

UBC LIBRARY

85TH YEAR

**REPORT OF
THE UNIVERSITY
LIBRARIAN
TO THE SENATE**

1999/2000

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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 through British Columbia, Canada and the rest of the world.

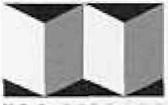
This mission statement reflects some of the work of this year's strategic planning process, which will guide the Library and its staff through the first decade of the 21st century. Throughout this process and the development of the Library's *Strategic Plan* (available at www.library.ubc.ca/home/planning.html), it has been heartening to hear the support the Library enjoys both within and outside the University community, and exciting to anticipate the opportunities inherent in the continuing advances in information technology. At the same time, a number of challenges became clear. Recruitment and retention of staff are of primary importance, as we experience the first of many retirements of experienced librarians and support staff. Space for users and collections is at a crisis point. With the University's increased success in attracting research funding, the Library must strive to maintain, develop, preserve and provide access to excellent research collections in an ever-increasing variety of disciplines and formats.

The Library has continued to expand access to online resources and services during the past year, assisted by the University's allocation of \$1 million on a recurring basis to

the Library's acquisitions budget. The primary purpose of this \$1 million was to assist the Library in its move from the traditional acquisitions-based, on-site resource model of collections development for all disciplines to one that emphasizes access for specific disciplines (primarily science, technology and medicine). This funding, in addition to the greater balance between monograph and serial expenditures that was achieved as a result of the 1998/99 \$830,000 serial cancellations, allowed us to support the campus' learning and research activities more thoroughly this year. As prices continue to rise and demands for new resources continue to grow, there will need to be further increases to the funds available for acquisitions. Developing a strategy to achieve support for this and other Library services is a critical part of the Library's *Strategic Plan*.

This year we had the very great honour of receiving from Dr. Wallace B. Chung, his wife Dr. Madeline H. Chung and their family a unique and extensive collection of rare books, manuscripts and artifacts. The Chung collection is valued in the millions of dollars, and is priceless in terms of its contribution to the history of the Pacific Northwest, the Asian experience in North America and the Canadian Pacific Railway. The particular significance of this gift was acknowledged by the Canadian Cultural Property Export and Review Board who designated the collection "a national treasure". Gifts such as this, and the others listed in *Appendix E* of this report, play a critical role in making the Library a rich resource for the students, scholars and researchers of today and tomorrow.

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 – the students, faculty and staff of UBC.

User Survey and Focus Groups

As part of this year's strategic planning initiative, the Library undertook the first comprehensive survey of its users since 1991. The process established repeatable research methods and benchmarks, so that trend data can be developed over future years. Return rates exceeded expectations for the mail survey, conducted in November 1999. This data was supplemented with qualitative focus group research in February 2000.

The main objectives of the survey were: to obtain a snapshot description of current users and their uses of the Library; to identify perceived gaps in information resources; to determine interest in learning about finding information and the methods preferred for learning; to measure satisfaction with the quality of service received; and to determine user priorities for improvements and additions to information

resources, services and facilities. Survey results indicate that users anticipate increases in their use of books, journals, electronic journals, electronic reference materials and computer workstations. Although users predicted that their use of electronic resources will continue to grow, their responses also indicated this will not take the pressure off Library buildings in the foreseeable future. Reasons for continued reliance on in-person visits to the Library are to receive assistance from Library staff, to use the print collections and borrow materials, to use the computer workstations in the Library to access resources and to use study space.

The focus group results confirmed the findings of the survey and identified several recurring themes regarding current use of Library resources and services and possible directions for the future. One main theme emerged regarding the perception of the Library: it is perceived as the best or one of the best university libraries in Canada.

Full reports of the results of the user survey and focus groups as well as other supporting documents are available at www.library.ubc.ca/home/planning.html.

Library Staff

The user survey and focus groups confirmed that Library staff are heavily relied upon and appreciated for their knowledge and expertise. Staff input into the Library's *Strategic Plan* was sought throughout the process, in the development of environmental scans, the SWOT (strengths, weaknesses, opportunities, threats) analysis and regular review and feedback sessions throughout the year-long process.

Particular attention was paid this year to improving staff communication. As a result



of a staff survey, the staff *Bulletin* newsletter, which had ceased publication for a short time, was reinstated in print form on a quarterly basis. The University Librarian continued to hold regular drop-in sessions throughout the year for staff to meet with her on an informal basis and discuss topics of their choice, and she delivered her annual report at two sessions open to all staff in November 1999.

Eight staff members were inducted as new members of UBC's 25 Year Club: Maureen Adams, Lam Library; Russ Anton, Cataloguing; Darlene Bailey, St. Paul's Hospital Library; Winnie Ng, Cataloguing; Gary Phillips, Circulation; Pontip Placzek, Education Library; Sara Vergis, Woodward Library; Gladys Wong, Cataloguing. One librarian, George Brandak, Special Collections & University Archives, was inducted as a new member of the Quarter Century Club.

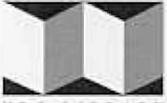
Long-service staff members who retired or took early retirement during the reporting period were honoured at biannual Library retirement parties. Together, these staff represent 360 years of service: Young-ju Ahn, Asian Library; Jana Beran, Cataloguing; Manda Bose, Asian Library; Erik de Bruijn, Human Resources & Staff Development; Wila Busza, Circulation/ Document Lending; Jennifer Forbes, Humanities & Social Sciences; Josie Lazar, Administration; Oleg Litwinow, Cataloguing; Anthony Ma, Cataloguing; Gisela Mallue, Science & Engineering; Ann Rowley, Cataloguing; Jean Tsai, Asian Library; Yim Tse, Asian Library; and Elsie Wollaston, Woodward Library.

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

Training and Development for Staff

Staff training and development continue to be integral to the operation of each branch and division of the Library. New staff are introduced to the University and to the Library through a formal orientation program, and ongoing training is arranged by each supervisor. In addition to this individual training, staff participated in a total of 247 formal sessions or courses this year. As well, participation in conferences continued to be encouraged through funding from the staff training and development budget, the administrative travel budget and a fund administered by the UBC Librarians' Association. A review of these funding mechanisms was begun this year, and a more consolidated approach to professional development funding will be instituted in the coming year.

