UBC LIBRARY

2002-2003

Report of the **University Librarian** to the **Senate**

UBC LIBRARY

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The next few years will be an exciting time as partners are identified and work is undertaken to shape the Learning Centre as a crucial element in the development of BC and UBC.

As the announcement of the Learning Centre provided a new beginning for the Library, 2002/03 also marked an ending as we embarked on the last year of *Furthering Learning and Research 2000-2003,* the Library's current strategic plan. This document has guided the development of the Library's programs and services and it is testament to the hard work of the Library's staff and the support of our user community that we have achieved many of the goals identified in 1999/2000. We have provided annual reports on our progress and the feedback received from staff and users has been instrumental to our success. The development of our next three-year plan has begun and we look forward to continuing discussion and developing partnerships with our constantly evolving community of users.

An important element of this year's activities has been increasing access to our collections for post-secondary and public institutions across BC. As teaching and research programs at these institutions grow and change, they too are finding it difficult to support their local needs with their local collection. In response to requests from colleagues, we have taken a number of steps to expand access to our collections. Specifically, we have significantly decreased our interlibrary loan charges for members of the BC Electronic Library Network and Interlink as well as extended in-person borrowing privileges for undergraduates enrolled at SFU and Trinity Western University.

Our ability to support UBC's expanding programs of research and teaching while increasing access to our programs and services by other post-secondary and public institutions is severely constrained by our current budget. This situation is exacerbated by the fact that UBC Library received one of the lowest percentages of support from the indirect costs of research funding pool, as demonstrated by a survey conducted by the Canadian Association of Research Libraries. Generally, Canadian academic research libraries receive 8-10% of the indirect costs of research funding received by their universities; UBC Library received 5%. As the research funds obtained by UBC continue to increase, so too must the funding for the Library. It is crucial that the Library's collections and services be able to support these new and expanding programs of research .

Increasingly, UBC Library performs two functions - as the academic research library for UBC and as an important resource for BC - but it is only funded to fulfill one of these roles. The establishment of The Irving K. Barber Learning Centre is the first step in recognizing the value UBC Library's collections and services have for the rest of BC. The next step must be appropriate funding to support that role.

CATHERINE QUINLAN
University Librarian

UBC Library *recognizes that its staff are its most important resource in supporting research and learning. It places a high priority on providing an environment conducive to effective study, learning and community building.*

PEOPLE

THE LIBRARY'S EFFORTS to provide an environment that supports effective study, learning and community building took a gigantic step forward with the announcement on October 3, 2002 of The Irving K. Barber Learning Centre.

Over 600 guests joined Dr. Irving K. Barber, Dr. Martha Piper, and Premier Gordon Campbell as they announced the establishment of the Centre. This $60 million facility, built on the site now occupied by Main Library and incorporating its 1925 historic core, will be an active and inviting space where students, faculty, researchers and community users can engage with resources and one another. Equipped with wireless technology inside and out, the Learning Centre's high-speed Internet access and video-conferencing capabilities will provide flexible learning spaces, while allowing users to connect with the world. In addition to providing 15 years of collection growth space and environmentally suitable space for rare, special and archival collections, the Learning Centre will house some of UBC's innovative interdisciplinary programs such as Arts One and Science One.

Project architects Downs/Archambault & Partners of Vancouver, in partnership with Hardy Holzman Pfeiffer Associates of Los Angeles, have worked closely with the Building Project Steering Committee, co-chaired by Dr. Derek Atkins, Associate Vice-President Academic Planning and Dean Moura Quayle, Agricultural Sciences. Construction of the Learning Centre will be staged to minimize the inconvenience to users of Main Library as Library staff endeavour to maintain access to all of Main Library's services and collections during construction.

The UBC Library recognizes that its staff – librarians, management and professional staff, support staff, and student staff – are its most important resource in supporting the research and learning needs of the UBC community. The Library is committed to attracting and retaining excellent staff at all levels, and to providing them with the training and development they need to fulfil their responsibilities. It is also committed to providing for its users the physical facilities conducive to an effective learning and study environment and to maintaining and upgrading these. Through a series of faculty and departmental advisory committees, through periodic surveys, and through an online feedback system, the Library listens and responds to the concerns of its users – the students, faculty, and staff of UBC.

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Although completion of the Learning Centre will not occur until 2005/06, the Centre is already offering programs and services. The Learning Centre's first employee, Simon Neame (Coordinator of Programs and Services) was hired in February 2003 and, to date, three webcasts have been offered by the Centre with more planned for 2003/04. For further information about the Centre, please visit *www.ikebarberlearningcentre.ubc.ca.*

Communications

Working within an environment of rapid change, UBC Library understands the importance of strengthening communications in order to become a more responsive and effective part of the University and general community. During 2002/03, the Library initiated or participated in a variety of activities aimed at promoting and enhancing communications across the Library system as well as with its diverse user communities. Unfortunately, as a result of ill health, the Library's first Communications Coordinator was forced to resign. To maintain the momentum established by this position, the Library engaged a communications consultant to continue to develop the Library's communications activities. As a result of interviews and focus groups involving Library staff and users, *The UBC Library Strategic Communications Plan: Setting the Priorities* was developed. This document articulates the Library's communications priorities as well as the core communications programs necessary to achieve these priorities. Some of the results of these activities can be seen in the redevelopment of the Library's existing publications and programs and the establishment of new ones.

One of the programs introduced in 2002/03 focused on new faculty. In recognition of the sizeable influx of new faculty members, which is estimated to continue for the next five years, the Library developed a more comprehensive orientation program for these members of the UBC community. A new faculty guide to the Library was produced and distributed to all new faculty and sessional instructors. As well, the Library co-sponsored, with the Vice-President Academic & Provost, a reception for new faculty and participated in the new faculty orientation program organized by the Centre for Teaching and Academic Growth.

In Fall 2002, the Library conducted its first online User Survey. This survey built on the mail-in survey conducted in 1999. These surveys are undertaken to allow the Library to understand better the needs and opinions of faculty, staff and students and measure satisfaction in three key areas: access, resources and services. Of the 4,500 members of the University community selected at random to participate, 1,925 completed the survey, for a return rate of 41%. The results from the 2002 survey were very positive with overall satisfaction with the Library increasing to 93% from 90% in 1999. Those reporting that they accessed the Library's collection of electronic full-text materials increased from 63% in 1999 to 87% in 2002. Library staff had cause

to be proud as 95% of the survey respondents reported that they were satisfied or very satisfied with the help they received from staff. This increased from 94% in 1999. Results of the survey were widely circulated to Library staff and users as well as posted online at *www.library.ubc.ca/home/planning.html.*

This year was the last year of the Library's three-year strategic plan *Furthering Learning and Research 2000-2003.* A subcommittee of the University Librarian's Advisory Committee worked hard to develop the next three-year plan and the results of the 2002 User Survey provided important information for that process. Drafts of the Library's 2004-2007 strategic plan were circulated to Library staff and users for review and comment. Distribution of the final version is planned for Fall 2003.

