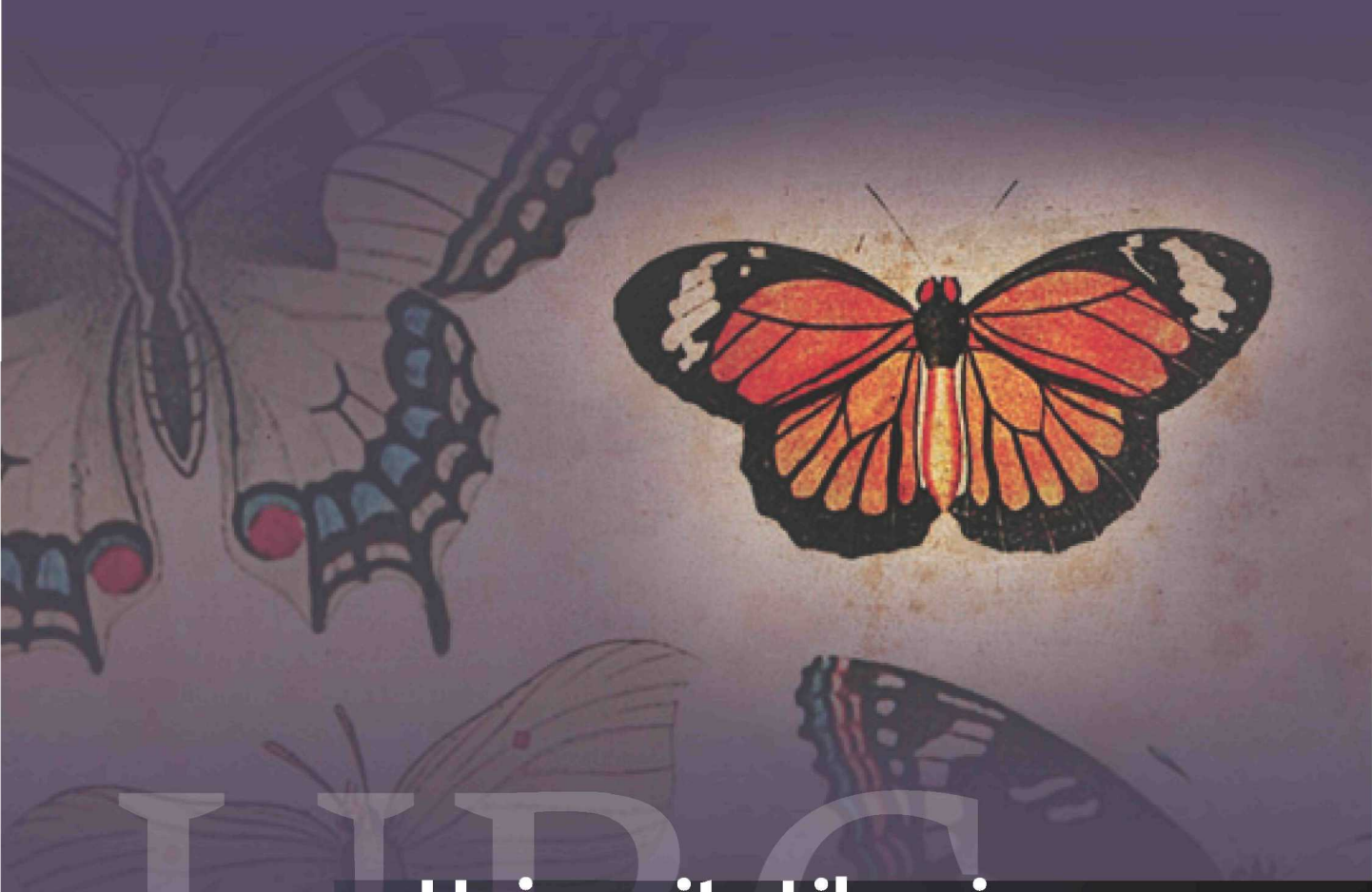
UBC LIBRARY

2009-2010



Report of the University Librarian to the Senate

UBC LIBRARY

a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

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Cover Image: *"Butterflies," from* Allgemeîne Naturgeschichte für alle Stände.