In-house training sessions accounted for over 90 per cent of the formal staff training, and covered four main topics: customer services, information resources and services, health and safety, and information technology. Individual sessions included such topics as referral skills, telephone courtesy, specific electronic databases, Web page creation, XML, electronic journals, electronic books, disaster and emergency preparedness, fire safety, general health and safety, personal security, ergonomics, staff Windows NT training, cataloguing, circulation, interlibrary loan, document delivery, media services, cost information for serials subscriptions and account statements. The program on employee relations, *Drawing the Line*, was brought in-house and presented by the University's Human Resources advisors and CUPE 2950 president to supervisory library assistants. Human Resources' Organizational and Training Development office provided free courses on such topics as *Breaking Down Racism*, *Disability Awareness*, and *Selection Interviewing*.



Staff were encouraged to take advantage of opportunities for learning elsewhere on campus and off-campus. They participated in a variety of courses in Human Resources' Organizational Training and Development office's *MOST* program, in Continuing Studies' Computers and Technology program and in the Centre for Teaching and Academic Growth programs. Opportunities within the Lower Mainland included the Serials Cataloguing Co-operative Training Program, the Art Libraries conference and the Medical Library Association/Canadian Health Libraries Association conference and workshops. Innumerable one-of-a-kind learning activities at professional conferences outside the Lower Mainland included topics such as archives, numeric data, distance learning, electronic texts, instructional design, systems development and Web design.

Advisory Committees

The Library continues to meet with its Faculty Library Advisory Committees to ensure an ongoing exchange of ideas between the Library and its users. A joint meeting of the Chairs of the Faculty Library Advisory Committees recommended that the University increase and fully index the annual Library collection budget and make Library space the primary objective of the next capital campaign. The Faculty of Arts Library Advisory Committee and the Library worked together to organize a one-day symposium, *eLibrary@ubc: Research and Learning through Technology*, to raise awareness on campus of the opportunities and issues presented by new information technologies and the place of the Library in this changing research and learning environment (see www.library.ubc.ca/home/elibrary.html).

The President's Advisory Council on the University Library (PACUL) advises on the development of the Library and its role in supporting the mission of UBC, provides advice on how to maintain the Library's collections, and supports its commitment to technological advancement and innovation. Several new members were recruited to PACUL this year: Betty Bengston, Earl Dodson, Bill Gibson, Robert McNaughton, Indira Samarasekera, Michael Smith, and Richard Taylor. These new members joined continuing members Wallace Chung, Ted Dodds, Haig deB Farris (Chair), Shenoor Jadavji, Robert Sharman King, Michael Koerner, Carole Moore and Peter Ward.

Health, Safety and Security

The Library has made a concerted effort to enhance its health and safety orientation in recent years, and it continued to be a priority this year. In addition to the three sessions that are mandatory for all staff (general health and safety, emergency preparedness, ergonomics), sessions on fire safety and personal security were held. There were 25 classes in total, with 709 participants. Plans were put in place to repeat sessions each quarter as new staff members are hired. As well, a new student health and safety presentation and a supervisor health and safety workshop were developed.

Several security-related initiatives were undertaken this year. A security audit report of the Main Library was completed in June 1999, resulting in changes such as the addition of a CCTV surveillance system in Special Collections & University Archives. Several branches and divisions were re-keyed, including Special Collections & University Archives, MacMillan Library and Asian Library. A new Y2K compliant door access system was implemented in Koerner Library.



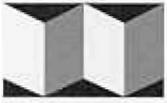
Library Facilities and Space

The need for improvements to Library space for users and collections continues to be a major concern, and several activities were undertaken to move this issue forward this year. A case statement for a University Learning Centre and enhanced Library space was developed in July 1999, in preparation for the next University capital campaign. This case statement emphasized the need for learning space and facilities that provide good environmental conditions, facilitate the installation and use of new technology and provide for collection access and preservation. A small working committee co-chaired by the University Librarian and Catherine Alkenbrack (Manager, Space Planning) was formed to identify and review Library space needs and prepare a report for the Vice-President Academic. As well, the University Librarian and Dr. Herbert Rosengarten (Chair, Senate Library Committee) made a presentation to the March 2000 Senate meeting about the Library's space needs. At that meeting, Dr. Herbert Rosengarten proposed the following motion: "That, in recognition of the crisis facing the University Library, Senate urges the University Administration to give special consideration to the renovation and upgrading of the Library's current facilities and to make the construction of new facilities a major priority in the next fundraising campaign." The motion passed unanimously.

A number of projects to upgrade existing facilities were completed during the past year. The most significant was the completion of the Asian Library renovation, which involved creating 13 new work areas for both librarians and support staff, as well as upgrading the public area on the lower level. Approximately 1,600 feet of compact shelving was added to the Asian Library. In addition, small amounts of shelving were added to Education, MacMillan,

Mathematics, Asian, and Woodward Libraries. Some planning was completed for future compact storage projects in Law, Main, Koerner, and Woodward Libraries. New security gates were installed in Mathematics, Law, and Woodward Libraries. Circulation desks in Mathematics, Law, and Woodward Libraries were altered to accommodate new equipment and improve ergonomic conditions.

A major renovation was begun in Main Library's Room 501, in preparation for the exhibition and display of the Chung Collection. The renovation involved re-locating five staff members to other locations in Main and Koerner Libraries, removing all interior partitions, re-varnishing all beams, sills, and baseboards, re-gilding the ornamental crests and hand-stencilling a tile pattern along the top of the wall. The opening of the Chung Collection is planned for the Spring of 2001.



LEARNING AND RESEARCH

The 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.

Teaching and Reference Service

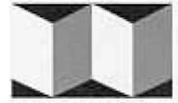
Each Library branch continued to develop teaching programs tailored to their user groups, and these were presented for the second year as the *Information Connections* program. This program was funded in part by the University's Teaching and Learning Enhancement Fund. The *Information Connections* brochure lists numerous drop-in workshops on a variety of topics, and it serves to raise faculty awareness of opportunities for including this instruction in their courses. The Library continues to seek opportunities to integrate information skills instruction into the curriculum. In order to reach most incoming students, librarians developed an

information literacy module for the first year University Writing course, in collaboration with the English Department. Ninety-eight sections attended a class in a Library computer lab, reaching almost 3,000 first year students. Other examples of such formal integration can be found in several subject areas, most notably biology, medicine and education.

