CAPER-BC

ANNUAL REPORT

2013-2014

CAPER-BC is a publicly funded organization that provides print disabled BC post-secondary students with the accessible course material they need to succeed.

We are passionate about making teaching and learning materials accessible. We are advocates for students with print disabilities. We believe in personalized support, equal access to information, and the development of a collective repository of knowledge. Open-minded, collaborative, and student-centred.

We are CAPER-BC.

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Serving BC's Print Disabled Post-Secondary Students

MANDATE

The Centre for Accessible Post-secondary Education Materials British Columbia (CAPER-BC) provides print disabled post-secondary students with equitable access to educational resources either by borrowing or creating accessible alternate format materials.

For students with a print disability, reading a textbook, a journal article, a website or accessing an online course or database can be a barrier to pursuing post-secondary education. To remove these barriers, CAPER-BC assists those with print disabilities successfully access post-secondary educational opportunities, and become skilled members of BC's workforce.

To fulfill its mandate, CAPER-BC strategically develops services in partnership with post-secondary disability coordinators and librarians, and collaborates with other provincial, national, and international organizations.

EXECUTIVE SUMMARY

In 2013, College and Institute Library Services (CILS) underwent a rebranding process resulting in a new brand and, after consultations, a new name: Centre for Accessible Post-secondary Education Resources BC (CAPER-BC).

CAPER-BC provided a record number of print disabled post-secondary students with their academic or trades learning materials in an accessible format. Although funding has been stagnant since 2008, demand has increased dramatically. The number of individuals registered with CAPER-BC has increased from 466 to 1186 (146% increase), the number of requests has increased from 1157 to 4292 (271% increase) and the number of productions has increased from 620 to 1083 (146% increase).

CAPER-BC offers excellent service and clients are sent the materials that they have requested on average in just over a week (8.3 days). The increase in time compared to last year (4.9 days) can be explained by the increase in the number of requests (62% increase).

Using technologies to help deal with the high increases in demand has been an effective strategy for the past five years. However, an increase in the demand for trade materials contributed to the increase in fulfillment times. Trade material are more time consuming to produce and less likely to be already available in an alternate format than academic material. This year, almost 55% of the materials CAPER-BC provided were in the trades, the highest percentage of trades materials we have ever processed.

An increase in grant funding is necessary to augment staff and update technologies to enable CAPER-BC to satisfy the increasing needs of trades courses. Without additional funding, we will see fulfillment times become continually slower. This in turn will decrease access and chance of success for students with print disabilities. Securing adequate and sustainable funding is the top priority for the coming year.

In the past decade, CAPER-BC has transformed itself from an audiobook production service to a digital library with the capacity for in-house production of a range of accessible formats including PDF (Portable Document Format), e-text (electronic text), digital audio (MP3), DAISY (Digital Audio Information SYstem), Kurzweil, and ePub.

CAPER-BC staff create each accessible resource to meet the needs of each individual student. Staff work directly with clients and partners at the institutional level to identify the specific accessibility features required by the client, in order to determine which format will most efficiently meet their specific needs.

While production and the creation of alternate format materials remains our focus, CAPER-BC fulfills most requests (61%) through its own inventory or loans from other organizations. This year, through reciprocal borrowing agreements, CAPER-BC was able to source 131 titles from partners. Additionally, the CAPER-BC collection houses thousands of accessible resources and our librarians employ rigorous metadata standards to make these valuable resources discoverable.

CAPER-BC leverages an economy of scale to share resources amongst 20 BC post-secondary institutions. Rather than each institution creating or sourcing an accessible title separately, CAPER-BC ensures that each resource only be created or sourced once.

CAPER-BC provides access to the materials perceptually disabled students need to succeed in their post-secondary educational endeavour, supporting student success as well as The Ministry of Advanced Education's objective to "increase participation and successful completion of all students through the strategy of providing support to disabled learners".[1]

BC Ministry of Advanced Education, Innovation and Technology and Responsible for Multiculturalism's Objective 1.3: Increase participation and successful completion of all students. "Provide support to disabled learners."

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[1] British Columbia Ministry of Advanced Education, Innovation and Technology. 2013/14—2015/16 Service Plan. Pg 13. http://www.bcbudget.gov.bc.ca/2013/sp/pdf/ministry/aeit.pdf

SERVICE GOALS

This report presents outcomes relating to priorities set out in the BC Ministry of Advanced Education (The Ministry) funding letter dated September 20, 2013.

CAPER-BC PRIORITIES

As outlined in the funding letter, CAPER-BC priorities for 2013/2014 services are as follows:

1. Continue to improve responsiveness and communication with students, disability coordinators, librarians and other stakeholders by lending alternate formats, consulting on best solutions, communicating through a variety of electronic and personal means, and following up with surveys to determine students' needs;

2. Continue to improve production efficiencies by maintaining and developing partnerships with other agencies, services and consortia, and by researching appropriate technology;

3. Increase learner access to alternate formats to ensure equity of access, support and promote institutional effectiveness and program diversity by establishing and maintaining appropriate liaison with the clients, the service providers and the on-line community through improved communication;

4. Develop and deliver training tools and workshops to inform new disability coordinators, librarians and related personnel, and students about alternate formats, CAPER-BC services and accessible on-line learning;

5. Encourage collaborative mechanisms with BC Campus, Electronic Library Network, and other provincial groups.

KEY OPERATIONAL AREAS

Key operational areas outlined in the CAPER-BC funding letter:

1. CONTINUE TO IMPROVE RESPONSIVENESS AND COMMUNICATION

Due to higher demand for complex trades materials and an inability to expand resources, response times to student requests were slower by an average of 3.4 days.[2]

	2008-09	2013-14	% INCREASE
Students	466	1186	155%
Requests	1157	4292	271%
Productions	620	1083	75%

Number of students, requests, and productions for time periods between 2008-09 and 2013-14.

In addition to providing regular telephone and e-mail support to students across the province, CAPER-BC sent out digital newsletters in the fall and spring semesters. To ensure that disability coordinators have current information, CAPER-BC offers a weekly progress report providing the status of all requests from each institution. In December 2013, we also solicited direct feedback through a student survey.

