





## MESSAGE FROM THE UNIVERSITY LIBRARIAN

*The University is committed to the discovery, expression, preservation, and dissemination of knowledge and the enhancement of understanding. The Library is an active and integral partner with students, faculty, and staff in these endeavours. Its staff develops, organizes, and manages the infrastructure, services, and access to knowledge, ideas, and information that are critical in a University dedicated to distinctive learning, outstanding teaching, and leading-edge research. The Library serves and collaborates with a large and diverse community: first, the students, faculty and staff of UBC, and, as resources permit, individuals and institutions throughout British Columbia, Canada, and the rest of the world.*

Mission Statement, *Furthering Learning and Research*, p. 7

Looking back over the past year, it is encouraging to see how much has been accomplished to support this mission statement, and how many people have been involved. Library staff provided excellent support for ongoing services and resources, while at the same time beginning numerous projects arising from the objectives of *Furthering Learning and Research*, the UBC Library's strategic plan. Collaborations with UBC students, faculty and staff have been essential to numerous initiatives. The interest and support of our surrounding community, Friends and donors have never been higher. Underlying all of this, the University Administration continues its commitment to ensuring that UBC has the calibre of library required for a leading research university.

One of the Library's greatest strengths continues to be its collection. This year we were fortunate in being able to expand our online collection and also increase spending on monographs and other research materials. Still, researchers continue to request materials not held at UBC and, with new and expanding research programs, we expect even heavier demands on our collection in the coming years. As well as looking to other institutions for resource sharing and document delivery opportunities, building a stronger collection at UBC continues to be a high priority and a funding challenge. Though the University has been extremely successful in obtaining new funding for research programs, there have been few funding increases for the indirect costs of research, such as library collections and services. During the past year there has been a growing awareness of this issue, and we hope to see the Library and other research infrastructure included in future research funding allocations.

The expanded role that UBC Library could play provincially and nationally has also been an area of study during this past year. It is generally acknowledged that UBC Library's collection is the largest and most diverse in the province, yet how this resource can be leveraged to benefit not just UBC but other post-secondary communities in BC and Canada has never been fully explored. I am sure that this issue will continue to be a topic of lively discussion.



This is an interesting time, as the Library embraces the electronic exchange of information but continues to be a physical place — an accessible, welcoming place for learning and research. This combination will soon be embodied in a new facility in Main Library, thanks to the very generous donation this year of UBC alumna Mrs. Katherine Scott Chapman and her husband Dr. Lloyd Chapman. Their gift enabled the renovation of the concourse of the Main Library and its development as a learning commons, a facility that will combine leading-edge technology with support for a wide range of innovative learning opportunities. The Chapman Learning Commons will open in 2001/02 and provide a learning support space for members of all our user communities. Initiatives such as this and the financial support of the University for the growth of the Library's collections and services are heartening indications that, indeed, the Library continues to be the symbolic heart of the University.

A handwritten signature in black ink, appearing to read 'C. Quinlan', with a long horizontal flourish extending to the right.

**Catherine Quinlan**  
**University Librarian**



## PEOPLE

*The UBC Library recognizes that its staff – librarians, management & 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.*

*Furthering Learning and Research, p. 12*

### Library Staff

As the Library began implementation of its 2000-2003 strategic plan *Furthering Learning and Research*, Library staff were involved in both the daily support of research and learning and the analysis of future directions. Each Library branch and division completed its first Unit Plan, and all staff were invited to provide input to the development and implementation of the Library's three-year strategic plan.

In the midst of this very active period, the Library undertook several initiatives directly aimed at improving support for staff. In November 2000, the first Employee Opinion Survey was conducted, and the return rate of 79 per cent exceeded all expectations. The survey addressed a wide range of issues for individual units and the Library as a whole; recommendations are being addressed by the Employee Opinion Survey Task Group and the Administrative Group, the Library's senior management team. Also during this year, many staff and division heads were involved in the CUPE pay equity and classification discussions arising from the University-wide job evaluation process. The Library worked closely with UBC's Human Resources department to establish processes to resolve these issues and work toward an equitable and affordable classification system. Lastly, a staffing plan for Human Resources support in the Library was developed in 2000/01 and will be implemented next year.

Two staff members were inducted as new members of UBC's 25 Year Club: Leeta Sokalski and Regina Tsanas. Staff members who retired or took early retirement during the reporting period were honoured at biannual Library retirement parties: Florence Doidge, Woodward Library; Stephanie Dykstra, Woodward Library; Mary Fankhauser, Education Library; Joyce Friesen, Collections Accounting and Budget; Pamela Niblock, Woodward Library; William Parker, Woodward Library; Ruth Patrick, Education Library; Allen Soroka, Law Library; Frances Wong, Law Library.

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

### **Training and Development for Staff**

The Library provides year-round staff training and development programs to enable its staff to support the research and learning needs of the UBC community. In its ninth year of programming, the Library's staff training and development program supported 2,261 participants in 394 sessions.

More than 40 trainers presented 88 per cent of the formal training in-house in 267 sessions. These sessions focused on topics directly related to the Library's mission and values: customer service, information resources and services, teaching and instruction, preservation of the collection, employee relations, orientation to the Library, health and safety. The staff orientation program was expanded this year to include a guided tour of the virtual library, a meeting with the University Librarian and Library-wide open houses.

Collaborations with other campus departments are integral to the Library's staff training and development program. Student trainers from the Disability Resource Centre presented two sessions in the Library on disability awareness to 40 participants. Twenty-one UBC librarians took advantage of the instructional skills workshops offered by the Centre for Teaching and Academic Growth. The Continuing Studies computer skills programs attracted 40 participants to 18 sessions, primarily in spreadsheet applications, word processing and Internet publishing. The MOST program attracted 127 participants to 49 different topics including communication and interpersonal and management/supervisory skills development. Human Resources advisors and the CUPE 2950 president held sessions with Library supervisors and staff to review the changes in the contract and to brief them on pay equity developments.