The Library collaborated with several other groups on campus to support University teaching programs. Librarians facilitated several workshops for faculty and graduate students through the Centre for Teaching and Academic Growth. Human Resources' orientation and *MOST* programs included Library presentations on information resources. Training sessions on Web searching were provided to UBC alumni at the annual Alumni Day event and upon the request of the Alumni Association. A librarian developed a workshop and trained student leaders to deliver it in AMS Orientations' program for new students. The Library invited AMS Tutoring Services to use space in the Ridington Student Computer Lab in Main Library for their evening tutoring sessions, and collaborated with them to provide training on the Netinfo email service at the beginning of Winter session. In addition, an AMS Innovative Projects Fund grant to the Library was used to staff the Ridington help desk.

Web-based Learning and Access

The Library has developed online tutorials for its teaching programs for several years, but this year saw the Library's first use of WebCT, the online course tool originally developed at UBC. The Library chose WebCT as the platform for online tutorials for University Writing and for Medical/Dental Informatics because it allows tracking of student progress and is widely



used on campus. These projects provided an opportunity to establish Library modules that can be adapted for other courses in coming years.

The Faculty of Applied Science, Student Services, IT Services and the Library submitted a joint 2000/01 Teaching and Learning Enhancement Fund proposal to develop a student portal that will bring together information from a variety of campus providers. The proposal was funded, and implementation of the first stage of the MyUBC portal is planned for Fall 2000. The Library also began development of a basic digitization facility and electronic course reserve system to support online access to some course materials, and began a proof-of-concept project to pass information from this system to the portal.

The Library's Web site continues to grow both in content and significance. Faculty, students, staff and other users rely increasingly on the Web site as their starting point for accessing the Library's resources and services at any time of the day or night, whether on campus, at home or elsewhere. The site continues to point users to materials in the Library's print collection, but the significant change has been the increase in the amount of full text available online. The underlying database system used to generate dynamic Web pages for these new resources continues to be a very effective way to ensure consistency and accuracy across the site.

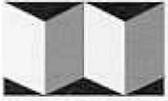
Increased use of the Library's Web-based catalogue resulted in computer response time and reliability problems this year, and these were actively addressed. In May 1999, the computer that hosted the catalogue was replaced with a larger, faster machine. At the same time, in-house development began on a replacement for the Web-based catalogue software, to address

the reliability problems and high priority functionality issues. Final programming and testing was completed by late 1999, and implementation of the new software is planned for Spring 2000.

Several improvements were introduced for remote online access, especially for the three major teaching hospital sites located off-campus. A system beyond the existing proxy server arrangement was developed to authorize access to locally mounted databases and services. This system addressed some of the difficulties faced by users on networks behind firewalls. In addition, some database licenses were extended to include non-UBC users at the major teaching hospital sites, through an agreement with three members of the Council of University Teaching Hospitals (St. Paul's Hospital/Providence Health Care, Vancouver General Hospital and Children's and Women's Health Centre).

Information Resources and Collections

The Library continued its move from the acquisitions-based, on-site resource model of collections development for all disciplines to one that emphasizes online access for specific disciplines. The major purchase of the year in this regard was a subscription to Elsevier's *ScienceDirect* service. In addition to providing access to the online equivalent of the 467 Elsevier printed journal subscriptions already available at the Library, users gained full text electronic access to over 630 additional Elsevier titles. Another subscription, with Academic Press, provided access to a smaller but just as significant set of 174 electronic journals. In both subscriptions, the titles range over many subject areas. The Library also purchased online access to *Science*, the key weekly journal in all areas of science, and the usage of it has been the highest of



all the Library's electronic journals. Numerous new online databases were also purchased, the most notable being *INSPEC* (for physics, computer science, and electrical engineering), one of the first major databases acquired by the Library that features linking to the full text of journals at selected publishers' Web sites.

The University's allocation of an additional \$1 million to the base of the acquisitions budget, a 9.7 per cent increase, helped the Library to make these advances in electronic resources and at the same time continue to develop the print collection for disciplines that still rely on it as their primary source of information. Over \$2.7 million was spent on monographs, \$300,000 more than the previous year and more than in any previous year, not taking inflation into account. Another reason for this improvement was lower net serial costs due to the previous year's serials cancellations and the strength of the Canadian dollar in Fall 1999.

Improvements were sought for monograph purchasing, a time consuming task for many bibliographers across the Library. This year nearly 40 per cent of the monograph funds was expended by means of approval plans, improving procedures for both bibliographers and processing staff. The Library continued its project of consolidating the ordering of monographs with fewer vendors, with the goal of obtaining beneficial terms and utilizing the funds efficiently. The average cost of books obtained by the Library ranged from \$37 for Asian-language books to \$144 for books in science and applied science subjects.

In addition to its acquisitions budget, the Library has access to funds generated by three endowments of \$1 million or more: the Collections Enrichment Endowment Fund, the Rodger Stanton Memorial Library Fund (funded by the Sutherland

Foundation), and the Burwell Endowment (for anthropology and sociology). Other sources of funds include smaller endowments, trust funds, and donations by various faculties and departments for specific materials. The total expended from outside the Library's acquisitions budget was nearly \$750,000.

Numerous gifts-in-kind were received this year, most notably the remarkable collection donated by Dr. Wallace B. Chung, his wife Dr. Madeline H. Chung and their family. This unique collection of rare books, manuscripts and artifacts is one of the most extraordinary and extensive of its kind in North America. It weaves together three broad, interrelated themes: the Western approach to the Pacific Northwest of North America, in particular British Columbia; the Asian experience in North America, particularly in British Columbia; and the history of the Canadian Pacific Railway Company. In total, the Chung collection comprises more than 20,000 items, ranging from ships' logs and tableware, to posters, pamphlets and personal diaries. In November 1999 the Canadian Cultural Property Export Review Board granted a special Certificate of Recognition to the Chung family, an honour bestowed only upon collections of exceptional value. For further information on gifts-in-kind, please refer to *Appendix E: Donor and Gift Recognition*.

The Library continued to co-operate with other institutions in developing its collections. With the BC Electronic Library Network, the Library acquired online access to the *Canadian Almanac and Directory*, *Canadian NewsDisc*, and the years 1887 to 1966 of *PsycInfo*. With the Council of Prairie and Pacific University Libraries, the Library acquired online access to *Investext*. To access Academic Press electronic journals, the Library joined the Ontario Academic and Research Libraries group



based at the University of Toronto. The Library subscribed to most of the titles initiated via the Association of Research Libraries' Scholarly Publishing and Academic Resources Coalition. Other collaborative initiatives were begun this year with the Canada Foundation for Innovation-funded Canadian National Site Licensing Project, and the Pacific Rim Digital Library Alliance.