CAPER-BC Advisory Committee

The Advisory Committee meets annually in order to foster best practices by providing a forum for collaboration, support, and sharing of information. The CAPER-BC Advisory Committee advises CAPER-BC of student needs, gives feedback on products and services provided by CAPER-BC, and shares information about needs, trends, opportunities, and technology.

The 2013 CAPER-BC Advisory Committee included representatives from the Disability Services Articulation Committee, Assistive Technology BC, Council of Post-Secondary Library Directors, Provincial Resource Centre for the Visually Impaired, UBC Access and Diversity, VCC Program for the Visually Impaired, Industry Training Authority, as well as CAPER-BC clients and staff.

[2] **See Appendix 1, Figure 1.2: Average Time to Fulfill Requests, 2012-2014**

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As some members of the Advisory Council also attend Post-secondary Communication Access Service (PCAS), this year CAPER-BC timed our annual meeting to follow PCAS, allowing an opportunity to network and lessen travel issues for our members.

2. CONTINUE TO IMPROVE PRODUCTION EFFICIENCIES

Within the constraints of limited funding, CAPER-BC has maximized technological efficiency. Subject to additional funding, two projects are required over the next few years:

- upgrade the internal project management database making it easier and faster for staff to use while tracking important operational statistics;
- implement an online repository allowing disability service coordinators to search our catalogue and immediately download available alternate format material files for their students.

In the Fall 2013 semester, CAPER-BC started adding colour scans of title pages to accessible PDF productions. Student feedback has been positive about this small change.

3. INCREASE LEARNER ACCESS TO ALTERNATE FORMATS

Loaning Alternate Formats

2594 requests (60% of the 4292 format requests made between April 2013 and March 2014) were fulfilled, fully or partially, directly from the CAPER-BC collection.

Borrowing Alternate Formats

Whenever possible, CAPER-BC borrows alternative formats from other institutions to save time and money. Of the 4292 requests processed this fiscal year, CAPER-BC was able to borrow 131 alternate formats. During this same time period, CAPER-BC lent 59 productions to other partner institutions, inside and outside of British Columbia.

CAPER-BC signed a Letter of Agreement with Simon Fraser University (SFU) to share materials from existing alternate format collections. With this agreement CAPER-BC added over 700 titles to the collection providing better access to students in BC.

Production of Alternate Formats

CAPER-BC produced 1083 alternate formats of the 4292 format requests processed between April 2013 and March 2014. These productions included accessible PDFs, e-texts, MP3, DAISY digital talking books, Kurzweil files, and ePubs. When production is required, it takes an average of 15 days for CAPER-BC to provide the client with the material. When production is not required CAPER-BC provides clients with their material in less than a week, often in a single day.[3]

4. DEVELOP AND DELIVER TRAINING TOOLS

Training Clients and Partners

Training workshops, seminars, and tours of the CAPER-BC facilities introduce others to assistive technology and alternate formats being produced, stored and procured at CAPER-BC. This fiscal year CAPER-BC conducted several tours and site visits. The librarians were also a resource for colleagues in academic and public libraries on alternate formats, production of alternate formats, our workflows, and copyright. For more information on events that occurred throughout the year, see Appendix 4: Events and Activities.

5. ENCOURAGE PROVINCIAL COLLABORATION

CAPER-BC collaborates with post-secondary institutions and disability service organizations across British Columbia and is an active member of two national organizations.

Post-secondary Institutions

CAPER-BC's most important partners are the colleges, institutes and universities where CAPER-BC clients study and work. Given that CAPER-BC works with students at a distance, strong relationships with disability service providers, library staff, and other personnel are essential to ensure that students receive the course materials they need in the format they need.

This year, CAPER-BC librarians embarked on site visits to discuss ongoing innovations, procedures, processes, and solicit feedback. We visited Langara College, University of the Fraser Valley, and Nicola Valley Institute of Technology.

CAPER-BC ensures prompt service and effective collaboration by assigning an individual staff member to act as the main contact point for each institution.

[3] See Appendix 1, Figure 1.3: Average Wait Times to Fill Requests Requiring Production, 2012-2014

British Columbia Partnerships
CAPER-BC staff members collaborate with and attend the Disability Services Articulation Group annual meeting in order to promote and be more aware of student needs. CAPER-BC reports bi-annually to the Council of Post-Secondary Library Directors in BC to inform them of new technology and cost-savings that can happen with resource sharing. Additionally, CAPER-BC meets regularly and collaborates with other disability service organizations such as the Provincial Resource Center for the Visually Impaired (PRCVI), Assistive Technology BC (AT-BC), and UBC Access and Diversity. This year, CAPER-BC met with Simon Fraser University and the BC Libraries Cooperative to discuss ongoing partnerships.

National Partnerships
National and international partnerships remain important factors in delivering cost-effective, responsive services to BC clients. These include the Canadian DAISY Consortium and the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER). Through CAER, CAPER-BC is able to obtain accessible materials from other alternate format producers under a reciprocal borrowing agreement, and during the 2013-14 fiscal year, CAPER-BC borrowed a total of 131 titles from partners, and loaned out 59 titles to partners. This represents a considerable savings in that each title borrowed means that costly production is not required for that title.

> **Quote from Student:**
>
> "The resources CAPER-BC has provided me are a crucial part of my new reality (with a visual impairment). The people working there are prompt, polite, patient, and very professional. Without their help, my future was very limited. Now, my future looks brighter every day, with new opportunities coming in from all directions."

> **Quote from Coordinator:**
>
> "Everything is great and being done in a timely fashion. It's great for the students."
>
> "A can't do without service for our students. Well done CAPER-BC!"

PROJECTS AND PROGRESS

CAPER-BC completed several projects this year: rebranding and launching a new website, funding advocacy, some technology upgrades from a one-time grant and sourcing additional contract work. This past year has also seen several temporary staff changes.