In addition to in-house and on-campus activities, Library staff are encouraged to participate in training and development opportunities off-campus. This year 68 participants attended 50 different sessions, including provincial, national and international events.

### **Communications and Advisory Committees**

A review of the Library's communication methods this year resulted in several recommendations for improving communication with students, faculty, staff and community users. Work began on establishing a consistent visual identity program, with input from a variety of users and Library staff. The position of Communications Coordinator was established, and is expected to be filled early in

the coming year. This increased focus on communications reflects the Library's desire to ensure that its key audiences are aware of the wealth of resources and services available to them, and that users are able to communicate their needs in a timely and effective manner.

The Library continued its formal review of the user survey conducted in the previous year, in order to track progress and analyze gaps in particular service areas. The User Survey Task Group will report out in 2001/02 and provide recommendations that will help determine the scope and timing of the next user survey.

Faculty Library Advisory Committees continued to ensure an ongoing exchange of ideas between the Library and faculty and students in each discipline. Members of several such advisory committees assisted the Library in planning *eLibrary@ubc2: Research and Learning Through Technology*, a symposium held November 2, 2000. It attracted over 100 people from the campus community and featured local experts as well as keynote speakers Michael J. Rosenzweig, publisher and editor-in-chief of *Evolutionary Ecology Research*, and Donald Gutstein, author of *E.con: How the Internet Undermines Democracy*. The event concluded with a session sponsored by the Peter Wall Institute for Advanced Studies (PWIAS), where John Willinsky, PWIAS Distinguished UBC Scholar in Residence, invited participants to discuss the theme *Knowledge Futures: Alternative Models for Scholarly Publishing*.

Other events of the past year included the annual UBC Authors' Reception (now in its 11<sup>th</sup> year) co-hosted with the President's Office, workshops and displays for Alumni Day in October and Research Awareness Week in March, and the third season of the School of Music Students' Recital Series in the Dodson Room, Main Library.

## **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, disaster and emergency preparedness, fire safety, personal security and ergonomics. Sessions were offered each quarter as new staff members were hired. In addition, supervisors and safety committee members were encouraged to attend training sessions offered by the University Health, Safety and Environment program.

A priority this year for the Library's health and safety program was to undertake a series of ergonomic risk assessments for staff workstations. To date, 11 units involving 31 staff members' workstations have been assessed and recommendations have been made for improving the conditions where these were found to be less than satisfactory for the individual employee. In keeping with this theme, a staff colloquium was held in April 2000, featuring guest speakers on repetitive stress injury risk reduction and other ergonomic issues.



## Library Facilities and Space

During this year significant steps were taken toward renovating and expanding one of the University's first permanent buildings, the Main Library. In the fall of 2000, UBC alumna Mrs. Katherine Scott Chapman and her husband Dr. Lloyd Chapman made possible the creation of a learning commons in Main Library's concourse, through a very generous gift of \$1 million. Program planning and a complete renovation of the space have begun, and the Chapman Learning Commons is expected to open in 2001/02. The project is a collaborative effort of many facets of the University, reflecting the common goal of creating an open, welcoming space that offers a variety of services and innovative technology to support learning for a wide variety of users. At the same time, planning continued for the University Learning Centre (ULC), with the 1925 core of Main Library at its centre. In May 2001, the Board of Governors granted Board One approval for the ULC – a facility that will provide learning space and facilities, ensure good environmental conditions for collections of rare materials, and facilitate the installation and use of new technology and services.

Existing facilities in Main Library underwent tremendous improvement as well this year. In collaboration with UBC Food Services, *Pages* coffee bar was opened in the Ridington Room, greatly enhancing this area as social and group study space. The room's 80 computers and 130 study spaces were fully utilized throughout winter session, and the Alma Mater Society's peer tutoring service had great success in this location. Improvements to the wiring and telecommunications network in the South wing of Main Library were also completed this year.

Other improvements to Library facilities included numerous small projects, but two were particularly significant. The Library was pleased to become home to the new Statistics Canada BC Inter-University Research Data Centre, a project supported by the Canada Foundation for Innovation and the British Columbia Knowledge Development Fund. Construction for this new facility in Koerner Library began this year, and it is expected to open in the fall of 2001. Secondly, approval was received for the installation of compact storage in Woodward Library. In spite of this addition, the need for improved and expanded space for collection growth continues to be a major concern.

## LEARNING AND RESEARCH

*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.*

*Furthering Learning and Research, p. 14*

### Reference and Teaching

A major focus of the Library's public service activities is providing help and instruction to students, faculty, staff and other researchers. Often this occurs one-on-one in the Library, but as the Library's online collection continues to grow, more help and instruction have been provided through the Web and in classroom settings.

During the past year, a total of 1,587 Library instruction sessions reached 21,411 participants. This included the drop-in workshops listed in the Library's *Information Connections* program and classes within regular courses in each faculty. Subject librarians throughout the Library continued to work closely with faculty to develop classes and assignments specific to students' research needs. For example, information literacy skills instruction was built into the new Arts Foundations program, and a new online assignment module was developed for Chemistry 120, adding to the Library's growing list of tutorials on WebCT. Librarians also collaborated with the Centre for Teaching and Academic Growth in offering faculty professional development workshops related to information resources and services, and with AMS Orientations to offer Library orientation sessions for new students.

The total number of questions asked at reference and information desks and via email was 372,270. Although there is still significant activity at desks within the Library, there are increasing demands for electronic reference service, given the growing emphasis on electronic collections. Questions received via the Library's central email contact service increased by 18 per cent this year.

The Library recognized the need to examine electronic reference service options and included this as an area for investigation in its strategic plan.

## Web-based Learning and Access

The Library saw dramatic increases this year in usage of the resources and services on its Web site. For online indexes and electronic journals alone, the total number of accesses per month almost doubled from 263,150 in January 2000 to 512,581 in January 2001.