The position of Assistant University Librarian for Collections was reinstated in November 1999, in recognition of the significance of the Library's collections portfolio. Janice Kreider, formerly Collections Coordinator, accepted this position. Other reorganization of the Library's structure for bibliography and collections support began in 1999/00, prompted by early retirements in the Library and the growing prominence of electronic resources. The goals of the restructuring are to centralize more of the workflow and to mainstream many of the procedures needed to support the acquisition of and access to electronic resources.

University Archives

Special grant funding received from campus sources and external granting agencies allowed the Archives to undertake two important projects this year. The first project was Phase II of the retrospective indexing of the student paper, *The Ubyyssey*. Funds for this year provided for the creation and input of over 10,000 new entries in the University Publication Index. As a result of this project, there is now a comprehensive, online index to *The Ubyyssey* for the period 1917-1953. The second project allowed the Archives to process a backlog of archival records from the President's Office.

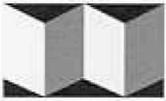
The Archives partnered with the Ceremonies Office to add complete honorary degree citations to the existing list of honorary degree recipients which had been available as part of the Archives' University history Web page (see www.library.ubc.ca/spcoll/ubc_arch/facts.html). This information is important because it provides not only a comprehensive list of all of UBC's honorary degree recipients but also illustrates clearly the reasons for which these honours were bestowed.

The Archives worked very closely with students from the Master of Archival Studies program. One student participated in a summer internship while several others completed professional experience projects in the Archives.

Throughout the year, Archives' staff continued to develop and enhance Web-based resources to disseminate information about archival holdings. The Archives has now published detailed, online finding aids to over 95% of its collections. The Archives' growing digitized historical photograph collection, consisting of over 23,000 images, continues to be extremely popular. As well, there were a number of enhancements to the historical resources Web page, where researchers can find a wealth of information about the historical development of the University.

Preservation

The Library's program of preservation microfilming was reduced in 1999, due to decreases in grant funding and markets for microfilmed materials, the funding mechanisms that had sustained the program since its inception in 1990. The emphasis of the program has turned toward the preservation of the



University's and the Library's own special materials. Microfilming projects this year included recent years of *The Ulysses* and *UBC Reports*, completing the final phase of MacMillan Library documents, *UBC Law Newsletter*, UBC theses on BC history and related subjects, *The South China Cultural Review, 1993-98*, and the third part of the Malcolm Lowry archive. Fee-for-service or marketable projects included UBC Faculty of Education major papers, *British Columbia Directories, 1955-60*, and *The New Canadian*, a Japanese-Canadian newspaper that ran from 1938 to 1948.

The Library does not have an organized program of digitization, but efforts began this year in cooperation with the Pacific Rim Digital Library Alliance (PRDLA) to identify items in our collections for digitization, as part of PRDLA's Pacific Explorations Project.

The Library's mending continues to repair books which need more prompt repair than could be obtained via commercial binders and it performs various kinds of repairs of other books, rare and not-so-rare. Mending staff also train circulation assistants who perform minor book repairs in Library branches.

Collection Use and Access to Materials At Other Libraries

Circulation activity increased eight per cent from 3.3 million transactions in 1998/99 to 3.5 million transactions in 1999/00. Given that journals in the Library do not circulate and there has been a significant increase in the amount of full text available online through Library subscriptions, these numbers represent only a portion of the use of the Library's collections.

The Library continued its efforts to facilitate access to materials not held at UBC. Pegasus, the user-initiated document delivery service from the Canada Institute for Scientific and Technical Information was improved and made more accessible with the introduction of a Web interface. Approximately 20,000 documents were delivered to UBC students, faculty and staff, primarily in science, technology and medicine. This represents an increase of 35 per cent over the preceding year. Increased access to full text journal articles online may begin to reduce this extraordinary rate of growth. Staff-mediated interlibrary loans, obtaining materials for UBC users from libraries worldwide, also increased by 15 per cent over the previous year.

Development continued on the Epixtech Resource Sharing System supporting interlibrary loan services from UBC. The new system experienced implementation difficulties, but also automated many processes formerly performed by staff and enabled new methods of user notification. Last year the Library delivered approximately 33,000 documents, primarily to other post-secondary libraries in the province, but also within specialized subject networks such as the Association of Canadian Medical Colleges.

Technology Infrastructure

The migration of the Library's 800 computer workstations to the NT operating system, a major project begun last year, was completed this year with the migration of 400 staff and specialized workstations. The project included upgrading many older workstations, providing memory or other upgrades to the remaining ones, testing and implementing the most recent versions of software, and migrating data. Systems staff provided NT orientation and basic training



sessions for all Library staff, as well as individual help.

The NT migration resulted in many benefits. It provides a more secure, robust environment for the Library's workstations and allows Systems staff to make much better use of the network to operate and maintain equipment and upgrade software. It enables the Library to provide more recent and powerful software for users and staff, and more efficient use and sharing of printers and data amongst workstations. It also supported the introduction of new services and systems such as a facility allowing a CD-ROM database to be accessed from any Library workstation via the Library's Web site.

The Library's central computing equipment continued to expand, with over 25 servers supporting a variety of local systems and operating environments. The Library's original computer for the DRA system was replaced with a faster and more powerful one, resulting in improved response time on the Web catalogue and other DRA applications. Through the BC Electronic Library Network (ELN), a third server was added to the two already in place for ELN-licensed Silverplatter databases hosted by the UBC Library.

The Library's communications network grew significantly with the addition or activation of computer ports at many locations. The main connection between the off-campus St. Paul's Hospital Library and the campus network was upgraded from a T1 connection to a 10mbps link. Many of the Library's locations have now utilized all readily available ports and new ports will require major infrastructure upgrades or the investigation of communications technologies such as wireless.

A new online teaching lab, named E-Space, was opened in Koerner Library in

Fall 1999. It was equipped as a small group teaching space with nine Sun Ray workstations using the latest Internet appliance technology. This new facility was made possible by a donation from Haig deB and Mary Farris. Haig Farris is Chair of the President's Advisory Council on the University Library, and a long-time supporter of information technology endeavours at the Library.

Bibliographic Control, Cataloguing and Ordering

Technical Services staff kept pace with the normal processing of ordering, receiving and cataloguing during 1999/00. This is an indication that the stress of the previous years' change to an integrated library system has past and that staff are skilled at using the new processing systems. Project work of various types continued during the year.

