

EMPLOYEE GUIDE TO LIBRARY RESOURCES & SERVICES AT VANCOUVER ISLAND UNIVERSITY

Nanaimo Campus Library (Bldg. 305)

900 Fifth Street
Nanaimo, BC V9R 5S5

Service Desk: 250-740-6330
Reference Desk: 250-740-6151
Equipment Loans: 250-740-6329
Video Services: 250-740-6336
Fax: 250-740-6473

During the term the **Library** is open:

Monday to Thursday	0800 to 2200
Friday	0800 to 1700
Saturday & Sunday	1200 to 1700

Equipment Loans:

Monday to Friday	0800 to 1630
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Reference Desk Service:

Monday to Thursday	0900 to 1800
Friday	0900 to 1700

Malaspina Commons is open:

Monday to Thursday	0700 to 2400
Friday	0700 to 1900
Saturday & Sunday	1000 to 2100

Summer and holiday hours vary. Changes in service hours will be posted in the library and on the web site.

<http://www.viu.ca/library/>

Cowichan Campus Library

222 Cowichan Way
Duncan, BC V9L 6P4
Phone: 250-746-3517
Fax: 250-746-3531

Monday to Thursday	0800 to 2100
Friday	0800 to 1600
Saturday	1200 to 1600

Summer hours vary.

Powell River Campus Library

3960 Selkirk
Powell River, BC V8A 3C6
Phone: 604-485-8044
Fax: 604-485-2868

Monday, Tuesday, Thursday	1000 to 1600
Friday	1000 to 1300

Summer hours vary.

Loans for Faculty & Staff

Present your Vancouver Island University (VIU) ID card to the Library Service Desk at your campus Library, or submit an online request, to receive a Library PIN (Personal Identification Number). The employee number on the front of your card plus the PIN you choose will allow you to borrow books, videos and equipment as well as to access all of the Library's online services from on or off campus.

Most circulating items have a 6-week loan period (2 weeks for students). Items may be renewed unless holds have been placed. Overdue fines on most items are 50¢ per day. Courtesy reminders are emailed 3 days before items are due. Overdue notices will be sent after 5 days, and invoices for overdue material are issued after 30 days.

For more information see Library Services on the Library's homepage at <http://www.viu.ca/library/>

Printing & Copying

Printing and copying is available in the Library at a cost of 10¢ per page. See the Library Service Desk at each campus for a copy/print card (or other arrangement) for charging printing or copying to your department. A personal copy/print card can be purchased for \$2.25 plus whatever copying value you wish to add, at dispensers in Bldg 255 and 305 or at the Library Service Desk.

Accessing Library Resources Online

Our Library system is accessible from any computer capable of browsing the World Wide Web. From the Vancouver Island University (VIU) home page at <http://www.viu.ca>, look for **Search for Resources** and click on **Library Catalogue**. Enter your Employee Number and Library PIN. Library PINs are automatically sent to you by mail or email when you activate your VIU ID card at the Library, or [submit an online request for activation](#). If you have forgotten your PIN, access the system as described above and click on [Send me my PIN](#) on the login screen.

As well as the catalogue, the system includes many online journal article indexes, databases, and full-text resources. Whether you are in your office on campus, in the Library, or at home, once you are logged in, you can access all of these resources. You also can renew your loans, place holds on materials, place materials on reserve, request Interlibrary Loans, and change your PIN at any time.

For more information about online resources in your discipline, contact your Subject Specialist Librarian at <http://www.viu.ca/library/services/reference/special.asp>

Interlibrary Loan

Vancouver Island University Library regularly provides Interlibrary Loan (ILL) to supplement our own collection. We can usually obtain books, theses and journal articles within two weeks. Items not available in Canada may take longer.

An ILL order button is often available directly from citations in the many databases on the Library website. An online request form is available for any other items not held by the Library. You will be notified via email when books and photocopies are available for pickup at each Campus Library Service Desk. Photocopies may be sent directly to faculty via intercampus mail. Check "**Your Library Record**" online to see the status of your ILL requests.

There is more complete information available on the Library web page. Look for the [Interlibrary Loan](#) link under **Library Services**.

Canada-Wide Reciprocal Borrowing

Vancouver Island University faculty and students are entitled to a [COPPUL Library card](#), available at the Service Desk, allowing them to borrow materials in person from other academic libraries in British Columbia and across Canada.

DVDs and Videos

Videos and DVDs from our collection (all 3 campuses) and from other BC post-secondary libraries can be booked in advance for classroom showings.

Please submit requests 1-2 weeks ahead to [Video Services](#), Nanaimo Campus:

In person: Monday – Friday 8:30 – 1:00
Phone: 250-740-6336 or Local 6336
Email: media@viu.ca
Online: use [Request Forms](#) button
Fax: 250-740-6473

At Nanaimo Campus, pick up pre-booked materials from the Library Service Desk. Videos booked through Cowichan and Powell River campus Libraries will be sent directly to those libraries. Video Services will also search for and purchase video materials for our permanent collection, provide video previews, and verify Public Performance Rights. Your VIU ID card is required at sign-out time. Return your videos to the campus Library where you signed them out.

