



**Annual Report**  
*of the*  
**British Columbia  
Legislative Library**  
**2004**



## 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.***



September 12, 2005

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

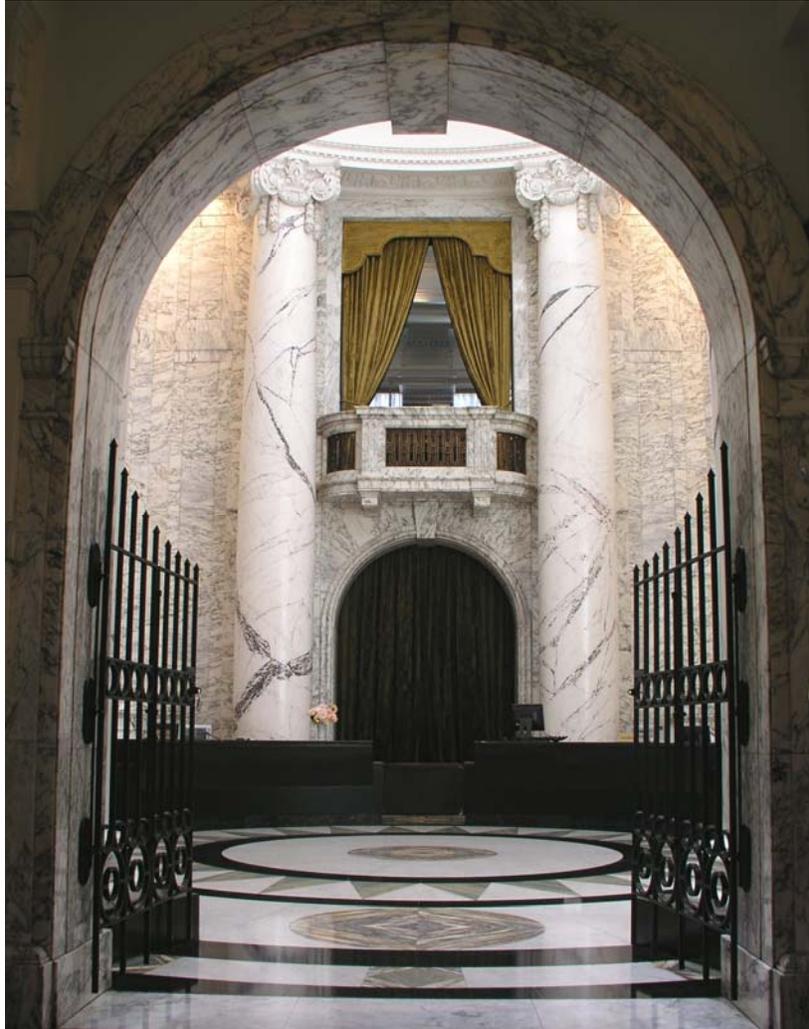
Dear Mr. Speaker,

I am pleased to present the Library's Annual Report for the year 2004. The report is submitted pursuant to order 116 of the Standing Orders of the Legislative Assembly, 1987.

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

Respectfully submitted,

Jane Taylor  
Director



## **STAFF APPRECIATION**

2004 was a year in which all staff made a significant contribution to client services, as you will read in the report. As well, staff made a significant contribution to the Library itself. In 2004, staff undertook the process of evaluating and selecting a new library system, driven by the necessity of replacing the now outmoded system that had served the Library so well since 1991. The entire staff deserves high praise for their professionalism, dedication and hard work. On a personal note, every member of staff made me feel very welcome as the new Director. Throughout this busy year, all staff were very supportive of me as I learned the ropes. My heartfelt thanks.

## Client Services

Reference statistics declined in 2004, although questions from our prime clients were down only slightly, by 4%. Our prime clients initiated 49% of the reference questions, up from 43% last year. Reference service continued to be negatively affected by the unusual party standings in the Legislature, and by expanded use of the Internet by our clients.

In addition, the answers to many reference questions are provided by various electronic products, which are described below. These services are designed to be accessed directly by the user, without staff assistance. To try to measure the extent to which these services are used, we have for the first time in this report included statistics on the use of Library pages on both on our Internet and Intranet sites. This is a number that will become more meaningful next year, when there is a basis for comparison.

Questions from government employees were down 26%, and down 25% from the public. It may be that these clients are turning more to the Internet to find the answers they need, as we provide them only with very basic assistance.

Circulation was up sharply, rising by 47%, due at least in part to the new popular reading collection. Remote database searches were down by 58% from last year, but in 2003 they were up by 100% over 2002. Reference email service was well down from 2003. While some of our clients like the convenience of asking questions through email, this is not a service that has attracted a wide following. Typically, our clients prefer to use the phone, or to come in person.