Acquisitions staff worked with fund managers to clear outdated orders, to free more funds for ordering material and prepare for automated claiming. Serial staff continued to work on serial clean-up of bound holding records; this work is now 75 per cent done. Serial order unit staff completed the work resulting from the first major serial cancellation project since the move to the new integrated library system.

Cataloguing staff continued to clear cataloguing backlogs stored in branches. Approximately 10,000 titles were catalogued from these backlogs during this year, reducing this arrearage to approximately 24,000 titles as of April 2000. Three branches account for the majority of this backlog: Asian Library at 8,200; Koerner Library at 8,300; Main Library at 7,300. The goal is to catalogue the Koerner and Main backlogs during the next year while maintaining relative currency in cataloguing new incoming material.



The first phase of the retrospective conversion of the card catalogue (recon) continued. As of March 2000, the status report for this project is: 1,029 drawers done (64 per cent); 58 drawers in process (three per cent); 520 drawers not done (33 per cent). 'First phase' means that at least a basic bibliographic record and all Library holdings are recorded in the online catalogue.

The first phase of the binding backlog clearance began at the end of this year. The Library reallocated \$20,000 additional dollars on a one-time basis to reduce binding backlogs. This allocation resulted in clearing the Science & Engineering serial binding backlog, some catch-up binding in Law and Music Libraries and a start at clearing the Life Science Libraries serial binding backlog. The Library intends to continue one-time funding as possible to clear branch binding backlogs.

The letters of agreement negotiated with the Library's top vendors were up for renegotiation at the end of this fiscal year. Agreement has been reached on the majority, with improvement of terms once again on some. Blackwell Information Services (BIS), one of the Library's major periodical vendors, sold its periodical business late in 1999/00, and the Library sought better terms on the BIS list and received them. The order unit in Library Processing Centre will be recoding order records to reflect the new vendor during the next year.

Asian specialists in the Library Processing Centre were relocated to the Asian Library during December 1999 to complete the process of unifying the Library's Asian specialists on one site.



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.

Cooperation with Other Libraries

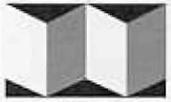
The Library has cooperative agreements with many academic libraries, all of which depend upon each other to meet the growing information needs of their communities. The Library continues to support libraries throughout British Columbia and Canada through its interlibrary lending program, and at the same time depends on libraries throughout North America and abroad for access to materials not available locally. The Library enjoys preferential pricing for documents received from the Canada Institute for Scientific and Technical Information as a result of its membership in the Council of Prairie and Pacific University Libraries. The Canadian Association of Research Libraries, of which UBC is a member, applied for and received funding from the Canada Foundation for Innovation to develop the Canadian National Site Licensing Project, which will improve access to electronic information for scholars and researchers at the 64 institutions across Canada who are participating in this project.

In 1999, the Academic Vice-Presidents of the six universities of the province expressed interest in investigating the possibilities of greater collaboration between their university libraries. Funds were made available and a consultant was hired to review past collaboration and current initiatives and issues, and to make recommendations for the future. The project was under way by the end of 1999/00, and a report will be issued by Summer 2000.

The Library is an active member of the Pacific Rim Digital Library Alliance (PRDLA), a consortium of academic libraries on the west coast of North America and the Pacific Rim. The Library will be participating in PRDLA's Pacific Explorations Project, by identifying relevant materials for digitization in Special Collections & University Archives, and in its Multilingual Gateway Project to provide a common Web gateway to PRDLA library catalogues.

Community Access to Collections

The Library's collections are open to all visitors, and materials such as those in Special Collections & University Archives are used by scholars from around the world. The Library also endeavours to make its online resources as accessible as possible, within the bounds of vendor license agreements. Although many of the Library's online resources are obtained through license agreements that restrict remote access to UBC students, faculty and staff, most of these agreements permit anyone to use the resource within the Library. This year, remote access to a select list of the Library's online resources was gained for the non-UBC staff of three UBC affiliated teaching hospitals, through negotiations with the Council of University Teaching Hospitals.

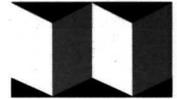


Community borrower cards are available for a fee, and at no charge for Hampton, Acadia Park and University Apartments residents and visiting scholars. In September 1999, a one-year trial agreement was reached with the UBC Alumni Association to provide community borrower cards at no charge to Alumni participating in the Alumni A-card program.

Community Discussion and Awareness

The Library has a leadership role on campus, and in the wider community, in the discussion of issues related to the sharing and preservation of knowledge. Dr. Colin Steele, University Librarian at the Australian National University, was invited to deliver the Library Lecture on October 18, 1999, titled *Darwin's Radio: Trends in Scholarly Communication*. The Faculty of Arts Library Advisory Committee and the Library worked together to organize a one-day symposium, *eLibrary@ubc: Research and Learning through Technology*, to raise awareness on campus of the opportunities and issues presented by new information technologies and the place of the Library in this changing research and learning environment. The George Woodcock Lecture organized by the Library, the Program in Canadian Studies and the Department of English, was delivered September 29, 1999 by Dr. Juliet McMaster of the University of Alberta, and titled *What Daisy Knew: The Child Writer as Voyeur*.

Keeping up with the variety of information resources and services available today is a significant challenge, and the Library needs to consider how it can most effectively communicate with users about new resources, services and opportunities. This year, the University Librarian asked UBC Public Affairs to assist with a communications review, and recommendations will be reviewed in the coming year.



FUTURE DIRECTIONS

The University has embarked on the course of becoming the best university in Canada and one of the world's finest public universities. As the 'heart' of the University, the Library is central to the University's vision for the new millennium.

The *Academic Plan* endorsed by Senate on February 23, 2000, like *Trek 2000*, is focused on supporting innovative learning-centred academic programs and outstanding research. In his introduction to the *Plan*, the Vice-President Academic and Provost stated, "Recognizing that the quality and breadth of its research and scholarly activity distinguishes UBC, the *Plan* stresses the need to recruit and retain the strongest scholars and researchers, and provide them with the infrastructure that will allow them to thrive." An outstanding research library is one of the critical elements of that infrastructure.

