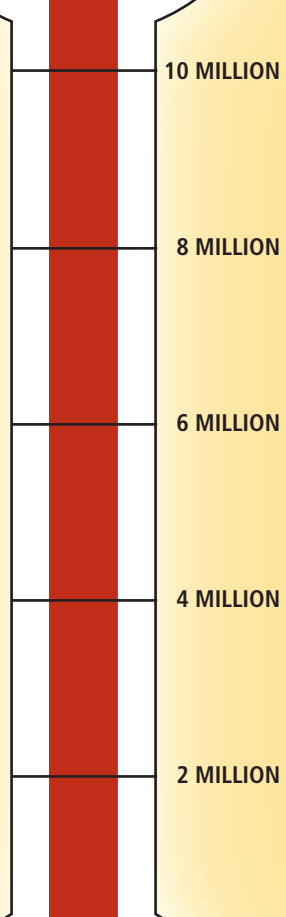




\$11,050,946



* Contribution to date from The Notary Foundation of BC to the Legal Aid Society of BC.
 Source: Interest earned from Notaries' trust accounts (the *Notaries Act of BC*)

Editor's

Request for Letters . . .

What articles do you most enjoy reading in *The Scrivener*? Please send your comments about the magazine to scrivener@notaries.bc.ca.

Next Issue

Summer 2004:

Plugged In!

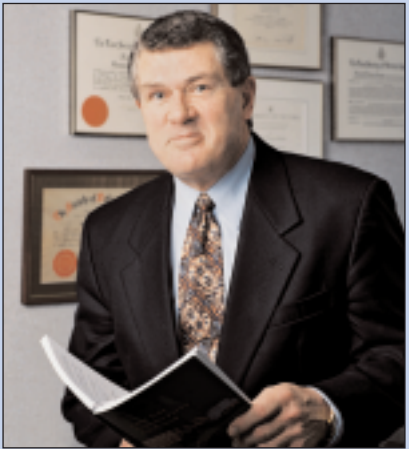


Photo: Ken Jacques

Our Cover Story interview will feature Ken Jacques, Acting Director of Land Titles BC. The "Plugged In" theme was inspired by the Land Title Office's move to EFS—Electronic Filing System—for registering documents dealing with land in the Province of BC. Other articles of interest will include Technology updates and the fine efforts of our regular contributing authors.

Display Advertising Opportunity!

We invite you to showcase *your* business to the thousands of allied professionals who read *The Scrivener*, quarterly. Please contact Val for information.

Summer 2004 Advertising Deadline: May 15

If you would like your name added to our mailing list, please email scrivener@notaries.bc.ca or call 604 985-9250.

A primary goal of the service-based organization is ensuring that the BCCLS is providing the highest level of customer service.

computers in libraries. Enhancing print collections was valued as the third option.

A primary goal of the service-based organization is ensuring that the BCCLS is providing the highest level of customer service. We are pleased to see this effort is recognized and valued by our users. Users rate the BCCLS very highly in customer service and performance. The customer service results refer to staff and customer interactions in Vancouver and at the six regional libraries staffed to provide service for Kamloops, Kelowna, Nanaimo, New Westminster, Prince George, and Victoria.

BCCLS Strategic Planning 2004: New Directions

To respond to the results of the user survey, the BCCLS has begun strategic planning for 2004–2006 and the creation of new strategic directions for the organization. Retaining those qualities, services, and activities that users rated highly, in addition to planning for re-allocation of resources over the next two years, will be considered part of any new directions for the BCCLS.

One last item of note regarding the survey results is the importance that users have placed on receiving communications from the BCCLS. One of the goals for the BCCLS this year is to ensure that all user groups receive the information they need and to make use of the many valuable services and resources offered by the BC Courthouse Library Society. ▲

Debbie Schachter, BA, MLS, MBA, is Head of Strategic Planning and Development at the BC Courthouse Library Society. She is involved in organization-wide projects, marketing and communications, reference service, Website management, and branch supervision.

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