Dear readers *and lovers of libraries: welcome to the 2009/10 Report of the University Librarian to the Senate. I am pleased to bring you up to date on another eventful year for UBC Library.*

Ingrid Parent
University Librarian

This reporting period has been defined by some big steps and promising developments. Most notably, in the fall of 2009, the Library began to formulate a new strategic plan. A steering committee helped lead the process, and gathered input from staff, faculty and many other key stakeholders.

The result is a blueprint for UBC Library that will guide the institution for the next five years (http://strategicplan.library.ubc.ca), as well as a document that aligns with *Place and Promise,* the strategic plan for UBC as a whole (http://strategicplan.ubc.ca). The Library's plan features five strategic directions, all of which will be critical to our organization's short- and long-term successes (for more information, please see page 06).

Here, I want to focus briefly on one of those directions – Manage Collections in a Digital Context. Since my arrival at UBC Library in July 2009, the digital agenda has been one of my top priorities. To that end, a new position was created for the Library, entitled Director of Digital Initiatives. The successful candidate for this role will develop and oversee UBC Library's digital strategy and ensure that one of the leading academic libraries in Canada continues to thrive as a 21st-century institution. In addition, the importance of our digital efforts is illustrated in a new Senate Report appendix that is entitled "The Digital Library" (for more information, please see page 25).

Of course, this was also the Olympic year for British Columbia and for Canada, and UBC and its Library eagerly participated in events to mark this historic occasion. The Library was one of the key players in the Olympic Legacy Exhibit, while cIRcle – UBC's digital repository – preserved UBC's intellectual output related to the Games.

Since 2009, I have also served as the President-elect for the International Federation of Library Associations and Institutions (IFLA), which serves as the global voice of the library and information profession. It is an honour to be part of this important association, and to make linkages with UBC and other Canadian institutions. I look forward to continuing to serve IFLA in 2011, when I become its President for a two-year term.

Enjoy the Senate Report, and please let me know if you have comments or questions about UBC Library and the Irving K. Barber Learning Centre.

Ingrid Parent
University Librarian

***UBC Library** commits to being a respectful, healthy environment that encourages leadership, collegiality, diversity, individual growth and opportunity.*

PEOPLE

UBC students in front of the Administration building, 1953.

Leadership

As the Library's new strategic plan developed, two Associate University Librarian (AUL) roles were reconfigured, resulting in the AUL, Library Systems and Information Technology role focusing exclusively on technology. Meanwhile, the AUL, Collections role assumed Library Technical Services.

A full-time continuing position was created for a Director, Library Digital Initiatives to provide stewardship and leadership for the Library's digital strategy and infrastructure.

A Director, Library Communications and Marketing position was created to provide direction for activities including strategic planning and implementation, media relations, and internal and external communications.

Students and sculptures on the Library lawn, 1957.

Training and Development/Health and Wellness

The continued work of the Library Assistant Think Tank was a priority. Thirteen Library Assistants met to identify issues and recommend actions. Four areas of focus were identified: foundational skills, position-specific skills, professional and personal skills, and communication.

Bronwen Sprout was this year's recipient of the Diana Lukin Johnston Award, which supports training and education for professional librarians. The Suzanne Dodson Award, established to encourage the development of professional skills for Library Assistants, was awarded to Lorne Madgett. The UBC Library Employee Excellence Award was presented to Sara McGillivray, the Financial Processing Specialist.

UBC Library received funding, used jointly with three other University departments, to support healthy workplace initiatives. More than 100 Library staff participated in the events.

Students' evolving needs *demand that we deliver a responsive, integrated program of services and create exceptional learning and research environments.*

LEARNING & RESEARCH

A view from the Chapman Learning Commons at the Irving K. Barber Learning Centre.