CAPER-BC REBRANDING PROJECT
At the end of March 2014, we launched our new name and website. The process of changing our name has taken over a year. This process included working with Langara's Communications and Marketing department through a brand convictions process to identifying a shortlist of potential names. After soliciting input from disability service staff and the Advisory Committee, we received approval from Langara's Senior Administration and The Ministry.

Cynthia Ng, librarian, developed a new website using the open source WordPress content management system. The development process included a card sorting exercise with student aides and staff to determine the information architecture, and usability testing with Langara students for input on two possible home page designs. The new website meets web accessibility standards and has a clearer information hierarchy. Based on her work with the website, Cynthia presented on web accessibility best practices and user testing at a few conferences and a workshop. In addition to the website, there are new brochures and "help desk" cards for disability service and library staff to pass on to students.

FUNDING ADVOCACY

CAPER-BC's current funding is not sustainable. Langara College has hosted CAPER-BC since it was established in 1985. Over the past few years, Langara College has subsidized the cost of this provincial service. In 2012-13, Langara initiated a minimal 5% administration fee from the grant.

Clayton Munro, former CAPER-BC Director and Langara College's Dean of Student Services, continues to be a champion of our organization. Clayton has worked with Langara administration and the BC Council of Senior Student Affairs Leaders (CSSAL) to advocate for sustainable funding for both CAPER-BC and Post-secondary Communication Access Service (PCAS), which BCIT hosts. Patricia Cia, the current CAPER-BC Director, has also been a strong advocate for CAPER-BC and worked with the librarians to develop a business case. CAPER-BC received $516,000 in funding but provided an estimated value of $1,254,738 in alternate format requests.[4] This demonstrates the tremendous value of provincial shared services.

TECHNOLOGY

In February 2014, we received $25,000 of one-time funding from The Ministry to purchase equipment. CAPER-BC used this funding to become better equipped to help students troubleshoot accessible format files on various devices (laptops and tablets) and systems (Apple, Android, Windows), improve communications and staff productivity through the purchase of related equipment, such as monitors and handsets, and improve production speed and capabilities through updated equipment including a high-speed scanner, computer hardware, and DAISY booths' microphones, mixer boards and headsets.

This year, CAPER-BC operationalized initiatives that were piloted the previous year. We now send almost all files using an online file delivery service, eliminating the need to burn the files on to CDs or DVDs and mailing them, and thereby saving time and money. We continue to send digital newsletters to students and disability service coordinators.

Production files are now automatically backed up and a set of backup DVDs are deposited in the Langara Archive.

CONTRACT WORK

Over the past fiscal year, CAPER-BC leveraged its expertise in the production of accessible content, and through contractual arrangement, produced accessible materials for BC Library Cooperative's National Network for Equitable Library Service (NNELS) project.

Non-mandated institutions continue to contract CAPER-BC. Royal Roads University now outsources all their alternate format production to CAPER-BC resulting in an additional 178 requests for 21 students.

STAFFING

Currently, CAPER-BC has six full-time staff members: two librarians, two library technicians, and two library assistants.[5] We temporarily lost two staff members with 15 years combined experience: Stephen Blaeser went on sabbatical and Vanessa Brown was seconded to a different department at Langara College. The training curve is steep and challenging for those new to this field. However, we benefit from new perspectives and skills.

Although much has been done to automate CAPER-BC processes, significant staff hours are still required to respond to requests, maintain the collection and technical infrastructure, and produce and edit alternate format material. To this end, CAPER-BC hires student aides to assist with alternate format editing. This past year, CAPER-BC also hired Cleire Lauron, a temporary library assistant, to help with customer service, scanning and editing. When Cleire accepted a full-time position in the Langara Library, we hired Jas Dosanjh on a casual part time basis. Jas has 5 years prior experience working at CAPER-BC.

[4] See Appendix 2, Figure 2: Estimated alternate format value by institution, 2013-2014
[5] See Appendix 3: Staff Profiles

FINANCIAL REPORT

REVENUE	BUDGET	ACTUALS	BALANCE
Grant	$541,000.00	$532,643.00	$8,357.00
Miscellaneous revenue	$10,000.00	$14,360.12	($4,360.12)
Total Revenue	**$551,000.00**	**$547,003.12**	**$3,996.88**

EXPENSES	BUDGET	ACTUALS	BALANCE
SALARIES			
Honoraria	$500.00	$50.00	$450.00
Librarians	$150,194.65	$145,298.41	$4,896.24
Staff	$257,514.64	$257,219.43	$295.21
Education/Excellence Leave	-	$14,400.00	($14,400.00)
Payroll leaves - CUPE	-	($2,978.95)	$2,978.95
Payroll leaves - ADMIN	-	($7,205.37)	$7,205.37
Fringe benefits	$78,357.28	$81,732.66	($3,375.38)
Subtotal Salaries	**$486,566.57**	**$488,516.18**	**($1,949.61)**

OTHER EXPENSES	BUDGET	ACTUALS	BALANCE
Supplies	$2,972.87	$1,028.19	$1,944.68
Computer parts	$1,500.00	$0.00	$1,500.00
Software	$3,000.00	$285.75	$2,714.25
Books	$10,000.00	-	$10,000.00
Electronic subscriptions & references	-	$657.83	($657.83)
Communications: Phones & equipment	$7,600.00	$8,014.47	($414.47)
Equipment (Rentals, Repairs)	$500.00	$1,046.88	($546.88)
Hostings	$3,050.00	$1,152.82	$1,897.18
Travel & conference; PD	$8,419.04	$5,762.60	$2,656.44
Printing	$1,900.00	$3,416.24	($1,516.24)
Fees: Contract administration	$25,800.00	$25,800.00	-
Fees: Membership	$6,000.00	$6,758.49	($758.49)
Fees: Miscellaneous	$10,491.52	$15,804.38	($5,312.86)
Fees: Reader contracts	$12,000.00	$3,660.31	$8,339.69
Equipment	$25,000.00	$16,643.00	$8,357.00
Office furniture	$5,000.00	$5,123.42	($123.42)
Deliveries: Courier & shipping	$7,000.00	$6,979.05	$20.95
CAPER-BC rebranding	-	$2,209.32	($2,209.32)
Subtotal Other Expenses	**$130,233.43**	**$102,133.43**	**$28,100.00**