### Electronic Client Services

BC Government Publications: the trend continued 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, 5401 titles were downloaded, up from 3927 last year. The electronic form of these titles can be accessed through the Library catalogue. The Library also produces the Monthly Checklist of BC Government Publications, which lists publications by issuing body. The Checklist is available electronically back to 2001. In addition, 11,292 BC government News Releases have been downloaded to the Library Intranet since 2001, with an increase of over 3000 in 2004.

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 in 2003. All reference librarians take turns in finding articles.

Bills Before the House was introduced as a demonstration product in 2002 and went live in 2003. The format was improved in 2004, and all reference librarians participate in updating it daily when the House is in session. It provides links to full text of first, second, and third readings of bills, links to Hansard Debates with a list of speakers, links to Committee Debates, information about how the bill will take effect (come into force), links to Ministry and other background material and links to press releases.

Community News Today is a listing of links to current stories of interest to MLAs appearing in community newspapers throughout the province. This service was introduced in 2003 and it is updated daily.

The MLA Database contains electoral information on all British Columbia MLAs and was first made available in 2003. It now includes biographical information back to 1951. 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.

Online Databases and Magazines make a large number of online serials available to our clients through the Library Intranet.

### **Other Client Services**

Current Issues: This year, reference staff produced four current issue lists of books, articles and Internet sites on selected topics of current interest: Offshore Oil and Gas, Rural Land Use, The Corporate University and Democratic Reform.

The display cases in the foyer and lobby areas of the Library were changed on a regular basis, with topical displays such as the budget, women in politics, and softwood lumber.

The New Book List is produced monthly, and includes selected new publications acquired by the Library, organized by broad topic. This list does not include new BC Government publications, which are listed in the BC Government Publications Monthly Checklist, described above.

Popular Reading, a collection of best selling and prize winning fiction and non-fiction, was launched in the early fall. Overall circulation rose by 79% in the last quarter of the year, compared to the same period in the previous year. Many positive comments were received about this collection from our prime clients, and from Assembly staff. On an ongoing basis, new titles will be added and old ones retired to keep this collection current.

Pre-publication cataloguing services: the Library continues to provide upon request pre-publication cataloguing information and ISBN's (International Standard Book Numbers) for BC Government publications, and acts as the agent of Library and Archives Canada for this program, known by its acronym, CIP.

Table of Contents is another new service. The Library sends photocopied table of contents from selected magazines to each MLA, and a few other prime clients. The clients mark the articles they want, return the pages to the Library, and we provide photocopies of any articles selected. This service was started in October of 2004 and has been very popular.

Each time a new information product is made available on the Intranet, or whenever new issues of New Books or Current Issues are produced, 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 the publication can be viewed by our prime users when away from the Parliament Buildings.



## **Books of Remembrance**

During the month of November, the Library moved one of its display cases to the Memorial Rotunda in order to put on public display the Books of Remembrance. These books honour Canadians who have died in the First and Second World Wars, the Korean War, the South African War (1899-1902), as well as the Merchant Navy for Canada and Newfoundland (1914-1947). These books are copies of those on display in the Memorial Chamber of the Peace Tower in the Parliament Buildings in Ottawa, and we plan to display them every November.

## **Library promotion and User Instruction**

Orientation tours and instruction in library use were offered throughout the year to caucus researchers, legislative interns, pages, constituency staff, Legislative assistants, Assembly staff, job shadowing students and government employees. All reference librarians took turns conducting these tours, which were personalized to the client's needs, and ranged from a few minutes to as much as an hour.

## **Visitors to the Library**

February 24: Ten legislative interns toured the Library with Dr. Patrick Smith, Academic Director of the Intern Program at Simon Fraser University. The interns were given in-depth training in using the research capabilities of the Library.

March 11: Fifteen library technician students and their instructor from the University College of the Fraser Valley were here for an extensive tour, and each of the Divisional Managers spoke to the group about their Division's role in the work that goes on in the Library.

March 17: The staff of the BC Ministry of Attorney General visited the Library and were given a tour of the Reference Division.

April 23: A group of over 20 teachers from the Legislature's first BC Teachers Institute visited the Library and learned about the services we deliver to our clients.

June 16: The Legislative Librarian of Nunavut, Yvonne Earl, toured the Library in conjunction with attending the Canadian Library Association conference, held in Victoria.

September 23: Moira Fraser, the Parliamentary Librarian of New Zealand, visited the Library and spent time in each of the three Divisions.

October 6: Staff from the Access Services Unit of the BC Archives visited the Library to learn more about the nature of the services we offer.

October 27-28: Lynn Brodie, Director of the Collections Division at the Library of Parliament, spent two days with the Library Managers in in-depth discussions on areas of common interest.