The Library continued to be well-served by a number of advisory committees including: Agricultural Sciences Learning Centre Advisory Committee; Asian Library Advisory Committee; Biomedical Branch Library Advisory Committee; Education Library Advisory Committee; Arts Faculty Library Advisory Committee; Faculty of Commerce Research and Library Committee; Faculty of Law Library Advisory Committee; Hamber Library Advisory Committee; Life Sciences Library Advisory Committee; President's Advisory Council on the University Library; St. Paul's Hospital Library Advisory Committee; School of Music Library Advisory Committee; Science & Engineering Division Library Advisory Committee; Senate Library Committee; and the University Archives & Records Management Advisory Committee.

These committees are important conduits, bringing issues and information to the attention of the Library and disseminating information about Library programs and services to the broader community. One of the most visible activities the Library undertakes with some of these committees is the eLibrary series, started in 1999/2000.

In November 2002, the Library hosted *eLibrary@ubc4, Research, Collaboration and Digital Library: Visions for 2010.* Keynote speakers included Dr. Clifford Lynch, Executive Director, Coalition for Networked Information and Dr. Douglas Engelbart, the creator of the computer mouse. Other sessions included panels on *State-of-the-Art Digital Libraries* and *Models for the Future.* The second day featured break-out sessions that focussed on the development of research projects. As a result of these discussions, the UBC Digital Libraries Research Working Group consisting of faculty, graduate students and Library staff was formed. In early 2003, the group was awarded a Peter Wall Institute for Advanced Studies Exploratory Workshop grant to pursue the development of a Canadian digital library research agenda. Planning is underway to hold this workshop early in 2004.

The University Librarian and the President's Office co-hosted the 13th annual Authors' Reception to recognize and celebrate scholarly publications by UBC faculty members

produced during the previous year. A total of 167 works were included in the event. To draw further attention to the scholarly activities of UBC authors, the Library established a UBC Authors' website and mounted a display of the works on British Columbia subjects in the Koerner Library.

From March 8 - 15, 2003 UBC hosted Research Awareness Week. Focussing on the timely issue of sustainability, Research Awareness Week activities included a series of free public forums, symposia, research days and exhibits. The Library's contributions to the event included instruction in the use of specialized databases and other electronic resources, term paper research clinics, book displays and a tour of the newly relocated Map Library. The Library also sponsored a lecture by University Killam Professor William New entitled *Walking with a Bicycle: The Encyclopedia of Literature in Canada Project.*

Library Staff

UBC Library continued to undergo a significant transformation both in its organizational structure and in the way its services are delivered. Some of these changes are attributable to the way in which information is produced and disseminated while others are necessary to address new challenges and take advantage of emerging opportunities. This period of transformation is made more challenging by the changing needs and increasing expectations of the Library's diverse and growing user communities and the retirement of a significant number of staff.

In the past, early retirement was available only to librarians belonging to the Faculty Association. In 2002/03, the Library with the approval of the Vice-President Academic & Provost, developed, funded, and implemented an early retirement program for library assistants. Thirteen library assistants took advantage of this program.

During the reporting period, a number of new positions were established and existing ones reconfigured, including: Acting Assistant University Librarian - Public Services; Assistant University Librarian - Arts, Humanities and Social Sciences; Associate Law Librarian; Coordinator, Public Services - Life Sciences Libraries; Eresources Librarian; Human Resources Assistant; Human Resources Clerk; Coordinator, Programs and Services, The Irving K. Barber Learning Centre; Office and Archival Assistant, Rare Books and Special Collections.

Staff members who retired or took early retirement include: Russ Anton, Facilities; Jo Carney, Technical Services; Ray Galbraith, Technical Services; Tsuneharu Gonnami, Asian Library; Jirina Hatina, Collections; Avron Hoffman, Technical Services; Ann Hutchinson, Technical Services; Marika Kahle, Technical Services; Heather Keate, Administration; Ivy Lee, David Lam Library; Margaret Price, Woodward Library;

Hélène Redding, Humanities and Social Sciences; Jim Swartz, MacMillan Library; Sara Vergis, Woodward Library; Joan Whitney, Information Services; and Gladys Wong, Technical Services. Library staff recognized for their long-term service to the University through their induction into the 25 Year Club or Quarter Century Club included: Lee Ann Bryant, Linda Chiu, Jocelyn Godolphin, Jirina Hatina, Bilkiss Kassamali, Helen Lo, William Ng, Barbara Saint, Alamelu Sundaram, Jung Whang, Joan Whitney, and Wing Wong.

Further details about staff changes are listed in Appendix A: Library Staff.

Training and Development for Staff

The Library Overview Training Series, a structured introductory training program on the Library's functions and services for all staff, was launched in November 2002. This series of core topics helps to develop a common understanding of the Library's mission and goals and fosters cross-unit communication and career development.

As in previous years, the majority of staff training occurred in-house, providing in-depth coverage of public and technical services. A MOST program facilitator presented a two-day course on supervisory skills to supervisors and managers. Library staff also took advantage of other campus learning opportunities including courses offered by Continuing Studies, Organizational Training and Development, and the Centre for Teaching and Academic Growth. Off-campus venues provided additional training in computer skills, interpersonal skills, and a wide range of library specialities, such as archival studies, serials cataloguing, law and health sciences librarianship, interlibrary loan, information technology, and instruction. In addition to formal training opportunities the Library sponsored 33 organization-wide open house sessions attended by 86 staff members.

Health, Safety and Security

Health and safety training sessions continue to be mandatory for all staff and include information about health and safety policies and procedures, emergency preparedness, ergonomics and personal security. In addition, safety committee members are encouraged to attend training sessions offered by the University's Health, Safety and Environment department.

Ergonomic risk assessments continued for staff workstations across the Library. As a result of this work, recommendations were made and implemented for improving staff workstations and the environment.

UBC Library is committed *to supporting the learning and research needs of its users. It provides instruction and training to help them develop the information-seeking and critical thinking skills required to succeed in their studies and as members of a knowledge-intensive society.*

LEARNING & RESEARCH

THIS SUPPORT can take many forms: answering questions at a service desk in one of the libraries, responding to queries received through the Library's electronic response service *lib-contacts,* offering online tutorials using the Library's website or providing information literacy instruction as part of a course. Regardless of the method used, the goal is to provide Library users with the skills and techniques needed to find the required information efficiently and effectively and to evaluate it critically.

During 2002/03, Library staff answered more than 286,267 questions in person, by telephone or email. This figure represents a decrease of approximately 13% over the previous year. At the same time the Library expanded its information skills instructional programs, both on and off campus. A total of 28,230 participants attended 1,471 classes offered through Information Connections and other Library instructional programs. This represents respective increases of 6.3% and 6.9% over the previous year.

