted a submission on behalf of BCLA to the Canadian government's recent public consultation on open government (<http://www.open.gc.ca/index-eng.asp>).

BCLA's submission emphasized the value in mandating open access to research funded by Canadian taxpayers, whether this research is in the form of reports, articles, or data. To reinforce this

point, the submission drew attention to BCLA's Resolution on Open Access (<http://tinyurl.com/6qx8d7o>).

Because much of the public is not on the lookout for these types of consultations, the government should engage citizens through active outreach. The submission emphasized that public libraries play a vital role in providing information (and thus fostering informed participation), as well as providing internet connectivity and assistance in finding and using information. Given the ongoing digital divide, the government also needs to look into modes of engagement besides the internet.

## Looking ahead

Where public access to information is concerned, we can expect developments on a number of fronts in the year to come: e-book licensing, open government, the recently signed Canada-U.S. perimeter security agreement, and the reintroduction of lawful access legislation and the Copyright Modernization Act in the House of Commons, to name but a few.

To learn more about Lawful Access, be sure to check out the documentary "(Un)Lawful Access: Experts Line Up Against Online Spying," produced by Faculty of Information Professor Andrew Clement and post-doctoral fellow Kate Milberry from the iSchool at the University of Toronto: <http://unlawfulaccess.net/>. The film was recently screened at the W2 Media Café as part of a symposium on Lawful Access. The BC Civil Liberties Association has also produced an in-depth report critiquing such legislation as a move to create a surveillance society: <http://www.bccla.org/othercontent/Moving-toward-a-surveillance-society.pdf>

On the bright side, keep an eye out for the release of free CANSIM data (discussed in *The Tyee*: <http://tinyurl.com/87w44l8>).

### Five facts: SOPA and PIPA

The Stop Online Piracy Act (SOPA) and Protect Intellectual Property Act (PIPA), two bills before the U.S. congress that are intended to deal with issues of copyright infringement and intellectual property theft online, were widely protested in January. Critics of the way the bills are formulated cited the potential consequences for innocent parties and for the internet as a whole. As the American legislation has potential implications for Canadian internet users and Canadian libraries whose services depend on the global, relatively content-neutral internet, it is worth providing some facts about the PIPA and SOPA debate. Sources and further reading are listed below.

1. Under PIPA and SOPA, the global internet would be subjected to U.S. legislation. For instance, as Michael Geist has noted, U.S. copyright law could be applied to Canadian sites, where works pass into the public domain sooner than in the U.S.
2. PIPA and SOPA have raised concerns over a deficit of judicial oversight and due process, possibly enabling vigilante attacks on websites and online businesses. Under PIPA, IP rights holders can gain a court order blocking a site (the site can be from the U.S. or elsewhere) without the accused party being able to present evidence on its own behalf. Under SOPA, rights holders are authorized to act without judicial oversight at all – for example, by contacting a credit card company with evidence of an infringing site, which will then have its ability to deal with the credit card company abruptly halted (Lemley, Levine, and Post 36).
3. The bills authorize interference with “the Internet’s core technical infrastructure,” such as the Domain Name System (DNS), upon which other protocols depend (Lemley, Levine, and Post 34-5).
4. Among the supporters of SOPA listed by congress are the academic publishers Elsevier and Macmillan.

5. Even if defeated, the bills reveal the potential character and direction of future internet regulation debates.

More on SOPA and PIPA:

- Robert Hiltz, “Canadian sites would feel fallout of U.S. copyright bills”:  
<http://www.vancouver.sun.com/business/Canadian+sites+would+feel+fallout+copyright+bills/6018611/story.html>
- Michael Geist’s blog:  
<http://www.michaelgeist.ca/tags/sopa>
- Heather Morrison, “Protect the internet against censorship! Stop the Stop Online Piracy act - some tips for all of us”:  
<http://poeticeconomics.blogspot.com/2012/01/protect-internet-against-censorship.html>
- Corey Williams (ALA), “PIPA, SOPA and OPEN Act Quick Reference Guide”:  
[http://www.districtdispatch.org/wp-content/uploads/2012/01/ALA\\_pipasopaopen\\_ref\\_guide.pdf](http://www.districtdispatch.org/wp-content/uploads/2012/01/ALA_pipasopaopen_ref_guide.pdf)
- Mark Lemley, David S. Levine, and David G. Post, “Don’t Break the Internet!” (*Stanford Law Review Online*):  
[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1978989](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1978989)

### About the Information Policy Committee

The BCLA Information Policy Committee (IPC), a standing committee of the British Columbia Library Association, aims to advance and preserve access to information, and to advocate for the public interest in government decisions relating to information policy.

Any BCLA member is welcome to join the IPC’s activities. For more information, join our listserv by using the BCLA website listserv management tool here: <http://www.bclibrary.ca/listservs/bcla/>

*Joseph Haigh is an on-call librarian at Langara College. He has worked as an academic librarian for The Electronic Library Network, The British Columbia Institute of Technology, and Simon Fraser University.*

# Workshops inform, connect, and educate

By Katherine Anderson and Allison Richardson.

BCLA's Continuing Education Committee has been busy developing, planning, and offering a number of workshops over the past few months. In November and December, the Redefining Reluctant Readers and Teaching and Training in a Library Setting were well attended and well received.

## Redefining Reluctant Readers

In the Redefining Reluctant Readers (RRR) virtual workshop, participants examined definitions and societal beliefs about reading, literacy, and literary formats. Participants learned ways to redefine, reach, and "turn into readers" even the most reluctant patrons and students in their libraries and schools.

The workshop was facilitated by Jenine Lillian, MLIS. After earning her degree in 2005, she soon began presenting at Library Association conferences, serving on YALSA's Quick Picks for Reluctant Readers Committee, and teaching eCourses on "Boys and Books: Encouraging Early Teen and Tween Boys to Read." Jenine has been nationally recognized for her work with teens in libraries.

The RRR virtual workshop was delivered to more than 50 enthusiastic participants representing public and school libraries from all over the province on November 15, 2011. A number of library science students also attended. Participants interacted with Jenine and each other via chat and much knowledge and many great ideas were shared.

Sponsored by IslandLink Library Federation, with moderating support from Kootenay Library Federation, Elluminate Web Conferencing provided by Libraries and Literacy Branch, Ministry of Education and promotion and registration by BCLA, the workshop was a true collaboration of organizations supporting libraries in BC.

## Teaching and Training in a Library Setting

Focusing on adult learners, this workshop provided participants with the chance to learn core skills necessary for effective teaching and training.

Kay Cahill, a frequent BCLA presenter and former Training Librarian at Vancouver Public Library, reviewed characteristics of adult learners, instructional styles, how to create a positive and effective learning environment, as well as a variety of instructional techniques and how to match them to the situation to improve learning outcomes.

At the December 16, 2011 session, participants came from diverse library backgrounds. Most were public and academic librarians, but a student and a consultant also attended. One great benefit of the session was the chance to ask questions of colleagues and to share tips and success stories.

Three of these workshops have been offered recently – each selling out and receiving very positive reviews. Teaching and training skills are in demand!

The workshop was organized by the BCLA Continuing Education Committee with the support of Burnaby Public Library's Tommy Douglas Branch. The CE Committee sends a special thank you to Branch Manager Roberta Summersgill for organizing the great refreshments.

## Future workshops

The next CE Committee workshop is Introduction to web scripting with PHP on February 16 and 17 at Simon Fraser University, Burnaby. Registration deadline is February 9. For details and online registration, visit <http://tinyurl.com/7zsvws4>.

*Katherine Anderson is Manager,  
IslandLink Library Federation, in Victoria, B.C.*

*Allison Richardson is the Trades and Electronic  
Resources Librarian at Kwantlen Polytechnic  
University, in Cloverdale, B.C.*

# Readers' Advisory Interest Group: Survey Snapshot

By Barbara Edwards.

As reported in the last BCLA Browser (<http://bclabrowser.ca/index.php/browser/article/view/341/420>), a group of librarians from across the province with an interest in readers' advisory services has formed BCLA's latest interest group. One of the first tasks the group set for itself was to survey the membership regarding the state of readers' advisory service in their library constituency, along with any issues and trends they have noted. We are pleased to share some of the results from the survey forwarded to BCLA members towards the end of 2011. In all, there were 27 respondents from across the province.

## Some survey results

Booktalks and booklists continue to be a popular means of delivering readers' advisory service (RA); however, online resources continue to grow in prominence. Not surprisingly, library staff members are using more online tools (such as Novelist and Amazon) to respond to readers' advisory inquiries and develop local readers' advisory resources.

Contrary to popular belief, the majority of respondents reported that the number of readers' advisory questions they answer has not dropped, but remains the same. Some libraries report having few resources to market their services; others are posting online reviews, sending out RA-focused electronic newsletters, and Twittering.

Responses to a question about how RA service has changed over the last three to five years suggest a more sophisticated and pro-active readership, which

is using online tools to gain information and news about upcoming books.

It was evident from participants' responses that the core service of bringing readers to great books remains the same, if not more important, in an environment of changing formats and digital media.

One respondent stated: "We need to generate more ideas on how to reach out to patrons and begin book clubs, blogs and more to advertise our ability to find them great reads." Another respondent mentioned the challenge of developing readers' advisory services for a growing e-book readership.

As a way to meet upcoming challenges, a survey respondent mentioned that a place where library staff can share resources would be appreciated, and the Readers' Advisory Interest Group certainly agrees!

## Looking ahead

Please watch for more news from the Readers' Advisory Group in the near future. We look forward to seeing you at the 2012 BC Library Conference.

Please contact Barbara Edwards [Barbara.Edwards@vpl.ca](mailto:Barbara.Edwards@vpl.ca) with any questions about the survey. For questions about the Readers' Advisory Interest Group, please contact co-chairs, Robbie Burma, [Robbie.Burma@vpl.ca](mailto:Robbie.Burma@vpl.ca) and Jenny Fry, [jifry@surrey.ca](mailto:jifry@surrey.ca).