A new version of the Library's Web site was released in September 2000, giving greater prominence to electronic journals and other high-demand electronic resources and services, and a more consistent look and feel across the site. Shortly after, a significant new resource was added: *Nursing and Allied Health Resources: The Peggy Sutherland Site*. This site aims to support students, researchers and practitioners in nursing and allied health professions, principally in BC, but will also be useful for anyone considering a career in these fields or simply pursuing a personal interest. Users can learn how to get started with their research, access rich databases of information, and link to continuing education opportunities, professional associations and much more. In early 2001 another special site was added: *The Harry Hawthorn Foundation for the Inculcation and Propagation of the Principles and Ethics of Fly-Fishing*. This site provides access to the Library's excellent collection of books on angling and fly-fishing, which includes many rare and valuable items. Both the Sutherland site and the Hawthorn site are available under *Showcase Sites* on the Library's home page ([www.library.ubc.ca/showcase](http://www.library.ubc.ca/showcase)).

The Library was one of the partners involved in the development of UBC's first student portal, myUBC, released in September 2000. Working with ITS Services, Student Services and the Faculty of Applied Science, the Library developed portal channels to alert students to new library resources and to library materials about to become overdue. The latter was developed in response to student feedback indicating this would be a highly desirable improvement to borrower services. Related to the portal, the second stage of the electronic course reserve project was implemented on the Library's Web site. Through a single access point, students can find online readings, catalogue records for readings in the print collection, guides to information resources relevant to their course research and other useful links.

Access to the Library's catalogue was improved in the fall of 2000, with in-house development and implementation of a new Web interface. The new system provides a faster and more functional interface to the Library's holdings. Planning also began for the replacement of the Library's overburdened Web server with a newer and faster computer.

## Information Resources and Collections

This was a good year for collections growth. The Library continued to place a heavy emphasis on expanding its collection of electronic resources, particularly in the disciplines where they are in high demand. At the same time, print collections were given high priority in some areas, and there were increases in spending on



monographs and other research materials. This growth was possible because of improved license agreements, better management of serial subscriptions, and favourable exchange rates at the time of payments.

The Canadian National Site Licensing Project (CNSLP) came to fruition this year, with three-year licenses for electronic resources centrally negotiated for 64 Canadian university libraries, including UBC. Funding for the project came from the Canada Foundation for Innovation (CFI), provincial governments and contributions from each university. UBC gained several hundred electronic journals as well as savings on existing subscriptions.

The increase in journal costs was much lower than expected this year, due to several factors. In early 2000, the Library placed more subscriptions with a single vendor, resulting in lower service charges. There were significant discounts on print subscriptions, due to CNSLP and other consortia. The timing of payments to vendors and the exchange rates at those times provided considerable savings. The number of subscriptions remained stable, with only a few being cancelled and a small number of new ones being ordered. Despite this good news, however, users continue to ask for additional journals, and improving and expanding the Library's research collections remains a high priority.

With the savings resulting from CNSLP and lower increases in journal costs, the Library was able to purchase a number of new electronic resources in various fields. These included the *JSTOR-General Science Collection*, *JSTOR-Ecology and Botany Collection*, *Library and Information Science Abstracts*, *ATLAS Religion Database*, *Statistical Universe*, *Hein-On-Line*, *International Index to Music Periodicals Full Text*, *eHRAF Collection of Ethnography*, *E\*Subscribe* (online access to *ERIC* documents), *TableBase*, *Business & Industry*, *Victorian Database Online*, *BIOSIS Previews*, *Alternative Press Index*, *Grove Dictionary of Art*, *Grove Dictionary of Music*, *JUSTIS CELEX*, *International Treaties*, and *ExecuComp*.

Spending on monographs and research materials was higher than the previous year, thanks in part to the availability of year-end money from savings on journal subscriptions. Some unique items were added to Special Collections, including another instalment of Jane Rule's papers, Tom Wayman's literary papers, additions to the Herbert J. Rosengarten Collection of Victorian Literature, the 30-year archive of Arsenal Pulp Press, several Doukhobor items, and the complete backfile of *Adbusters*. Significant historical and literary research materials were acquired on microfilm. These included backfiles of *Variety*, *Toronto Star*, and *Seattle Times* as well as more of *The 18<sup>th</sup> Century*, more of *Goldsmiths' Kress*, the *Oscar Wilde Collection*, and *Russian Archives: Cold War and Central Committee*. New print sets included *American Journalism: 1690-1940*, *British Documents on Foreign Affairs*, and *Thesaurus Proverbiorum Medii Aevi*. In addition, the Library gratefully accepted many gifts-in-kind, as indicated in *Appendix E: Donor and Gift Recognition*.

A project to weed duplicate items from both storage and open shelves began in November 2000. Years ago, the Library acquired multiple subscriptions to selected journals and reference books in order to support users at many branches. More

recent budgets have not permitted this practice to continue. These older duplicate volumes are now little used, and many electronic journals, such as those in *JSTOR*, alleviate the need to retain duplicate copies. A weeding policy is being written to strike a balance between the need to free up expensive shelf space and the need to retain materials for future scholars.

As the Library's online collection expanded over the past several years, it became clear that the distributed administrative structure for collections management was increasingly inadequate. During the past year, the reorganization of the collections management structure continued. Two librarian positions were created, one charged with coordination in the sciences and one in the social sciences and humanities. Changes were also made to the handling of license negotiations, with the Head of the Law Library taking on the coordination of this complex process. This restructuring of collections administration will continue in conjunction with the Library's strategic plan implementation task groups, several of which will be considering how electronic resources are changing the Library's environment.

### **University Archives and Records Management Services**

During the past year the University Archives' staff continued developing Web-based resources to enhance access to unique archival material and promote a better understanding of the history of the University.