During 2009/10, Library staff answered 171,587 questions in person, by telephone, by e-mail or as part of the AskAway program, a virtual reference consortium of B.C. libraries. On the UBC Vancouver campus, Koerner Library and the Irving K. Barber Learning Centre are the busiest branches, handling about 54% of information services. UBC Okanagan Library accounts for 10% and virtual reference services account for about 9%.

Library staff presented 1,354 sessions on resources and services to 34,055 students, faculty and non-Library staff. More than 10,156 students and faculty from the arts, humanities and social sciences attended Library classes on information literacy. Meanwhile, more than 10,538 from the professional schools (business, education, law), and more than 8,766 from the life sciences/sciences disciplines also attended. In addition, more than 3,521 students enrolled in Vista classes (previously WebCT). At UBC Okanagan, more than 4,595 students attended classes in the Library.

In-person Library visits totalled more than four million in 2009/10, including visits to the Learning Centre. More than 729,000 visitors used Koerner Library, nearly 621,000 used UBC Okanagan Library and nearly 535,000 used the Learning Centre (excluding the south entrance, which does not feature a gate counter). Virtual visits to the Library's website totalled nearly 6.4 milllion.

Strategic planning

UBC LIBRARY STRATEGIC PLAN
2010 - 2015

We live in an age of convergence – with technology driving connections that link people and ideas in unprecedented ways. In this dynamic environment, research libraries are poised to redefine themselves and the way they create, access and preserve knowledge.

At UBC Library, we accelerate the research process through our collaborations with faculty and students. We promote scholarly expression by championing open access and other initiatives that bring the world's knowledge to UBC, and connect UBC's knowledge to the world. At the core of all we do is our commitment to user-centred service that advances teaching, learning and research excellence.

The Library, and the expertise vested within it, must both lead and adapt to face the challenges posed by our information-intensive age. Over the next five years, we will continue to develop our digital collections, and safeguard the knowledge legacies of the past, while ensuring accessibility for the future. We will harness new tools for information creation and discovery, and configure our services and spaces to meet our users' needs. We will encourage lifelong learning among the people of British Columbia and beyond, through the Library and the Irving K. Barber Learning Centre's innovative programming.

These are the pillars of our evolving strategic plan, informed by UBC's Place and Promise, and the views and needs of the diverse communities with whom we share resources and expertise. We invite you to engage with the Library as we work towards realizing the goals and commitments required to remain a top-fourth American research library in the 21st century.

Ingrid Parent
University Librarian

MISSION
UBC Library advances research, learning and teaching excellence by connecting communities, within and beyond the University, to the world's knowledge.

VISION
We are a globally influential research library, inspiring knowledge creation, exploration and discovery.

VALUES
UBC Library values:
- service excellence
- intellectual freedom and the pursuit of knowledge
- collaboration with campus and community partners
- stewardship of collections and institutional resources
- innovation, creativity and risk-taking
- an open, inclusive, respectful work environment
- opportunities for leadership and individual growth throughout the organization

Shortly after Ingrid Parent arrived in the summer of 2009 as UBC's 14th University Librarian, she began to pursue a new strategic plan for the Library. The timeframe was tight – a five-year plan was to be completed within just a few months, in order to support *Place and Promise*, the strategic plan for UBC as a whole (see http://strategicplan.ubc.ca for more information).

Work began in fall 2009, led by the Associate University Librarian for Planning and Community Relations, and a 16-member strategic plan steering committee. This committee held focus groups and invited written input from many contributors, including Library staff, UBC faculty, departments and Deans, students, community members and several provincial library groups.

UBC Library's plan features five strategic directions.

The resulting plan features five strategic directions: Enhance Student Learning; Accelerate Research; Manage Collections in a Digital Context; Engage with Community; and Create an Exceptional Work Environment. Like any plan, the Library's strategic plan is a "living document" – a flexible guide that will be updated periodically to reflect changing needs. For more information, see http://strategicplan.library.ubc.ca; for more on the goals for the next two years, please see page 21.