Audio Visual and Digital Equipment

Most classrooms and lecture theatres at Vancouver Island University are equipped with a TV, overhead projector and screen. All lecture theatres, and some classrooms, have data projectors to project video and digital presentations. All other equipment may be borrowed for up to 24 hours or over a weekend by presenting your VIU ID card (**required**) at the Library Equipment Loans Desk. It is important to book in advance.

Please see:

<http://www.viu.ca/library/services/equipment.asp> for types of available equipment and online booking request forms, or contact the Library Equipment Loans Desk by phone at 740-6329, or by email to equiploans@viu.ca. *Students may also borrow equipment for course related work with some restrictions - contact the Library Equipment Loans Desk for details. VIU ID cards are **required** for all bookings.* For instructional A/V or computer support in classrooms see the VIU Technology website at www.viu.ca/technology or contact the IT Helpdesk by phone (740-6300) or email (ithelp@viu.ca).

At the Cowichan and Powell River campuses, please contact Library staff for details of available equipment as well as booking and borrowing procedures.

Technology and the Malaspina Commons

The Nanaimo Campus Library and Malaspina Commons offer a broad array of computer facilities from catalogue and Internet access to productivity applications (such as word processing, spreadsheets and databases) and multimedia production tools (scanners, image editing and web authoring software, and CD burners).

With the exception of 22 Internet Access stations located on the 3rd and 4th floors, all workstations in the Library and Malaspina Commons are equipped with Microsoft Office 2007 and a variety of other campus-licensed software packages. There are over 50 workstations in the Malaspina Commons area, including specialized media stations with scanners, card media readers, and software for image editing, animation, web development, and more. More workstations with scanners are located in the Library near the Reference collection, and our Library Instruction Room 508 features another 33 workstations.

Laser printing, both black & white (10¢ per page) and colour (\$1.00 per page), is available from all workstations in the Malaspina Commons and the Library, including the Library Instruction Room 508. Wireless networking is available throughout the Library and Malaspina Commons, along with abundant data and power outlets.

Digital video and audio editing suites are available, as is a video viewing room for small groups; these rooms may be booked, at the Library Service Desk, in person, by online request form or by phone (250-740-6330), or by emailing library@viu.ca.

The Cowichan and Powell River Campus Libraries have catalogue access stations and workstations with campus-licensed software. Each campus Library has a scanner and image editing software. Printing also is available. A wireless network is available at the Cowichan campus. If you have questions about technology in the Library, please contact Jean Blackburn at Local 2091 or email jean.blackburn@viu.ca.

Ordering New Resources for the Library Collection

Librarians and faculty work cooperatively to select new books and other materials for the Library's collection. Suggestions are made to the Departmental Liaison Librarian through departmental Library committees, by email, or in person. If you have suggestions for orders, be sure to inform your area Library committee or your Liaison Librarian.

<http://www.viu.ca/library/services/reference/liaise.htm>

Placing Material on Reserve

Instructors may request that materials be placed on Reserve in the Library, or activated as an online E-Reserve, by completing one of the following Reserve forms available on the Library's website:

<http://www.viu.ca/library/services/coursereserves.htm>

- Place a *Library item* on RESERVE
- Put your *own item* on RESERVE
- Initiate an E-RESERVE link to an *online article*

Printed Reserve List forms also are available from the Library or your Department Secretary. Supplying the following information on the forms is essential to ensure prompt processing of all Reserve requests:

- Instructor name and course number
- Author, title and call number (as applicable)
- Loan period: 2-Hour, 1-Day, 3-Days or 7-Days
- Unless a long-term reserve is requested, items will be removed from the Reserve collection each April, June, August, and December

For the **first 6 weeks** of each semester, allow **2 weeks for processing**. In subsequent weeks, 3 working days (Monday-Friday) are required. After Reserves (print & electronic) have been processed, they can be searched (*by instructor and course number*) in the Library's online catalogue under [Course Reserves](#).

The University's license with Access Copyright allows up to **10%** of a work, **or** an entire article, chapter, play, poem, essay, etc. (*whichever is greater*) to be copied for use in the Library's Reserve Collection. At least one page **must** contain a copyright symbol©, author, illustrator or artist and publisher credits. The Library will attach the statement: "This material has been copied under license from Access Copyright. Resale or further copying of this material is strictly prohibited."

Please note that the Access Copyright license does **not extend to print copies from online sources**. Copyright permission must be obtained prior to placing these on reserve.

Questions about Library Reserve Services may be directed to:

Nanaimo: Ivan Cormier, Local 2379
Cowichan: Joanne Fulton, Local 3517
Powell River: Ann Trousdell, Local 8044

Scheduling a Class for Library Instruction

Bring your students to the Library to learn the information literacy skills they need for academic success! Library instruction must be requested online at <http://www.viu.ca/library/services/instructionForm.asp>

All sections at all campuses of English 115, 125 and 135 courses, or their equivalent, participate in a special library instruction initiative in Fall term designed to improve the information literacy abilities of degree students across the university. In Spring term, the program is scheduled for English 115 classes only. All professors teaching these courses will find instructions for scheduling at

<http://www.viu.ca/library/services/instructionForm.asp>

At the Cowichan and Powell River Campus libraries and at the Parksville Centre, contact campus Library staff or the Regional Campus Librarian to arrange for Library instruction.