The Library's *Strategic Plan*, to be published in Fall 2000, will set forth the vision, mission and values of the Library in the context of *Trek 2000* and the *Academic Plan*. In addition, it will include some key strategies for the next three years to ensure that the Library continues to enhance its support for learning and research at UBC and beyond. An *Implementation Plan* detailing how these strategies will be achieved will be developed over the next twelve months.

The vision of the future that emerged from this year's user survey and focus groups was very encouraging, and helped define the direction for the Library. Users indicated that they believe that university libraries will continue to participate in the preservation of cultural heritage and act as the conduit to a vast array of resources for learning, teaching and research. Of this university in particular, users indicated that

the Library's role is central in serving the information needs of a diverse academic community of students, faculty and staff.

The depth and breadth of the community served by the Library will increase substantially over the next year. UBC has been extraordinarily successful in the second round of competition for funding through the Canada Foundation for Innovation, securing over \$68 million in funding. UBC has also been successful in the Canada Research Chairs program and will receive 160 positions over the next five years.

This success will have a direct effect on the Library. As UBC's success grows, so do the demands on the Library for more information resources and the staff to help researchers use these resources effectively. The University's support in funding the Library, an important element of research infrastructure, will be crucial to the Library's ability to meet the new demands and expectations that accompany the new programs and researchers coming to UBC.

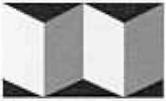
People, Learning and Research, Community and Internationalization are the foundations of the Library's *Strategic Plan*. Guided by this *Plan*, the Library will develop its resources, its staff and its contributions to the community. The Library's vision statement upholds and expands upon this theme: 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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Appendix A

LIBRARY STAFF

The Library's staff complement (including GPOF and non-GPOF budget positions) now totals 302.37 full-time equivalent (FTE) positions, including 75.33 librarians, 15 management & professional (M&P) staff and 212.04 support staff. This compares to a total of 307.61 FTE positions in 1999, and represents a net decrease of 1.7 per cent. The effect on GPOF budget positions was a decrease of 5.24 FTE to 282.24 from 287.48 FTE. Non-GPOF budget positions (cost-recovery or grant-funded) remained at 20.13 FTE. Such positions now represent 6.7 per cent of the Library's staff complement. In addition, the Library's student assistant and temporary hourly staff complement totalled 53.36 FTE positions. Of these, 3.93 FTE were funded by cost recoveries or from grants.

Long-service staff members who retired or took early retirement during the reporting period included: Young-ju Ahn, M&P, Asian Library; Jana Beran, LA 4, Catalogue Division; Manda Bose, M&P, Asian Library; Erik de Bruijn, Assistant University Librarian, Human Resources & Staff Development; Wila Busza, LA 4, Circulation Division/Document Lending; Jennifer Forbes, Bibliographer, Humanities & Social Sciences Division; Josie Lazar, Administrative Clerk, Administration; Oleg Litwinow, Catalogue Librarian, Catalogue Division; Anthony Ma, Catalogue Librarian, Catalogue Division; Gisela Mallue, LA 4, Science & Engineering Division; Ann Rowley, Catalogue Librarian, Catalogue Division; Jean Tsai, LA 4, Asian Library; Yim Tse, Reference Librarian, Asian Library; Elsie Wollaston, Reference Librarian, Woodward Library.

New appointments, extensions of appointments, or changes in appointment included: Norman Amor, extended as Preservation Microfilming and CIP Cataloguing Librarian, in July 1999, partially from funding provided by the National Library; Darrell Bailie, appointed as Manager, Facilities, Security and Health and Safety, in April 1999; Doug Brigham, appointed as Librarian/Analyst, Systems, in May 1999; Danielle Bugeaud, appointed as Catalogue Librarian (.5FTE), Catalogue Division, in March 2000; Ann Doyle, extended as Acting Head, Xwi7xwa Library, in August 1999; Patrick Dunn, extended as Acting Head, Resource Sharing Services, in October 1999; Tracy Havlin, appointed as an hourly librarian in Woodward Library, in October 1999; Janice Kreider, appointed Assistant University Librarian for Collections on a continuing basis, in September 1999; Simon Neame, extended as an hourly librarian in the Science & Engineering Division, in April 1999; Bonnie Stableford, Head, Science & Engineering Division, assumed responsibility for management of the Main Library's Circulation service, in November 1999; Isabel Pitfield, extended as part-time Coordinator, Vancouver Bibliography Project in Special Collections & University Archives, in January 2000; Lynne Redenbach, extended as Circulation Extension Librarian, in September 1999; Sally Taylor, extended as term Reference Librarian in the Woodward Biomedical Library, in June 1999; Rudy Traichel, appointed as Technical Services and Catalogue Librarian, Catalogue Division, in August 1999; Anna Wilkinson, appointed as term Reference Librarian in Special Collections & Archives and Fine Arts Library, in November 1999; Eleanor Yuen, appointed as Head, Asian Library, in April 1999. Hilde Colenbrander was granted study leave for the period September 1999 to August 2000.



Appendix B

LIBRARY STATISTICAL SUMMARY

COLLECTIONS	1999/00
Total Volumes ¹	3,941,433
Volumes Added, Net	94,918
Total Titles Catalogued	60,755
Current Subscriptions	25,966
Number of monographs purchased ²	40,165

¹ Includes net volumes added.

² Order division only – excludes Asian, Government Publications, Law, Map & Life Sciences.

SERVICES	
Total Recorded Use of Library Resources	3,679,207
Document Delivery-Copies (Internal) ³	45,620
Document Delivery-Books (Internal) ³	2,300
Interlibrary Loan-Loaned/Copies ³	41,960
Interlibrary Loan-Borrowed/Copies ³	32,560
Instruction Classes/Orientation	1,962
Number of Participants	21,457
Total Questions Answered	402,276
Research Questions	28,978
Reference Questions	201,288
Directional Questions	172,010

³ Included in Total Recorded Use of Library Resources.

STAFF (FTE)	
Librarians	75.33
Professional (M&P)	15.00
Support Staff	212.04
Subtotal ⁴	302.37
Student ⁵	53.36
Total FTE All Staff	355.73

⁴ Includes 20.13 FTE cost-recovery or grant-funded positions.

⁵ Includes 3.93 cost-recovery or grant-funded positions.