LibQUAL and Assessment

In March, UBC Library completed its third LibQUAL survey, which assesses user satisfaction at the Library's Vancouver branches (UBC Okanagan Library has conducted two separate LibQUAL surveys).

Responses were received in equal numbers from respondents in the sciences and non-sciences, with a gratifying response rate from undergraduates, graduate students and faculty members.

Many of the findings were encouraging. Respondents gave the Library a rating of 81% in terms of overall quality of services, and an even higher grade for courteous services and knowledgeable staff. Respondents were satisfied with the way they are treated by staff, and pleased with how the Library enables them to be more efficient in their academic pursuits. The percentage of respondents who use the Library in-person has remained about the same as in 2007, but the frequency of use decreased slightly due largely to enhanced access to e-resources.

Respondents continued to express concerns, however, about remote access from home or office, and noted issues with navigating the Library website, finding e-journals and e-books, and wayfinding inside Library buildings. The Irving K. Barber Learning Centre has become a popular space for study and socializing, but respondents are concerned about overcrowding and the lack of quiet space for individual study.

As in previous surveys, a number of collection gaps were identified, and additional print and electronic materials were requested. Gaps in access to new equipment and easy-to-use tools were also cited.

Theme teams – focusing on access, collections, customer service, space, and teaching and learning – will recommend steps to address the issues raised in the LibQUAL survey.

Okanagan Campus

The Okanagan campus and its Library continue to expand.

Growth dominated the Okanagan campus in 2009/10. The Meekison Student Centre opened in the fall, enrolment grew by 10% to more than 6,100, and visits to the Library grew by almost 15%.

There were space deficiencies across campus, including the Library. Though the Student Centre launched the "collegium" model and introduced several informal lounges and kitchens for commuting students, these new spaces failed to alleviate the Library's acute space shortage. The Library responded with interim solutions by extending weekend hours, offering late-night exam hours and installing sound-dampening ceiling tiles to absorb noise.

Expanding the Library's space has become a priority for the President and Deputy Vice-Chancellor. In December, the Library received executive approval for a capital expansion. Planning began in earnest in the winter term and fundraising tops the agenda for the upcoming year.

Strategic planning at the Library mirrored the efforts of UBC's *Place and Promise*, the Okanagan campus's *Strategic Action Plan* and UBC Library. Key areas for the Okanagan Library include enhancements to the student experience, service delivery, collections (especially digital works) and space.

Planning for a single-service point got underway with a visit to the University of Alberta, which has implemented an innovative model. Meanwhile, two nursing students conducted an environmental survey of their student peers within the Library. The Library's "Green Team" has amassed a lengthy list of achievements and become a model for sustainability and collaboration on campus.

Open Access Week was celebrated with an event dedicated to faculty publications in open access journals. The well-attended session seeded the concept of a Centre for Scholarly Communication for the Okanagan campus that promises to receive approval in 2010/11.

Information Resources and Collections

UBC Library continued to add a broad range of resources to its holdings. The Library's physical collections include more than six million volumes, more than 845,000 maps, audio, video and graphic materials, and nearly 5.3 million microforms. In addition, 4,000 books that had gone missing for various reasons were replaced during this past year.

The transition of traditional print titles to online has vastly improved access to resources and services. Last year the total full-text journal usage exceeded seven million downloads, demonstrating the reach and appeal of Library e-collections. For a comprehensive listing of the Library's physical and digital holdings, please see Appendices B, C and D (pages 24-26).

Last year, the Library spent more than $10 million on e-resources. Some notable digital acquisitions include:

- A complete collection of more than 15 modules from the Adam Matthew collections;
- Center for Research Libraries World Newspaper Archive;
- Ethnographic Video;
- GREENR online resource (Global Reference on the Environment, Energy and Natural Resources, funding provided by UBC Okanagan Library);
- Henry Stewart Talks – The Biomedical & Life Sciences Collection;
- IBISWorld market research;
- JSTOR Arts & Sciences VIII Collection;
- MINT Global/ORBIS, which provide information on public and private companies;
- National Index to Chinese Newspapers and Periodicals;
- Oxford Handbooks Online, funding provided by UBC Okanagan Library.

