LIST OF ATTENDEES

NAME	INSTITUTION
Carolyn Alho	Nazarene U C
Susan Brayford	Keyano
James Carter	Portage
Joanne Doucet	St. Mary's
Jan Guise	RDC
Charlene Jones	RDC
Hazel Kellner	GPRC
Joanne Kemp	GMC
Helga Kinnard	NAIT
David Larsen	Keyano
Patrick Lawless	Banff
Jennifer Lee	St. Mary's
Nicolle Lemay	Lakeland
Anita Luck	Fairview
Alice McNair	RDC
Joanne Mokry	MHC
Geoff Owens	LCC
Mircea Panciuk	Lakeland
Kristine Plastow	RDC
Yvonne Rezek	GMC
Christine Sammon	ACAD
Linda Scott	NorQuest
Tom Skinner	SAIT
Barb Smith	Olds
Selva Suppiah	NABC/EBS
Ross Thrasher	MRC
Maureen Toews	RDC
Joyce Van Scheik	CUC
Keith Walker	MHC
Dave Weber	SAIT
Wayne Wicks	Prairie Bible
Aileen Wright	NABC/EBS

MINUTES
of the
ALBERTA ASSOCIATION
OF COLLEGE LIBRARIANS
Spring Meeting
held at Delta Calgary Airport
Thursday, April 5, 2001

1.0   CALL TO ORDER

The meeting was called to order at 9:30 a.m.

2.0   APPROVAL OF MINUTES

MOTION: That the minutes of the AACL Meeting of November 2, 2000 be approved.
MOVED: R. Thrasher
SECONDED: M. Panciuk
CARRIED

3.0   APPROVAL OF AGENDA

Agenda approved with the addition of introduction of attendees.

4.0   CHAIR'S REPORT
(K. Plastow)

This will be Kristine's last meeting for awhile as she goes on maternity leave next week. Kristine will be attending the TAL Board of Directors' meeting tomorrow, representing AACL. As chair of AACL she has been part of the TAL

Advocacy Committee, a standing committee formed to advocate on behalf of member libraries. She also has served on the ILL Management Software Taskforce.

5.0 Secretary/Treasurer's Report (B. Smith)

The financial summary for the year 2000 had been distributed electronically. A balance of $2,966.99 was reported for the end of the fiscal year. The account was audited February 21, 2001. The balance as of March 31, 2001 is $2,228.97.

6.0 REPORTS FROM COMMITTEE REPRESENTATIVES

6.1 Newsletter Coordinator (J. Van Scheik)
The spring newsletter will be published in early May. A deadline for submissions will be posted on the listserv. Print copies will be made available for distribution upon request.

6.2 Union List of Serials (K. Plastow)
Kristine confirmed that the Union List is no longer being maintained and is no longer searchable.

6.3 Director-at-Large (K. Walker)
Following a recent change to the AACL Meeting Guidelines, the Director-at-Large is responsible for chairing AACL meetings in the absence of the chair and is responsible for submitting news from AACL for publication in the *Letter of the LAA*. Anyone with news items should forward them to Keith. S. Brayford suggested that the college libraries with building projects should submit information for publication.

6.4 Yearly Statistics Co-ordinator (T. Skinner)
Tom will electronically circulate a revised version of the 1999/2000 statistics, correcting errors in the previous report. The working group of Charlene Jones, Nicolle Lemay, Christine Sammon, Susan Brayford, and Tom Skinner will continue to meet regarding changes to the survey form. Input measures regarding technology and electronic resources will be added. There was much discussion around the need for and the difficulty of collecting output measures. Tom will look at satisfaction surveys currently being used in member libraries and at surveys being used in other libraries outside AACL. It was suggested that this might be a good workshop topic.

6.5 CTCL Update (S. Brayford)
The annual meeting of Community and Technical College Libraries (CTCL) will be held in conjunction with CLA. Susan encouraged members to attend as conference costs are less with CLA 2001 being held in Winnipeg.

7.0 BUSINESS/DISCUSSION ITEMS

7.1 Using Canadian Statistics Seminar (M. Russell)
Margaret reported that the seminar on using Canadian Statistics held April 4, 2001 at Mount Royal College was well attended and enthusiastically received. Feedback from the workshop indicated a strong interest in additional such workshops, particularly another introductory workshop offered in Edmonton. Consideration will be given to presenting additional seminars in different formats and at

different levels. This workshop was supported with a grant from TAL and a report will be sent to TAL regarding a continuance of funding to support additional workshops.