*Barbara Edwards is a Librarian in the Popular Reading Library, Vancouver Public Library, Central Branch.*

# Libraries Across Borders: Building libraries, building communities

By Marilyn MacPherson.

## What is Libraries Across Borders?

Building libraries, building communities. This phrase best describes the goal of the British Columbia Library Association's special interest group, Libraries Across Borders (LAB). LAB's mission is to support community-based library initiatives both locally and internationally. These initiatives range from building libraries, creating local collections, and training librarians, to providing expertise and advice. To support these initiatives, LAB has a sub-committee, the Assistance to Libraries Fund (ALF). ALF is responsible for fund-raising, selecting library projects and ensuring that the project is using the funds according to the application guidelines.

## What has LAB done?

Since 2005, LAB supported more than 65 international and First Nations' library projects such as the Tikapur Library in Nepal, the Lillooet Area Library Association First Nations' book bus, and the Trans Himalayan Aid Society (TRAS) Tibetan refugee settlement library in India. Generous donors such as Josef Wosk, Ruth Foley and United Library Services, and monthly contributors made LAB's work possible. LAB fundraising events, auctions, and salons also raised both funds and awareness of the First Nations' libraries and the international libraries and organizations supported by LAB.

## Where LAB came from

LAB has not always been Libraries Across Borders! Until December 2000, LAB was the Third World Libraries Interest Group otherwise known as TWLIG. TWLIG supported libraries in the Third World by buying library materials and seeking funding primarily from BCLA. A period of dormancy allowed members to reassess and reposition the group. Key to this process was situating LAB as a sustainable, globally focused, and self-funded organization. To realize this vision, LAB set goals of having a self-supporting funding structure, a rigorous set of application guidelines, and a network of partnerships with organizations with similar objectives. With its wealth of knowledgeable librarians and information workers, LAB placed itself

as a resource by offering international and local organizations its expertise in library development.

## Where LAB is now

Another period of dormancy gave LAB the opportunity to assess its purpose and examine how it delivers its message. At a January 12<sup>th</sup> organizational meeting, LAB members discussed ways to reconnect with previous partners, develop new partnerships, and provide a forum for international librarianship.

LAB's website will be redeveloped with content that reflects LAB's commitment to First Nations' and international libraries. And with its supportive donors, LAB will continue to fund local and international initiatives such as the Busolve Public Library in Uganda. LAB is donating \$3,000.00 to this Douglas College Library and Coquitlam Public Library initiative. Their goal is to raise \$6,000.00 to provide operating funds and develop solar power so Busolve patrons can have evening access to their library. LAB encourages its members to attend the Busolve fundraising event Library Quiz Night on Thursday, February 9, 2012 from 7:00 p.m. to 10:00 p.m. at the Douglas College Coquitlam campus. Please contact Shelley Waldie for more information at 604-527-5180 or [waldies@douglascollege.ca](mailto:waldies@douglascollege.ca).

## How you can get involved.

Integral to LAB is its members. Through-out the years, many dedicated people have supported this organization with their time and effort. Needless to say, LAB always welcomes new members. Not from the Lower Mainland? Become a member and host fundraising events or online information salons in your community. Want to be an active member? LAB is looking for people who would like to be content creators/editors. Want to find more about LAB? Follow us on the BCLA site <http://www.bcla.bc.ca/lab/default.aspx> or on LAB's webpage <http://www.librariesacrossborders.org> or email LAB at [librariesacrossborders@gmail.com](mailto:librariesacrossborders@gmail.com).

*A member of LAB since 2003 and current convenor, Marilyn MacPherson is the children's librarian at Kensington Branch, Vancouver Public Library.*

## In the Media

Compiled by Roën Janyk.

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"Drop what you're doing -- and read." *The Courtenay Comox Valley Record* (October 20, 2011).

Evan Duggan. "[Bedbugs found at second library branch.](#)" *The Vancouver Sun* (October 20, 2011).

"[Bedbugs found at New Westminster library.](#)" *CBC News* (October 25, 2011).

"Libraries say thanks." *Times Colonist* (October 27, 2011).

Robinson, Matthew. "[Live bedbugs found in library books.](#)" *The Globe and Mail* (October 27, 2011).

Wong, Michele. "[Libraries have thrived, despite technological developments.](#)" *The Vancouver Sun* (November 5, 2011).

Sherlock, Tracy. "Non-fiction prize for nation's best literati revealed: Ten authors vie for \$40,000 award." *The Vancouver Sun* (November 7, 2011).

Evans, Catherine. "[Public libraries: We need them more than ever.](#)" *The Vancouver Sun* (November 10, 2011).

"[Author Arley McNeney coming to town.](#)" *Similkameen Spotlight* (November 23, 2011).

"Book reading at library." *The Courtenay Comox Valley Record* (November 29, 2011).

Janaya Fuller-Evans. "[Bedbug inspections continue in city libraries.](#)" *Burnaby Now* (November 2, 2011).

Jeffery Lee. "[Virtual library is right at your fingertips.](#)" *The Record* (November 18, 2011).

Caroline Johnson. "[Video games coming to New West library.](#)" *Special to The Record* (December 7, 2011).

Archie & Dale Miller. "[See pictures of city's past.](#)" *The Record* (January 13, 2012).

Debra Nelson. "[Learn more about eBooks.](#)" *Special to The Record* (January 13, 2012).

Alina Gherman. "[Just ask the library.](#)" *The Record* (November 14, 2011).

"[Are libraries really obsolete?](#)" *Similkameen Spotlight* (December 07, 2011).

"[Everything dropped for reading.](#)" *The Leader* (December 9, 2011).

Ian Bailey. "Traps being set to catch bedbugs that are headed for libraries." *The Globe and Mail* (December 12, 2011).

"[Historic Kootenay papers available online at last.](#)" *Arrow Lakes News* (December 24, 2011).

"[Holiday greetings and happy reading from the Nakusp Library.](#)" *Arrow Lakes News* (December 24, 2011).

Ernie Slump. "[Awards should be shown in Okanagan libraries.](#)" *Summerland Review* (December 27, 2011).

Sheila Berard. "[Writer loves the library.](#)" *Terrace Standard* (December 27, 2011).

"[2011 IN REVIEW: April - local winners, rising taxes, new library.](#)" *The Journal* (January 2, 2012).

"[No bed bugs in TNRD libraries.](#)" *North Thompson Journal* (January 2, 2012).

"[Library renos get underway.](#)" *250 News* (January 5, 2012).

Sabina Iseli-Otto. "[Libraries help with resolutions.](#)" *Arrow Lakes News* (January 7, 2012).

Anne DeGrace. "[Something tropical at the Nelson Library.](#)" *Nelson Star* (January 8, 2012).

"[Library sees surge with wireless gadgets.](#)" *Clearwater Times* (January 9, 2012).

Debra Nelson. "[Learn more about eBooks.](#)" *Special to The Record* (January 13, 2012).

Alan Hale. "[Prince Rupert community groups outline requests for grants from the City.](#)" *The Northern View* (January 16, 2012).

Kim Pemberton. "[Universities to get \\$1.7 million Videomatica film collection.](#)" *The Vancouver Sun* (January 16, 2012).

Sean Sullivan. "[Local students try to survive SOPA blackout.](#)" *The Province* (January 18, 2012).

"[BOOKS PLUS: Reading clubs for kids and adults.](#)" *The Tri-City News* (January 19, 2012).

Erin Perkins. "[Funding is the building block for literacy programs.](#)" *The Boundary Sentinel* (January 19, 2012).

"[Help Douglas College help library in Uganda.](#)" *The Tri-City News* (January 20, 2012).

"[Kwantlen's Surrey Library LEEDS the way.](#)" *Surrey North Delta Leader* (January 21, 2012).

Carolyn Thompson. "[Government library closing looming: HRSDC materials to be dispersed.](#)" *Ottawa Citizen* (January 14, 2012).

*Roën Janyk is the Web Services Librarian at Okanagan College, Kelowna, B.C.*

# Browser Briefs

Compiled by Leanna Jantzi.

## Meet the SLAIS Grads

The SLAIS Alumni Association and the School of Library, Archival and Information Studies: The iSchool at The University of British Columbia are pleased to announce the 2012 Meet the SLAIS Grads Event.

This year's event will take place at the Alice McKay Room, lower level VPL Central Branch, 350 West Georgia St. in Vancouver, on Friday March 30th from 5:30-8 pm.

Alumni and Friends of SLAIS are invited to celebrate our newest colleagues by buying a ticket that pays for them and one or more graduates; those who cannot attend can choose to sponsor graduates' tickets.

This is a terrific opportunity to meet the new SLAIS graduates and welcome them as our colleagues. This year's pricing system has been change to encourage recent graduates to participate, and allow established alumni to sponsor more than one new graduate.

- 2012 graduates are hosted with a free ticket including a complimentary drink ticket
- Recent graduates early in their careers pay \$30 for themselves, with part of that helping to sponsor a new graduate
- Alumni pay \$45 for their own ticket and one new graduate, and may add more new graduates for \$25 each.
- Alumni unable to attend can sponsor a grad for \$25.

More information is available at the new SLAIS Alumni Association Blog, <http://blogs.ubc.ca/slaisalumni/>. A registration link will be available shortly, so sign up for an alert via the RSS feed.

*Submitted by the SLAIS Alumni Association.*

## SFU names New Associate University Librarian

Natalie Gick has been selected as the new Associate University Librarian for Administrative Services at Simon Fraser University.