For more details about Library instruction, go to

<http://www.viu.ca/library/services/instruction.asp>

Reference Services

The Reference Desk is staffed by professional librarians from 9 am to 6:00 pm Monday – Thursday and from 9 am to 5 pm Friday. If you are working from home or your office, you can phone the Reference Desk at 250-740-6151, use [Ask a Librarian!](#) for email Reference Service, or use the [AskAway](#) live chat reference service. Both may be found at:

http://www.mala.ca/library/services/reference/get_help.asp

For more in-depth reference service in your subject area, contact the appropriate Subject Specialist Librarian listed at <http://www.viu.ca/library/services/reference/special.htm>.

Subject Specialist Librarians can teach advanced research skills classes.

Current Awareness Services

There are many current awareness services within the databases to which the Library subscribes. Automated alerting services deliver full-text links, citations and/or the Table of Contents page of your personally selected journals directly to your email box. From these weekly alerts, you may order the actual articles, without cost, through our normal Interlibrary Loan service, if we don't have them in our online or print collection.

For more information and assistance in registering your selection of journal titles, contact your Subject Specialist Librarian or email reference@viu.bc.ca.

Bibliographic Management

Available through the Library's website is [RefWorks](#), a web-based bibliographic citation management tool.

Statistics Canada Data

The Library participates in the Data Liberation Initiative, which provides Statistics Canada microdata for teaching and research. Available data include the Census, CANSIM, Canadian Business Patterns, and Statistics Canada surveys. To browse the DLI collection on the Web, go to <http://www.statcan.ca/english/Dli/collection.htm>. To obtain data titles please contact Jean Blackburn in the Library at Local 2091 or email her at jean.blackburn@viu.ca.

The Library Catalogue provides access to many other Statistics Canada publications, both print and electronic.

Distance Learning Services

Distance education students can take full advantage of the many resources and services available online through the catalogue. Reference librarians may be contacted online via the **Ask a Librarian!** service or by emailing reference@viu.ca, or by phone at 250-740-6151. Loan periods are extended for distance education students. For more information, see our Distance Services web page at: <http://www.viu.ca/library/services/distance/services.asp>.

Copyright

All literary, dramatic, artistic, musical, sound, and digital resources are protected from copying by Canadian copyright legislation. Vancouver Island University has a license with Access Copyright (formerly CANCOPY) that permits its students, instructors, and staff to reproduce portions of copyrighted works for instructional and administrative purposes. There are limits to the amounts of a published work that may be reproduced, and procedures that must be followed when making reproductions for sale in the Bookstore.

Access Copyright does not cover sound recordings or any digital copying. Public performances (i.e. classroom showing) of films or videos are also governed by copyright law. The Library pays for a Feature Film License that allows for classroom use of many feature video films, but not all. Please check with the Video Services Advisor, Jennifer Franklin, (loc. 6336) before showing videos rented from commercial sources.

For more information on print copying for the purposes of course reserves, interlibrary loan or last minute classroom distribution, contact the Library. For information on copies to be made for course packs sold at the Bookstore, contact the Bookstore.

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Librarians

Bob Foley, Director, Library Services, 250-740-6331, local 6331, bob.foley@viu.ca

Dana McFarland, e-Resources Librarian, 250-740-6332, local 6332, dana.mcfarland@viu.ca

Daniel Sifton, Coordinator, Library Automation and Technical Services, 250-740-6330, local 2444, daniel.sifton@viu.ca

Eileen Edmunds, Regional Librarian & Loan Services, 250-740-6330, local 2272, eileen.edmunds@viu.ca

Faith Takishita, Reference Librarian, 250-740-6330, local 2268, faith.takishita@viu.ca

Jean Blackburn, Information Technology Librarian, 250-740-6330, local 2091, jean.blackburn@viu.ca

Jennifer Brownlow, Education Librarian, 250-740-6335, local 6335, jennifer.brownlow@viu.ca

Lyn Makepeace, Reference Librarian, 250-740-6330, local 2271, lyn.makepeace@viu.ca

Client Services

Kate Challenger, Manager, Loan Services, 250-740-6330, local 2273, kate.challenger@viu.ca

Ivan Cormier, Course Reserves, 250-740-6330 local 2379, ivan.cormier@viu.ca

Jennifer Franklin, Video Advisor, 250-740-6336, jennifer.franklin@viu.ca

Mary Wood, Interlibrary Loan, 250-740-6330, local 2262, mary.wood@viu.ca

Margo Thorp, Equipment Loans, 250-740-6329, equiploans@viu.ca

COWICHAN CAMPUS CONTACT

Henrietta Dessombes, 250-746-3517, henrietta.dessombes@viu.ca

POWELL RIVER CONTACT

Ann Trousdell, 604-485-8044, ann.trousdell@viu.ca

Visit our website: <http://www.viu.ca/library/>