7.2 Colleges' ILL Management Software Taskforce (K. Plastow)

A draft report has been made from the taskforce to the Knowledge Network Steering Committee and Kristine will post it electronically. The six-member taskforce demoed four products: RSS (Epixtech), ILL Manager (RLG), Wings (Pegasus), and Impact (AG-Canada), and evaluated them based on set criteria. The final recommendation was to go with RSS as it met the criteria. Chinook Arch is currently using this product to manage ILL's with its libraries and would be willing to manage it for the broader library community. TAL is willing to pay all the costs for the first year with individual libraries paying an annual maintenance fee in succeeding years. The amount of the fee will depend upon the number of participating libraries. Anne Carr-Wiggin will be the liaison for this project. Implementation is proposed for the fall of 2001. An email will be sent out, looking for a firm commitment from libraries. A request was made that a demo be set up, or at least information be made available to assist libraries with their decision regarding involvement.

7.3 TAL Knowledge Network Steering Committee (S. Brayford)

A report from this committee will be distributed at tomorrow's TAL meeting. The committee is looking at initiatives for sustainability following the end of the three-year period of funding.

8.0 Chair and Secretary/Treasurer Elections (G. Owens)

Nominations were called for from the floor for the position of AACL Chair. Following no response from members, Geoff declared Mircea Panciuk as new AACL Chair. Nominations were called for from the floor for the position of AACL Secretary/Treasurer. Following no response from members, Geoff declared Jim Carter new AACL Secretary/Treasurer.

9.0 Other

A presentation was made to Aileen Wright in recognition of her contribution to AACL. Aileen will be retiring from NABC/EBS in June. Anita Luck announced Hazel Kellner's upcoming retirement. Thanks and good wishes were extended to both our colleagues upon their retirement.

10.0 Date, Place, and Workshops for Fall Meeting

The fall meeting will be held in, or near, Edmonton in conjunction with the fall TAL meeting. Lakeland College and Grant McEwan College both volunteered to host the fall meeting, and the Highland Golf Course near Concordia College was suggested as an alternative. The new executive will determine the location. Suggested workshop topics included survey development and a review of new TAL initiatives including ALI (now TAL Online) and the ILL management software.

11.0 Adjournment

The meeting was adjourned at 11:45 a.m.

MERRY - GO - ROUND

CONCORDIA UNIVERSITY COLLEGE

We are currently working short-handed at Concordia but are continuing to offer as much service to our community as possible. Although Sharna Luiken, our Data Liberation Initiative contact, has moved on to take her MLIS at the University of Western Ontario, we have continued to offer new statistical services. Margaret Russell and Dan Mirau, in close collaboration with Ross Thrasher and the expert staff at Mount Royal College, recently presented at a workshop in Calgary, introducing online Canadian statistical resources. Evaluation results were very positive with comments indicating that this type of workshop is timely and relevant. If you missed it at Mount Royal, watch for a future session being held in Edmonton sometime this fall.

Aside from our statistical endeavors, we have recently enabled remote access to our online subscription databases. Now students with Internet access can log into our Gale and OCLC databases from the comfort of their own homes. With more databases being accessed this way, we predict changes taking place in the way we deliver reference service and bibliographic instruction. Already, Lynette Toews-Nuefeldt is planning an assertive instructional strategy for the fall academic term.

On other fronts, we recently completed a user satisfaction survey at our drop-in computer lab. Results are in and we will have to do some hard thinking about how to improve these facilities. Also, we will soon analyze last fall's decision to allow sealed beverages in the library. While the beverages are popular with students and faculty, we are wondering if we didn't open up a Pandora's Box.

Dan Mirau

FAIRVIEW COLLEGE

Fairview College Library has settled into a routine after the major upheaval caused by the changeover to NEOS (DRA). Staff is attaining a higher comfort level with the new circulation system; therefore, the glitches that occur from time to time no longer cause panic attacks.