EXPENDITURES		%
Collections	11,666,649	41.73
Salaries & Wages	13,870,137	49.60
Binding	164,438	0.59
Other Operating Expenditures	2,259,511	8.08
Total Gross Expenditures	27,960,735	
Cost Recoveries	2,021,382	
Total Net Expenditures	25,939,353	



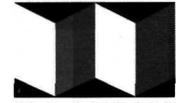
Appendix C

GROWTH OF COLLECTIONS

	MARCH 31, 1999	NET GROWTH	MARCH 31, 2000
Air Photos	1,045	0	1,045
Aperture Cards	2,589	0	2,589
Archives (metres)	3,194	106	3,300
Electronic Databases			
Locally mounted Bibliographical Databases	37	6	43
Remote access Bibliographical Databases	36	0	36
Remote access Bibliographical Databases (free)	108	0	108
CD-ROM	75	-8	67
Locally mounted Full Text Databases	51	10	61
Remote access Full Text Databases	18	36	54
Remote access Full Text Databases (free)	14	0	14
Remote access Ejournals ¹	2,888	1,812	4,700
Locally mounted Numeric Databases	833	0	833
TOTAL Electronic Databases	3,938	1,978	5,916
Films/Motion Pictures	967	0	967
Filmstrips	2,584	2	2,586
Flash Cards	908	0	908
Government Publications (unbound)	807,848	6,459	814,307
Maps	202,503	888	203,391
Microcomputer Discs	1,560	182	1,742
Microfiche (Sheets)	3,465,097	62,845	3,527,942
Microfilms (Reels)	115,564	1,392	116,956
Microprint/Microcards	1,199,350	0	1,199,350
Photographs	332,118	14,139	346,257
Pictures	67,398	0	67,398
Realia/Games/Models	5	0	5
Slides	31,983	0	31,983
Slide/Tape Shows	112	0	112
Sound Recordings-Cassettes	6,717	324	7,041
Sound Recordings-CDs	16,109	1,012	17,121
Sound Recordings-LPs	52,608	11	52,619
Subscriptions ²	24,791	1,175	25,966
Transparencies (Sets)	1,594	0	1,594
Videodiscs	12	0	12
Videotapes	8,012	736	8,748
Volumes-Catalogued	3,846,515	94,918	3,941,433

¹ There were 2,102 full text ejournals mounted as part of *Academic Search Elite* and *ABI Inform* which were not part of the 1998/99 base totals. These have now been incorporated.

² Includes print and electronic periodical subscriptions, standing orders and monographic series.



Appendix D

LIBRARY EXPENDITURES

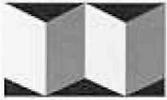
LIBRARY OPERATING EXPENDITURES

YEAR	SALARIES & WAGES	%	COLLECTIONS	%	BINDING	%	OTHER	%	GROSS EXPENDITURE
1994/95	13,663,492	55.89	8,389,284	34.32	210,068	0.86	2,183,458	8.93	24,446,302
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	49.60	11,666,649	41.73	164,438	0.59	2,259,511	8.08	27,960,735

- ◆ 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 \$289,877 in 1999/00.
- ◆ "Other" expenditures include non-recurring equipment acquisitions which vary considerably from year to year.
- ◆ The Library's GPOF expenditures for 1999/00 were 8.1% of the University GPOF expenditures.

SOURCES OF LIBRARY OPERATING FUNDS

YEAR	GPOF BUDGET AMOUNT	%	FEES FOR SERVICE INTERNAL	%	FEES FOR SERVICE EXTERNAL	%	LIBRARY FINES AMOUNT	%	TOTAL FUNDING
1994/95	23,286,079	93.15	130,992	0.52	1,202,963	4.81	377,781	1.51	24,997,815
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	92.81	159,317	0.57	1,431,005	5.08	431,060	1.53	28,144,545



Appendix E

DONOR AND GIFT RECOGNITION

DONATIONS

Once again, alumni, friends, parents of students, faculty, staff, foundations, corporations and organizations continued and increased their support of the Library. Gifts ranged from the very specific – for example, funds to purchase collected back issues of the *New York Times*, an important research resource – to the very general, such as unrestricted gifts to the Friends of the Library Fund. All gifts shared and conveyed the philanthropic spirit of donors wishing to support students, scholars and community users of the Library.

Overall in 1999/00, the Library received more than 2,200 donations, with a combined value of \$6,045,547. This represents an increase of 282 per cent in support for the Library over the previous year. Donations came in the forms of cash, gifts-in-kind (e.g. books, maps), and pledged support, which may be received over a period of years.

One gift – The Wallace B. and Madeline H. Chung Collection – clearly led the way, not only for the year, but also in the history of collections donated to the Library. This gift stands as the single most valuable donation (in financial terms) ever made to the Library. Valued in the millions of dollars, the collection's worth as a unique cultural and research resource is essentially priceless. Dr. Wallace B. Chung, former head of UBC's Department of Vascular Surgery, spent decades collecting books and ephemera relating to three interconnected themes: the Chinese experience in North America, especially Canada; the history of the Canadian Pacific Railway; and the history of British Columbia and Canada. Among the highlights of the collection is a 14-foot ship's model of the Empress of Asia, lovingly recrafted by Dr. Chung over more than 4,000 hours. In total, the collection comprises more than 20,000 items, ranging from ships' logs and tableware, to posters, pamphlets and personal diaries. In November 1999 the Canadian Cultural Property Export Review Board granted a Special Certificate of Recognition to the Chung family, an honour only bestowed upon collections considered to be of exceptional value.

In addition to the collection, Drs. Wallace and Madeline Chung and family donated funds to assist in preparing a space in Main Library for the exhibition of artefacts and other elements of the collection. Room 501 – soon to be renamed *The Wallace B. and Madeline H. Chung Collection and Reading Room* – has been restored to recapture its original appearance, dating back to the building's opening in 1925. The room is now a complement to Room 502 – similarly restored last year and named *The Suzanne Cates Dodson and Earl D. Dodson Reading Room*, in honour of these long-time friends and benefactors of the Library.

Other highlights of 1999/00 include a generous gift from Dr. Ken Spencer, which helped to push the Library Technology Endowment Fund past \$1 million, on the way to a goal of \$1.5 million. Overall, the Technology Endowment received \$231,226 in support this past year. The Technology Endowment funds technology and services to

enhance our capacity as a 'library without walls,' through delivery of resources and services online to students, faculty, staff and community users wherever they are located.

Alumni and other Friends of the Library also continued to support the Collections Enrichment Endowment Fund (Phase II). Gifts totalling \$82,510 put the endowment above \$1.2 million, heading to a \$2 million goal. The endowment generates annual income to support acquisition of electronic resources and databases, scholarly journals, and books covering the range of academic disciplines.