As part of an ongoing initiative to provide users with comprehensive information about the Archives' holdings, detailed inventories or finding aids continued to be published on the Web. To date, access has been provided to inventories for 302 of 316 separate collections or 'fonds'. Each of these collections can extend from a few centimetres to a few hundred metres. The Archives also added approximately 3,500 digitized images to its increasingly popular historical photographs database. This brings the total number of scanned University Archives images available through the Internet to approximately 25,000. In addition, the University History section of the Archives' Web page has expanded with the addition of two new virtual exhibits, *Campus Sculptures* and *Campus Plans*. The first provides information on sculptures and other works of art currently and formerly on campus, and the second chronicles the historical evolution of the UBC campus. To assist in some of these projects, the Archives has made use of work study students, as well as professional experience and practicum students from UBC's Master of Archival Studies program.

In 2000/01, the University Archives added approximately 36 metres of new material to its holdings. In addition to a variety of institutional records, the Archives acquired and processed the private papers of William New, Jean Coulthard, Pat Carney and Michael Smith.

Also during this year, members of the Archives' staff participated in various facets of the new Canadian Archival Information Network, which is currently

developing under the direction of the Canadian Council of Archives.

In addition to ongoing activities in the next fiscal year, the Archives plans to undertake several special projects including: microfilming approximately 7,200 pages of UBC Board of Governors minutes (1964-1973); a major photographic scanning project; and standardizing name subject headings for the Archives' online databases. In addition, the Archives will investigate the possibility of providing online access to digitized copies of audio and video tapes. Archives' staff also hope to devote more time to institutional records management issues and, in particular, the challenges presented by electronic records at UBC.

## **Preservation**

The Library continued with its small but significant preservation microfilming program. Highlights this year were the completion of the filming of the Malcolm Lowry Collection and the first phase of filming the Bachelor of Science in Forestry undergraduate theses. More UBC theses on BC history and related subjects were also filmed. Although no *British Columbia Directories* were filmed this year, funds from sales of the microfilmed *Directories* from previous years were higher than expected and provided a fiscal basis for the year's projects.

The Mendery provided training for the many library assistants who handle book repairs in their branches, kept up with book repairs, and restored several 19<sup>th</sup> century books. Suzanne Dodson, retired Facilities and Preservation Manager, returned to the Library to give two staff development sessions on preservation and mending in November, assisted by the Mendery Assistant.

## **Collection Use and Access to Materials at Other Libraries**

Circulation activity of materials held at UBC Library increased by 17 per cent this year. An improved Web interface for renewals may be one reason for this increase. To ensure print collections are available and in good order on the shelves, the Library devoted extra attention to its shelving and shelf reading programs this past year. Campus document delivery, including the three hospital sites, continued to be used heavily, with more than 43,614 items delivered.

Nearly 45,000 items were delivered from UBC to libraries across Canada and around the world. The Library conducted an in-depth study to ensure that its fees for interlibrary lending continue to recover the costs of providing this service. A new fee schedule was developed, including a preferred rate for Ariel delivery reflecting the efficiencies and lower costs of document transmission over the Internet.



For interlibrary borrowing, development of the RSS/Epixtech system made online ordering easier and allowed users of the system to track the status of their requests online. The Library has also begun to link its ordering systems to those supplied by vendors in bibliographic databases, so that the ordering process becomes more seamless. In the Life Sciences, redevelopment of the QuickDoc system enabled more efficient tracking and distribution of requests.

Interlibrary borrowing increased by 10 per cent in 2000/01, demonstrating that in most subject areas access to remote collections continues to be important. The Pegasus service for obtaining documents from the Canada Institute for Scientific and Technical Information (CISTI) also showed strong use, levelling from the past year but still delivering approximately 19,000 documents to users on campus and at the hospital sites.

### **Technology Infrastructure**

Several improvements to the Library's public computers were carried out this year. Almost 80 older workstations capable of supporting only text-based email were upgraded to fully functional public workstations capable of accessing all of the Library's online resources. Workstations in Koerner Library's computer teaching lab were upgraded to support both public and staff software. This allowed them to be used for a much wider range of instructional activities and also be made available as public workstations when the teaching lab is not in use for other activities. The Library's standalone CD-ROM workstations were also reviewed and upgraded where necessary. At the same time, additional CD-ROM titles were made available via the Library's networked CD-ROM facility.

The Library's central computing support facility has grown to include over 30 servers supporting a variety of local systems and operating environments. The Library purchased a computer server for the Public Knowledge Project (PKP) and provides for its ongoing facilities management and operational support. The PKP, founded by John Willinsky, Professor in the Department of Language and Literacy Education, explores alternative knowledge economies for research libraries and universities to better serve faculty and the public. The Data Services server was upgraded to a newer machine and relocated to one of the Library's main computer rooms. Additional security systems and improved air conditioning were provided for the main computer rooms.

The Library's communications network achieved a significant milestone with the upgrading of all three off-campus connections for the hospital branch libraries to 10MBPS links. This provided them with the same bandwidth as campus branches and reduced many of the response time and other problems that had plagued these locations. Planning also began for general network upgrades at several campus Library locations as part of the University Network Project (UNP). The UNP will provide faster connectivity and additional network drops for these locations.

## Bibliographic Control, Cataloguing and Ordering

The Technical Services units made progress on a number of projects this year, while maintaining pace with the processing of current material for the Library's collection. Clean-up of serial holdings record displays continued to be a priority for periodicals and binding staff throughout the Library. Holdings records for currently received subscriptions have been the main focus of attention for the last few years, and these have been cleaned up to the point that more attention can now be given to the work needed on non-current holdings. Acquisitions staff began to use the automated system to claim orders. Cataloguing production typically averaged approximately 5,000 titles per month.

The cataloguing backlog situation is the best it has been in recent memory thanks to a number of events that started in 1997: implementation of the current automated system which gives quicker and greater access to catalogue copy; workflow innovations; a change in cataloguing policy; and the dedicated efforts of the Technical Services staff, in particular those of the 'fast cataloguing' team. The remaining cataloguing backlogs, excluding those in the Asian Library, are in the process of being centralized in the Library Processing Centre into a single workflow. This year the backlog was reduced by 14,644 volumes, and at the end of the year totalled approximately 38,000 titles.