In addition, the Library continued to provide tutorials and online courses in 2002/03 using WebCT for a variety of classes such as: *Information Explorer* for English 112; *Library Instruction* for Biology 140; and *Library: Email and Web Searching* for Rehabilitation Sciences. New tutorials and online courses in 2002/03 included: *Library Instruction* for Biology 112; *Library Orientation* for Business Administration 500 (Commerce); and *Library Treasure Hunt* for Commerce 299.

The University provided funding for three Teaching and Learning Enhancement Fund (TLEF) projects originating from or involving Library staff. These included *Library Instructional Outreach* and *Undergraduate Plagiarism*

The UBC Library is committed to supporting the learning and research needs of undergraduate students, graduate students, faculty, and staff. It does so through the acquisition, provision, and preservation of information resources locally, in print, electronic, and other formats, and through access to information resources beyond the campus. It provides instruction and training (e.g. individual, group, Web-based) to help students develop the information-seeking and critical thinking skills required to succeed in their studies and as members of a knowledge-intensive society. It works with faculty, students, and staff to find, develop, and effectively use the information resources they require for the creation and transmission of knowledge. In addition, the Library provides the infrastructure and technology to support and deliver information resources, it provides bibliographic access to and information about them through its online catalogue and other indexes, and it manages the physical flow of resources to and from Library users, whether on campus or at a distance.

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Curriculum Workshops. Library staff also participated in a campus-wide project to investigate the use of a Learning Objects Repository to organize and store reusable segments of instructional content.

As the Library's collection of electronic resources continues to grow, how these resources are listed and accessed on the Library's website are issues of growing importance. In an effort to provide better access to all of the Library's resources, services and instructional programs, including a more comprehensive and integrated presentation of resources and guides by academic subject, the Library's homepage underwent a substantial redesign, completed in August 2002. An online course reserve request function was developed for faculty and instructors and made accessible via the Library's website. In addition, a link from the Library's website to The Irving K. Barber Learning Centre website was created to keep Library staff and the broader community updated on the progress of this new facility.

As well as providing the means to access its collections and services, the Library's website supported the following activities:

- Rare Books and Special Collections developed a virtual display, *Treasures from the Arkley Collection,* which featured illustrated books from the 'Golden Age' of illustration, including works by Randolph Caldecott, Walter Crane, Kate Greenaway, Arthur Rackham, Edmund Dulac, and Willy Pogany.
- Education Library staff designed a website and delivered service to students enrolled in the Masters of Education Technology program through the Faculty of Education. This was a co-operative program with the Library at Tec de Monterrey in Mexico.
- Staff of the Asian Library participated in the *Historical Chinese Language Materials in BC* project that produced a website subsequently included in the RLG's (formerly, Research Libraries Group) Cultural Materials Initiative. This project was a collaborative effort with support from the Institute of Asian Research and the community.

The Chapman Learning Commons

Located in the refurbished concourse of Main Library, The Chapman Learning Commons opened in February 2002. The facility offers a welcoming learning environment, providing services and technology for students, faculty, researchers and community members. Services offered through The Chapman Learning Commons include peer tutoring, information services and resources, community events and a laptop lending program, which provides computers that can be connected to UBC's wireless network inside Main Library as well as outside in the green space between Main and Koerner libraries.

From its inception The Chapman Learning Commons has been a heavily used space. The number of visitors to Main Library increased by 1,000 per day shortly after the opening of the Learning Commons and has remained at that level. Line-ups for the desktop computers are the norm and all tables and chairs in the space are in constant

use. The laptop lending program was introduced in March 2002 and from May 2002 to April 2003 there were 8,857 requests for 15 laptops. As a result of the success of the Learning Commons' laptop lending program, this service is being introduced in other libraries including Woodward, Lam and Robson Square libraries.

Students hired through the Peer Assistants Program helped staff The Chapman Learning Commons information desk and answer some of the 41,828 queries received in 2002/03. As well, Peer Assistants initiated and coordinated several programs including Peer Assisted Research, Study Group Registry and The Chapman Discussions.

In addition to hosting community events and learning skills workshops, the Suzanne Cates Dodson and Earl D. Dodson Reading Room, located off The Chapman Learning Commons, continued to provide the venue for the ever-popular School of Music students' noon hour recital series, Music at Main.

Information Resources and Collections

Approximately 5% of the indirect costs of research funding received by the University was allocated to the Library to support acquisitions ($600,000). The Library requested support from the indirect costs of research funding received by the three affiliated teaching hospitals and received $70,000. The Library also benefited from the addition of funding from the tuition increase with $400,000 added to the Library's base acquisitions budget. As a result, the Library was able to maintain its usual level of expenditures for collections as well as obtain new resources.

Some of these new resources were acquired by Rare Books and Special Collections and included: *Antarctica,* a large photography book printed in Vancouver using a new printing process; 400 sheets of rare BC fire insurance plans to add to the Library's extensive collection of such plans; the editorial archive of *The Art of Emily Carr;* and several additions to the H. Colin Slim Stravinsky Collection.

Koerner Library expanded its microfilm holdings with seven units of *The 18th Century Fascist and Anti-fascist Newspapers from the British Library 1918-1998,* part four of *Women and Victorian Values,* and part four of *Women's Language and Experience.* Print additions included *Loeb Classical Library* (494 volumes of Greek and Latin authors), and *New Catholic Encyclopedia.*

Electronic resources, particularly online journals continued to grow in popularity with users. Several new collections were acquired including: JSTOR - *Language and Literature, PsycARTICLES,* Cell Press, Kluwer, and Wiley. New databases acquired included: *Business Source Elite, Index Islamicus, RIPM-Retrospective Index to Music Periodicals 1800-1950, Journal Citation Reports, Forrester Research,* and *Korean Studies Information Service System.*

In addition to new ejournals, the Library added to its ebook collection. New collections included: *Oxford Reference Online, CHEMnetBASE,* and *Encyclopedia of the Social and Behavioral Sciences.* Online full-text collections acquired included: *Chinese Ancient Texts, SAE Digital Library, Globe and Mail* (back to 1844), *Canada Statute Service,* and the *United Nations Treaty Collection.*

As in previous years, the use of the Library's collection of ejournals and eresources continued to grow. On average, the use of ejournals increased by 124% and eresources (e.g. online indexes, ebooks) by 24% during the reporting period.

During 2002/03, the process began to select and purchase citation linking software. This software will provide a direct link from the Library's extensive bibliographic or citation databases to its online full-text or print collections. This enhancement to the Library's website will be introduced in 2003/04. Other innovations to improve access during the reporting period included the implementation of Serials Solutions and the addition of subject headings to the ejournal list.

As well as increasing its collection of electronic resources, the Library continued to develop its collection of print materials. While electronic resources are well established for some disciplines, others have not yet been as well-served and continue to rely on print publications. The Library maintained its expenditures on books at a level similar to the previous year's. It is interesting to note that the publishing of scholarly books has been declining in recent years, and book prices have not increased substantially.

Subscriptions to print periodicals were retained, except for 150 titles for which there are stable online versions. More such print subscriptions will be discontinued in order to release funding for other collection needs. Because the growth of the Library's ejournal collection has been primarily in the science areas, funds were allocated to the humanities and social science areas to order new subscriptions.