	BUDGET	ACTUALS	BALANCE
Total Expenses	**$616,800.00**	**$590,649.61**	**$26,150.39**

	BUDGET	ACTUALS	BALANCE
Surplus/(Deficit)	**($65,800.00)**	**($43,646.49)**	**($22,153.51)**

APPENDIX 1: DATA

FIGURE 1.1: REQUESTS FULFILLED, 2013-2014

INSTITUTION	REQUESTS	FULFILLED REQUESTS	FULFILLED FROM COLLECTION	PERCENT FULFILLED FROM COLLECTION	REQUESTS	FULFILLED REQUESTS	FULFILLED FROM COLLECTION	PERCENT FULFILLED FROM COLLECTION
				2013/2014				2012/2013
British Columbia Institute of Technology	685	685	275	40%	354	350	232	66%
Camosun College	348	348	251	72%	219	219	186	85%
Capilano University	96	93	21	23%	56	56	12	21%
College of New Caledonia	114	114	70	61%	24	24	5	21%
College of the Rockies	182	179	154	86%	111	111	90	81%
Douglas College	217	200	83	42%	244	227	111	49%
Emily Carr University of Art & Design	2	2	0	0%	8	8	1	13%
Justice Institute of British Columbia	2	2	0	0%	18	16	4	25%
Kwantlen Polytechnic University	326	311	183	59%	318	308	145	47%
Langara College	128	127	42	33%	100	98	28	29%
Nicola Valley Institute of Technology	4	4	2	50%	5	3	0	0%
North Island College	122	122	102	84%	125	125	99	79%
Northern Lights College	175	175	148	85%	49	49	27	55%
Northwest Community College	193	193	101	52%	13	13	7	54%
Okanagan College	734	713	601	84%	486	486	355	73%
Selkirk College	517	513	333	65%	140	135	100	74%
Thompson Rivers University	169	168	95	57%	128	127	43	34%
University of the Fraser Valley	232	224	107	48%	183	176	61	35%
Vancouver Community College	25	25	7	28%	24	22	8	36%
Vancouver Island University	21	21	19	90%	37	37	36	97%
Total	**4292**	**4219**	**2594**	**61%**	**2642**	**2590**	**1550**	**60%**

APPENDIX 1: DATA

FIGURE 1.2: AVERAGE TIME TO FULFILL REQUESTS, 2012-2014

INSTITUTION	2013/2014 DAYS TO FULFILL REQUESTS	2012/2013 DAYS TO FULFILL REQUESTS
British Columbia Institute of Technology	9.35	5.34
Camosun College	2.24	0.28
Capilano University	7.76	6.09
College of New Caledonia	5.51	1.08
College of the Rockies	5.19	2.68
Douglas College	0.24	0.95
Emily Carr University of Art + Design	22.00	5.63
Justice Institute of British Columbia	N/A	24.89
Kwantlen Polytechnic University	5.20	1.75
Langara College	7.76	6.01
Nicola Valley Institute of Technology	24.00	2.80
North Island College	17.69	2.14
Northern Lights College	11.45	7.04
Northwest Community College	4.19	1.77
Okanagan College	5.39	0.85
Selkirk College	2.81	2.77
Thompson Rivers University	5.92	4.91
University of the Fraser Valley	11.41	10.56
Vancouver Community College	9.04	10.00
Vancouver Island University	0.00	0.08
Average	**8.27**	**4.88**

Includes requests filled by production, inventory, and interlibrary loan.

FIGURE 1.3: AVERAGE WAIT TIMES TO FILL REQUESTS REQUIRING PRODUCTION, 2012-2014

FORMAT	2013/2014 DAYS TO FULFILL REQUESTS	2012/2013 DAYS TO FULFILL REQUESTS
DAISY (Human Voice)	N/A	28.50
E-text	23.29	18.59
Kurzweil	3.00	19.23
MP3	21.54	19.17
PDF	11.87	11.83
Average	**14.93**	**19.46**

Includes requests filled by production, inventory, and interlibrary loan.

FIGURE 1.4: ALTERNATE FORMATS PRODUCED, 2013-2014

Large Print, 1, 0%
Kurzweil, 2, 0%
e-book, 2, 0%
E-text, 102, 7%
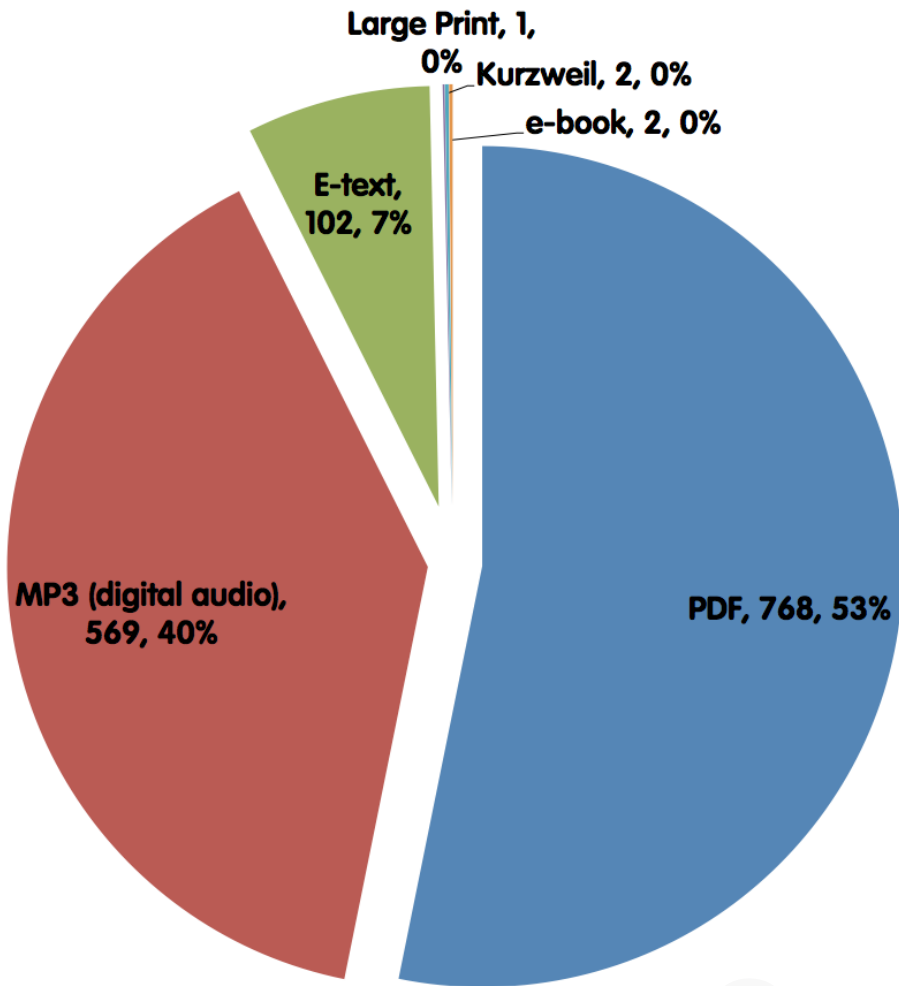MP3 (digital audio), 569, 40%
PDF, 768, 53%