Work continued on the first phase of retrospective conversion (recon) of the card catalogue. As of March 2001, there were 1,308 drawers done (81 per cent), 57 drawers in process (4 per cent), and 242 drawers not done (15 per cent). 'First phase' means that at least a basic bibliographic record and all Library holdings are recorded in the online catalogue. Currently, funding for this work is from reallocation within the Library's budget. See the *Recon Progress Report* on the Web at [www.library.ubc.ca/home/sl-summ.html](http://www.library.ubc.ca/home/sl-summ.html).

Another major project affecting catalogue records was the conversion from the Wade-Giles form of Chinese romanization to the Pinyin form, beginning in October 2000. This follows changes made at the Library of Congress and other sources of bibliographic records. Along with Chinese bibliographic records, Wade-Giles forms in non-Chinese records and non-standard Chinese romanization in name authority files were also affected.

The second phase of the branch binding backlog clearance project was concluded, thanks to another one-time \$20,000 reallocation from within the Library's budget. Binding backlogs were also addressed in Koerner, Law, MacMillan, Music and the Life Sciences Libraries. In total, the binding backlog was reduced by 3,336 volumes. A third phase is planned for the coming fiscal year.

## COMMUNITY AND 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, p. 16*

### Cooperation with Other Libraries

The Library continues to collaborate with other academic institutions to share the cost of access to electronic resources and the development of print collections and other programs. The list of consortia involving UBC expanded this year, as the Canadian National Site Licensing Project (CNSLP) came to fruition. In this initiative, three-year licenses for electronic resources were centrally negotiated for 64 Canadian university libraries. Also in the electronic environment, the Library participated in the development of electronic resources for the Pacific Rim Digital Library Alliance (PRDLA). In the realm of print collections, the Library was a partner in a new reciprocal borrowing program with the Ontario Council of University Libraries (OCUL), and participated in expanded reciprocal borrower programs with the Council of Prairie and Pacific University Libraries (COPPUL). In the coming year, the Library will undertake a review of consortial arrangements, recognizing the role UBC has played and the benefits to both UBC and other members of the consortia.

The Library often participates in the development of information resources useful to communities beyond UBC. This year technical support was provided for the Vancouver Bibliography Project, and a union catalogue, *Periodicals in Canadian Law Libraries*, was produced for the Canadian Association of Law Libraries (CALL).

### Community Access

In addition to serving the University community, the Library serves many users beyond UBC. This year, there was a 60 per cent increase in the number of UBC alumni who registered for a Library card, which they received free with the purchase of the Alumni Association's A-card. In the community very close to UBC, Library privileges were extended for residents of Hampton Place and Acadia Park. Farther afield, students in Humanities 101 and Science 101, predominantly residents of the downtown eastside of Vancouver, were provided with Library cards and orientation sessions.



Two exciting new ventures are expanding the Library into the downtown core. The Learning Exchange opened in the downtown eastside in the fall of 2000, and the Library was pleased to be able to provide access to online resources at this location, as well as delivery of Library materials from the campus. At Robson Square, construction began on UBC's downtown campus due to open in the fall of 2001. A combined Library/Bookstore facility will be an integral part of this new initiative.

### **Friends, Donors and Alumni**

The Library enjoys very positive relationships with many alumni and other members of the community, and over the years has received tremendous support from the Friends of the Library and other donors. In an effort to ensure that these groups are well served by the Library, a second Library Development Officer was added to the Library's staff.

It was thanks to donors that the Library's Web site expanded this year to include *Showcase Sites*, featuring two new resources of particular interest to the community ([www.library.ubc.ca/showcase](http://www.library.ubc.ca/showcase)). *Nursing and Allied Health Resources: The Peggy Sutherland Site* was launched in the fall, providing access to a wide range of materials useful to students, researchers and practitioners in nursing and allied health professions, principally in BC, but also useful for anyone considering a career in these fields or simply pursuing a personal interest. The site was made possible by the Peggy Sutherland Memorial Library Endowment, a generous gift from the Sutherland Foundation. Mrs. Sutherland, who passed away in 1999, was a graduate of the School of Nursing at St. Paul's Hospital, and her generous spirit is represented in the opportunities this site provides for nursing students, health care professionals and members of the community. In early 2001 another special site was added, titled *The Harry Hawthorn Foundation for the Inculcation and Propagation of the Principles and Ethics of Fly-Fishing*. The site provides records for the Library's excellent collection of books on angling and fly-fishing, which includes many rare and valuable items. Background information on the collection, and the Foundation that made it possible, are also included on the site.

## FUTURE DIRECTIONS

*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.*

Vision Statement, *Furthering Learning and Research*, p. 5

This vision reflects the Library's position in an institution that aspires to be Canada's best university. It is by working closely with University colleagues and others outside the institution that the Library will be able to attain this vision. The directions and actions we plan to take are laid out in *Furthering Learning and Research: Implementing the UBC Library's Strategic Plan 2000-2003*, which is closely linked to the *Trek 2000* pillars of People, Learning, Research, Community and Internationalization. The Library's goals and objectives are too numerous to list here, but some themes deserve particular attention.

UBC is benefiting enormously from newly established federal research funding programs such as the Canada Foundation for Innovation and the Canada Research Chairs. There is a growing recognition that research infrastructure, including library collections and services, must be factored into this funding. The same is true for infrastructure support for new or expanded programs, such as the expansion of UBC's medical program (Northern Medical Program/Island Medical Program). Such programs result in increased demands on the Library for information resources and staff assistance and have a corresponding impact on Library funding requirements. During the coming year, the Library will continue to work closely with University colleagues and funding agencies to ensure that these needs are understood and met.

Another high priority is improved space for collections and services. Next year will see the opening of the Chapman Learning Commons in Main Library. As well, planning will continue for the renovation and expansion of the Main Library as the University Learning Centre (ULC), the main focus of which is a greater integration between the Library's collection and services and those who use them on campus, in the Lower Mainland and throughout BC.