Several Faculties and Departments assisted the Library in funding collections and their support is gratefully received. Assistance was received from: Arts; Commerce; Education; Children's and Women's Hospital; Centre for Korean Research; Chemistry; Continuing Studies; English; Institute of Computing, Information and Cognitive Systems; IT Services; Law; Metals and Materials Engineering; Microbiology and Immunology; and Pathology.

As the Library's collection continues to grow, space to house the collection becomes a matter of increasing concern. The Automated Storage and Retrieval System (ASRS) that will be located in The Irving K. Barber Learning Centre will provide space for over 1.4 million volumes, equivalent to almost 15 years of collection growth space for UBC Library. As well, the Library's space needs are being met through the installation of compact storage in some branches and divisions. In Woodward Library the pre-1990 journals were moved to onsite compact storage to free space in the open stacks for

the active monograph and more current periodicals collections. This compact storage area is accessible to users and there have been no reported difficulties in accessing these materials. Publicly accessible compact storage will be installed in Koerner Library next year to allow for more of the humanities and social sciences collection to be moved from Main Library to Koerner Library.

University Archives and Records Management Services

University Archives added significantly to its electronic resources through a combination of in-house scanning, the use of service agencies, grant-funded projects, and various student activities. Collectively, these projects allowed the Archives to enhance access to information about University history, including the digitization of unique University documents and publications.

A grant from the Canadian Council of Archives supported the digitization of 3,600 pages of annual *President's Reports* (1927-2001). Similarly, another project resulted in the digitization of 2,000 pages from the *Report of the University Librarian to the Senate* for the period 1951-2001. These documents, as well as digitized copies of select University publications, are available on the University Archives' website at *www.library.ubc.ca/archives*.

In support of the transformation of Main Library into The Irving K. Barber Learning Centre, Archives' staff coordinated the digitization of approximately 550 architectural drawings of the existing building, dating back to its original construction between 1923 and 1925. Available on the Archives' website, the digitized copies of architectural drawings will provide effective and efficient access to information that will assist with the demolition and construction process.

The Archives obtained funding to undertake a major digitization project involving the University's three primary publications - *The Ubyssey, UBC Reports* and the *Alumni Chronicle*. A partnership that includes the 2002/03 Graduating Class, the President's Office, UBC Library, the Alumni Association and Public Affairs will provide the financial support to digitize almost 50,000 pages of the three publications that chronicle the evolution of the University. When completed in Fall 2003, the digital copies of these publications will be available on the Archives' homepage.

To improve access to its large collection of digitized historical photographs, the Library purchased and installed ContentDM. The migration of the Archives' 28,000 photographic images has begun with an estimated completion date of Summer 2003. At that time this new photographic database will be made available for public use. Although the software will initially be used for the photographs in University Archives and Rare Books and Special Collections, ContentDM can also be used to provide access to audio and videotape holdings and other materials. The Library is also exploring the possibility of entering into partnerships with other units on campus interested in providing access to their digital resources.

The University Archives and Records Management Advisory Committee continued to assist the Library in developing a role for University Archives in the management of institutional information. In Summer 2002 the Committee endorsed a report that included as one of its two major recommendations that the University undertake a campus-wide survey of institutional records. Funding has been secured for the survey that will begin in May 2003. As part of this project a contract archivist will be hired who will visit all record-creating units within the University and compile data on the nature and extent of records created and maintained by University departments in paper and electronic form. The contract archivist will also canvass record creators to determine the most important and appropriate roles for University Archives in helping to facilitate the effective management of the University's records.

Preservation

The preservation microfilming project continued to provide income, especially through sales of microfilms of the *BC Directories*. Another section of the *BC Directories* (1966-1970) was filmed, along with the *Point Grey Gazette* (1909-1926), the *Clover/Snow Collection,* a fourth instalment of the *UBC Historical Theses* project, as well as other titles for a total of 49 reels and 41 fiche.

Ms Jirina Hatina, Mendery Assistant, took advantage of the Library's early retirement program and left in March 2003; plans are underway to fill this vacancy. Before leaving, Ms Hatina provided in-depth training to library assistants who are responsible for repairing library materials.

Collection Use and Access to Materials at Other Libraries

The total recorded use of Library resources increased over 8% to 5.44 million transactions. This figure includes circulation, renewals, borrowing and lending transactions for interlibrary loans and internal document delivery services to the UBC community and teaching hospitals.

Over the year there was a marked decline in document delivery services with filled requests decreasing by approximately 23%. The 29,531 items borrowed from other libraries for UBC faculty, students and staff represent a decrease of almost 19% from the previous year. Approximately 46% of the total documents obtained from other libraries came from the Canada Institute for Scientific and Technical Information (CISTI). These decreases in document delivery volume may be at least partly explained by the Library's growing collection of eresources, which have provided a substantial number of new titles to the UBC community.

Interlibrary loan requests received by UBC Library from other institutions decreased from 34,909 in 2001/02 to 31,711 in 2002/03. This seems to be directly related to the Library's former price structure, which included all of the direct and indirect costs of providing this service to other institutions. To provide better access to UBC Library's

collection, much of which is unique in BC, the Library revised its interlibrary loan price structure, significantly lowering prices charged to two major client groups in BC, members of the Electronic Library Network (ELN) and members of Interlink. Other initiatives undertaken by UBC Library to improve access to its collection for other institutions included: participating fully in the Interlibrary Loan Network administered by ELN and extending borrowing privileges to undergraduates enrolled at Trinity Western University and Simon Fraser University.

Technology Infrastructure

The Library's strategic plan *Furthering Learning and Research 2000-2003*, continued to provide the impetus for several major systems initiatives. In response to recommendations from Task Group 1.6 on Full-text Access, the Library reviewed available eresource linking software and selected the Ex Libris SFX product to support the eLink service. This enhancement will be introduced in 2003/04 and will provide improved and more direct access to the Library's growing suite of electronic resources. A recommendation from Task Group 1.9 on Special Software was acted upon by expanding the availability of Word, Powerpoint, and Excel to almost 100 additional public workstations throughout UBC Library. A workstation replacement model proposed by Task Group 2.11 on Technology Funding was used as the basis for determining the installation priorities for 50 new staff workstations.

The Library's central servers and systems continued to expand in order to support new applications such as SFX and ContentDM and address the growing use of the Library's many Web-based services. During the reporting period, a second CPU chip, faster storage disks, and additional memory were added to the DRA system to deal with the ever-increasing load on the Library's Web catalogue and associated services. These incremental upgrades were significantly less expensive than the replacement of the entire computer and it is expected they will be sufficient for the remaining period of use for DRA, the Library's current integrated library system (ILS). Preliminary work began to prepare for the migration from DRA to the Library's next ILS. It is anticipated that the new system will be selected by the Fall 2003 and available for public use by the Summer of 2004.