After receiving her MLS from UBC, Natalie began her library career as a reference librarian at the Coquitlam Public and Burnaby Public Libraries. She

then worked as a Science and Technology librarian at Vancouver Public Library, and was later hired as a Liaison Librarian at Simon Fraser University. In 2002 she was appointed first head of the Fraser Library at the new SFU Surrey campus.

Natalie is widely recognized for her qualities as a leader and innovator. At the SFU Surrey she led in planning for and development of the Fraser Library facility, as well as in the establishment of the Student Learning Commons, a gaming room and equipment lending program.

Natalie is not new to the role of Associate University Librarian – she served one year as interim AUL for Collection Services 2008-2009. In her new permanent role as Associate University Librarian she will be responsible for finance, personnel, and facilities services and will be leading several initiatives outlined in the SFU Library Strategic Plan 2011-2016.

*Submitted by Charles Eckman,  
University Librarian and Dean of Library Services,  
Simon Fraser University.*



Natalie Gick

## Margaret Friesen retires from UBC Library

Margaret Friesen retired from the University of British Columbia Library on Dec. 31, 2011.

Margaret was the Assessment Librarian at UBC Library from 2007 to 2011, and held a number of positions during her 41 plus years at the UBC Library, including:

- Head, Interlibrary Loan, 1970-1994
- Manager, BC Post-Secondary Interlibrary Loan Network, 1977-1995

- Staff Training and Development Coordinator, 1994-2007
- Library Statistics Program Coordinator, 2001-2011
- Collections Reorganization Project Coordinator, 1994-98
- Head, Humanities and Social Sciences, 2002-2006



Margaret Friesen

Community service included:

- BCLA President, 1983-1985 (two terms) and
- Librarians' Representative to Senate, UBC Vancouver, 2001-2011

Recent publications (selective):

- "Towards democratizing library data: data management and sharing in the institutional repository," in Proceedings of the Library Assessment Conference, October 2010, Baltimore, MD. (Washington, DC: Association of Research Libraries, 2011).

- "Applying ATLAS.ti and Nesstar WebView to the LibQUAL+R results at UBC Library" in Proceedings of the Library Assessment Conference, August 2008, Seattle, WA. (Washington, DC: Association of Research Libraries, 2009), 449-455.
- <http://hdl.handle.net/2429/23040>

Institutional repository documents (selective):

- Good assessment starts before you begin (Presentation notes and slides, ALPS, BCLA, Dec. 2, 2011) <http://hdl.handle.net/2429/39822>
- Staff Training and Development Program, 1991-2007, UBC Library <http://hdl.handle.net/2429/25780>
- UBC Authors and Their Works Program, 1991-2006 <http://circle.library/handle/2429/25415>

Some earlier publications (selective):

- "Investing in human resources: staff training and development at the University of British Columbia Library," in *Advances in Library Administration and Organization*, v. 14, 1996, p. 63-94.
- *Interlibrary Loan in Canada: a report of a survey*. 1975. Co-author.

Margaret plans to spend time with family and friends, pursue piano studies, continue garden design, gardening, and photography, edit family history documents, and start volunteer work.

*Submitted by Margaret Friesen, UBC Library.*

# Don't let the bed bugs bite: A tale of bed bug management in a public library

By Deb Thomas.

Since a bed bug was first reported in one of our library books in September 2011, I've reluctantly developed what one of my colleagues referred to as a "new skill set," another of those skills one doesn't imagine needing when working your way through your master's degree in library studies. I can honestly say that it's one I could have done without but, now that I have this skill, I'm willing to share what I've learned over the past four months – from colleagues, pest management professionals, web searches, and hard experience.

## There's a bed bug in my library book! The first sighting

Our first report of a bed bug in one of our books was on September 17, 2011 – a day I am unlikely to forget. A second report followed not long afterward. As all early reports were confined to a particular section of the library (our mystery and thriller sections), we focused our efforts on that section. It soon became clear, however, that the problem was not only in one section of one branch. Toward the end of September, a live bed bug was sighted at our Cameron branch and a subsequent inspection turned up enough potentially affected sections that we were forced to close the library for two days to remove the identified materials and have the shelves steam cleaned.



Pest management staff steam cleans affected shelves. Photo by Burnaby Public Library.

This naturally alerted the media to our situation and we were soon handling multiple requests for statements and interviews.

## I never imagined there could be bed bugs in a library! Handling the media

Early on, the Chief Librarian or I responded to every call as it came in with the aim of being as transparent as possible and of getting the facts out about our situation and response. Later, I learned to let media requests go to voice mail so that I could be fully prepared when I called them back. Most stories, thankfully, were reasonably accurate but we were of course occasionally misquoted. A story in a local Burnaby paper about the unfortunate methods some patrons were using to "treat" our books for bed bugs bore the headline "Burnaby Library books being burned, frozen" and led to a follow-up call from another newspaper asking why we were burning books.

We were in regular contact with our Library Board Chair and the Mayor's Office for their recommendations on our approach and to ensure that they were fully informed about what was being reported and what we were doing in response to the issue.

## Sniffer dogs and hazmat suits: Inspections and response

After the inspections at the Bob Prittie Metrotown and Cameron branches, we decided to inspect the remaining two branches – even though we had not yet had reports of sightings at those branches. We wanted to be able to say that we had addressed the problem in a thorough manner.

The facilities were inspected by a handler and sniffer dog from our pest management company. Potentially affected books were identified, removed, and set aside for heat treatment. Staff removing the books wore hazmat suits and boot covers to reduce the risk of a bed bug hitchhiker on their clothing. The shelves or furnishings were immediately steam cleaned. Books from all branches were heat treated in a concrete storage room in the parkade of the

Metrotown branch. This meant the temporary loss of several staff parking spaces that were stacked with books, boxed, bagged and tightly secured.



Boxes of books ready for treatment. Photo by Burnaby Public Library.

Books were placed in the storage room which was heated to 50° Celsius for several hours. The books were then set aside for re-inspection seven to 15 days after treatment and finally wiped down and shaken out by staff in hazmat suits, dust masks, and gloves before being returned to the shelves. The boxes and plastic bags used to transport the books were sent for recycling (we checked with the depot first) rather than being re-used.

### Can I microwave my books to kill the bed bugs? Informing the public and handling questions and concerns.

By October, we were becoming truly aware of the creative methods our patrons thought they could employ to ensure their borrowed materials did not contain bed bugs. Books with security tags in them came back melted and blackened from their time in someone's microwave. Some were sprayed with pesticides, others placed in freezers and still others warmed in ovens. Sadly, we had to inform our patrons that none of these methods was guaranteed to be effective and some were downright dangerous. Our pest management company recommended keeping the books in sealed plastic bags or containers when they are not being read. Since bed bugs prefer a passive host (that is, sleeping), they are unlikely to emerge while the book is being read – and will be visible if they do.

Staff members were advised to answer patron concerns as calmly and honestly as possible and to refer any difficult questions to their supervisors or branch managers. To assist them in responding to questions and to better inform the public, we created a page on our website with answers to most often asked questions -

<http://www.bpl.bc.ca/news/bedbug-faqs> - as well as a paper handout (Bed Bug Basics) with the same information, including links to reliable information about bed bugs. The paper versions are available in English, Chinese, Korean and Punjabi while the online version links to information from the New York City Department of Health and Mental Hygiene in English, Chinese, Korean, Spanish and Russian.

### What do I do with the squished bug? Informing and training staff

One of the more difficult tasks early on was ensuring that everyone who needed to know information about the bed bug issue was appropriately informed. At first, we were only informing those directly involved in a task – whether it be booking an inspection, responding to an inspection, talking to the media, etc. – in part because we as senior management were still deep in the learning process ourselves and were busy handling each new issue as it arose. We quickly realized, however, that staff wanted both the bigger picture *and* the details of their particular tasks.

We posted regular updates on our Staff Web, including links where possible to the articles in the media so that front line staff could know what was being said and clarify if necessary with patrons. We also created a folder on our common network drive in which our management plan, protocols, and inspection reports were all kept, and informed all staff of its contents and location. A section of our staff web is dedicated to bed bugs and contains links to all of the documents in the folder on our common drive. Supervisors are encouraged to hold crew talks to share information and hear about questions and concerns. And, finally, on November 30<sup>th</sup>, we closed all branches for a few hours and held an information session for all staff that included a comprehensive talk by a representative of Vancouver Coastal Health on the history of bed bugs in North America, the current situation in the Lower Mainland, identification tips, and precautions to prevent the spread of bed bugs, a review of the protocols, and a review of the management plan.

More than two-thirds of our 250 staff members were able to attend and many commented afterward that they felt less stressed and better informed. Staff

has, overall, stepped up in exemplary fashion – reporting and responding to sightings, handling the concerns of the public and the interest of the media, and assisting with the removal of identified items after inspection.



Preparing to battle bed bugs. Photo by Burnaby Public Library.

### Are the bed bugs gone? Ongoing management

I have noted above a few of the tools we've created to assist in ongoing management – such as our Bed Bug Management Plan and our Bed Bug Protocols. One of the most critical tools to assisting us in reducing further occurrences of bed bugs in the library is our Bed Bug Log. Located on the shared library drive, it's a place where all staff members are encouraged to record bed bug sightings in the library or in borrowed materials and reports by patrons of bed bugs in their homes or buildings. Senior management (the Chief Librarian and I) have committed to checking it regularly and responding promptly.

The most useful bed bug identification sites we've found are from the New York City Department of Health and Mental Hygiene.