As we come to the completion of six months of active NEOS circulation, it is interesting to note that in spite of being one of the smaller libraries in NEOS we lend more items than we borrow. This disproves the belief held by some that when smaller partners join a consortium they take more than they give. Not alone have NEOS libraries discovered our resources; other libraries across Alberta have recognized that the library has a well-developed collection in some rather unique areas. What a difference a web presence makes! Although we are happy to be able to function as a full member of the library community across Alberta, the changes have meant an increased workload, which is straining our staff resources. Many duties have been shuffled and reshuffled to

obtain as much efficiency as possible, but often staff find themselves trying to do three jobs at once. In addition to the increased workload from the NEOS changeover and interlibrary loans, our department has also been assigned the new duties of external exam administration and proctoring and responsibilities for CANCOPY. We are in the process of organizing these two new areas and will be hiring a casual part-time position in September to lighten the workload.

Fairview College is celebrating its 50th Anniversary at the end of June. The entire campus is involved in planning and preparation for the event. It promises to be an exciting and memorable weekend. Registrations are the responsibility of the library staff, with the daily volume steadily increasing as the date moves closer. We are looking forward to welcoming a multitude of alumni and visitors to our Fairview Campus on the long weekend in July. We would be pleased to have visitors from other college libraries so why not consider a few days of summer vacationing in the north and join us for our anniversary celebrations?

Anita Luck

GRANT MACEWAN COLLEGE

Grant MacEwan College has applied for a grant from the Knowledge Network Emerging Projects fund to expand and extend the Ask A Question virtual reference service. A number of post-secondary institutions have expressed an interest in joining the project, including Alberta College of Art & Design, Fairview College, Grande Prairie College, Lakeland College, NorQuest College, and SAIT. We hope to hear by the end of May if the grant application was successful. If so, these institutions will be added to the service and the project will be extended to December 2001. The public library system has expressed a keen interest in using the Ask A Question software as a basis for a public

library virtual reference service. We have had several meetings with a representative of the public library sector to explore the possibilities of cooperating with them to develop a "provincial" service.

Debbie McGugan has been appointed Chair, LRC instructional and Reference Services, effective May 1, 2001. The Reference Services Department, the Jasper Place and Millwoods branch LRC's and the Learning Skills Centre will report to the chair. Debbie will continue to serve as Head of Reference services at City Centre Campus.

The college continues to expand and the number of full load equivalent credit enrolment is about 7,686. In order to accommodate increasing numbers of students, the Millwoods Campus, which is not currently filled to capacity, will be renovated and expanded over the next three years. Programs will be moved from City Centre campus, which is filled to capacity, to the Millwoods campus over the next several years. The LRC located at the Millwoods campus will be undergoing a major renovation/expansion this summer and additional staff will be hired for fall to operate the LRC. In addition, the college is raising money for a new building to be erected on the west end of the City Centre Campus.

Debbie McGugan

KEYANO COLLEGE

Our college library is just beginning the library inventory. The inventory is always such a fun job for the spring and summer! We have hired a summer student to help staff with the process. We were considering a wireless pack connection so we could walk around with the library laptop, scan the barcode and not have to be connected to the network cable. We would be able to instantly confirm all the details about the library item. I think this sounds exciting. If anyone is interested in reading

more about this: ***Goin' Mobile: Using a Wireless network in the Library***, page 40 in March 2001 of **Computers in Libraries**.

I met with the architects for our new Technology Centre. We are discussing a library renovation rather than a new facility because we do need twice the room we presently have but our college has run out of classrooms. The decision was made that classrooms and computer labs would be in the new building, not the library. Renovating the library means both the photocopy department, graphics, and public relations will move to provide us with the space to expand. We have to deal with a floor drain from the old darkroom and plumbing to a chemistry lab so no expansion will be without challenges. No one will want to be near a pipe that gurgles all the time!

We did survey the students again this year with the same ten library questions about their satisfaction with our services. I will be comparing the results to last year's survey. Approximately 400 students participated in the survey.

We have been working on running many of the "canned" reports the SIRSI library system provides for libraries. Our latest is a monthly report to faculty members, letting them know the items we ordered for them have now been received. We don't want to notify them when it has been ordered, only when the book has been received. So far we are still struggling with the data but hope to have the report running shortly. It always seems that something we were able to do manually, quickly and easily, is so difficult when you automate. To me this doesn't make sense.

David Larsen and I will be attending the Canadian Library Association Conference in Winnipeg. I hope I will be able to see some of you at the conference. If I don't, I hope everyone has a fabulous summer!