One counterbalance to the continuted growth of local systems was the retirement of the Ovid system in mid-2002. Access to the locally loaded Ovid databases was methodically transferred to Ovid's Internet-based service over a one-year migration period. In the coming year, a similar project will be undertaken with the locally loaded databases available on the Library's Silverplatter system.

The University Network Project (UNP), a campus-wide initiative to provide faster and more reliable network connectivity, was substantially completed at all Library locations. Existing network wiring was upgraded and standardized and new network switches capable of supporting 100 Mbps connectivity were provided. The UNP was particularly beneficial for the Library's three off-campus branches located at the

affiliated teaching hospitals. They now enjoy the same level of network connectivity as on-campus locations. The UNP also completed a major expansion of the campus wireless network in order to provide wireless connectivity for almost all major buildings on campus, including UBC Library locations.

Several very interesting research and development initiatives commenced during the past year. Library staff worked with Tim Bray, known for the development of XML and OpenText, and his company Antarcti.ca, to create a visual representation of the Library's catalogue. The prototype was made available for several months for evaluation and feedback from users. Library Systems also installed a copy of DSpace, open source software to support digital institutional repositories made available by MIT and Hewlett-Packard, in late 2002. Preliminary evaluation and testing of this software commenced with the initial focus on its suitability for use in the Library's Data Services unit.

Bibliographic Control, Cataloguing and Ordering

Technical Services units maintained pace with the processing of current materials and also made significant progress on a number of projects. Approximately 100,000 items were processed during the year, including the cataloguing of over 58,000 new titles. About 1,000 recent UBC masters and doctoral theses were added to the collection. The Asian Library completed the cataloguing of the Puban Collection.

One of the major accomplishments was the completion of the serial holdings record clean up for the active periodical titles held by all UBC libraries. The clean up of holdings information for inactive titles will continue, but on a reduced scale as the focus shifts to the processing and inventorying of collections in storage. This work will facilitate the migration to the new integrated library system and the smooth implementation of the Automated Storage and Retrieval System, both planned for 2004.

Technical Services staff were instrumental in facilitating the move of a large portion of the Map Library collection to Koerner Library in December 2002. Beginning in Fall 2002, Map Library staff worked with Book Preparations Unit, Cataloguing, and Library Systems to verify and transfer the holdings of thousands of atlases, as well as thematic, topographic, and folded maps, to their new location in Koerner Library. A project is underway to catalogue hundreds of British Columbia maps so that they can be added to the online catalogue.

Phase one of the Recon Project, the retrospective conversion of the card catalogue, was completed during 2002. Phase two of this Project, the upgrading of approximately 320,000 brief bibliographic records, is now underway. A contract to perform this work was awarded to OCLC in late February and progress has been steady. When completed (Fall 2003) access to these bibliographic records will be enhanced with subject, series and other added entries.

Key developments in staffing included the filling of the Head of Technical Services position and the return of the Serials and Binding Librarian after a 2 ½-year leave. Plans to consolidate three serials units (Koerner, Woodward and Serials Orders) on the first floor of the Library Processing Centre and to move all cataloguing staff to the second floor were initiated in the Fall of 2002. These moves will take place in 2003/2004.

The new position of Eresources Librarian was filled in February 2003, and plans are underway to provide additional resources to support the processing of this rapidly growing collection of materials.

A significant number of technical services staff from across the Library took advantage of the Library's early retirement program. In addition, two senior cataloguing assistants took scheduled retirements. These staff departures have necessitated a careful review of priorities, staffing needs, and assignments. These issues will continue to be addressed in the coming year.

Library Facilities

A number of significant changes were made to several libraries. Perhaps the most visible was the creation of a learning commons at Woodward Library, resulting in the transformation of the entrance level public area. Several ranges of shelving were removed and replaced with new furniture and computer equipment. The McKechnie Room was renovated and can now easily function as a training or seminar room. Benefits of the Woodward Library renovation include improved access to the reference collection, more group study areas, improved traffic flow, as well as a generally improved look for the Library.

The Map Library was moved from Main Library to Koerner Library in September 2003 and organizationally consolidated with the Humanities and Social Sciences Division. The move allows improved access to the more frequently used maps and atlases in the collection. The less frequently used materials remain housed in Main Library and are retrieved as requested.

Improvements were also made to the David Lam Management Research Library and the Law Library. Renovations to the David Lam Library were supported by the Faculty of Commerce, Land and Building Services' Matching Program and UBC Library. As part of these renovations, a study room was named in honour of Len Henriksson, a former professor in the Faculty of Commerce. With 50% of the funding provided by the Faculty of Law, 150 new chairs were purchased for the Law Library.

Other facility improvements included the replacement of staff furniture in Music and MacMillan libraries as well as the carpeting in the Sherrington Room in Woodward Library.

***UBC Library** is committed to cooperating with academic institutions, government and industry to support learning and research and to further the transfer and preservation of knowledge. It is part of a network of information resources that extends around the world.*

COMMUNITY & INTERNATIONALIZATION

The UBC Library is firmly committed to cooperating with other academic libraries and institutions, government, and industry in order to support learning and research and to further the transfer and preservation of knowledge. As a community resource, it plays a key role in the intellectual, social, cultural, and economic growth of the Vancouver region and British Columbia. It is now part of a network of information resources that extends around the world, and which strengthens British Columbia's and Canada's links to the international community.

FURTHERING LEARNING AND RESEARCH
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THE LIBRARY continued to participate actively in a variety of consortia, including the BC Electronic Library Network (ELN), the Canadian Association of Law Libraries (CALL), the China National Knowledge Infrastructure (CNKI) for Canadian Institutions, the Committee on Research Materials on Southeast Asia (CORMOSEA), the Council on East Asian Libraries (CAEL), the Council of Prairie and Pacific University Libraries (COPPUL), the Pacific Rim Digital Alliance (PRDLA), RLG (formerly, Research Libraries Group), the Shastri Indo-Canadian Institute, the South Asian Libraries and Documentation Group (CONSALD), the South Asian Microform Project (SAMP), and the Southeast Asia Consortium-West (SEA-WEST).

This year marked the third year of the Library's participation in the six-year Canadian National Site Licensing Project (CNSLP), a project supported by the Canada Foundation for Innovation (CFI). While CFI provided funding support for the first three years of the project, funding for the Library's participation for the next three years will be provided from the Library's acquisitions budget and endowment funds.

The Library continued to work with a variety of consortia in the purchase of expensive electronic resources such as *Academic Search Premier, ABI Inform,* and *SciFinder Scholar.* The license for Elsevier's online journals was added to the content negotiated by CNSLP for 2003 to 2006. This license replaced the Library's license to these resources, which was established in 2001.

In support of international and multicultural initiatives, the Library participated in a variety of events and activities including: supporting the research project *Indian Diaspora - A Bibliographical and Literature Survey* undertaken by the Indic Librarian on a Shastri fellowship in India; hosting officials from the government of India in collaboration with the Shastri Indo-Canadian Institute; supporting the participation of the Japanese Librarian in the *Training Program for Information Specialists of Japanese Studies,* funded by the Japan Foundation and the National Diet Library (Japan); participating in ExplorASIAN during Asian Heritage Month; and launching the *Historical Chinese Language Materials in BC* project.

