



Annual Report
Of the
British Columbia Legislative Library
2003



Cover Story

Linocut print of the entrance to the Library by an unknown artist. The block was found in the attic in November 1985. The print appeared on the cover of the *British Columbia Library Association Bulletin, January 1955*.



May 4, 2004

The Honourable Claude Richmond
Speaker of the Legislative Assembly
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Mr. Speaker,

I am pleased to present the Library's Annual Report for the year 2003. The report is submitted pursuant to order 116 of the Standing Orders of the Legislative Assembly, 1987.

In keeping with our efforts to offer more information to the Members of the Legislative Assembly via electronic services, this annual report will be made electronically available on the Library's Intranet site.

Respectfully submitted,

Jane Taylor
Director



STAFF APPRECIATION

In 2003, all Library staff continued to demonstrate their dedication to service and their commitment to meeting the information needs of our clients. The impact of the Web on ways of thinking and ways of achieving results demands new skills and increased flexibility in performing the work of the Library. Thanks to each member of staff for their essential contribution in making the Legislative Library a thriving and productive organization.

Special Appreciation



With the end of the year came the retirement of **Joan Barton**. Joan dedicated 35 years of her professional life to the Library and to the Legislative Assembly, where she counted many MLAs as friends. She was the Director of the Library from 1985 to 2003, the Manager of Reference from 1974 to 1985 and Reference Librarian from 1968 to 1974. She was also very active in the Association of Parliamentary Libraries, and for a time was its President. Joan was a panel member at the Research for Parliaments Pre-conference session at the International Federation of Libraries Association meeting in Ottawa in 2001, which was subsequently broadcast on CPAC. She also gave a paper at the Colloquium on Parliamentary Library History in Quebec City, in 2002.

Joan had a keen interest in public administration, and while Director of the Library, pursued a Masters in Public Administration at the University of Victoria, and later taught in the department. She was a very involved member of the Institute of Public Administration of Canada, twice winning their Award of Merit, and was President of the Victoria Chapter. Near the end of her career, in 2002, she was awarded the Queen Elizabeth II Royal Jubilee medal. She takes with her the staff's wishes for a happy and fulfilling retirement.

Client Services

For the third year in a row the unusual party standings in the Legislative Assembly have had an impact on Reference activities with a reduction in both reference questions and circulation of materials. The use of reference e-mail continued to increase, however, with more than 335 questions answered during the year, an increase of 19% over last year. These figures confirm the ongoing shift to user preference for access to electronic sources, and the Library has worked hard over the past year to provide useful, custom electronic information, as outlined below. Searches using subscription online databases doubled over the previous year.

Staff focused on electronic product delivery and outreach services during the year, and the following new electronic information resources were developed, tested and made available through the Library Intranet during 2003:

Bills Before the House, which was introduced as a demonstration product in 2002, was finalized and went live at the beginning of the Spring session. The service is updated daily while the House is in session. It provides links to fulltext of first, second, and third readings of bills, links to Hansard Debates with a list of speakers, links to Committee Debates, Coming into Force information, links to Ministry and other background material and links to party press releases.

Community News Today, a daily listing of links to stories of interest to MLAs appearing in Community Newspapers throughout the province was introduced at the start of the Spring session. Approximately 50 publisher's web sites are monitored for inclusion.

BC in the World News, a daily listing of live links to articles about British Columbia that appear in the online international press, was launched at the beginning of the Fall session.

The *MLA Database*, which contains biographical and electoral information on all British Columbia MLAs was made available for the Fall session. This dynamically updated database is based on an earlier version of the data. A simple search by MLA name results in electoral information, Executive Council appointments and some biographical data. Dynamically updated lists of Premiers, Cabinet, women MLAs and others have been created and added to the site. This database will be updated on an ongoing basis.

Bibliographies on the following *Current Issues* were created by Library staff: Fiscal Policy, Waste Management, Aboriginal Land Claims, Youth and the Electoral Process and Public-Private Partnerships.

Over the past year, a number of online serials have been made available to our clients through the *Online Databases and Magazines* section of the Library Intranet.

Library staff were active in the selection of *Google* as the search engine for the Assembly Internet and Intranet sites. The Library created its own *Advanced Search* page which allows users to search on all or part of the Library site. The Library was also involved in

the selection of web site statistics software, Urchin, which we hope to configure in the coming year to track visits to these information products.

There has been an increasing trend for governments to use the Internet for publishing and distribution, posing problems for libraries wanting to keep and preserve this material for the long term. The Legislative Library, with its emphasis on British Columbia government publications, generates print copies and downloads selective titles based on the Library collection development policy. This year, 3,927 titles were downloaded. In addition, 8,202 British Columbia government *News Releases* have been downloaded to the Library Intranet since 2001.