Across the Library, we are dealing with rapid changes in the delivery and format of information, an emphasis on inquiry-based learning, increased research activity and increased community interest in our resources. In order to address users' needs as efficiently and effectively as possible, we must take a close, critical look at our services and the organizational structure in place to support them. In the coming years, we will continue to change and adapt to ensure we have the strength and agility to be the library we envision.

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## Appendix A

### LIBRARY STAFF

The Library's staff complement (including GPOF and non-GPOF budget positions) now totals 297.49 full-time equivalent (FTE) positions, including 73.70 librarians, 16.58 management and professional staff and 207.21 support staff. This compares to a total of 302.37 FTE positions in 2000, and represents a net decrease of 1.6 per cent. Non-GPOF budget positions (cost recovery or grant-funded), 14.35 FTE, represent 4.8 per cent of the Library's staff complement. In addition, the Library's student assistant and temporary hourly staff complement totalled 49.23 FTE positions. Of these, 6.04 FTE were funded by cost recoveries or from grants.

Long-service staff members who retired or took early retirement during the reporting period: Florence Doidge, Woodward Library; Stephanie Dykstra, Woodward Library; Mary Fankhauser, Education Library; Joyce Friesen, Collections Accounting and Budget; Pamela Niblock, Woodward Library; William Parker, Woodward Library; Ruth Patrick, Education Library; Allen Soroka, Law Library; Frances Wong, Law Library.

New appointments, extensions of appointments, or changes in appointment: Sheryl Adam, appointed as Acting Head, Education Library; Norman Amor, extended as Preservation Microfilming and CIP Cataloguing Librarian, partially from funding provided by the National Library of Canada; Lee Ann Bryant, term extended as Head of MacMillan Library; Rajwant Chilana, appointed as Indic Librarian (.5 FTE), Asian Library; Heman Choi, appointed as Systems and Network Analyst; Winnie Chu, appointed as Social Science Researcher, Patscan; Hilde Colenbrander, appointed as Reference Librarian, Humanities and Social Sciences; Donna Curtis, appointed as term Technical Services Librarian; Erik Dierks, appointed as Senior Library Development Officer; Patrick Dunn, extended as Acting Head, Resource Sharing Services, then appointed as Interlibrary Loan Librarian, Borrower Services; Hillary Gosselin, appointed as Library Development Officer; Alecia Greenwood, appointed as hourly Reference Librarian, Science and Engineering; Tracy Havlin, appointed as term Reference Librarian, Woodward Library; Alan Ho, appointed as Programmer/Analyst, Humanities and Social Sciences; Susie Jones, appointed as hourly Reference Librarian, Science and Engineering; Heather Keate, Assistant University Librarian for Public Services, granted study leave for one year; Joe Jones, Humanities and

Social Sciences, granted study leave for one year; Joy Kirchner, appointed as Reference and STM Serials Coordination Librarian; C.F. Lee, appointed as Consultant, Cataloguer of the P'u Pan Collection; Mei Li, appointed as Chinese Language Librarian, Asian Library; Jing Liu, appointed as Chinese Language Librarian, Asian Library; Richard Moore, appointed as Facilities, Security and Health and Safety Administrator; Simon Neame, appointed as term Librarian, Information Services; Lucia Park, appointed as Korean Language and Reference Librarian, Asian Library and Science and Engineering; Isabel Pitfield, extended as part-time Coordinator, Vancouver Bibliography Project in Special Collections and University Archives; Gina Prokopchuk, appointed as hourly Reference Librarian, Education Library; Les Rans, appointed as User Services Advisor, Systems; Trish Rosseel, appointed as Information Literacy Librarian, Humanities and Social Sciences; Ron Simmer, Patscan, granted study leave for one year; Sally Taylor, appointed as Reference Librarian, Woodward Library; Alfred Tse, appointed as Circulation Supervisor, Woodward Library; Jane Wells, appointed as term Reference Librarian (.5 FTE), Law Library.

Heads of branches and divisions: Sheryl Adam – Education (acting term); Lee Ann Bryant – MacMillan (term); Elizabeth Caskey – David Lam; Leonora Crema – Borrower Services; Patrick Dunn – Resource Sharing Services (acting term); Jocelyn Godolphin – Humanities and Social Sciences; Brenda Peterson – Fine Arts, Special Collections and University Archives (term); Margaret Price – Life Sciences Libraries; Bonita Stableford – Main Circulation (term), Science and Engineering, Maps, Mathematics; Kirsten Walsh – Music; Martha Whitehead – Information Services; Sandra Wilkins – Law; Eleanor Yuen – Asian.

Library Administrative Group: University Librarian – Catherine Quinlan (chair); Assistant University Librarian for Collections – Janice Kreider; Assistant University Librarian for Public Services – Heather Keate (study leave); Assistant University Librarian for Technical Services – Nadine Baldwin; Facilities Manager – Darrell Bailie; Financial and Budget Manager – Ann Turner; Human Resources and Planning Consultant – Dwight Tanner; Systems Manager – Brian Owen; Public Services Representatives – Jocelyn Godolphin, Margaret Price, Martha Whitehead, Sandra Wilkins.

## Appendix B

### LIBRARY STATISTICAL SUMMARY 2000/01

**COLLECTIONS**

Total Volumes <sup>1</sup>	4,039,028
Volumes Added, Net	97,595
Total Titles Catalogued	62,835
Current Subscriptions	26,016
Number of Monographs Purchased	52,622

<sup>1</sup> Includes net volumes added.

**SERVICES**

Total Recorded Use of Library Resources	4,296,257
Document Delivery (Internal) <sup>2</sup>	43,614
Interlibrary Loan – Lending <sup>2</sup>	44,557
Interlibrary Loan – Borrowing <sup>2</sup>	35,766
Instruction Classes/Orientation - Number of Sessions	1,587
Instruction Classes/Orientation - Number of Participants	21,411
Total Questions Answered	372,270
Research Questions	24,423
Reference Questions	176,564
Directional Questions	171,283

<sup>2</sup> Included in Total Recorded Use of Library Resources.