FIGURE 1.5: DISABILITIES OF REGISTERED CLIENTS, 2006-2013

YEAR	LEARNING DISABLED	VISUALLY IMPAIRED	BLIND	PHYSICALLY DISABLED	MULTIPLE DISABILITIES	OTHER	TOTAL
2006-2007	300	88	12	20	19	20	**459**
2007-2008	310	88	11	31	5	21	**466**
2008-2009	440	119	13	45	25	66	**708**
2009-2010	478	124	15	67	41	74	**799**
2010-2011	497	132	12	65	58	102	**866**
2011-2012	572	144	11	76	69	107	**979**
2012-2013	595	126	9	71	71	111	**983**
2013-2014	726	145	12	87	81	135	**1186**

APPENDIX 1: DATA

FIGURE 1.6: DISABILITIES OF REGISTERED CLIENTS BY MANDATED INSTITUTION, 2013-2014

INSTITUTION	LEARNING DISABLED	VISUALLY IMPAIRED	BLIND	PHYSICALLY DISABLED	MULTIPLE DISABILITIES	OTHER	TOTAL
British Columbia Institute of Technology	85	10		9	1	15	120
Camosun College	80	15		4	19	13	131
Capilano University	6	7	1	3	2	1	20
College of New Caledonia	11			1	4	6	22
College of the Rockies	30				3	2	35
Douglas College	57	15	4	5	2	9	92
Emily Carr University of Art + Design	9				3		12
Justice Institute of British Columbia	6						6
Kwantlen Polytechnic University	40	12	2	7	1	5	67
Langara College	26	16	2	4	1		49
Nicola Valley Institute of Technology	1	2					3
North Island College	52	5		9	12	10	88
Northern Lights College	37	2	1		2	2	44
Northwest Community College	21			1	2	3	27
Okanagan College	81	9		16	12	37	155
Selkirk College	49	4		2	6	4	65
Thompson Rivers University	47	15		10	5	8	85
University of the Fraser Valley	57	9	2	11	4	16	99
Vancouver Community College	14	15			2	3	34
Vancouver Island University	17	9		5		1	32
Total	**726**	**145**	**12**	**87**	**81**	**135**	**1186**
Percentage	**61%**	**12%**	**1%**	**7%**	**7%**	**11%**	**100%**

FIGURE 1.7: DISABILITIES BY CLIENTS SERVED BY MANDATED INSTITUTION, 2013-2014

Legend: Learning Disabled, Visually Impaired, Blind, Physically Disabled, Multiple Disabilities, Other
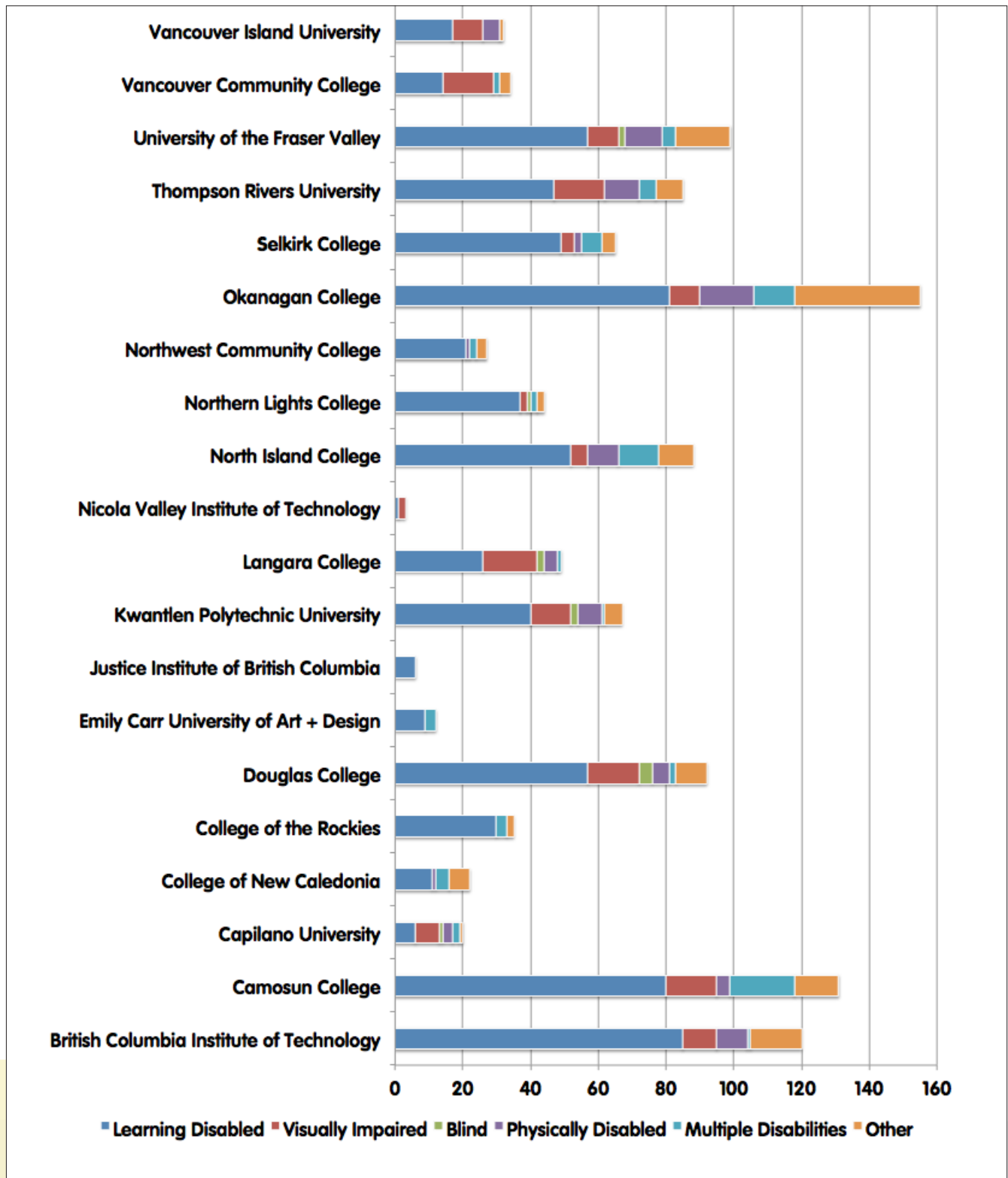
FIGURE 1.8: SUBJECTS REQUESTED BY PERCENT, 2013-2014