Community Access

Community support and access are fundamental to the vision for The Irving K. Barber Learning Centre. The Learning Centre will not only provide information resources and services for UBC, but will also support lifelong learning by people throughout the province. One of the next significant steps in the establishment of the Learning Centre is the development of the Centre's operational plan. A critical component of developing the plan is meeting with people across BC, consulting with community groups and other interested individuals. In January 2003, over 2,000 information packages were distributed across the province to groups such as municipal and town councils, post-secondary institutions, chambers of commerce, public libraries, health authorities and First Nations. These information packages were accompanied by a letter inviting the recipient to consider what programs and services the Learning Centre could provide that would best support and enhance their community and learning activities.

The expansion of UBC's medical program has also expanded the Library's involvement with the broader community. Under the direction of the UBC Faculty of Medicine and in partnership with libraries at the University of Northern British Columbia, University of Victoria and several hospital libraries in BC, UBC Library participated in the design of library programs to support the expansion of UBC's medical school. A two-year term librarian position has been established to assist in the identification of library resources necessary to support this program.

The Library initiated discussions with the Provincial Health Services Authority and the Vancouver Coastal Health Authority about the possibility of collaborative database licensing programs. Such programs would follow from the service the Library has provided to members of the Council of University Teaching Hospitals (COUTH), a service now in its fourth year.

Library staff worked with design consultants as well as members of the Sutherland family to oversee the expansion and redesign of the Peggy Sutherland website so it can better support students, researchers and practitioners in the nursing and allied professions.

Koerner Library provided space for the Centre for Studies in Autobiography, Gender and Age (SAGA). The Centre opened on the third level of the Koerner Library in Spring 2003 and is accessible through the BC Hydro Lab.

The Library actively participated in campus efforts to introduce the UBCcard and UPass for Fall 2003. It is planned that the UBCcard will replace the current UBC library card as well as function as a campus ID card for students and eventually the rest of the University community.

Friends, Donors and Alumni

With its commitment to outreach, the Library has earned a reputation as a valuable intellectual resource for the community. Friends, donors, and alumni have generously supported the Library in its efforts to provide access to information resources and services.

The gift from Dr. Barber to establish The Irving K. Barber Learning Centre is breathtaking not only for its financial scope but also for the bold vision with which it is associated. The Learning Centre will literally build on the vision of Main Library - one of three original buildings established on the Point Grey campus in 1925 - as a physical space linking the University's rich history with the future of the province.

The tradition of support for the Library from friends, donors and alumni continued unabated in 2002/03 with more than 2,000 donations from Library friends. These donations included additions to the Library's collection from old friends - like the estate of Dr. Michael Smith - and new ones - like Carol Robertson who donated a collection of over 3,500 volumes of literature from her late husband's library. Financial support for the Library's collections and technology endowment funds continued with a new fund established in 2002 - the *Wireless Library @ UBC*. This new initiative was actively supported by the parents of UBC students.

It is through the support of its many friends that the Library is able to continue to develop its strengths while experimenting with the delivery of new programs and services that support research and learning activities at UBC and beyond.

***During 2002/03**, the Library introduced a number of major changes, all with the intent of improving services and resources for the Library's community of users. Undoubtedly, the next year will bring more of the same.*

FUTURE DIRECTIONS

***Vision Statement:** The UBC Library will be a provincial, national and international leader in the development, provision and delivery of outstanding information resources and services that are essential to learning, research and the creation of knowledge at UBC and beyond.*

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CHIEF AMONG THESE NEW INITIATIVES will be the development of services and programs that will be offered by The Irving K. Barber Learning Centre. The definition of "community of users" will undergo a significant change as the Library and others begin to think not only about the information resource and service needs of the UBC community but those of communities across BC. In concert with others, the Library must become knowledgeable about local services and collections across the province and, working with these communities, determine how the Learning Centre can best enhance and support them.

How users access the Library's collections and services will undergo a major change in 2003/04 with the introduction of a new integrated library system (ILS). Planning is well underway to identify and select this system, with opportunities for Library staff and users to participate in the process.

These activities, like others, will be guided by the goals and objectives included in the next three-year strategic plan: *Furthering Learning and Research 2004-2007*. This document will be widely distributed in Fall 2003, with the implementation plan developed and distributed shortly thereafter.

As these activities are undertaken, the Library must stay attuned to new opportunities and developments, remembering why this work is being done: to build a strong foundation of information resources and services not just for today's students, researchers and community members but for those of future generations as well.

Appendix A

Library Staff

(April 1, 2002 - March 31, 2003)

During the reporting period the Library's staff complement (including GPOF and non-GPOF budget positions) of full-time equivalent (FTE) positions, consisted of 80.42 librarians, 21.90 management & professional (M & P) staff, and 201.36 support staff for a total of 303.68 FTE positions. This figure compares with a total of 307.77 FTE positions in 2001/02, and represents an overall decrease of 1.35%. Non-GPOF budget positions (cost recovery or grant-funded) totalled 17.58 and represent 5.8% of the Library's staff complement. In addition, the Library's student and temporary hourly staff complement totalled 37.64 FTE positions. Of these 8.67 FTE were funded through cost recovery or grant funds.

Staff members who retired or who took early retirement: Russ Anton - Facilities; Jo Carney - Technical Services; Ray Galbraith - Technical Services; Tsuneharu Gonnami - Asian Library; Jirina Hatina - Collections; Avron Hoffman - Technical Services; Ann Hutchinson - Technical Services; Marika Kahle - Technical Services; Heather Keate - Administration; Ivy Lee - David Lam Management Research Library; Margaret Price - Woodward Library; Hélène Redding - Humanities and Social Sciences; Jim Swartz - MacMillan Library; Sara Vergis - Woodward Library; Joan Whitney - Information Services; Gladys Wong - Technical Services.

Library staff joining the 25 Year Club or Quarter Century Club: Lee Ann Bryant, Linda Chiu, Jocelyn Godolphin, Jirina Hatina, Bilkiss Kassamali, Helen Lo, William Ng, Barbara Saint; Alamelu Sundaram, Jung Whang, Joan Whitney, Wing Wong.

