

## British Columbia College and Institute Library Services CILS Advisory Committee Meeting

June 16, 2011 | 9:30 am - 12:00 pm | Langara College | Building L, Room L216 | 100 West 49th Avenue, Vancouver BC V5Y 2Z6

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### *2010/2011 CILS Advisory Committee Meeting*

#### **In attendance:**

Nathan Anderson	Representative, Disability Services Articulation Committee
Fariha Baig	Student, Kwantlen Polytechnic University
Mr. Baig	Father of Fariha Baig
Stephen Blaeser	Librarian, CILS, Langara College
Vanessa Brown	Library Technician, CILS, Langara College
Shuyan Dai	Library Technician, CILS, Langara College
Debbie Ellis	British Columbia Director, NEADS (National Educational Association of Disabled Students)
Stephen Heaney	Representative, Assistive Technology British Columbia (ATBC)
Greg Link	Client Services Manager, BCcampus
Linda Ma	Department Services Assistant, Library Services, Langara College
Grace Makarewicz (Chair)	Director, Library Services, Langara College - also representing the Council of Post-Secondary Library Directors
Chris Marshall	Incoming Manager, PRCVI (Provincial Resource Centre for the Visually Impaired)
Aleasha McCallion	Office Manager, Access and Diversity, UBC
Betty Nobel	Department Head, Program for Visually Impaired, VCC
Miles Stratholt	Manager, Disability Oversight, Ministry of Advanced Education
Laura Taylor	Library Assistant, CILS, Langara College
David Thomson	Former Student, BCIT
Ryan Vernon	Librarian, CILS, Langara College
Anne Wadsworth	Manager, PRCVI

#### **Regrets:**

Dan Carkner	Library Assistant, CILS, Langara College
Shirley Coomber	Coordinator, PCAS (Post-Secondary Communication Access Services)
Judy Harris	Lead, Policy & Research, Industry Training Authority
John Mulka	Executive Director, Services & Operations, CNIB
Diane Sugars	Executive Director, Learning Disabilities Association of Vancouver (LDAV)

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#### **Cc:**

- ELN
- InterLINK

## 1. Introductions

G. Makarewicz welcomed the group and thanked everyone for coming. We are delighted to have 2 students here today to share their experiences with us. New advisory members joining us this year include

- Access and Diversity, UBC
- Disability Services Articulation Committee
- National Educational Association of Disabled Students (NEADS).

Round table introductions were made.

## 2. Approval of Agenda

Agenda was approved as distributed.

## 3. Approval of Minutes of June 9, 2010

Minutes were approved as circulated.

## 4. Business Arising from Minutes

### a) Meeting with J. Harris at ITA

R. Vernon reported on the outcome of their CILS presentation to Industry Training Authority (ITA). The successful partnership and continuing collaboration with ITA has led to direct access of trades material and electronic resources for the production of accessible formats for BC trades students. Special thanks to BCcampus for their generous funding of this project.

### b) Round Table Reports from 2010 meeting

Reports from member organizations were compiled and posted to the CILS web site. [http://www2.langara.bc.ca/cils/advisory\\_committee\\_minutes.html](http://www2.langara.bc.ca/cils/advisory_committee_minutes.html)

### c) Terms of Reference for the CILS Advisory Committee

Group reviewed draft TOR as outlined in Appendix A. Based on discussions at last year's meeting regarding function and terms of reference for the CILS Advisory Committee, it was recommended and since adopted that the advisory component of the committee be split from the communications and information sharing function of the working groups. Accordingly, ELN and InterLINK are not in attendance at this meeting, but will be provided with a copy of the minutes and the CILS annual report.

**Motion:** To approve the functions and terms of reference for the CILS Advisory Committee

**Moved by B. Noble, Seconded by L. Taylor - CARRIED**

**ACTION:** CILS will post approved TOR on its web site. [update: posted] <http://www2.langara.bc.ca/cils/about.html>

## 5. CILS Annual Report 2010/2011 (G. Makarewicz)

**ACTION:** S. Blaeser will email accessible e-copy to B. Noble and F. Baig [update: done]

G. Makarewicz acknowledged CILS staff for their hard work over the past year. Some of CILS' highlights include:

- 866 active CILS students (an increase from 799 in previous reporting period)
- 2,318 requests were filled
- 12.61% increase in production over last year
- CILS services goals and outcomes as outlined in the annual report [http://www2.langara.bc.ca/cils/documents/advisory/2011/2011\\_CILS\\_Annual\\_Report](http://www2.langara.bc.ca/cils/documents/advisory/2011/2011_CILS_Annual_Report)