- Is it a bed bug? (New York)  
<http://www.nyc.gov/html/doh/bedbugs/downloads/pdf/is-it-a-bedbug.pdf>
- Bed bug identification checklist (New York)  
<http://www.nyc.gov/html/doh/bedbugs/html/basics/bed-bug-id.shtml>

We are planning inspections of all four branches in mid-January to follow up on the fall inspections and give us a clear benchmark to establish the frequency of future inspections of our facilities and our delivery trucks. In between inspections, we are using

monitoring devices in item return areas and depending on the Bed Bug Log to alert us to new occurrences. Every branch and department has been provided with equipment such as a sealable plastic bags to contain materials suspected of containing bed bugs, lint rollers to check clothing for bed bugs before heading home, and grout brushes for cleaning shoes as you leave work or, for our Home Library Service staff, when they return from delivering materials to people's homes. Our Building Service Worker staff members also have dust masks and heavy-duty plastic bags (for bagging boxes of identified books). We have also purchased a steam cleaner for in-house cleaning of shelving or furnishings where bed bugs have been sighted or found by a sniffer dog.

When creating the Bed Bug Management Plan and the Protocols, we borrowed heavily from policies and procedures shared with us by Vancouver Public Library and Toronto Public Library – and we have returned the favour by sharing with other libraries in the Lower Mainland. Both are living documents and have been revised several times since they were created. We have recently added a section, for example, that outlines a quarantine process for collection areas where a bed bug has been sighted. This process allows us to remove the books immediately after a sighting and hold them in an area away from public and staff areas until there is a sufficient quantity for an inspection by the sniffer dog – and it ensures that possibly affected collections don't circulate to other borrowers in the meantime. This approach was recommended strongly by both City Risk Management and our pest management company.

While we are very conscious that, as long as bed bugs can still be found in the Lower Mainland, it is probable they will be reintroduced into Burnaby Public Library on clothing or in borrowed materials, we are confident that we are doing everything we know to do to minimize the risk to staff and patrons. And we continue to actively seek new information that will make the steps we are taking to manage the problem even more effective.

Though it has been expensive and at times very stressful, I am proud of us for taking this approach. Our activity levels have naturally taken a hit in the past few months and it's possible some of our borrowers will restrict themselves to e-books in future, but I believe that being proactive, transparent and having a solid management plan will ultimately reassure our patrons and our staff that we are facing

the problem and doing everything we can to ensure that materials from the library are bed bug free.

Other links we have found valuable in keeping us and the public fully informed:

- Vancouver Coastal Health on bed bugs  
[http://www.vch.ca/your\\_environment/pest\\_management/bed\\_bugs/](http://www.vch.ca/your_environment/pest_management/bed_bugs/)
- Health Link BC on bed bugs  
<http://www.healthlinkbc.ca/healthfiles/hfile95.stm>
- BC Ministry of Health  
<http://www.health.gov.bc.ca/protect/bed-bugs.html>
- IdentifyUS <http://identify.us.com/index.html>
- A Code of Practice for the Control of Bed Bug Infestations in Australia  
<http://medent.usyd.edu.au/bedbug/>
- Bed Bug Fact Sheet (Australia)  
[http://medent.usyd.edu.au/bedbug/bed\\_bugs\\_factsheet.pdf](http://medent.usyd.edu.au/bedbug/bed_bugs_factsheet.pdf)

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



Good-bye to bed bugs. Photo by Burnaby Public Library.

# Shelves and Shuffling: Rearranging the Tumbler Ridge Public Library

By Jacob Fehr.

The Tumbler Ridge Public Library's roots were showing in 2008. The library's carpet was original, and the basic layout had not changed much since 1985. The ceiling was dark purple, the carpet dark green, and the shelves and an office built in early 2009 were seemingly oriented to block as much light as possible.



Dark Library. Photo by TRPL Staff.

In 2010, we reorganized some areas of the library during my tenure as Interim Head Librarian, but our efforts largely amounted to window dressing. Shelves were moved to open up the left side of the library and create a small reading area in the corner, but the library still felt dark and cramped.

## New Beginnings

In late 2010, Paula Coutts joined our library as Head Librarian. On her very first day, she spent some time telling senior staff members that the library's layout, flooring, and ceiling were in dire need of updates.

## Tentative Steps

In January 2011 a minor reorganization of the paperbacks led to a day-long effort by senior staff to completely rearrange the left side of the library. The end result was a much brighter and more open side

of the library, but the center and right side were still trapped in the 1980s.



Break from Rearranging. Photo by TRPL Staff.

## The Outside World

Meanwhile, the Community Centre that houses the library was undergoing an extensive renovation of the building envelope. In April 2011, the library was required to move shelving and furniture to leave a five foot zone of free space along every exterior wall while the library's windows were replaced.



Five Foot Zone. Photo by TRPL Staff.

### The Point of No Return

Staff members assisted maintenance staff removing the old carpet, and then tarped all the library's shelves, furniture, and computers in preparation for the ceiling painting.



Tarped Shelves. Photo by TRPL Staff.

The ceiling painting required the library to close for two days due to overspray. Those two days were the only time the library was not open for business while our flooring and rearranging project were underway.

During this time, the senior staff began designing the new layout. I personally spent three days measuring shelves and furniture to create a layout map with individual pieces we could move as needed.



Library Layout Map. Photo by TRPL Staff.

One day, while we were discussing the new layout, Sharon Bray, our children's librarian, asked "What if we got rid of the office?" Community Centre

maintenance staff pulled down the temporary walls used to construct the office, and the library flooded with light from the previously blocked windows. We finalized our layout plans and made full use of the space vacated by the office.



Office Wall, Half Removed. Photo by TRPL Staff.

Our contractor, Chris Weir, started work on October 2, 2011. He painted all the library's walls then began to install the flooring while library staff frantically moved books and shelves around him.



Early Progress in Flooring. Photo by TRPL Staff.

In spite of extensive planning by library staff, shelves were often moved twice -- once to clear space for Chris to continue working, and once to place the shelves in their final location.



Flooring and Shelving in Progress. Photo by TRPL Staff.

### Relief

Though there were still some minor adjustments to be made, the project was officially completed on October 19, 2011.



Photocopier's Eye View. Photo by TRPL Staff.

The resulting layout is much brighter and more welcoming to our clients. One client noted about that library's openness that "it looks like you tied a rope to each end of the library, pulled, and stretched it out!"

Our children's area in particular has garnered a great deal of attention. It's far more spacious, further from the library entrance, and self-contained in a way it could never be before. In addition, it serves as a combined open space that can be used for adult programming in the evening when needed.



New Children's Area. Photo by TRPL Staff.

We're very proud of the hard work we put into the library's rearranging. That said, I extracted a very important promise from Paula when we neared the end of the project: I made her promise that we wouldn't be moving any more shelves for at least five years.

*Jacob Fehr is the Head of Technical Services at the Tumbler Ridge Public Library.*

# News from Special Libraries Cataloguing

By J. McRee (Mac) Elrod.

MARC records for electronic publishers and aggregators continue to be the major part of SLC's work. We have recently added the production of UKMARC records for an Anglo American e-publisher.

Earlier we had an Irish aggregator client, and have now added our first London England based e-publisher.

As more libraries use WorldCat Local as their own catalogue, they are asking e-publishers and aggregators to supply MARC records with OCLC numbers. We now have an automated arrangement with OCLC to upload records, and receive OCLC numbers, usually the same day, for three clients. We are in the process of setting up accounts for several other clients.

OCLC wishes provider neutral (PN) records, which are unsuitable for an aggregator like Credo Reference, who for e-reference books remove page numbers and indexes, and add audio and video files. PN records are also not very applicable to publishers who are the only providers (several societies), or aggregators (e.g., Canadian Electronic Library) who add value, such as gathering items into subject series which should be traced. We do bow to the PN standard by removing 010\$h (print LCCN), 506 (restrictions on access), 530 (other formats available), and 538 (mode of access) from records for OCLC loading. The version of records loaded to OCLC is much less rich than that received by clients.

We receive glowing reports concerning the intuitiveness of SkyRiver as an alternative to OCLC as a bibliographic utility. It has not had the popularity in Canada that it has in the United States, because it does not offer Canadian libraries the cost savings it can offer American ones. OCLC has a policy of charging research libraries outside the United States less than their American counterparts. We are

exploring adding SkyRiver numbers in 035, as we do OCLC numbers.

As we contemplate the possible implementation of RDA, our thinking has changed 180 degrees. Earlier we outlined the retrospective automated changes required to make legacy AACR2 records more like RDA. (We can supply these if desired.) Now we are developing an export for RDA records, making them more like AACR2 for clients who wish it, including the insertion of AACR2 GMDs in 245\$h, and AACR2 abbreviations. (These can also be sent on request.)

Many clients can not afford ILS changes to display 338 carrier term, and 336 content term, as early notification. In addition, many RDA media terms are less meaningful to patrons than the AACR2 GMD terms. We intend to use IFLA's "electronic" rather than RDA's "computer" as a media type, and "PDF" as unit name (aka SMD) for remote e-books in that format, in keeping with "Blu-ray disc", "CD", "CD-ROM", and "DVD".

Records loaded to OCLC of course would be unchanged RDA, except that:1) we would upgrade RDA records having only one author entry when there are several authors, and 2) we can not use "language of the catalogue" inclusions, since we serve a variety of language catalogues. Our decision to always supply missing jurisdiction in 260\$a seems to be working its way through the approval process to be added as an option in RDA.

Considering the economic situation of many of our clients, this seems a strange time to consider implementing a new cataloguing code, or a replacement of MARC coding.

*J. McRee (Mac) Elrod is Director,  
Special Libraries Cataloguing.*

# iSchool welcomes new faculty members

By Michelle Mallette.

Two new faculty members have joined the School of Library, Archival and Information Studies (SLAIS), The iSchool at The University of British Columbia.

Dr. Giovanni Michetti arrives from The University of Rome, where he has been an assistant professor in the Special School for Archivists and Librarians, now part of the Department of Documentation Science, Linguistics, Philology and Geography. Dr. Michetti is no stranger to UBC, having taught at SLAIS twice as a visiting professor. He has already taken up teaching duties this term with two classes.