New appointments, extensions of appointments, or changes in appointment: Lorna Adcock, appointed as Librarian, MacMillan Library; Rachel Brown, appointed as half-time term Reference Librarian, Music Library; Lee Ann Bryant, reduction in appointment as Librarian, Woodward Library; Larry Campbell, appointed as Acting Head, Information Services; Hilde Collebrander, reduction in appointment as Reference Librarian, Humanities and Social Sciences; Ann Doyle, extension as Acting Head, Xwi7xwa Library; Linda Dunbar, extension as term Librarian, Education Library; Patrick Dunn, granted study leave for six months; Margaret Friesen, appointed as Head pro tem, Humanities and Social Sciences; Jocelyn Godolphin, granted leave of absence for two years; Nicole Gjertsen, appointed as term Librarian, Information Services; Melanie Hardbattle, appointed as term Project Archivist, Rare Books and Special Collections; Joy Kirchner, appointed as Eresources Librarian; Teresa Lee, appointed as term Reference Librarian, Woodward Library; Jing Liu, extension as Librarian, Asian Library; Donna Jean MacKinnon, appointed as term Reference Librarian, Law Library; Maniam Madewan, appointed as Head, Technical Services; Simon Neame, appointed as Librarian, The Irving K. Barber Learning

Centre; Lucia Park, extension as term Korean Language Librarian, Asian Library and additional part-time term appointment, Science & Engineering; Brenda Peterson, granted study leave for one year; Sion Romaine, appointed as term Librarian, Technical Services; Trish Rosseel, appointed as Acting Coordinator, The Chapman Learning Commons; Lea Starr, appointed as Assistant University Librarian, Science Libraries; Kirsten Walsh, extended as Acting Head, Fine Arts Division; Angus Watson, appointed as Senior Development Officer, Library Administration; Martha Whitehead, granted study leave for one year; Joan Whitney, granted leave for four months; Sandra Wilkins, appointed as Acting Assistant University Librarian, Public Services.

New or reconfigured positions: Acting Assistant University Librarian, Public Services; Associate Law Librarian, Law Library; Coordinator, Public Services - Life Sciences Libraries; Eresources Librarian; Human Resources Assistant; Human Resources Clerk; Librarian, The Irving K. Barber Learning Centre; Office and Archival Assistant, Rare Books and Special Collections.

Staff members who moved to other departments: Brenda Wishart to Faculty of Education.

Heads of branches and divisions: Asian Library - Eleanor Yuen; Borrower Services - Leonora Crema; David Lam Management Research Library and UBC Library at Robson Square - Jan Wallace; Education Library - Sheryl Adam (acting); Humanities and Social Sciences Division - Margaret Friesen (acting); Information Services - Larry Campbell (acting); Law Library - Sandra Wilkins; Music Library and Fine Arts - Kirsten Walsh; Rare Books and Special Collections - Ralph Stanton; Science and Engineering - Bonnie Stableford; Technical Services - Maniam Madewan; University Archives - Chris Hives.

Library Administrative Group: University Librarian - Catherine Quinlan (chair), Assistant University Librarian, Collections and Technical Services - Janice Kreider; Assistant University Librarian, Science Libraries - Lea Starr; Assistant University Librarian, Public Services - Sandra Wilkins (acting); Facilities, Financial and Budget Manager - Darrell Bailie; Special Projects Administrator - Dwight Tanner; Systems Manager - Brian Owen.

Appendix B

Library Statistical Summary 2002 - 2003

Collections	
Total Volumes[1]	4,654,477
Volumes Added 2003	126,102
Current Subscriptions	44,722
Microforms	4,992,950
Electronic resources[2]	30,846
Services	
Total Recorded Use of Library Resources	5,441,150
Document Delivery (Internal)[3]	30,348
Interlibrary Loan - Lending[3]	31,711
Interlibrary Loan - Borrowing[3]	29,531
Instruction Classes/Orientation - Number of Sessions	1,471
Instruction Classes/Orientation - Number of Participants	28,230
Total Questions Answered	286,267
Research Questions	18,801
Reference Questions	162,703
Directional Questions	104,763
Staff (FTE)	
Librarians	80.42
Management and Professional (M&P)	21.90
Support Staff	201.36
Subtotal[4]	303.68
Student[5]	37.64
Total FTE All Staff	341.32

[1] New base count. Includes volumes added 2003

[2] Databases, ejournals, CD-ROMs, numeric files

[3] Included in Total Recorded Use of Library Resources

[4] Includes 17.58 FTE cost-recovery or grant-funded positions

[5] Includes 8.67 FTE cost-recovery or grant-funded positions

Appendix C

Growth of Collections

	March 31, 2002	Growth	March 31, 2003
Volumes[1]	4,528,375	126,102	4,654,477
Serial Subscriptions[2]	33,698	11,024	44,722
Other Formats:			
Archives *(meters)*	3,536	72	3,608
Artifacts	1,750	—	1,750
Audio *(cassettes, CDs, LPs)*	79,152	2,277	81,429
Cartographic	205,440	844	206,284
Electronic resources:			
Bibliographic and full-text databases	406	58	464
CD-ROMs[3]	4,762	20	4,782
Ejournals[4]	7,500	11,000	18,500
Numeric Databases: sets (790), files (7,100)	6,000	1,100	7,100
Total Electronic resources	18,668	12,178	30,846
Film and video:	10,595	671	11,630
Graphic *(photographs, pictures, etc.)*	479,866	402	480,268
Microforms:			
Microfiche *(incl.mcard, mprint)*	4,826,786	43,296	4,870,082
Microfilm	120,792	2,076	122,868
Total microforms	4,947,578	45,372	4,992,950

[1] New base count 2003

[2] Includes print, electronic, standing orders, monographic series, memberships

[3] New base count 2003

[4] Ejournals included in serials above

Appendix D

Library Expenditures

Library Operating Expenditures

(Fiscal Years April - March)

Year	Salaries & Wages	%	Collections	%	Binding	%	Other	%	Gross Expenditure
1998/99	13,945,766	50.71	10,569,120	38.43	203,093	0.74	2,782,233	10.12	27,500,212
1999/00	13,870,137	49.61	11,666,649	41.73	164,438	0.59	2,259,511	8.08	27,960,735
2000/01	14,127,769	48.31	11,973,519	40.95	205,260	0.70	2,934,980	10.04	29,241,528
2001/02	15,071,483	45.13	13,462,749	40.31	189,571	0.57	4,671,900	13.99	33,395,703
2002/03	15,475,493	47.53	13,484,356	41.42	186,937	0.57	3,409,498	10.47	32,556,284

From 1998/99 to 2000/01, only expenditures from the Library's GPOF budget were included in the above. Excluded were:

- Faculty of Commerce expenditures in support of the David Lam Library
- Fee for Service
- Grant, Project and Trust Funds
- Expenditures for library materials by other campus units, for example departmental reading rooms

From 2001/02 all sources of funds are included except benefits paid through the central UBC benefits project grant.

"Other" expenditures include non-recurring costs that vary considerably from year to year. In 2001/02 $879,764 was expended on The Chapman Learning Commons.

Appendix E

Donor and Gift Recognition

Donations

The list of those who provide financial support to the Library is lengthy: alumni, friends, parents, students, faculty, staff, foundations, government, corporations and other groups. In 2002/03 these generous donors made 2,274 gifts, totalling $21,605,940.

The list includes the astonishing gift of $20 million from UBC alumnus, Dr. Irving K. (Ike) Barber, BSF, RPF, LLD, OBC, to transform Main Library into The Irving K. Barber Learning Centre. It is the largest donation for a single capital project that UBC has ever received. The provincial government contributed an additional $10 million and UBC matched these funds with a further $30 million investment.