Susan Brayford

LAKELAND COLLEGE

Yes, we at Lakeland College have a new Vice-President Finance and Operations in the name of Pauline Gillanders. The former interim Vice-President, Taras Saruk, is now the Executive Director of Emerging Initiatives. The Centre for Information and Learning Resources is within the Finance and Operations section of the college.

That's all Folks!

Mircea Panciuk

LETHBRIDGE COMMUNITY COLLEGE

We're in the throes of doing a really quick renovation. Geoff brought back all kinds of good ideas from the AACL meeting that people shared with him. We're somewhat frustrated with the speed of the process and no details such as budget or overall plan. We've been meeting with other administrative units for months and the conclusion we've reached each time is there is not enough space. This sentiment came out strong and clear in the student evaluations of our service. Students want more open vistas and natural light and less cluttered furniture arrangements and diverse services. They want a single purpose facility with clearly designed service areas and easy access so they can quickly get the help and resources they need in a calm, serene environment.

Other interesting feedback from our clients includes the importance of atmosphere (aesthetics, noise, crowds) and their desire for amenities (coffee and food) while they work. They also seem to value collection materials more than computers or access to the Internet. The biggest drawing card is our staff and our service. The biggest problems to them are our collection and the facility and the improvements they would value the most would be to the collection and the facility.

Our institution held a competition for the position of Dean, Student and Enrollment Services which happens to be the position our library reports to. A woman was hired and begins in July. It was great giving input into that process and having my opinions heard. Geoff Owens joined other Information Services librarians in the province administering Voyager software at the Voyager User Group Meeting in Chicago the week of April 18-22. With well over 1,000 delegates it was a large gathering but Geoff learned a lot about using ACCESS to write reports in the Oracle-based Voyager software.

LCC is participating in a 31 organizational project through Industry Canada to create a Lethbridge network. The plan is to hire a coordinator and with the help of in-kind donations from the member organizations and Urban Cap dollars, get all the sites set up with networked computers and create a website so that underprivileged people, among others, will have access to the information they need to have a better life (jobs, housing, health, education).

That's it for now from the sunny South!

Kathy Lea

MEDICINE HAT COLLEGE

The quiet of spring semester is upon us and those long-awaited days that we planned to spend doing all those things that didn't quite get accomplished during the regular academic year are quickly getting filled up with meetings!

Here at Medicine Hat there is a great deal of talking going on. Of course the discussions continue regarding the new building. Meetings with the architects are not as frequent as they once were but every week we find something new to second-guess ourselves about: Can we really fit thirty people into that classroom? If we encroach onto stack space to ensure we have enough room in the classroom, will there be enough space for the collection? Will the cappuccino bar be in the center of the lounge or under the stairwell? Hey, is that stairwell correct? If so, the ceiling in that area will only be about seven feet high!!! Better call the architects!!…

A ground-breaking ceremony is tentatively being planned for September as part of the First Week Festival (a week of activities kicking off the school year). The details have not been announced but there was talk of having the library's 92-year-old namesake, Vera Bracken, drive a bulldozer!

The library staff is actively involved in the planning of a variety of college-related activities. College Day, which is held in the third week of August, is a college-wide PD day. This year, for the first time ever, there is talk of shutting the place down. In the past, the administration has maintained a skeleton crew in the areas that they deemed as essential services. Plans include a three-hour motivational-type workshop; college president, Ralph Weeks', annual address; as well as plenty of opportunity to socialize.

New Student Orientation has become a major initiative on our campus. The First Week Festival is jam-packed with activities for both new and returning students. Food and drink run aplenty, as well as contests, competitions, and information sessions. The library, for the first time, is sponsoring a breakfast. Not only do we provide the actual food but our staff will need to be out in full force to serve the hungry crowds. Why would we do this, one may ask? Simply…for exposure.

The ACCC National Soccer Finals will return to Medicine Hat College in November 2001. Our very own Keith Walker is the Media Relations Director and he has championed a bulk of the Academic Services staff as his aides. These individuals will be frantically reporting game results to the media, both locally and nationally.

The library staff's involvement in planning and organizing is presently extending into the community arena. In June, the librarians in Medicine Hat are hosting the APPL-Sa(uce) group. For those not familiar with this acronym, APPL-Sa(uce) is the Association of Professional Librarians of Lethbridge -–and Southern Alberta. An evening of eating, touring libraries, and sharing stories is planned for June 7.