## 6. CILS Activities and Service Statistics (R. Vernon & S. Blaeser)

S. Blaeser presented Powerpoint slides covering service statistics and trends. [http://www2.langara.bc.ca/cils/documents/advisory/2011/CILS\\_stats\\_2011.pptx](http://www2.langara.bc.ca/cils/documents/advisory/2011/CILS_stats_2011.pptx)

Statistical highlights for CILS over the last 4 years include:

- 108% increase in requests
- average number of requests fulfilled: 1841
- 83% increase in production
- average number of students: 736

In order to meet the increase in demand in a timely manner, CILS needs to

- speed up production
- speed up communications
- speed up movement of materials
- research and integrate new technology
- work even more closely with trades students and coordinators

Questions and comments from the panel:

- It was noted that the increase in production and filled requests is directly correlated to the increase in outreach activities and more frequent communication with students and disability coordinators
- B. Noble suggested and members agreed that it might be interesting for comparison to breakout subject areas by disability. The data is already available and could easily be done in the future.  
**ACTION:** S. Blaeser to prepare for next reporting period.
- Comments made on the added costs for students to purchase a physical copy of a textbook and the copyright issues surrounding production of alternate formats

R. Vernon discussed CILS plans and projects going forward: [http://www2.langara.bc.ca/cils/documents/advisory/2011/CILS\\_future\\_plans.pptx](http://www2.langara.bc.ca/cils/documents/advisory/2011/CILS_future_plans.pptx)

Planning process: student centered, demand driven

- Metadata: structure, findability, sharing
- Production standards: best practice, benchmark, share
- Documentation: document all processes
- Online conferencing: Adobe Connect
- Tech upgrades: recording hardware/software, scanner
- Research: transition to post-secondary, accessibility of library resources

Questions and comments during discussions:

- R. Vernon thanked BCcampus for making available Adobe Connect, an online conferencing system that allows CILS to connect with other colleges and institutions
- On behalf of one of our CILS narrators, R. Vernon informed panel of VocalEye performances for Hairspray, currently in production at the Stanley Theatre. [VocalEye](#) is a program of Kickstart Disability Arts and Culture, a service that “provides vivid vocal description of live theatre and the performing arts to blind and low vision audiences in the Lower Mainland.”

## 7. Student Reports

- a) **Fairha Baig** is a visually impaired student at Kwantlen Polytechnic University. She attended the meeting today accompanied by her father. Fairha expressed her appreciation for the great service and experience provided by CILS over the last 2 years. She prefers to read books using JAWS and Kurzweil with accessible Word or pdf formats. CILS staff have been readily available by phone whenever she required assistance or had questions. Fairha is currently working on her Business Administration degree and plans to join the family business when she graduates.
  
- b) **David Thomson** is a former student at BCIT. Due to a debilitating medical condition, he was placed on disability from his position as a Corrections Officer and hence began his 11 years of unemployment. His medical condition prevented him from furthering his education using conventional means of study. David described the difficulties he faced during his long pursuit to find resources that could help him regain employment and reintegrate into society. Recently, with the aid of ATBC and CILS, David successfully completed his Occupational Health and Safety Certificate at BCIT. He now volunteers his time working on empowerment projects in Richmond. His goal is to find part-time, gainful employment. David thanked the CILS team for all their help during the course of his studies and has committed to 'spreading the word' about the services CILS provide.

## 8. Round Table Reports

Members presented short reports of their organization's highlights and significant plans.

**Aleasha McCallion**, Office Manager, CRANE - Access and Diversity, UBC

- 135 active volunteers
- Current evaluation process is based on volunteer system, but work is being done to change process
- Increased learning opportunities, peer-to-peer tutoring, workshops
- Encourage different activities
- CRANE volunteer, Mary Taitt, is recipient of the Slonecker award for outstanding volunteer contribution to UBC
- Part of CAER- working on getting join standards and meta-tagging; avoid duplication of efforts; success in getting publisher files

**Stephen Heaney**, Manager, Assistive Technology British Columbia (ATBC) [the following is a written report provided by Stephen]

During the fiscal year ending March 31, 2011, ATBC received 418 referrals from students that would be classified as having a potential print impairment: Learning Disability 126, Visual Impairment 112, Neurological 100, Mobility 80.

Highlights:

- ATBC saw an increasing number of print impaired students (sighted and non-sighted) choosing to use a Mac computer and its built-in VoiceOver screen reader as their reading accommodation. These systems provide basic screen reading and magnification.
  