Library promotion and User Instruction

Orientation tours and instruction in library use were offered throughout the year to caucus researchers, legislative interns, legislative pages, constituency staff, Legislative assistants, Assembly staff, job shadowing students and government employees.

Customized, one-on-one Internet training was offered to MLAs during the Spring session of the Legislature. Reference staff prepared a series of handouts to supplement the training and also prepared a short guide for librarians outlining the suggested structure of training sessions. The service will be offered on an ongoing basis as a regular component of orientation activities.

Each time a new information product is made available on the Intranet and whenever new issues of *New Books* and *Current Issues* appear, an e-mail notification is sent to all Members and Assembly staff. The notices contain links to the new products and publications and whenever possible a file is attached so that the publication can be viewed by our prime users when away from the Parliament Buildings.

Visitors to the Library

February 6: 19 library technician students from the Fraser Valley University College.

February 10: Dan Heino, of the UBC Woodward Biomedical Library, visited to discuss policies and procedures for downloading BC Government publications.

March 27: Vera Raschke, Legislative Librarian of NWT, visited to review our procedures for handling electronic documents.

April 17: Bill McCormick visited from the Parliamentary Library in Canberra, Australia

June 25: Dr. Richard Hopkins from the UBC School of Library, Archival and Information Studies met with Maureen Lawson and Joan Barton to discuss the school's co-op program.

Organization and Staffing

Terri Rowe resigned as support in the Cataloguing Section, and was replaced by Kim Paterson and Kathy Kilshaw each working half-time. Susan Paterson was hired as a Cataloguer Librarian replacing Jeff Pitblado who resigned at the end of the previous year. Patrick Weckermann was hired as the Systems Assistant, replacing Matt Hincliff who resigned. Elizabeth Wright was hired as auxiliary Systems Librarian, having previously worked as auxiliary Serials Librarian while Nicole Aerts was on maternity leave.

Staff Development & Training

As reflected in the following course titles, much of the ongoing staff training is aimed at keeping staff current with the advances in computer technology as it relates to libraries and information services: a demonstration of the Ontario Legislative Library's Intranet, OCLC Digital and Preservation Resources, Introduction to HTML, QP LegalEze, Strategies for Enhancing Web Communication and Usability, Techniques and Resources for Effective Online Research, Euromonitor's Global Market Information Database and QuestionPoint Collaborative Virtual Reference.

Cross-training is an ongoing process in the Library that ensures that critical tasks continue to be done in a timely way when there are staff absences.

Other seminar and workshop attendance included sessions on retirement planning, earthquake readiness and first aid training.

The Library maintains memberships in the following professional organizations and benefits from their conference programs and journals: The Association of Parliamentary Libraries in Canada, The British Columbia Library Association, The Canadian Library Association, The Canadian Association of Special Library and Information Services, The Canadian Association of Law Libraries and The American Library Association.

Staff also participated in several Assembly-wide initiatives, such as business continuation planning, parliamentary procedures workshops, ITI Technology's Accounting and Payroll systems requirements sessions and volunteering at the 42nd Canadian Regional Conference of the Commonwealth Parliamentary Association.

Staff Participation in Legislative Assembly Committees

Staff participated in the HR Advisory Committee, the Display Advisory Committee, the Information Technology Committee and the Systems Web Advisory Team.

Statistical Summary

Annual Totals for the year:		2002	2003	
Reference Services	Questions Answered	3,669	3,207	
	Remote On-line Reference Service	22	43	
	Newspaper Index Entries	10,222	10,191	
	Material Circulated*	2,259	1,552	
	In-Library Use	5,543	4,359	
	Interlibrary Loans:			
	-Items Borrowed	49	47	
	-Items Lent	42	53	
	*Does not include in-Library use.			
	Technical Services	Government Publications Received	19,143	20,421
Government Publications Catalogued		4,426	3,960	
New Book Titles Catalogued		5,365	5,493	
Retrospective Conversion/Reclassification		1,082	858	
Cataloguing in Publication		290	267	
Trade Titles Received:				
-Books		1,767	2,191	
-Periodicals & Catalogued Serials		1,930	2,100	
Newspaper Titles		222	206	
Cumulative Totals for the year ending:		2002	2003	
Automation	Dynix Database Size:			
	-Books and Government Publications	128,778	135,541	
	-Newspaper Index	276,455	286,527	
	-Cataloguing in Publication	4,368	4,631	
	-Periodical Index	43,487	46,397	
	Total Size	453,448	473,096	