And finally, until some other new venture is unveiled and the call for volunteers goes out, staff members are involved on the Alberta Winter Games Literacy Committee. In February 2002, Medicine Hat will host the Alberta Winter Games for athletes aged 12 through 17. The purpose of the Literacy Committee is to help promote the cultural aspect of the Games. Initially, a meeting was held to discuss the types of bookmarks that would be made, the book displays that would be created, and which local authors or sport celebrities could be invited to talk. What evolved was a plan to contact famous people related in some form or another to the sporting events of the winter games, eg. Wayne Gretzky, Kurt Browning, etc. The committee would love to have them come and talk about their sport but barring that they have requested autographed books or pictures, jerseys, or any sort of personal memorabilia that could be used for a display and silent auction. How does all this fit into literacy – well they aren't quite sure! But they will tie it together somehow.

One may read this and think, "Boy, those people don't spend much time doing library things, but rest assured, in the midst of all this talking there are some very important goals being achieved. The Vera Bracken Library and those people who work there are being recognized as supporters of both college and community life. And yes, we do find time to weed our collection, complete an inventory, and accomplish all those other summer tasks.

Joanne Mokry

MOUNT ROYAL COLLEGE

Staff Changes

Librarian, Ross Sherwin, has returned from leave. Ian Watt will be going on his "four-for-five" self-funded leave this summer and a replacement librarian will be hired. The library has also received funding for a new tenure-track librarian position starting in August. These vacancies will be posted shortly.

The library was successful in securing summer student employment grants from the provincial STEP and federal SCP programs.

Library Renovations

The main library is being renovated this summer and we are preparing to move out to temporary quarters in various campus locations during the May-August construction period. The renovations are designed to create a stronger profile for the library on the main concourse; a concentration of service points around a new entrance/exit; expansion capacity for the print collections; increases in study seats and computer stations. We will be adding four new group study rooms and a reading area for Course Reserves. These changes should provide a more functional and attractive environment for students. The office area above the library is also being renovated to accommodate all library staff in a contiguous space with new workstations. This area includes an expanded meeting room and some growth capacity for anticipated staff increases.

System Upgrade

Our Voyager library system was upgraded to Version 2000 in April. We have successfully implemented the Media Scheduling module of Voyager. Two of our staff also attended the Voyager User Group meeting in Chicago this spring.

Ross Thrasher

NORTHERN ALBERTA INSTITUTE OF TECHNOLOGY

The library has a new key planning document, a rolling three-year plan that is linked directly to NAIT's Business Plan. Feedback from NAIT staff during the Information Blueprint Project served as a framework for our planning process.

A new model of delivering library/information literacy instruction to students has been developed. The model is based on a partnership between Learning Resources staff and program instructors. Program instructors will teach their students basic level library/information literacy competencies using WebCT courses developed by librarians (Diane Clark, Valerie Footz, Ileana Panciuk). Librarians will provide leadership and support to program instructors; will keep the content current and provide updates to program instructors as required; will assist in developing assignments upon request; and will continue to deliver training to students on advanced or specialized library/information literacy competencies upon request. The pilot will begin in September 2001.

The library's contribution to NAIT's world-wide business is growing, with projects currently underway for International Education partners in Argentina and Cuba. In Argentina our focus is the automation of a special library at the Instituto Argentino del Petroleo y del Gas (IAPG) in Buenos Aires, and in Cuba the focus will be the development and automation of a library at the Centro Nacional de Certificacion Industrial (CNCI) at Cienfuegos. During April, Diane Clark, Liz Pegoraro, and Pat Waterton spent time in Buenos Aires working with IAPG staff on document digitization, MARC cataloguing, and system implementation of the Spanish language version of InMagic. In September, a project implementation plan for the CNCI library will be developed at Cienfuegos, Cuba.

Staff have worked very hard all year to implement all Voyager modules and just as we have achieved that goal, we have begun planning for the upgrade to the next version of software!

Helga Kinnard

NORTH AMERICAN BAPTIST COLLEGE

As of July 1, 2001, Selva Suppiah will assume some of the responsibilities of Head Librarian in addition to his present position as Coordinator, Reference and Information Services. Selva graduated with a B.A. degree in psychology and a Diploma in Commerce, both from The Kings University College. He also completed a Master of Information Management & Systems degree (Library and Information Services) at Monash University in Australia.