Rafa Absar comes to UBC as a Visiting Lecturer from McGill University in Montreal, where she is completing her Ph.D. at the School of Information Studies. Her dissertation is in the area of human-computer interaction, addressing "Enhancing Navigation using Auditory Feedback." She will be at the iSchool until December 2012, and during her year at UBC, she is teaching five courses.



## New brand identity for SLAIS: The iSchool@UBC

As many BCLA members know, SLAIS recently celebrated its 50<sup>th</sup> anniversary in 2011. Also in 2011, the School was accepted into the iSchools organization, joining 32 other schools from around the world that focus their study and research at the intersection of information, people and technology.

The two events coincided to create an opportunity to review our history and consider our future directions. Our history is long and distinguished – more than 3,000 degrees have been conferred thanks to the efforts of the faculty and adjunct faculty, all the while continuing to contribute in research and knowledge, and earning awards and accolades along the way.

For 2012 and beyond, the focus is on maintaining that strong commitment to research and teaching, and also doing a better job of explaining just what it is that we do in the information, library and archival

fields. To do that, SLAIS engaged the services of a design firm, emerging with a fresh and lively brand.

We are pleased to present it here, as we believe it captures our role as an essential and connected place of research and learning, focused on people, information, and technology. The school remains the School of Library, Archival & Information Studies. Experience has shown that the acronym SLAIS by itself is rather meaningless, and people often comment that the school's full name is a mouthful. The new identity gives us another option, and so we are pleased and proud to promote ourselves as The iSchool at The University of British Columbia, more commonly visible as The iSchool@UBC.

We look forward to continuing to research and educate new professionals as The iSchool@UBC.

## Faculty news: Major awards and a PhD

Faculty members Eric Meyers and Heather O'Brien received major awards at the annual conference of the Association for Library and Information Science Education (ALISE). Dr. Meyers won the prestigious ALISE/Eugene Garfield Doctoral Dissertation Competition Award for his dissertation, "The Nature and Impact of Information Problem Solving in the Middle School Classroom." This is first time this competitive award has been presented to a SLAIS faculty member, though Dr. Rick Kopak won the Eugene Garfield Doctoral Dissertation Award Certificate of Distinction.

Dr. Heather O'Brien and 2011 MLIS graduate Mahria Lebow won the ALISE/Dialog Methodology Paper Competition for their co-authored paper, "Is There a Role for Physiological Methods in the Evaluation of Human-Information Interaction?" Dr. O'Brien joined the UBC faculty in 2008, and is currently on a year of leave, returning in January 2013.

Finally, faculty member Aaron Loehrlein successfully defended his doctoral dissertation this month. He will be conferred his Ph.D. from the University of Indiana at Bloomington, and will hold the rank of assistant professor at UBC.

*Michelle Mallette is Student Services Coordinator at SLAIS: The iSchool at The University of British Columbia.*

# Connecting the library community: BCLA to launch mentorship program

By Amy Ashmore.

This spring, BCLA will launch an association-wide mentorship program, an expansion of the existing LTAIG mentorship program. This will be a combined program offering mentorship opportunities to BCLA members working as librarians, library technicians, library assistants, and other information-related professions, as well as library students. The program aims to connect library workers throughout British Columbia, building and strengthening relationships and discourse throughout the library community and our professional association.

## The program

The mentorship program will match experienced professionals (mentors) with those new to the field, new to the province, or those seeking to explore a different area of library work (mentees). Participants will be able to arrange meetings that suit their schedule, needs, and geographical location – while face to face meetings are encouraged, participants will also have the opportunity to connect by phone, Skype, and email. The program will have two intakes per year, and participants will be matched based on their interests and needs for a designated period of time.

## The value of mentorship

Participants in the mentorship program will have the opportunity to learn and gain feedback from their colleagues and explore different areas of library and

information related work. Mentorship can benefit both people involved in different but equally important ways. Mentees who are new to the profession or to their area of work can benefit from the experiences and knowledge of mentors who have spent several years working in their given field. They may wish to discuss interview and job search strategies, or explore ideas and issues related to a new job. Mentors have the opportunity to share advice and ideas, gain leadership skills, and pass their enthusiasm for their profession on to others. The hope is that this program will contribute to a culture of open dialogue, knowledge sharing, and support within our professional association and in the work that we do.

## What's next?

The first intake of the program will launch in May 2012. If you're headed to Richmond for the annual BCLA conference, a session on Speed Mentoring for Library Professionals will be offered as a means for participants to explore mentorship and what it involves. As the program moves forward, we hope that it will provide a valuable opportunity for BCLA members to connect, share, and become more involved in the library community.

*Amy Ashmore is a Youth Services Librarian at Surrey Libraries in Surrey, British Columbia.*

# Graphic novels at Langara Library

By Mary Afonso.

When I first started working at the Langara College library, I was surprised to see graphic novels in the collection. What were they doing in an academic library? At that point I had only read three such books, all by the same author, and while I enjoyed them, I really wasn't drawn to this format the way I was to formal literature, and definitely did not see their place outside a public library. Of course, this was over a year ago and I have since learned that graphic novels are not just silly stories for pleasure reading among young adults.

Graphic novels are, in fact, on recommended reading lists for several English courses at the college. One English instructor always includes them on his required reading lists, and students in the Young Adult course in the Library and Information Technology program at the college are required to read and review at least one.

The graphic novel collection at Langara College is highly diverse and offers a choice selection. From the highly acclaimed *Louis Riel: A Comic Strip Biography*, by Chester Brown, to the beautiful coming of age story *Blankets*, by Craig Thompson, these books are more than just a series of drawings and words on pages. They tell stories that can educate you, move you, even leave you nostalgic, and it is this combination of both text and sometimes complex visual elements that draws in readers.

But these books aren't there just for academic reasons, they are there for leisure reading, too. Alison Curtis, Librarian and Coordinator, Collection Development at Langara College Library, informed me that there are studies showing the value of leisure reading to undergrad students. This I can definitely believe as I often turned to novels to relax when I was in school. Alison explained that while "the main purpose of the book collection at the library is to support the curriculum, it is beneficial to enrich lives" through leisure reading too.

I asked Alison what prompted the library to start a graphic novel collection and what influences the selection choices. Interestingly, I learned that for a long time, the library had books about graphic novels, but none actually in the collection. This changed for a variety

of reasons: library literature in journals, popularity with young adults, and the desire to add more leisure reading material into the collection, among others.

Langara's Collection Committee knew graphic novels would be popular in the library, and indeed they are. The first few novels acquired were interfiled among the regular book collection, but now they reside with the paperback books in a high traffic, prominent place on the main floor, easily browsable and accessible to students. And though there are currently 76 graphic titles available, you would almost never know it as most of the collection is out at any given time.

While there is no "strict criteria" when selecting what is appropriate in the library, the selection committee does factor in things such as instructor, staff and student requests, literary/artistic merit, known authors, and monetary considerations. They also refer to selection lists. Ten or fifteen years ago, availability and selection were limited. "Now", says Alison, "there is a huge selection to choose from. This makes it possible to have ongoing collection development."

Whether graphic novels become highly available on e-readers is another question. As Alison mentioned to me, graphic novels are "one of the areas where print materials still consistently work better than the online format." I did look at two of the online graphic novels available through the library, *Skim* and *Chewing on Tinfoil*, and I thought they were okay, but they weren't in colour format and I'm not sure that more complex novels would translate so well, especially given the odd sizes that graphic novels can be. Larger ones would need a lot of scrolling on a small screen.

At this moment, I have two graphic novels waiting to be read, both highly recommended by my coworkers. While they may still not be my first choice of material to read, I certainly will not scorn them as I once did.

*Mary Afonso is a Library Technician at the Vancouver Public Library, a Library Assistant at Langara College, and Publications Liaison, LTAIG.*

# UBC Library: Winter update

By Glenn Drexhage.

## UBC, SFU welcome Videomatica film collection

An exceptional film collection valued at \$1.7 million will be housed and preserved by the University of British Columbia and Simon Fraser University.

Videomatica – a long-loved video rental store that opened in 1983 and specialized in rare and esoteric titles – is donating the bulk of 28,000 DVDs, 4,000 VHS titles and 900 Blu-rays to UBC. The collection will be housed at UBC Library with more than 5,000 duplicates available at UBC's Dept. of Theatre and Film. SFU receives about 2,800 documentaries from the collection.

The collection includes feature films, literary adaptations, cult and art films, foreign films from more than 75 countries, Canadian works and selections from the Vancouver International Film Festival.

"After spending three decades building a unique film library and the better part of a year trying to preserve it, how wonderfully rewarding it is to know the interests of both the public and film students will be served with the collection finding a home at UBC and SFU," says Videomatica co-founder Graham Peat.

Access to the collection at UBC will be developed over the next 18 months for students, staff, faculty and community borrowers. SFU's collection is slated to become available for borrowing in early 2013.

"We're honoured to serve as the new home for an outstanding collection of films," says Ingrid Parent, UBC's University Librarian. "These titles, which number in the tens of thousands and cover a huge array of genres and topics, will serve as a valuable source of research and enjoyment."

Peat and Videomatica co-founder Brian Bosworth are both former UBC students (in creative writing, and history and film, respectively).

Please read the [press release](#) for more information and visit [here](#) to view the resulting media coverage.

## Historical B.C. newspapers digitized by UBC Library

For the first time, more than 45,000 pages chronicling B.C.'s storied past are available online following the completion of the British Columbia Historical Newspapers Project.

The University of British Columbia project, led by UBC Library's Digital Initiatives unit and generously supported by a private family foundation, features digitized versions of 24 historical papers from around the province. It was announced in November 2011.

The newspapers, which range from the Abbotsford Post to the Phoenix Pioneer, date from 1865 to 1924. All are available for free online viewing at <http://historicalnewspapers.library.ubc.ca>.

It's likely that more titles will be added to the historical newspapers site in the future.