- Students are starting to ask for iPad's and iPod's for reading tools. ATBC has evaluated these new devices in the context of reading tools for alternate text materials, and has concluded that these devices fall significantly short as compared to other alternatives available to students such as the Victor Reader, BookSense, and speech enabled laptops.

- There are an increasing number of digital camera-type OCR technologies coming to market such as the Intel Reader, KNFB Reader, Pearl Camera, and ZoomReader. These devices work with varying degrees of functionality, and have yet to provide the accuracy of a traditional flat-bed scanner. The Pearl Camera, and soon others, that attach to a laptop and feed images to OCR software like OpenBook provide a significant advantage of image capturing speed as compared to a traditional flat-bed scanner. For the moment there is a trade-off between accuracy and speed.

**Nathan Anderson**, Representative, Disability Services Articulation Committee

- Recent CILS presentation to committee received positive feedback and they are pleased with CILS services
- Increase in requests for MAC products and MAC based platforms
- Enquired about our textbook reimbursement policy – we reimburse all textbooks costs until funds are depleted

**Greg Link**, Client Services Manager, BCcampus

- One of their roles is to distribute funds
- Research grant \$10K no longer available
- E-PRNTICE: e-Learning for Trades Training in BC – initial program put on hold status
- Online Program Development Fund (OPDF) – available for developing curriculum and online learning projects; provided annually for post-secondary system
- Established and held its first Strategic Advisory Council – represented by universities & colleges vice-presidents and Min. Of Advanced Education; to clarify role; look for efficiencies, primarily in the use of educational technologies such as Moodle and Desire2Learn
- Sharing teachers and students via 3<sup>rd</sup> party hosts

**ACTION:** S. Blaeser to email re. distribution systems. [Update: Email sent]

**Anne Wadsworth**, Manager, Provincial Resource Centre for the Visually Impaired (PRCVI)

**Chris Marshall**, Incoming Manager, PRCVI

- Busy year, full of transition and change
- Thanked Langara for technical support team; thanked CILS re DAISY production
- First time funded for access research centre; ARC-BC's digital library provide material for direct download for K-12, ~70K files
- Significant change in terms of delivery – not so much large print now with new digital library
- Convert MP3s into DAISY
- Introduced incoming manager, Chris Marshall
- CRANE – Library Technician students from Langara contribute to success of services
- STEP BC – vision/focus group; increase interests in iPad and iTouch users

**Debbie Ellis**, British Columbia Director, NEADS (National Educational Association of Disabled Students)

- New to NEADS
- 25<sup>th</sup> anniversary of NEADS
- Repurposing web site – more BC focus
- Job strategy conferences were successful; plans to have on-going
- Projects include working with autistic students in higher education
- Board meeting held in April in Toronto
- Leadership developments
- Advocacy for students in BC
- Approx. 120 students attended job fair – good turnout

**Miles Stratholt**, Manager, Disability Oversight, Ministry of Advanced Education

- Has been a challenging year – third ministry in 1 year due to restructuring and government changes
- Good news: more streamlined application process for students; easier – single permanent disability application for funds/grants
- Developing new grant program for students with hearing problems - delivered entirely in Braille
- Gap funding for tuition fees for international students

**Betty Noble**, Department Head, Program for Visually Impaired, VCC

- Interest in Apple technologies
- Struggle for funding for Microsoft material
- Tutorials for Office 97
- Encourage CILS to purchase Office 2000/2010; need Word format and digital audio
- Still working on online courses in Moodle
- In reply to question from C. Marshall– yes, using unified Braille
- Question for C. Marshall: Material available in UK? – always looking for additional resources and practice material

**9. Feedback for CILS – consider how you have work with CILS over the past year and give us advice/feedback on areas for improvement**

Round table discussions ensued. Some of the feedback/comments:

- CILS welcome emails and feedback; feel free to provide at a later time.
- B. Noble encouraged more advocacy for Braille, especially in the secondary school system; also remarked that Braille material used here for GED equivalency are produced in the United States using the American metric system, which complicates the situation even more.
- G. Makarewicz attended her first CAER conference in Ottawa this year. Agreed that Braille is very important, but that it is very costly to produce. Suggested possibility for NEADS to conduct research project for Braille in the post-secondary system.
- F. Baig echoed the importance of Braille, especially in math and science courses, where concepts dealing with numbers could be confusing.

**ACTION:** D. Ellis to contact B. Noble re Braille resources and bring concerns back to the NEADS Board.

- On behalf of her team at CRANE, A. McCallion thanked the CILS team for inviting them here today. They “feel privileged to have colleagues like ours in CILS; people with whom they can learn from and learn with.”

Meeting ended at noon.