UBC Library engaged a new vendor, YBP Library Services, to supply print and electronic monographs for English-language materials.

cIRcle

In *Place and Promise,* UBC's strategic plan, one of the action items under the commitment of Research Excellence is to "Develop a campus strategy for making UBC research accessible in digital repositories, especially open access repositories." UBC Library is proud to note that cIRcle, its open access digital repository (https://circle.ubc.ca) continues to expand. Indeed, the collection grew to about 22,000 items from about 5,000 during the past year.

Other cIRcle highlights include:

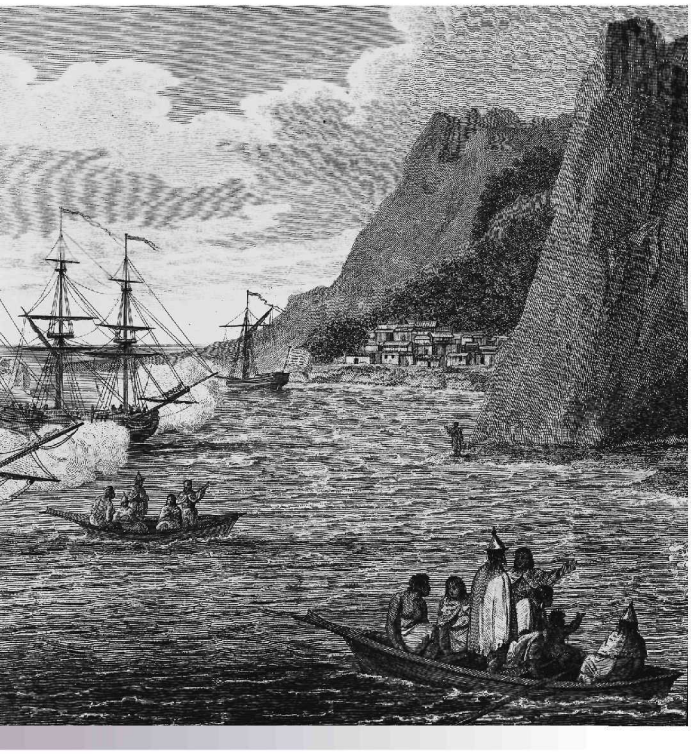
- UBC and the 2010 Olympic and Paralympic Games collection;
- Outstanding student research, including more than 100 SEEDS Student Reports via the Campus Sustainability Office;
- Vancouver Institute lectures (270 audio recordings, the earliest from 1940, digitized by University Archives);
- B.C. Mine Reclamation Conference, 1977 to current (nearly 600 conference papers, uploading and metadata creation thanks to Technical Services staff);
- Atlas of British Columbia (1979 out-of-print edition from UBC Press);
- *Human adaptations on Cedar Mesa, Southeastern Utah* (an unpublished monograph by an Emeritus Professor from the UBC Department of Anthropology and external co-authors).

A major technical upgrade of cIRcle's software resulted in enhanced statistics about usage, an audio-visual streaming service, the ability to embargo items and more.

Rare Books and Special Collections

Rare Books and Special Collections (RBSC) loaned Jack Shadbolt manuscripts to the Belkin Gallery for an exhibition, and also loaned an exceptional set of Renaissance books for the exhibition of Leonardo da Vinci's anatomy sketches at the Vancouver Art Gallery.