"This is an excellent example of UBC Library advancing its digital agenda and connecting with communities at UBC and around the province," says Allan Bell, Director of Library Digital Initiatives. "We're grateful for the support and excited about pursuing projects that bring the Library to the world."

Please read the [press release](#) for more information and visit [here](#) to view the resulting media coverage.

## UBC and the Library start an evolution

The new issue of *Friends*, UBC Library's newsletter for its community of supporters, is now available. The Winter 2011 issue focuses on *start an evolution*, the fundraising and alumni engagement campaign that launched in September 2011.

With dual goals to raise \$1.5 billion and double the number of alumni engaged with UBC by 2015, *start an evolution* will support student learning, research excellence and community engagement at UBC's Vancouver and Okanagan campuses.

The latest issue of *Friends* offers an overview of the campaign, highlights UBC Library's role and priorities, profiles prominent donors and examines some recent successful initiatives.

You can view the Winter 2011 issue [online](#), and obtain a hard copy by contacting [glenn.drexhage@ubc.ca](mailto:glenn.drexhage@ubc.ca). More information about the UBC campaign is available at <http://startanevolution.ubc.ca>.

### CLIR Fellows at UBC Library

In January, UBC Library hosted 15 CLIR (Council of Library and Information Resources) Fellows as part of the Postdoctoral Fellowship in Academic Libraries Program. The Fellows “work on projects that forge, renovate and strengthen connections between academic library collections and their users.”

The two-day meeting, a first for the Library, was held at the Irving K. Barber Learning Centre, with a mix of UBC and CLIR programming. Simon Neame, the Learning Centre's Director, worked closely with Allan Bell, Bronwen Sprout and others from the Digital Initiatives team to develop the UBC portion of the program, including an overview of projects such as Chinese Canadian Stories (<http://chinese-canadian.ubc.ca>), which has received funding from the federal government's Community Historical Recognition Program. Tours of the exceptional Chung Collection and the Library's Digital Initiatives Unit were also provided.

### Live-in for Literacy at the Learning Centre

From January 17 to 26, UBC students once again “camped” at the Irving K. Barber Learning Centre in order to raise funds to build one or more libraries in a developing country.

Two students were housed in tents set up on the second-floor foyer of the Learning Centre, with other students providing support.

This year, the goal was to raise up to \$3,000 at UBC over the 10-day event through a series of fundraisers. The program is running at 10 Canadian universities, which have set a goal of \$27,000 for projects in India that support local language publishing, education equality for girls and a library reading room.

Find out more about this inspiring initiative at UBC on Twitter ([aRoomtoReadUBC](https://twitter.com/aRoomtoReadUBC)), on Facebook and at [blogs.ubc.ca/literacy](http://blogs.ubc.ca/literacy).

Past Live-in for Literacy events at UBC have helped raise money to construct libraries in Nepal and India.



Past Live-in for Literacy campers at UBC Library.  
Photo by Martin Dee.

### RBSC exhibitions: on literary awards and affairs of the heart

UBC Library's Rare Books and Special Collections (RBSC) division has started 2012 with two illuminating and entertaining exhibits, both of which are free and open to all.

During January, RBSC hosted *75 Years of Controversy* – a display highlighting some of the more contentious episodes that have taken place during the first 75 years of the Governor General's Literary Awards.

Since their establishment in 1936, the Awards have served as Canada's premier literary honour. Yet over the years, they have often been noted as much for their controversy as for the writing they've sought to recognize.

A more romantic theme will be the focus in February, when RBSC hosts *Love! In the Library?* This exhibition will display how lovers speak to each other through books, and offer an examination of how love is expressed through poetry, erotic books and illustrations. And for the more jaded attendees, the show will also look at some of the hazards of love.

### Great Reads: leisure reading at UBC Library

For the past few months, users looking for some tasty literature have been able to curl up with UBC Library's Great Reads Collection, located on the third floor of Koerner Library.

The pilot program, which launched in October 2011, features nearly 300 books – from bestsellers to Canadiana to popular fiction. This innovative offering provides campus residents, community members,

faculty, staff and students easy access to leisure reading materials on UBC's campus.

The program's website, found at <http://greatreads.library.ubc.ca>, features a "virtual bookshelf" and a comments form. In coming months, the site will feature an RSS feed of new titles and links to book reviews.

Popular reading collections, a staple in public libraries, aren't typically as common at their academic counterparts. However, 94 per cent of respondents to a recent survey stated that they might, or definitely would, use a leisure reading collection at UBC.

As a result, UBC Library's Great Reads Collection was launched, providing community and campus members with a handy location for leisure reading. So far, the response has been encouraging, as about 35 per cent of the collection is regularly checked out, often by undergraduates, grad students and faculty.

A Great Reads collection is also set to debut at the Irving K. Barber Learning Centre in the spring of 2012.

#### **cIRcle mines conference opportunities**

cIRcle, UBC's digital repository found at <https://circle.ubc.ca>, made a big impression at a recent mining conference by making valuable content freely available for attendees – and, indeed, users around the world.

The Tailings and Mine Waste 2011 conference, organized by the Norman B. Keevil Institute of Mining Engineering at UBC, in conjunction with Colorado State University and the University of Alberta, was held in Vancouver from November 6 to 9, 2011. Issues of environmental science and engineering, geochemistry and other topics related to tailings and mine waste were covered.

More than 70 conference papers were made available on the [cIRcle site](#) ahead of the conference. Big challenges included obtaining the papers and licenses ahead of time, uploading them to cIRcle and embargoing them until the event began.

All went well, however, and the cIRcle collection was officially released at the conference to great acclaim. The most popular paper has been viewed nearly 400 times from countries around the world, including Canada, the US, Brazil, Peru, the UK, Iran, Chile, Australia, Japan and Mexico.

This is the first time that such papers have been made available online, and there is great interest in submitting past and future proceedings to cIRcle.

If you are interested in mining, then make sure to check out the [BC Mine Reclamation Symposium](#) proceedings (1977-2010), also publicly available in cIRcle.

*Glenn Drexhage is the Communications Manager at UBC Library.*

# Copies of The Library Book shared

Compiled by Leanna Jantzi.

The Library Book was published by the B.C. Library Association, using money granted by the Libraries and Literacy Branch (LLB) (formerly Public Library Service Branch). Jacqueline van Dyk of LLB took a lead role in organizing the project, working with an advisory group of retired BCLA members and author Dave Obee. To gather information for the book, the author relied on an extensive network of current and past librarians and archivists and others with an interest in libraries. The book would not have been possible without their support. It was considered important to celebrate both the history of BC's libraries and the centennial of the BCLA.

Over the past many months, public libraries have given copies of The Library Book to local, provincial, and federal government officials. The following are examples of events that took place around the province. Included in these submissions is a thank you from Ian E. Wilson, Librarian & Archivist of Canada Emeritus.

## Nakusp



MLA Katrine Conroy (L) receives a copy of The Library Book from Nakusp Librarian Sabina Iseli-Otto(R). Photo by Claire Paradis, Arrow Lakes News.

Nakusp Public Library presented The Library Book to West Kootenay Boundary MLA Katrine Conroy in September, 2011. The Library also gave MLA Conroy one of its beautiful book bags and some freshly-picked chanterelle mushrooms.

*Submitted by Sabina Iseli-Otto, Librarian, Nakusp Public Library.*

## Nelson



Nelson Public Library's June Stockdale presents MLA Michelle Mungall with a copy of The Library Book. Photo by Nancy Radonich.

In August, 2011, Nelson-Creston MLA Michelle Mungall visited Nelson Public Library and received a copy of The Library Book from Chief Librarian June Stockdale. During MLA Mungall's visit, she read stories for the Summer Reading Club wrap-up event.

*Submitted by Anne DeGrace, Adult Services Coordinator, Nelson Public Library.*

## Tri-Cities

Representatives of Coquitlam Public Library, Port Moody Public Library, and Terry Fox Library (FVRL) met with James Moore — Minister of Canadian Heritage and Official Languages and MP for Port Moody Westwood - Port Coquitlam — at his constituency office in Port Moody on October 13, 2011. Moore was thanked for his government's support of public libraries in the Tri-Cities. In the recent past, Tri-City Libraries have received federal government grants for expansion of Coquitlam Public Library's Poirier Branch; a New Horizons for Seniors project; and a Lest We Forget project.

*Submitted by Lynne Russell, Director of Library Services, Port Moody Public Library.*

**From Ian E. Wilson,  
Librarian & Archivist of Canada Emeritus**

Thank you very much for the excellent history of library service in British Columbia. It is a highly fitting way to mark the Centennial of the BC Library Association.

I have had some time during the holidays to read portions. It is a superb production, in its research, its

writing, design and presentation. Please convey my sincere congratulations to all who were involved in this influential project. I trust the association has been using it to advance the cause of libraries at both the municipal and provincial levels.

I was especially pleased to see the references and photo of one of my predecessors, Dr. W. Kaye Lamb.

# Bakan and Geist keynotes at conference

By David Alexander.

Featuring keynote presenters Joel Bakan and Michael Geist, this year's BC Library Conference continues the strong conference tradition of exciting, thought provoking, and informative sessions and speakers.

The theme the BC Library Conference 2012 is Licence to Read. The theme refers to the role libraries play in providing access to electronic materials, both by paying for that privilege and by advocating for open access. It also refers to the important role libraries play in supporting the learning of reading, in both print and electronic environments – 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 encourages engagement with communities and commitment to better the world through librarianship.

## Keynotes

This year's conference includes speakers and programs guaranteed to get your brain cells moving.

Canadian writer, jazz musician, filmmaker, and associate professor at the University of British Columbia Faculty of Law, Joel Bakan will deliver the opening keynote address. His books include *The Corporation: The Pathological Pursuit of Profit and Power* and *Childhood Under Siege: How Big Business Targets Children*.