- Arts and Sciences, 27.6%
- Education, 1.0%
- Visual & Performing Arts, 0.5%
- Other, 0.1%
- Human & Social Services, 6.3%
- Business & Management, 5.7%
- Health, 3.2%
- Engineering & Applied Sciences, 1.4%
- Trades, 54.2%
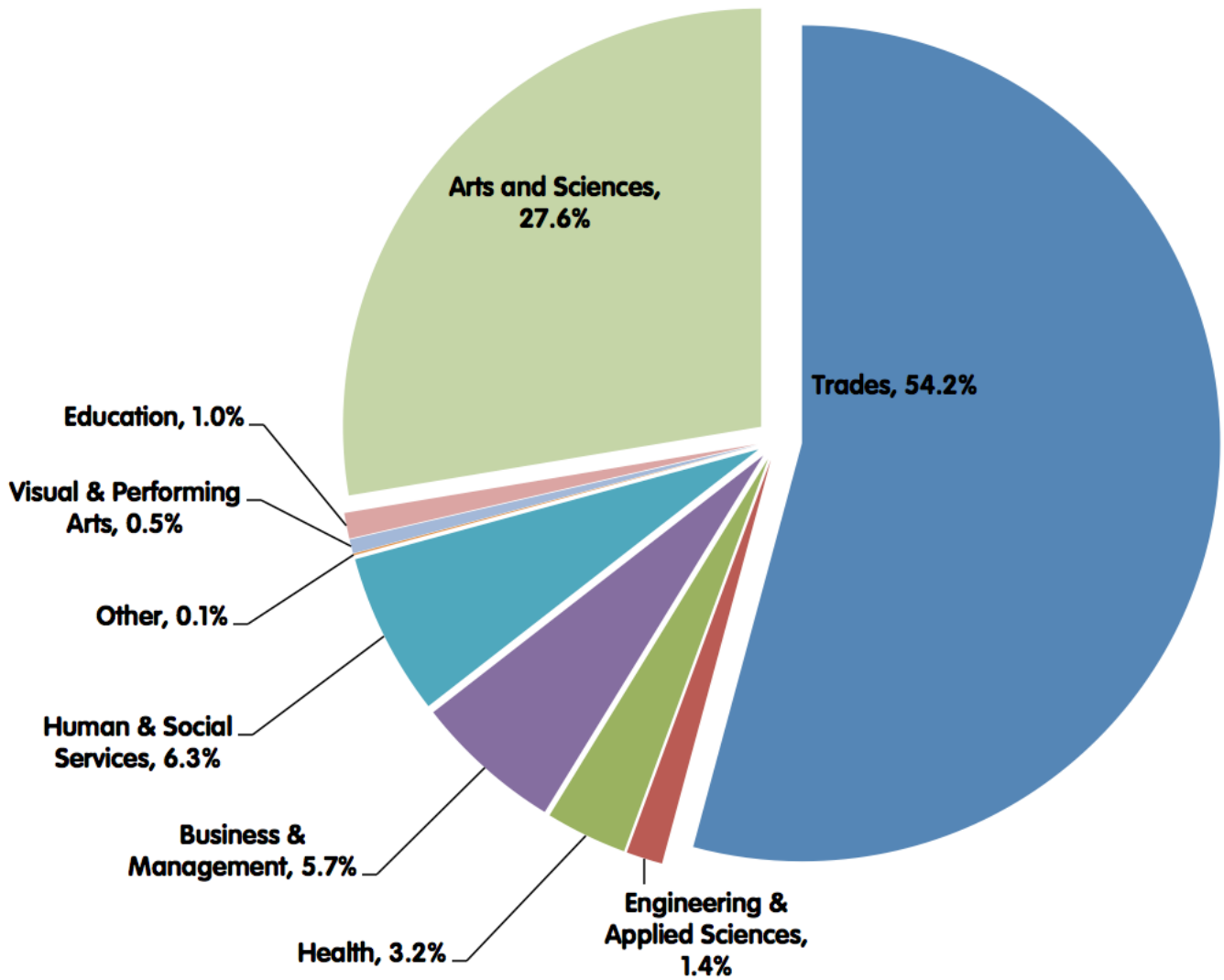
This year, there was a big jump in trades materials 54.2% compared to 35.1% in 2012-13.