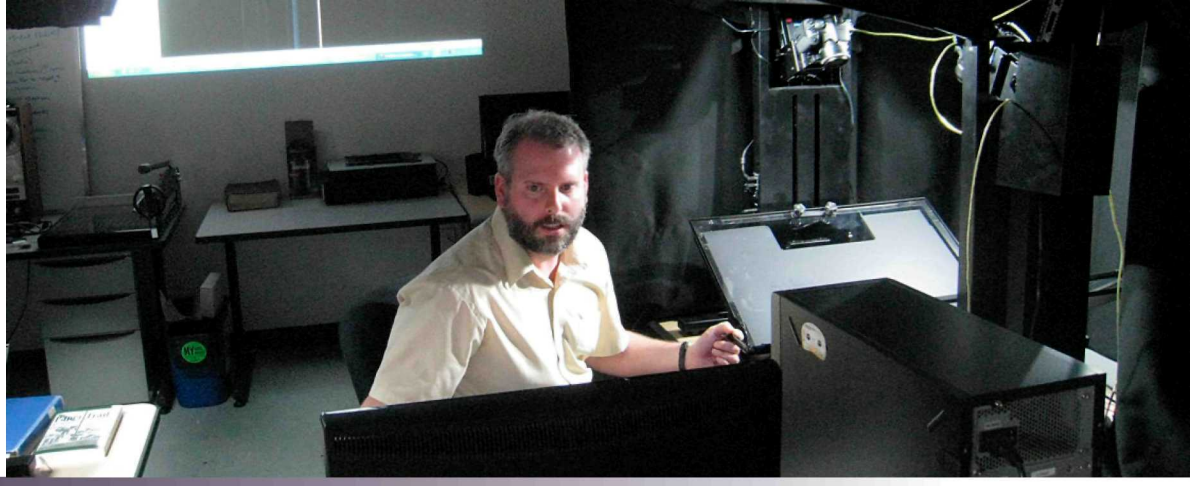
In July RBSC presented "Malcolm Lowry: an Exhibition to Celebrate his Centenary" in conjunction with an international Malcolm Lowry Conference. It also led a project along with Yosef Wosk, the Vancouver philanthropist and scholar, and Mark Vessey, the Principal of Green College, to better understand the "Bible in B.C." A series of speakers from across Canada addressed issues related to the transmission of Christian religious texts into First Nations languages in B.C. One practical result was to increase the Library's knowledge of the origins and practices of the 14 mission presses that have operated in British Columbia. Their publications are probably the most elusive of B.C. publications, and many remain uncollected.



"Canoes," from the Chung Collection's volume documenting Captain James Cook's travels along the Northwest Coast from 1776 to 1780.

RBSC purchases included a significant archive of Doukhobor material that includes 750 manuscript pages; a number of printed and manuscript maps of B.C. dating up to 1849; the manuscript of the first transactions of the "British Columbia Medical Society –1885"; letters concerning the capture and release of the crew and passengers of the sloop Georgiana by the Haida in 1851; an important collection of 30 manuscripts from the Cariboo Gold Rush of 1858, including documents on the B.C. and Victoria Steam Navigation Company; and an outstanding collection of early and rare letterheads and receipts from Victoria businesses dating from 1856 to the 1880s.

For details on gifts in kind, please see the Friends, Donors and Alumni section on pages 15 and 16.



The digital agenda remains a top priority at UBC Library.

University Archives

University Archives added about 31 metres of textual material, almost 5,000 photographic images, 648 audio tapes and 1,625 video recordings. In addition to the corporate records of the University, prominent acquisitions included the papers of Canadian actress and UBC alumnus Joy Coghill, world-renowned environmentalist and former faculty member David Suzuki, and material from the award-winning documentary *Manufacturing Consent: Noam Chomsky and the Media.*

Archives staff also oversaw the development or continuation of a number of digitization projects, most notably the UBC Retrospective Theses project. The goal of this project, which began in summer 2008, is to provide online access to about 33,500 UBC theses and dissertations submitted by graduate students from 1919 to 2007. During 2009/10, three million pages were scanned and almost 18,000 titles were added to cIRcle.

Scholarly communications

UBC Library hosted the First International Open Access Week event, an initiative of the Scholarly Publishing and Academic Resources Coalition. The week's events focused on three themes: Open Access Around the World, Surfacing UBC Scholarship and Journal Publishing. UBC will also participate in the global Open Access Week event in 2010.