International privacy expert Dr. Michael Geist will deliver the closing keynote address. Geist is a Canadian academic, and the Canada Research Chair in Internet and E-Commerce Law at the University of Ottawa. His weekly columns on new technology and its legal ramifications appear in the Vancouver Sun, Toronto Star and the Ottawa Citizen. He served on Canada's National Task Force on Spam and is the founder of the Canadian Internet Policy and Public Interest Clinic.

## Conference Sessions

This year's conference has social events designed to reacquaint you with old friends and give you an opportunity to make some new ones. Conference sessions will focus on current and future trends and include topics such as:



- library digital collections
- strategic planning
- staff mentoring
- library mobile apps
- e-book support.

## Conference Timelines

- January 31st– registration opens
- March 30th – early bird registration closes
- April 30th – last chance to register
- May 10th, 11th and 12th – BC Library Conference

## Location

This year's conference takes place in Richmond at the Sheraton Vancouver Airport Hotel, located in the heart of Richmond, close to shopping and attractions such as the Gulf of Georgia Cannery, Steveston Fishing Village, and the Richmond Olympic Oval. For group rates and bookings, visit the BC Library Conference website: [www.bclibraryconference.ca](http://www.bclibraryconference.ca).

## Updates

Visit the BC Library Conference website at [www.bclibraryconference.ca](http://www.bclibraryconference.ca) for regular updates, schedule information, and how to follow conference information on Facebook and Twitter.

*David Alexander is the Conference Publicity Chair and Greater Victoria Public Library Trustee.*

# Winds of change: Libraries and cloud computing

By Matt Goldner.

## Executive Summary

Cloud computing is a new technology model for IT services which many businesses and organizations are adopting. It allows them to avoid locally hosting multiple servers and equipment and constantly dealing with hardware failure, software installs, upgrades and compatibility issues. For many organizations, cloud computing can simplify processes and save time and money. This article defines cloud computing and shows how it is different from other types of computing. It also discusses how cloud computing solutions could be beneficial to libraries in three basic areas: technology, data and community.

## Introduction

Cloud computing can transform the way systems are built and services delivered, providing libraries with an opportunity to extend their impact.

Cloud computing has become a major topic of discussion and debate for any business or organization which relies on technology. Anyone connected to the Internet is probably using some type of cloud computing on a regular basis. Whether they are using Google's Gmail, organizing photos on Flickr or searching the Web with Bing they are engaged in cloud computing. As Geoffrey Moore points out, the interesting thing about cloud computing is it did not start as a technology for the business enterprise, but was driven by the public with services like Facebook and Flickr.<sup>1</sup>

Over the last few years businesses have started to see the value of cloud computing causing it to become a major technology solution for businesses and organizations around the world. Looking across the information and broader technology landscape, it is not difficult to find success stories of switching to cloud computing, disaster stories, and a great deal of debate about what cloud computing is, or isn't. The purpose of this article is to look specifically at how cloud computing can be employed by libraries and what needs to be considered before moving into a cloud computing solution.

## What is cloud computing?

First there must be a definition of cloud computing for this discussion. The Gartner Group defines cloud computing as "a style of computing in which massively scalable and elastic IT-enabled capabilities are delivered as a service to external customers using Internet technologies."<sup>2</sup> In various presentations KPMG breaks this into essentially four different types of cloud computing: infrastructure, platform, applications and services. To put this in more concrete terms, examples of each can be:



Matt Goldner

Type	What it is	Examples
Infrastructure	Buying space / time on external servers	Amazon A3 Bungee
Platform	An existing software platform to build your own applications on	Facebook
Applications	Software applications accessed with a Web browser	Google Docs Salesforce.com
Services	Ready to use services accessed with a Web browser	ADP

The above table illustrates why there are varying definitions of cloud computing. Many cloud services actually incorporate two or more of these types. For example, Google docs provide infrastructure as well as applications. It should also be noted that many cloud applications and services are actually using another providers' cloud infrastructure to run their service, which will be touched on later in this article.

## How is cloud computing different?

For much of the past 25 years, software development and system engineering has centered primarily on the personal computer. The PC era was characterized by monolithic, proprietary operating systems and programs that had long development times and release cycles. In that environment, the design of software was isolated and all attention focused on a single application.

With cloud computing, hardware and functionality traditionally installed and run in a local environment is now performed on the network, in the Internet cloud. In essence, the Internet cloud becomes the development platform and the operating system to which programmers write reusable, constantly updated software components that are delivered over the network and that can be embedded or loosely coupled with other Web applications.

Libraries have been using some cloud computing services for over a decade. Online databases are accessed as cloud applications. Large union catalogs can also be defined as cloud applications. However, a look outside libraries is warranted to better understand the value proposition of cloud computing.

### Why are businesses and organizations adopting cloud computing solutions?

Jeff Bezos of Amazon has repeatedly spoken of the 70/30 rule. He states that it can be demonstrated that businesses which run applications spend 70% of their time and money supporting the infrastructure required to keep their business going.<sup>iii</sup> This only leaves them 30% of time and money to work on innovation and ways to improve and grow their business. He goes on to show that when a business moves their core applications to a cloud-based solution, they can invert this ratio thus giving them 70% of their time and money to improve and grow their business. In a recent conversation with the director of a large academic research library, this proposition was set forth. She started laughing and said she wished they were only expending 70% of the time and money on infrastructure.

John Waters gives an example of this rule at work. He is executive director of the Minnesota Online High School (MNOHS), which supports all of its courses over the Internet for its students. In talking about why they switched to a cloud solution he states:

"We were collapsing under the weight of the need to support so many different computers ... Until recently, the school provisioned those computers by sending out CDs or its licensed software and guiding students through downloads or the open source and custom applications it uses. ... MNOHS began looking for a better way. ... the school launched a pilot program to test a system designed to move its entire operation to the cloud. ... Student work doesn't reside on computers anymore. All the applications and data are stored in the cloud. No more CDs. No

more downloads. And if a laptop dies or gets stolen, student work isn't lost."<sup>iv</sup>

Essentially this let the Minnesota Online High School switch their efforts from managing technology to focusing on education. This should be the purpose of cloud computing solutions, to let a business or organization focus on its core business or mission instead of technology to deliver that business or mission to its consumers.

### What can cloud computing solutions do for libraries?

So turning to cloud computing and libraries, are their real problems that can be solved? The answer is yes. The library community can apply the concept of cloud computing to amplify the power of cooperation and to build a significant, unified presence on the Web. This approach to computing can help libraries save time and money while simplifying workflows.

A brief list of potential areas of improvement could include:

- Most library computer systems are built on pre-Web technology
- Systems distributed across the Net using pre-Web technology are harder and more costly to integrate
- Libraries store and maintain much of the same data hundreds and thousands of times
- With library data scatter across distributed systems the library's Web presence is weakened
- With libraries running independent systems collaboration between libraries is made difficult and expensive
- Information seekers work in common Web environments and distributed systems make it difficult to get the library into their workflow
- Many systems are only used to 10% of their capacity. Combining systems into a cloud environment reduces the carbon footprints, making libraries greener

These improvements can be grouped into three basic areas: technology, data and community. Each offers some general and some unique opportunities for libraries. Looking first at the technology that most current library systems employ, several benefits of cloud computing solutions surface.

### Technology improvements

Cloud computing solutions at their essence are built on current technology and should be architected to allow for technology shifts. Looking at the explosion of mobile devices one sees how businesses and organizations operating in a cloud environment are able to adapt and deliver their services to the new devices much more quickly and less expensively.

The mainstay of libraries is the library management system (LMS, also known as the integrated library system or ILS). Library management systems were developed before the Internet and Web existed and are generally closed proprietary systems. It has been difficult and costly for these closed systems to take advantage of new technologies as they emerge. It is also challenging to integrate to external systems and libraries must rely on their vendors to do any such integration.

Over time libraries have needed to add more systems to manage their changing collections which moved from strictly physical collection management to a combination of physical, licensed and digital collections. Since each of these systems has stood alone integrating them has been difficult and at times not possible. What can change in a cloud environment for managing core library services?

First would be the possibility of open service oriented architecture. Many cloud solutions offer this type of openness with published application program interfaces (APIs) that any programmer can take advantage of. This means if a new service or technology emerges libraries will not always be dependent on a vendor or other third party to start taking advantage of these services and technologies. Existing library systems have used APIs to connect to external services but they have remained closed proprietary systems making it hard to integrate them into external services. As Andrew Pace stated it, "... demands fall short by merely asking that local systems avail themselves of other Web services rather than establishing themselves as services in their own right."<sup>6</sup> When library systems are deployed as open cloud solutions then the library community itself can step up to create extensions to their core services and more importantly share them throughout the community using cloud solutions. This makes it possible to integrate two services once and re-use it across the community.

Secondly libraries can get out of the business of technology and focus on collection building, patron services and innovation. Servers can be decommissioned and no longer require replacement every five years (or less). Staff no longer has to

maintain the complex software stack necessary to run local systems and worry about compatibility of the stack during upgrades. Instead technical skills can be re-deployed for extending cloud services into their environment and their environment into other cloud services.

### Data efficiencies

When data is stored in the cloud it offers several advantages. Common data can now be easily shared among services and users. The need for local storage, maintenance and backups is removed. Agreements can be forged to share data that normally would be considered private to a single business or organization. And finally libraries can achieve Web scale when they massively aggregate data and users, something a cloud environment makes possible.

Like the advantages of technology deployed and accessed as cloud solutions, data storage in the cloud brings many benefits for libraries. The easy one to recognize is the same data being stored hundreds and thousands of times across libraries. Consider how many copies of the cataloging data there are for a serial publication such as the Economist. And if a change is needed to the cataloging data to keep it current each library must perform that change. When this data is maintained in the cloud, maintenance and backup of this data is now done once and if a change is needed, once one library performs the change all share it.