Subject areas according to the BC Student Outcomes Diploma, Associate Degree, and Certificate Student Outcomes (DACSO) Survey as of 2013.

APPENDIX 2: ALTERNATE FORMATS AND COSTS

FIGURE 2: ESTIMATED ALTERNATE FORMAT VALUE BY INSTITUTION, 2013-2014

INSTITUTION	FUNDED FTES	STUDENTS REGISTERED WITH CAPER-BC	CAPER-BC FUNDING FOR EACH COLLEGE	ESTIMATED ALTERNATE FORMAT VALUE[6]	VALUE/ REGISTERED STUDENT[7]
British Columbia Institute of Technology	11,812	120	$52,209	$223,665	$1,864
Camosun College	7,213	131	$56,995	$103,866	$793
Capilano University	5,450	20	$8,702	$7,848	$392
College of New Caledonia	3,146	22	$9,572	$49,278	$2,240
College of the Rockies	1,764	35	$15,228	$82,997	$2,371
Douglas College	8,354	92	$40,027	$17,030	$185
Emily Carr University of Art + Design	1,391	12	$5,221	$1,642	$137
Justice Institute of BC	2,377	6	$2,610	$0	$0
Kwantlen Polytechnic University	9,123	67	$29,150	$51,783	$773
Langara College	7,056	49	$21,319	$19,626	$401
Nicola Valley Institute of Technology	523	3	$1,305	$1,886	$629
North Island College	2,198	88	$38,287	$39,449	$448
Northern Lights College	1,491	44	$19,143	$103,157	$2,344
Northwest Community College	1,696	27	$11,747	$112,241	$4,157
Okanagan College	4,851	155	$67,437	$196,469	$1,268
Selkirk College	2,312	65	$28,280	$111,183	$1,711
Thompson Rivers University	8,126	85	$36,981	$55,057	$648
University of the Fraser Valley	6,678	99	$43,073	$70,311	$710
Vancouver Community College	6,537	34	$14,793	$4,585	$135
Vancouver Island University	6,678	32	$13,922	$2,666	$83
Total	**98,776**	**1,186**	**$516,000**	**$1,254,738**	**$1,058**

APPENDIX 2: ALTERNATE FORMATS AND COSTS

CAPER-BC provides qualified clients with textbooks, course packs, journal articles, online sources, tests, syllabi, and library material. CAPER-BC currently offers materials in a range of alternate formats:

PDF: PDF is a common electronic document standard originally created by Adobe Systems. While PDF documents are not necessarily accessible for all individuals, they can meet the needs of some perceptually disabled individuals, depending on the nature of their disability. PDFs, for example, are often useful for on-screen enlargement or magnification for individuals with a visual impairment, and may also be useful for other individuals who wish to convert textual information in a PDF into audio using a text-to-speech application. Because of the way information is layered in PDF, however, text-to-speech output is not always possible, and is largely contingent upon the complexity of the document, the construction of the document, and the user's level of computer literacy.

Production costs for PDF range from **$100 – $2000** depending on the needs of the client and complexity of material.

Electronic Text (E-text): Any computer-readable text file, such as a word processor document. Specific formats include ASCII, HTML, RTF and Doc, as well as specialized ebook formats such as MobiPocket and ePub.

E-text can be easily enlarged for students with low vision; however, it is often most useful in that it can be converted to audio for visually impaired or learning disabled individuals. Not only does e-text serve as a source for digital audio (MP3), but it may be converted on-the-fly to audio on most computers using text-to-speech software such as Text Aloud, or by a screen reader such as JAWS.

Production costs for e-text range from **$200 – $5,000** depending on the needs of the client and complexity of material.

MP3 (Digital Audio): An audio recording encoded in the common MP3 digital audio format, and playable by any MP3-enabled device such as a smartphone or computer. CAPER-BC produces

Synthesized Voice MP3, an audio recording in MP3 format generated with a synthesized or computer voice from an e-text processed by a text-to-speech application. Depending on the requirements of the client and the complexity of the material, this format costs between **$300 – $4,000.**

Kurzweil (KESI File): A proprietary format native to Kurzweil 1000 and Kurzweil 3000 software packages. This software and its associated file format allows users to navigate an electronic document via computer assistive reading and writing. Kurzweil can also open PDFs. In most cases when the Kurzweil format is requested, we send PDFs as they are much faster to produce. Production costs for Kurzweil files range from **$100 – $5,000.**

DAISY (Digital Accessible Information SYstem): This talking book format allows users to navigate text by chapter, section, and page number. DAISY books can be played on a computer or on a portable DAISY player. CAPER-BC produces two types of DAISY books:

- **Full Text Synthesized Voice DAISY:** A DAISY book containing the full text from the source material, as well as a synthesized voice audio recording. This format costs from **$300 – $5,000** depending on the complexity of the material and the requirements of the client.

- **Human Voice DAISY:** This type does not contain the full written text of the source book, but combines structural heading information with a full audio recording made by a human narrator. This format is generally used with complex content such as math or chemistry where the source material is too complex for less expensive audio versions. With the cost of preparing the source material and paying a narrator, the cost for this format ranges from **$500 – $10,000.**

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[6] **This is based on production data from last year, each title averaged about 400 pages. We used the actual number of productions for each format to calculate costs. Costs vary based on format required: PDF $0.09/page, etext $1.20/page, digital audio $1.20/page, DAISY $3000/title.**
[7] **This is a calculated value using the percentage of registered students from each school with CAPER-BC on the total funding CAPER-BC receives.**

APPENDIX 3: STAFF PROFILES

DIRECTOR

The CAPER-BC Director is responsible for reporting to the Ministry of Advanced Education, Innovation and Technology and overseeing all CAPER-BC activities.

PATRICIA CIA

Patricia is Head of Library Services (Interim) and CAPER-BC Director.

LIBRARIANS

CAPER-BC librarians oversee alternate format production, manage operations, undertake special projects and research, and advocate for accessibility.