## **Organization and Staffing**

2004 was a year with many staff changes.

In mid-January, Jane Taylor was appointed as the new Director of the Library.

Also in mid-January, Maureen Lawson retired after many years as Manager of Reference.

In mid-June, Peter Gourlay was appointed as the new Manager of Reference, having previously served as a Reference Librarian.

Mary Ann Murphy retired just before Christmas, after a 30 year career as a Reference Librarian with the Library.

We wish both Maureen and Mary Ann a happy retirement.

## **Staff Development & Training**

The mission statement of the Library reads as follows: supporting the democratic process through the provision of information while striving for excellence in service. A necessary corollary is the provision and enhancement of the skills and expertise of the Library's staff.

To that end, staff attended educational sessions on a number of topics: copyright, supervision skills, licensing, collection development, functional requirements for bibliographic records, Infomart database searching, and organizational development, and library technologies.

Cross-training is ongoing in the Library to ensure that critical tasks continue to be done in a timely way during staff absences.

Other seminar and workshop attendance included sessions on retirement planning, emergency preparedness, CPR, 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 Participation in Legislative Assembly Activities**

Library staff participated in several cross-Assembly committees: the HR Advisory, the Display Advisory, the Information Technology and the Social Committees, as well as the Systems Web Advisory Team. Library staff were also involved in the production of the Legislative Assembly Employee Newsletter.

### **Choosing a New Library System**

In 1990, the Library evaluated and chose an automated library system, the first for this Library. That system supported many library functions, including acquisitions, cataloguing, serials control, circulation, and user access to the records. Along with the main bibliographic database, it supported three specialized databases, our BC newspaper and periodical indexes, and our cataloguing in publication (CIP) database, used for pre-publication cataloguing of BC government publications.

By 2004, that system had reached the end of its useful life, and we began our search for a replacement. We looked for a system that had kept up with current technology, and one that was designed to take advantage of future developments. Such a system would operate in a Web and Windows environment, would be based on library and other technology standards, and would be able to take advantage of third party software. Such software would enable the Library to offer consolidated searching, that is, the ability to search across selected local and remote data sources at the same time. Additionally, such software would make it possible for the Library's users to access an enriched online catalogue, with easy access to cover art, tables of content, reviews and other associated material. Such software would also enable the Library to provide access to full text serials to which the Library subscribes. Such software would provide the user with dynamically updated lists of information in response to a search of library data.

In the Spring, all staff attended a series of five "new technology" seminars, given by our Systems Division. As well, the Library retained RMG Consultants to assist with the selection process. In the early Summer, all staff were asked to sit on two of five committees, committees which would examine the five major components of the systems to be demonstrated. Everyone was on the committee most closely related to their area of work, and their second committee was in a non-related area, to bring a fresh perspective to the deliberations. Five vendors presented one day overviews of their systems. Following that, four of those vendors conducted two day demonstrations, based on detailed questions put together by the staff committees. In the Fall, staff conducted an intensive evaluation process, and in mid-December, the decision was made to enter into contract negotiations with Dynix, for the purchase of their Horizon system, a system that we believe will meet the expectations outlined above.

## Statistical Summary

<b>Annual Totals for the year:</b>		<b>2003</b>	<b>2004</b>
<b>Reference</b>	Questions Answered	3,207	2,685
<b>Services</b>	Remote On-line Reference Service	43	18
	Newspaper Index Entries	10,191	11,462
	Materials Circulated	1,552	2,281
	In-Library Use	4,359	4,409
	Interlibrary Loans:		
	-Items Borrowed	47	21
	-Items Lent	53	34

<b>Technical Services</b>	Government Publications Received	20,421	
	Government Publications Received (Print)		12,799
	Government Publications Received (Electronic)		5,584
	Items printed from the Internet	6,437	5,770
	Government Publications Catalogued	3,960	3,117
	New Book Titles Catalogued	5,493	4,245
	Retrospective Conversion/Reclassification	858	1,493
	Cataloguing in Publication	267	160
	Trade Titles Received:		
	-Books	2,191	1,972
	-Periodicals & Catalogued Serials	2,100	2,159
Newspaper Titles	206	201	
<b>Web Statistics</b>	Page Views Internet		181,024
	Page Views Intranet		81,541
<b>Cumulative Totals for the year ending:</b>		<b>2003</b>	<b>2004</b>
	Dynix Database Size:		
	-Books and Government Publications	135,541	139,243
	-Newspaper Index	286,527	298,188
	-Cataloguing in Publication	4,631	4,817
	-Periodical Index	46,397	49,935
	<b>Total Size</b>	<b>473,096</b>	<b>492,183</b>



Photos: Library entrance, Library Dome, Dome Gargoyle