GIFTS-IN-KIND

Gifts-in-kind play an important role in enhancing the Library's collections by increasing the depth and breadth of our research resources and contributing to our uniqueness as an institution. Significant gifts-in-kind received in 1999/00 include:

- ◆ The Thomas Crosby and Emma Douse Crosby Fonds, 1862-1927, donated by Mrs. Helen L. Hager, comprising the correspondence of Rev. Thomas Crosby and his wife, Emma, as well as manuscripts, documents and photographs kept by the family for over a century, providing significant information on Protestant missionary work and the lives of missionaries and the First Nations people in the Port Simpson area of the North Pacific Coast;
- ◆ Dr. Max Cynader's continuing subscription to the journal *Brain Research*, which includes subscriptions to four allied research journals; these subscriptions are expensive and would not otherwise be available at the Library;
- ◆ Prof. Ron Jobe's ongoing tradition of donating extensive volumes to build the Ronald Jobe Children's Literature Collection;
- ◆ Prof. Paul Lin's gift of the *Pai Na Pen Erh Shih Ssu Shih* (The Twenty-Four Dynastic Histories), an 820-volume set originally presented to him by the late Chinese Premier Zhou Enlai, and a rich and authoritative source for the study of Chinese history;
- ◆ Mrs. Elizabeth Black's donation of the personal papers of her late husband, internationally acclaimed artist, Sam Black;
- ◆ Prof. Philip Thomas's additions to the collection of folk songs he previously donated to Special Collections.

The Library is grateful to all of the generous individuals and organizations who contributed financial support and gifts-in-kind during 1999/00. These Friends of the Library significantly enrich our information resources, and thus they enrich the learning opportunities and experiences of our students, faculty, staff and community users.



Appendix E

DONOR AND GIFT RECOGNITION

FRIENDS OF THE LIBRARY 1999/2000

The following donors generously contributed gifts between April 1, 1999 and March 31, 2000.

PRESIDENT'S CIRCLE

(\$250,000 and above)

Dr. Wallace B. Chung & Dr. Madeline H. Chung and Family

CHANCELLOR'S CIRCLE

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

Mrs. Helen L. Hager

Dr. Kenneth Spencer

LIBRARIAN'S CIRCLE AND WESBROOK SOCIETY

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

Anonymous

Mr. Ian Edward Ashdown

Dr. Charles B. Bailey

Mrs. Elizabeth M. Black

Boag Foundation Limited

Mr. W. Thomas Brown, MBE

Dr. Max Cynader

Mr. & Mrs. Charles A. Davis

Mr. J. Erik de Bruijn

Ms. Mary C. Dvorak

Estate of Mary Millicent Fallis

Dr. Margery Fee

Mr. G. Philip Fisher

Dr. Joseph A. F. Gardner, CM & Mrs. Joyce Gardner

Ms. Nina Halpern

Mr. Robert M. Hamilton

Mrs. Elizabeth Hawkins

Dr. Ken Haycock

Dr. Leonidas E. Hill

Mrs. Sandra L. M. Hodgins

Mr. & Mrs. Joseph Jetter

Dr. Ron Jobe

Mrs. Lynn Kis

Dr. Paul T. K. Lin, CM

Mr. Robert Mann

Mr. Stewart M. Marshall

Mr. Marcus Nairns

Dr. William H. New

Mr. Noel A. S. Owens

Mrs. Vera Pech

Mrs. R. Elaine Polglase

Dr. Patrick A. Powell

Estate of David W. Ridington

Dr. Robert S. Rothwell

Dr. Gunther F. Schrack

Mr. Amil Shah

Dr. O. F. G. Sitwell

Dr. H. Colin Slim

Dr. Avrum Soudack

Dr. John E. R. Stainer

Mr. Basil F. Stuart-Stubbs

Mrs. Jennie A. Tarabulus

Estate of Angela Thacker

Mr. & Mrs. Philip J. Thomas

Treehouse North Productions

Mr. Tom Tronsgard

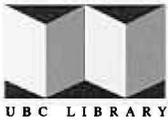
Vancouver Foundation

Vancouver Historical Society

Mr. Bryce Waters

Mr. E. Wallace Whiteside

We have made every effort to ensure the accuracy of this list of donations received between April 1, 1999 and March 31, 2000. Please direct any inquiries to the Library Development Officer 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. They have been particularly helpful in meeting the tremendous demand for library instruction in new technology, which involves both staff resources and equipment. Benefits from successful applications during 1999/00 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.**

\$16,000 to support reference assistance in the life sciences.

BOAG FOUNDATION.

\$2,500 for the Dave Barrett Papers project.

CANADIAN COUNCIL OF ARCHIVES.

\$4,911 for the Control of Holdings program – President's Office Records project.

\$3,470 for the Lowry Collection microfilming project phase 3.

DEPT. OF CANADIAN HERITAGE.

YOUNG CANADA WORKS IN HERITAGE INSTITUTIONS.

\$6,523 for the *Ubysses* indexing project.

NATIONAL LIBRARY OF CANADA.

\$58,000 in continued support for the Cataloguing-in-Publication program.

RODGER STANTON MEMORIAL TRUST FUND.

\$5,770 for books on surgery, gynaecology and obstetrics.

UNIVERSITY OF B.C.

ACADEMIC EQUIPMENT FUND.

\$129,000 for expansion of the digital library.

UNIVERSITY OF B.C. ALMA MATER SOCIETY.

INNOVATIVE PROJECTS FUND.

\$5,000 for the Mapping Data on the Web project.

UNIVERSITY OF B.C.

CAMPUS PLANNING AND DEVELOPMENT.

\$5,507 toward replacing the Woodward Library security gates to improve access for disabled patrons.

UNIVERSITY OF B.C. MINOR CAPITAL FUND.

\$80,000 to upgrade electrical and communication service support in the Main Library.

UNIVERSITY OF B.C. TEACHING AND LEARNING ENHANCEMENT FUND.

\$50,000 for the Information Connections program.

VANCOUVER HISTORICAL SOCIETY.

\$4,300 for the Vancouver Bibliography project.



Edited by

Martha Whitehead

Design & Production by

UBC Library Graphics

Published by

The University of British Columbia Library

1956 Main Mall

Vancouver, BC V6T 1Z1

www.library.ubc.ca

November 2000