Another great benefit of data stored in the cloud is the opportunity for collaboration and cooperative intelligence. Libraries can agree to share pools of data for cooperative collection building, cooperative preservation or digitization, cooperative sharing of materials, etc. And with massively aggregated data new services can be created such as recommender services based on a broad base of usage data.

As stated above when library data is widely distributed across systems it makes library Web presence weak. When search engines such as Google, Yahoo and Bing can harvest from large data stores it opens the opportunity for the collective to work on search engine optimization, or the improvement of library collections appearing more relevant to search engines thus displayed higher in search results. This is a complex and ever changing task that would be prohibitive for individual libraries to accomplish. Further, aggregated data can attract a much larger aggregation of users who interact with

the data, add to it and re-use it. The result is every user adds benefit for every other user.

### Community power

Libraries have a somewhat unique opportunity with cloud computing, to create an online information community network. Such a community is really two communities, the internal community of libraries collaborating within a single institution and across institutions and the external community of libraries and information seekers. The value to libraries is the "network effect" that coming together in the cloud provides. The cooperative efforts of libraries will create scale savings and efficiencies, bring wider recognition for libraries, and provide cooperative intelligence for better decision-making, and provide the platform on which libraries can innovate.

Looking externally the first community cloud computing offers is taking advantage of social media. Businesses and organizations can both build social communities around their services and participate in existing social communities such as Facebook or Twitter.

The internal community formed through the cloud offers new possibilities and efficiencies for current workflows. Starting with a single organization the simple task of collaboratively working on documents and maintaining version control either requires extensive manual processes between colleagues or a locally installed system to assist in collaboration and version control. Many librarians have discovered the power of services like Google Docs to reduce the effort of working jointly. Services like these allow them to easily share ongoing work whenever they want and wherever they are.

The potential for collaboration between libraries is truly revolutionary in a cloud environment. When data and functions are shared in the cloud libraries can make joint decisions on collection development, preservation, digitization, in real time. As demonstrated by OCLC's QuestionPoint virtual reference service and its 24/7 cooperative a single libraries ability to assist patron's is expanded beyond the constraint of its own walls and hours of operation to become a true cloud service (last year QuestionPoint logged its five millionth answer to a reference question).

### Real world examples of current library cloud solutions

To date, the main focus of libraries moving into the cloud has been discovery services, the need to disclose their vast collections on the Web. Though library OPACs attract existing patrons they are not integrated with most information seekers common workflows. So a first step for libraries has been to start massively aggregating data about their collections into common pools. OCLC's WorldCat, the first example of this, is now forty years old and pre-dates both the Web and cloud computing. Other similar union catalogs have existed throughout the world most commonly supported by national libraries and large union catalogs, such as the National Library of Australia, the Bayerische Staatsbibliothek in Germany, and Bibsys in Norway. However the advent of the Web has allowed libraries to extend this original vision in new ways.

Extending these services beyond traditional library collections is well illustrated by the National Library of Australia's (NLA) Trove. It has used the Web to accomplish two tasks. This is done by first combining the collections of Australian libraries with other important Australian and international collections and information sources such a Wikipedia and secondly to open much of this content so the public can tag it, edit it, collect it and review it.

The explosion of digitization projects in the last decade has driven this gathering of information in new directions with examples in addition to NLA's Trove to others like the Hathi Trust, OAISTER and Europeana. The Hathi trust is building a repository of digitized books and journals from major research libraries in the United States. OAISTER is a service started by the University of Michigan and now managed by OCLC which seeks to harvest all the major digital repositories around the world. Europeana is gathering the digitized collections from Europe's galleries, libraries, archives and museums. What makes these aggregations and others like them important is their intent to allow their content to be mashed up into other services and re-used.

Other benefits growing from massively aggregated data about collections is the ability to aggregate user opinion and use. LibraryThing is a good example of being able to build recommender services based on the aggregation of what thousands of people hold in their personal libraries.

However, there is no reason to extend cloud-based services only to libraries' end users. As Marshall

Breeding points out, "We can't let the current focus on front-end interfaces make us complacent about the software systems that we use to automate routine library functions." vi

### Beyond library discovery services

It is here that libraries can look to gain new efficiencies both internally and among the entire library community. When library software suppliers create the user personas that will use their software the focus is generally on external personas but there are also many internal personas that need to take advantage of new technologies and Web capabilities. One such example has been given with reference librarians now able to both better assist their patrons online but also to build a large network of librarians globally who can answer specific questions and be available 24/7. What other personas in the library can benefit from cloud solutions?

- Acquisitions librarians managing increasingly diverse collections
- Cataloging librarians seeking to describe an ever increasing body of information and information sources the library is managing
- Serials librarians working to maintain control and access to collections spidered across the Web
- Electronic resource librarians managing burgeoning collections, and ever-changing lists of vendors

The dramatic change in library collections often blurs the lines between traditional job roles in libraries. An acquisitions librarian probably also needs to manage licenses for electronic materials as well as manage purchasing for multiple formats, often for the same item. They need to access information from suppliers, reviewers, local constituency and other staff in a unified manner. This begs for an open system deployed where it can easily be accessed by external systems and pull in data and services in from those same systems. Cloud computing solutions can create the new workflows needed by librarians because it offers the opportunity for a cooperative platform for libraries to build on. There are four key principles of a cooperative platform.

- Openness, meaning that services and data are made available to support greater interoperability, not only within and between cloud services, but also with library-developed and third-party applications;

- Extensibility, meaning that the platform can easily accommodate the addition of new services and applications, developed either by the service provider or by members of the community;
- Data richness, meaning that a library can interact with and expose a wide variety of information about purchased, licensed, and digital content through this platform; and
- Collaboration, meaning that libraries can harness the collective power of the community of libraries to innovate and share solutions.

And it is precisely this that the business world and social media have demonstrated can be done with cloud computing solutions. Through cooperative and community building libraries can have the same possibilities.

### Caveat Emptor

However, if libraries are to consider moving more of their services into the cloud there are certain questions that must be addressed. Foremost is whether this service will make the library more efficient and help it offer better service to its constituency. It goes without saying that adopting technology for technologies sake is not a good management decision. Once it is determined a cloud solution does accomplish this for the library then considerations to look at are:

- Does the service have built-in scalability, reliability and security?
- Is it multi-tenancy?
- Who owns the data stored in the system and what rights does the library have to extract their data for other uses or even to leave the service entirely?
- Is it an open system so that external data and services can be economically integrated into this service and its services can be economically integrated to external services?

In discussions of cloud computing security and privacy are raised as serious concerns throughout the literature and especially by librarians. When considering a cloud application two aspects of security and especially privacy must be examined, technical and legal. Does the provider demonstrate the necessary technical expertise and explanation of their environment to insure there will be no unauthorized access to a library's data stored in the cloud? And have they considered the legal requirements of the government bodies the library is answerable to? This means it is also important to know exactly where the data is going to be stored since different countries have much different privacy

requirements and standards. And since many cloud solutions are actually running on another suppliers cloud infrastructure due diligence is required. First to be certain where data is stored and secondly what the service level agreements for access to the data and preservation of the data are for the actual infrastructure supplier. Regardless, one important take-away remains—data privacy and security are not mutually exclusive to cloud based solutions.

Multi-tenancy is critical for scalability of any cloud service. "Multi-tenancy refers to a principle in software architecture where a single instance of the software runs on a server, serving multiple client organizations (tenants). Multi-tenancy is contrasted with a multi-instance architecture where separate software instances (or hardware systems) are set up for different organizations. With a multi-tenant architecture, a software application is designed to virtually partition its data and configuration thus each client organization works with a customized virtual application instance."<sup>vii</sup> This is the architecture that makes cloud solutions highly scalable thus must be considered when adopting a cloud service.

Data ownership cannot be overstressed. The library must know it has complete access to all their data while using the service so they can take it and re-use it as necessary, whether in another service or simply for reporting purposes. Just as important they must be certain they can extract all of their data at any point in the future should they decide to leave the service. It is also important to know what provisions are in place for data access should the supplier go out of business.

Finally a library must know that the service is truly an open, service oriented architecture which can truly change the future of libraries. This allows libraries to shift the use of internal technical expertise from maintaining software and servers towards innovative uses of cloud services in their local environment.

### Conclusion

Libraries have the opportunity to improve their services and relevance in today's information society. Cloud computing is one avenue for this move into the future. It can bring several benefits for libraries and give them a different future.

The cooperative effect of libraries using the same, shared hardware, services and data— rather than hosting hardware and software on behalf of individual libraries—can result in lowering the total costs of managing library collections and enhancing

the both library user's experience and library staff workflows.

While local library systems served an important purpose earlier in library automation they now represent a tremendous duplication of effort. Each library builds and maintains a database, buys equipment and installs and updates the software. In fact, some libraries can get stuck in perpetual upgrade mode, which involves lots of testing and retesting and time-consuming customization.

With cloud computing, all of this is taken care of transparently for the library and user. Among the benefits of a cloud computing approach:

- Take advantage of current and rapidly emerging technology to fully participate in the Web's information landscape
- Increased visibility and accessibility of collections
- Reduced duplication of effort from networked technical services and collection management
- Streamlined workflows, optimized to fully benefit from network participation
- Cooperative intelligence and improved service levels enabled by the large-scale aggregation of usage data
- Make libraries greener by sharing computing power thus reducing carbon footprints

The vision is to use cloud computing to deliver library resources, services and expertise at the point of need, within user workflows and in a manner that users want and understand.

It should free libraries from managing technology so they can focus on collection building, improved services and innovation. The cloud computing model will encourage libraries and their users to participate in a network and community of libraries by enabling them to reuse information and socialize around information. It can also create a powerful, unified presence for libraries on the Web and give users a local, group and global reach.

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