**STAFF (FTE)**

Librarians	73.70
Professional (M&P)	16.58
Support Staff	207.21
Subtotal <sup>3</sup>	297.49
Student <sup>4</sup>	49.23
Total FTE All Staff	346.72

<sup>3</sup> Includes 14.35 cost-recovery or grant-funded positions.

<sup>4</sup> Includes 6.04 cost-recovery or grant-funded positions.

**EXPENDITURES**

		%
Collections	11,973,519	40.95
Salaries & Wages	14,127,769	48.31
Binding	205,260	0.70
Other Operating Expenditures	2,934,980	10.04
Total Gross Expenditures	29,241,528	
Cost Recoveries	1,979,492	
Total Net Expenditures	27,262,036	



## Appendix C

### GROWTH OF COLLECTIONS

	MARCH 31,2000	NET GROWTH	MARCH 31,2001
Volumes – Catalogued	3,941,433	97,595	4,039,028
Serial Subscriptions <sup>1</sup>	25,966	50	26,016
Other Formats:			
Archives (meters)	3,300	130	3,430
Audio (Cassettes, CDs, LPs)	76,781	1,098	77,879
Cartographic	203,394	1,046	204,440
Electronic Resources:			
Bibliographic and Full Text Databases	316	21	337
CD ROM <sup>2</sup>	4,460	272	4,732
Diskettes	1,742	1	1,743
E-journals	4,700	763	5,463
Numeric Databases	833	180	1,013
Film and Video	9,727	335	10,062
Government Publications (Unbound) <sup>3</sup>	814,307	-6,117	808,190
Graphic (Photographs, Pictures, etc.)	451,113	2,827	453,940
Microfiche	3,527,942	51,746	3,579,688
Microfilm	116,956	1,581	118,537
Microforms – other (mcard, mprint) <sup>4</sup>	1,201,939	0	1,201,939

<sup>1</sup> Includes print and electronic periodical subscriptions, standing orders and monographic series.

<sup>2</sup> New base count in 2000.

<sup>3</sup> Major weeding project in 00/01.

<sup>4</sup> Includes aperture cards.

## Appendix D LIBRARY EXPENDITURES

### LIBRARY OPERATING EXPENDITURES FISCAL YEARS APRIL-MARCH

	SALARIES & WAGES	%	COLLECTIONS	%	BINDING	%	OTHER	%	GROSS EXPENDITURES
1995/96	13,758,042	53.33%	8,978,367	34.80%	194,749	0.75%	2,866,274	11.11%	25,797,432
1996/97	13,878,493	51.16%	9,159,355	33.77%	196,649	0.73%	3,891,052	14.34%	27,125,549
1997/98	13,999,426	52.68%	9,769,644	36.77%	162,650	0.61%	2,641,540	9.94%	26,573,260
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

- ◆ As in previous years, only expenditures from the Library's own GPOF budget are included in the above. Excluded are:  
Faculty of Commerce expenditures in support of the David Lam Library.  
Expenditures for library materials by other campus units, for example for departmental reading rooms.  
Expenditures from library grant and trust funds.  
Collections expenditures from library grant and trust funds amounted to \$223,120 in 2000/01.
- ◆ "Other" expenditures include non-recurring equipment acquisitions which vary considerably from year to year.

### SOURCES OF LIBRARY OPERATING FUNDS FISCAL YEARS APRIL-MARCH

	GPOF BUDGET AMOUNT	%	FEES FOR SERVICE INTERNAL	%	FEES FOR SERVICE EXTERNAL	%	LIBRARY FINES AMOUNT	%	TOTAL FUNDING
1995/96	24,610,477	92.66%	195,157	0.73%	1,289,958	4.86%	465,660	1.75%	26,561,252
1996/97	26,072,323	92.98%	155,138	0.55%	1,405,976	5.01%	407,880	1.46%	28,041,317
1997/98	24,825,940	93.81%	83,138	0.32%	1,304,806	4.93%	249,987	0.94%	26,463,871
1998/99	25,526,451	92.91%	138,007	0.50%	1,398,876	5.09%	413,005	1.50%	27,476,339
1999/00	26,123,163	92.82%	159,317	0.57%	1,431,005	5.08%	431,060	1.53%	28,144,545
2000/01	26,557,509	93.06%	116,776	0.41%	1,388,721	4.87%	473,995	1.66%	28,537,001

## Appendix E DONOR AND GIFT RECOGNITION

### DONATIONS

Alumni, friends, parents, faculty, staff, foundations, corporations and organizations continued the tradition of supporting the Library in 2000/01. Gifts varied from those focusing on specific interests of donors, to unrestricted gifts benefiting all users of the Library. In 2000/01, the Library received more than 2,000 donations, with a combined value of \$2,918,614. Donations came in forms of cash, gifts-in-kind, and pledged support, which may be received over a period of years. All gifts shared and conveyed the philanthropic spirit of donors wishing to support students, scholars and community users of the Library.

There were two \$1 million donations in 2000/01. A \$1 million donation from alumna Mrs. Katherine Scott Chapman and her husband Dr. Lloyd Chapman provided funding to renovate the concourse in Main Library into the Chapman Learning Commons. The Chapman Learning Commons will be a welcoming learning space with comfortable individual and group study areas, support services, and technology to support the research and learning activities of campus and community members.

A \$1 million donation from the Sutherland Foundation established The Peggy Sutherland Memorial Library Endowment. The endowment and the important Library resources it funds are a tribute to Mrs. Peggy Sutherland, who passed away in 1999. The endowment allowed the Library to build *Nursing and Allied Health Resources: The Peggy Sutherland Site*, which provides online support to students, researchers and practitioners in the nursing and allied health professions. Anyone considering a nursing or allied health career or researching health topics will find extensive information there.