CYNTHIA NG

Cynthia has a BA and a BEd, and taught at Vancouver secondary schools for a number of years before attending UBC to complete a Master's in Library and Information Studies (MLIS). She was on a one-year contract filling in for Stephen Blaeser, while he was on sabbatical.

TARA ROBERTSON

Tara has a BA from UNBC in International Studies and Women's Studies, and graduated with an MLIS from UBC in 2007. Cynthia and Tara oversee alternate format production, advocate for accessibility, and work to improve CAPER-BC service.

LIBRARY TECHNICIANS

CAPER-BC library technicians oversee the processing and production of alternate format materials and provide information services and support.

JEN BROWN

(seconded to CAPER-BC from the library as Vanessa's replacement) Jen has worked in the Langara Library since she graduated from the Library Technician program in 2006.

VANESSA BROWN

(seconded to another Langara department from November 2013-February 2015) Vanessa has been with CAPER-BC since 2006. She has a Library Technician diploma from Langara College and recently finished an undergraduate degree at UBC.

SHUYAN DAI

Shuyan has been with CAPER-BC for more than a decade. In addition to a Library Technician diploma from Langara College, she has a Masters in Linguistics and Education from China where she worked as a university instructor before moving to Canada.

LIBRARY ASSISTANTS

CAPER-BC library assistants work to produce alternate format materials, as well as assist with interlibrary loans, CAPER-BC processes, and communication with clients.

DAN CARKNER

Dan has a Library Technician diploma from Algonquin College. Dan has worked at CAPER-BC since 2010.

JAS DOSANJH

Jas has a Library Technician diploma from Langara College. Jas worked with CAPER-BC from 2006-2011 and returned in 2014 as an on-call library assistant.

CLEIRE LAURON

Cleire has a Library Technician diploma from Langara College and is working on completing her BA at Simon Fraser University. Cleire worked at CAPER-BC from August to December 2013.

LAURA TAYLOR

Laura has a BA from SFU and a Library Technician diploma from Langara College. Laura has been with CAPER-BC since 2008.

For more information on CAPER-BC staff members: http://caperbc.ca/about-us/about-the-team/

APPENDIX 4: EVENTS AND ACTIVITIES

April 8-9, 2013	CAPER-BC co-hosted CAER national meeting (at Langara and PRCVI). Stephen Blaeser and Tara Robertson represented CAPER-BC at this meeting.
May 7, 2013	Tara met with Clint Lalonde (BC CAMPUS) about open textbook initiative and universal design.
May 8, 2013	Cara Pryor (North Vancouver City Library) visited to research about audiobooks for blind and homebound patrons.
May 9, 2013	Jeff Verbeem (Visual Impaired program liasion, Vancouver Community College Library) visited to learn more about alternate formats.
May 10, 2013	Tara presented at the British Columbia Library Association conference on the Hot Topics content licensing panel.
May 15, 2013	Tara met with Daryl Smith (Biology instructor, Langara College) about the open textbook initiative.
May 28, 2013	Stephen and Tara attended PCAS and CILS Advisory Committee meetings.
May 29, 2013	Stephen and Tara presented to BC Disability Service Office representatives at their yearly Articulation meeting.
June 4, 2013	Tara met with representatives from Simon Fraser University's Disability Services and SFU library to discuss the possibility of sharing our existing alternate format collections.
June 14, 2013	Tara attended the BC Libraries Cooperative Annual General Meeting.
June 18, 2013	Tara did a site visit with Langara College's Disability Services staff.
June 18, 2013	Stephen started a "Year of Excellence" sabbatical.
July 2, 2013	Cynthia Ng started a one-year contract as Stephen's replacement.
July 4, 2013	All CAPER-BC staff went to the Assistive Technology of BC offices for an adaptive hardware/software presentation.
July 15, 2013	Tara did a site visit at University of the Fraser Valley. Tara also met with Jody Gordon (VP, Students) to discuss funding advocacy.
July 29, 2013	Cleire Lauron started as an on-call library assistant.
October 23, 2013	Tara and Cynthia met with BC Libraries Cooperative staff to discuss alternate format production.
November 4, 2013	Vanessa Brown is seconded to another department at Langara College. Jen Brown is seconded from Langara College library as her replacement.

November 13, 2013	Tara and Cynthia visited Nicola Valley Institute of Technology's Student Services (Burnaby campus).
November 14, 2013	Tara and Cynthia visited BC Libraries Cooperative to discuss synthetic DAISY production.
November 14, 2013	Cynthia completed team documentation wiki migration.
November 21, 2013	Cynthia presented integrating accessibility and universal design at the Code4LibBC conference.
December 11, 2013	CAPER-BC signed a Letter of Agreement with Simon Fraser University to share existing alternate format collections.
January 30, 2014	Cynthia did a short presentation for a Canadian National Institute for the Blind (CNIB) Session for Parents for Students Transitioning from Secondary to Post-Secondary.
January 31, 2014	Jas Dosanjh joined the team as an on-call library assistant. Jas worked at CAPER-BC previously, from 2006-2011.
February 4, 2014	CAPER-BC received an additional $25,000 one-time funding from The Ministry to purchase equipment.
March 7, 2014	CAPER-BC's rebrand process was completed. This included a new name, logo, business cards, shipping labels, and brochures. The new website (www.caperbc.ca) went live and Cynthia trained staff on how to use the site.
March 19, 2014	Cynthia presented on universal design web accessibility at LibTechConf in St. Paul, Minnesota.
March 26, 2014	Cynthia presented on integrating web accessibility at the Code4Lib conference in Raleigh, North Carolina.
March 31–April 2, 2014	Tara co-chaired the Programming Committee at the British Columbia Library Association conference. Cynthia co-presented Webmaker Party: Building and Engaging a Community of Learners and Mentors with Dethe Elza from Mozilla.

"The Centre for Students with Disabilities now has the ability to access a wider selection of materials that have already been converted into accessible digital formats, and the turnaround for retrieving requested documents is very quick. For these reasons, this agreement is already proving to be very useful towards the fulfillment of our mandate to provide eligible SFU students with course materials in alternate formats."

- Matthew Menzies, Disability Services Officer, Simon Fraser University

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