The Irving K. Barber Learning Centre will feature smart classrooms, distance learning activities, wireless access, Canada's first Automated Storage and Retrieval System (ASRS), a fireproof and climate-controlled vault for rare and valuable collections, and a host of innovations that will place the wealth of human knowledge at the fingertips of British Columbians in every community.

Parents of UBC students continued to give their generous support to the *Wireless Library @ UBC,* a project to expand the wireless environment first implemented in The Chapman Learning Commons in Main Library. Many other donors continued their support of UBC Library with gifts-in-kind as well as financial support.

Gifts-in-Kind

Throughout its history, the Library has benefited immensely from generous donations of gifts-in-kind by members of the public, faculty, staff and students. Gifts-in-kind contribute directly to the academic mission of the Library. They enhance and expand the Library's collections, fill gaps in journal back-runs, replace out-of-print titles, and provide resources in specialized areas.

Among the many noteworthy gifts-in-kind, and certainly of great historical significance to Canada and the world of science, were the papers of the late Dr. Michael Smith, Nobel Laureate in Chemistry and UBC Professor Emeritus. Dr. Smith served on the President's Advisory Council on the University Library, and was a great friend to the Library in supporting the vital role that library resources and services play in supporting research.

With the support of many donors, the Library is able to improve services and collections and continue to actively support UBC's goal of being Canada's best university. The Library is extremely grateful for the continued interest and support of its many Friends.

Friends of the Library 2002/03

The following donors generously contributed gifts between April 1, 2002 and March 31, 2003.

President's Circle

($250,000 and above)
Dr. Irving K. Barber, OBC
Estate of Eleanor Brown Mercer
Norske Skog Canada Ltd.
Dr. H. Colin Slim
Vancouver Foundation

Chancellor's Circle

($25,000 to $249,999)
Mrs. Helen B. Akrigg
Dr. Ivan Avakumovic
Dr. Michael Bullock
Commonwealth Holding Co. Ltd.
Mr. George B. Cross
Dr. Max Cynader
Mr. Jan Drabek
Dr. Ronald A. Jobe
Mr. Derek L. Johnston
Mrs. Anne M. Kaplan
Mr. Dan Kuhn
Estate of Mr. Hannibal Noce
Mr. N. Anthony Onley, OC
Estate of James William Pilton

Mrs. Carol J. Robertson
Estate of Dr. Michael Smith
Mr. Philip J. Thomas
Mr. Bryce Waters

Wesbrook Society

($1,000 to $24,999)
Mrs. Frances Adaskin
Mrs. Jan Adaskin
Dr. Michael M. Ames, CM
Association of Book Publishers of British Columbia
Dr. Caroline R. Astell
Mr. Bernard Baskin
Mr. Darrell R. Bailie
Dr. Bertram N. Brockhouse, CC
Senator Patricia C. Carney, PC
Mr. Patrick Y.C. Cheng
Dr. Douglas B. Clement, CM
Mr. Gary W.J. Coull
Dr. Ken Dent
Ms Mary C. Dvorak
Mr. Philip Eidsvik
Ms Sheila Evans
Mr. Art Finlay
Mrs. Priscilla I. Fratkin
Dr. Sydney M. Friedman, CM
Dr. Joseph A.F. Gardiner, CM
Dr. Neil L. Guppy
Miss Helen E. Hahn
Mr. E.M. Hanbury
Mr. T.A. Hanbury
Estate of Archibald Frost Hardyment
Dr. Leonidas E. Hill
Dr. Donna L. Hinds
Mrs. Sandra L.M. Hodgins
Mr. George Horvath
Mr. Charles A. Hou
Mr. Cheung Y. Hung
Dr. Andrew D. Irvine
Dr. Edward Vincent Jull
Dr. Robert W. Kennedy
Dr. George P. Kidd
Mr. Crawford Kilian
Mr. David L.M. Kirzinger
Mrs. Jean G. Lane
Mr. Angus I. MacDonald
Mr. Mel Manchester
Dr. Kenneth L. Massey
Mr. Barry McKinnon
Mr. George McLaughlin
Dr. H. Edward McLean
Dr. William H. New
Estate of Barbara Louise Norman
Mr. Noel A.S. Owens
Mr. Morris S. Panych
Mrs. Vera Pech
Dr. Henry C. Phelps
Mr. John D.S. Phipps
Mr. Charles D. Reif
Roland Whittaker Charitable Trust
Dr. Gunther F. Schrack
Mr. J. Fred Sigurjonsson
Mr. Bernard Simpson, CM
Mr. Brad Smith
Dr. John E.R. Stainer
Sze Cheung Shiu King Foundation
Ms Linda A. Turner
Mr. Paul Thiele
Mr. Thomas E. Wayman
Mr. Adrian T. Wick
Ms Sandra Wilkins
Miss Sonia L. Williams
World Assembly for Mental Health Society
Mrs. Alexsandra Zielinski

We have made every effort to ensure the accuracy of the list of donations received between April 1, 2002 and March 31, 2003. Please direct any inquiries to the Library's Development Office at 604-822-8926.

Appendix F

Grant Funding

With increasing costs in all budgetary sectors, grants play an increasingly important role in funding services and projects that would otherwise be beyond the Library's means. Benefits from successful applications during 2002/03 include:

Archives Association of British Columbia
$9,000 contribution for ContentDM software and server

B.C. Ministry of Advanced Education
Minor Capital Projects
$600,000 for Koerner Library compact shelving project
$80,000 for Koerner Library handrail replacement

Networks of Centres of Excellence, Information Infrastructure
$10,000 to support reference assistance in the life sciences

B.C. Ministry of Competition, Science, and Enterprise
$105,900 for continued support of the PATSCAN service

Canadian Council of Archives
$11,559 for various archival projects

Government of Canada, Department of Canadian Heritage - Young Canada Works
$6,217 for Real-time Reference Project and President's Office Records Project

National Library of Canada
$118,800 for continued support of the Cataloguing-in-Publication program

NorskeCanada Ltd.
$13,973 for processing donated corporate records

Sze Cheung Shiu King Foundation
$5,000 for Historical Chinese Language Materials in BC project

University of British Columbia, Academic Equipment Fund
$125,000 for replacement equipment and furniture

University of British Columbia, Alma Mater Society
$3,000 for Innovative Project Fund Mature Student project

University of British Columbia, President's Office
$2,000 for President's Office records project

University of British Columbia, Teaching and Learning Enhancement Fund
$82,470 for Transforming Library Tutorials project, Library Instruction Outreach project, and Plagiarism project

Vancouver Historical Society
$4,150 for the Vancouver Bibliography project

Weyerhauser Canada Ltd.
$9,987 for processing donated corporate records

World Assembly for Mental Health
$10,000 for Manuscript, Archival and Rare Books processing

Acknowledgement

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