The appointment of a replacement for Aileen Wright, who retires as Head Librarian at the end of June, will not take place until July 1, 2002. A half-time reference librarian will be hired to assist Selva.

Aileen Wright

OLDS COLLEGE

Olds College is going through a period of change as our energetic president of six years, Rob Turner, has taken over leadership of Sheridan College. Both vice-presidents are currently serving in an acting capacity with appointments to be made after the new president is in place. With this turnover in the executive, we anticipate there will be some overall changes in the direction of the college.

In the library, our focus has been on improving the technology available to our patrons. Our Information Commons opened in November with six stations and by January we had expanded it to its capacity of fifteen full-productivity stations

with access to a scanner and a color printer. Two of the computers were donated by the Students' Association and they also committed funds to the sustainability of these two stations. This student initiative encouraged staff to be involved so the fund-raising to support the Information Commons has been quite successful.

We have taken our old Internet and CD-ROM-dedicated stations out of service and are gradually replacing them with new full-productivity computers. By August, when our students return, we will have twelve more computers installed in clusters in the main area of the library. With our increasing reliance on electronic resources, these computers are much needed.

With the increase in the number and variety of electronic resources we now have available, we're reviewing the statistics we have traditionally maintained and ones that we should be collecting that better reflect our service. I follow with interest the changes coming to the annual AACL survey.

Barb Smith

RED DEER COLLEGE

Our biggest news is that ground-breaking for Red Deer College's new Library Information Commons is planned for June 2001 after a year of designing, planning, and consulting. The college and community together raised 110% of its six million dollar fundraising goal for the library, the Student Association, and the bookstore.

The new Library Information Commons will serve the community of Central Alberta and will be located at the main entrance of the college. This strategic position will be both welcoming and inviting for students and members of the community. The Library Information Commons is slated for completion in the summer of 2002. On opening day, library collections, services,

and 200 computers will be available to the college and community of Central Alberta. The coming year will be focused on planning for the move, furnishing, and operating in the new building.

Our other news focuses on the development of our internal programs. The library has been involved in a marketing survey in conjunction with Red Deer Public Library. Several focus groups were held to gather information about the student and community perceptions and needs related to library services. This marketing project continues.

We have been working at redesigning our library website and are in the last stages of implementing a proxy server. This server will be trialed this spring with plans to be fully functional by fall. The group testing the proxy server will be part of another project we have been working on which involves developing Web CT library instruction for distance education students. Some distance education students will make use of these resources during the spring term.

Another project currently underway in conjunction with some instructors, is an information literacy component added to a few trial courses which relies on the librarians to provide library instruction, mark bibliographies, and evaluate the impact on student grades. Planning is now taking place, with implementation to take place in the fall term.

On a staffing note, Kristine has begun her maternity leave and will return to work in May of 2002. We hope you all will have a great summer.

Maureen Toews

SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY

Many library staff toured the Heart building and the site of the new library in April and May. A moving company has been

contracted and the Expansion office has set the move start date as August 4. We will be shutting our doors in the Senator Burns Building on Friday, August 3 and reopening in the Heart building on Monday, August 13. An inventory of library material is scheduled for June.

Two professional development sessions for SAIT instructors were developed and delivered by our staff this spring. Dave Weber and Nora Robinson led a workshop on search strategies applied to the library homepage, information databases and the World Wide Web, and Nora led a workshop with the new campus Intellectual Property officer, Desseri Clowater on the topic of copyright issues and instructor-created Web sites.

The SAIT Centre for Learning obtained a license for the E-Learning software called WebCT in 2000. A Library Skills Workshop was developed during last year. Over 800 students have completed the on-line WebCT Library Skills Workshop since January 2001. Our workshop will help the Centre to determine whether to renew its campus license for WebCT access this summer. Content revisions to improve the Workshop and reflect the new Heart Building location will be completed this summer.

Several staff changes include the addition of Nora Robinson and the upcoming retirement of Joe Hill. Nora joined the library staff in February. She is working as cover off for Zahina Iqbal who assumed duties as head of the Knowledge Management and Quality Office in the Centre for Learning. Nora taught in the Library and Information Technology program and also held the position of Intellectual Property Officer for the campus. Joe Hill will be retiring this fall after over twenty years of service in reference and instruction.