The Library Collections Enrichment Endowment and the Library Technology Endowment continued to grow towards their \$2 million goals respectively. The Endowments generate annual income to support ongoing acquisition and technological needs. The Collections Enrichment Endowment funds the acquisition of electronic resources and databases, scholarly journals, and books covering the range of academic disciplines. The Technology Endowment funds technology and services to enhance the Library's capacity as a 'library without walls,' through delivery of resources and services online to students, faculty, staff and community users wherever they are located.

### GIFTS-IN-KIND

Gifts-in-kind play an important role in enhancing the Library by increasing the depth and breadth of research collections and contributing to its uniqueness as an institution. Significant gifts-in-kind received in 2000/01 include:

- ◆ The Dr. H. Colin Slim Stravinsky Collection, named for its donor, includes more than 120 items documenting the life and work of Igor Stravinsky. As one of the world's most diverse Stravinsky collections, it includes a signed edition of the ballet *Petrushka*, an inscribed copy of *Poetics of Music*, and numerous autographed items such as signed sketches of piano works *Divertimento* and *Les Noces*.
- ◆ Jane Adams, daughter of Canadian composer Jean Coulthard, donated original musical recordings and manuscripts of her late mother.

The Library is grateful to all of the generous individuals and organizations who contributed financial support and gifts-in-kind during 2000/01. These Friends of the Library significantly enrich the information resources, learning resources, and experiences of UBC students, faculty, staff and community users.

## Appendix E DONOR AND GIFT RECOGNITION

### FRIENDS OF THE LIBRARY 2000/01

The following donors generously contributed gifts between April 1, 2000 and March 31, 2001.

#### PRESIDENT'S CIRCLE

(\$250,000 and above)

Dr. Lloyd Chapman and  
Mrs. Katherine Scott Chapman  
Dr. H. Colin Slim  
The Sutherland Foundation

#### CHANCELLOR'S CIRCLE

(\$25,000 to \$249,999)

Ms. Jane C. Adams  
Ms. Valerie Haig-Brown  
Mrs. Elizabeth Hawkins  
Ms. Heather Spears

### WESBROOK SOCIETY

(\$1,000 to \$24,999)

Dr. David Friend Aberle  
Mr. Gordon Adaskin  
Mr. Frank A. Anfield  
Dr. Ivan Avakumovic  
Dr. C. Jane Banfield  
Mr. Harcourt Robin Brammall  
Mr. W. Thomas Brown, MBE  
Dr. Michael H. Bullock  
Canadian Bridge Federation  
Dr. James O. Caswell  
Commonwealth Holding Co. Ltd.  
Mrs. B. Lynn Craigie  
Dr. Max Cynader  
Mr. S. H. Dean  
Mrs. Suzanne Cates Dodson  
Ms. Mary C. Dvorak  
Ms. Betty A. Fredeman  
Dr. Joseph Arthur F. Gardner, CM  
Dr. Leonidas E. Hill  
Dr. Ronald A. Jobe  
Ms. Deborah Mary Kerr  
Mr. Arthur A. Kube  
Mr. John Lee  
M Ways Productions Corp.  
Mrs. Lorna J. MacInnes  
Dr. Richard V. Mattessich  
Mr. Richard Irwin Nelson  
Dr. William Herbert New  
Mr. Noel A. S. Owens  
Mrs. Vera Pech  
Mrs. Marion L. Petley  
Mrs. R. Elaine Polglase  
Roland Whittaker Charitable Trust  
Dr. Jan Vance Rule, OBC  
Estate of John Keith Russell  
Mr. John R. Singleton, QC  
Dr. John E. R. Stainer  
Ms. Hilary M. Stewart  
Mr. Philip J. Thomas  
Mr. Alan Robert Twigg  
Vancouver Foundation  
Vancouver Historical Society  
Mr. Bryce Waters  
Mr. Edward David H. Wilkinson, QC  
Ms. M. Wilson  
Ms. Ingeborg Woodcock

We have made every effort to ensure the accuracy of the list of donations received between April 1, 2000 and March 31, 2001. Please direct any inquiries to the Library Development Officer at 604-822-6553.

## 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 2000/01 include:

**B.C. MINISTRY OF EMPLOYMENT AND INVESTMENT.**

\$105,900 for continued support of the PATSCAN service.

**B.C. MINISTRY OF EMPLOYMENT AND INVESTMENT.  
NETWORKS OF CENTRES OF EXCELLENCE, INFORMATION  
INFRASTRUCTURE.**

\$10,000 to support reference assistance in the life sciences.

**CANADIAN COUNCIL OF ARCHIVES.**

\$3,000 for the Lowry Collection microfilming project,  
phase 4.

**DEPT. OF HERITAGE.**

**YOUNG CANADA WORKS IN HERITAGE INSTITUTIONS.**

\$8,454 for the Chung inventory project.

\$2,984 for WebCT project.

**NATIONAL LIBRARY OF CANADA.**

\$118,000 in continued support for the Cataloguing-in-  
Publication program.

**UNIVERSITY OF BRITISH COLUMBIA.**

**ACADEMIC EQUIPMENT FUND.**

\$125,000 for replacement equipment and furniture.

\$30,000 for the Chung Collection project.

**UNIVERSITY OF BRITISH COLUMBIA.**

**ALMA MATER SOCIETY. INNOVATIVE PROJECTS FUND.**

\$15,000 for the Woodward Library laptop port project.

**UNIVERSITY OF BRITISH COLUMBIA.**

**TEACHING AND LEARNING ENHANCEMENT FUND.**

\$50,000 for the Information Connections program.

**UNIVERSITY OF BRITISH COLUMBIA.**

**TREASURY (INSURANCE).**

\$4,642 for upgraded security system in Main Library.

\$998 for upgraded security system in Asian Library.

\$2,500 for upgrade security system in Main Library.

**VANCOUVER HISTORICAL SOCIETY.**

\$6,500 for the Vancouver Bibliography project.