The Innovative Dissemination of Research Award, established by the Library in January, honours UBC faculty, staff and students who expand the boundaries of research with the creative use of new tools and technologies. The inaugural award, which included a certificate and $2,000, was given to Michael Brauer, a Professor at UBC's School of Environmental Health. Brauer led a team that developed the Cycling Metro Vancouver Route Planner, which integrates and disseminates research via a user-friendly Google Maps interface. This tool is part of the Cycling in Cities program, based at UBC's School of Population and Public Health and the School of Environmental Health.

In March, the Library collaborated with the Provost's Office, UBC Press and UBC IT to host the Canadian University Publishing in a Digital Age symposium.

Technology Infrastructure

This year began with planning for the move of Library Systems and Information Technology (LSIT) and Technical Services out of the Library Processing Centre (LPC), where these units had been housed for decades. This undertaking involved moving more than 60 staff, along with equipment and large amounts of Library materials. Technical Services relocated to Woodward Library, and LSIT moved to the Irving K. Barber Learning Centre.

Technical Services worked with the social-bookselling enterprise, Better World Books, to redirect collections. It also arranged to digitize approximately 5,200 pre-1935 titles with the University of Toronto. Another group of high-demand materials was transferred to the appropriate branches or the automated storage and retrieval system in the Learning Centre.

LSIT continued implementing a search application called Primo. A beta version was implemented for the fall term and an improved version was released in January. The unit also participated in testing with Ex Libris, the vendor for the Library's Voyager integrated library system. A migration to a new operating environment is expected by mid-summer 2010.

LSIT continued to collaborate with UBC IT as it began restructuring. The Library unit was involved in a campus-wide IT working group and other projects, including planning for course management and emergency responses.

LSIT helped secure the services of Bayleaf Software to conduct the redesign and implementation of the new Chung Collection website (http://chung.library.ubc.ca).

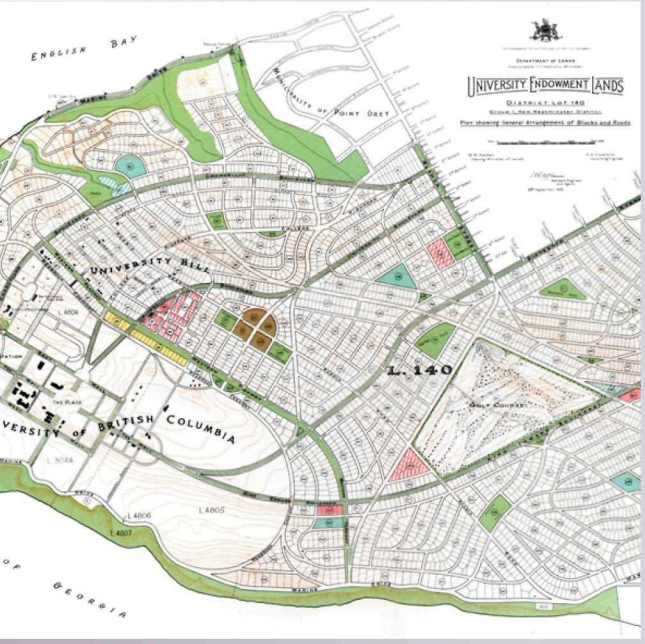
In conjunction with UBC IT and Medical IT, LSIT began a project to evaluate a replacement for the Library's aging remote-access service. It was decided to implement EZproxy, a program that requires nothing from the user except authentication.

LSIT and UBC Library joined the B.C. Libraries Cooperative as observers for an ongoing project that involves implementing Evergreen – an open source integrated library system – throughout the province.

Digital signage expanded into areas including the Asian Library and the Learning Centre's exhibition space. In conjunction with UBC IT and the Office of Public Affairs, LSIT is participating in the testing and implementation of a proposed campus digital signage service.

***Through** local, national and international collaboration, UBC Library and the Irving K. Barber Learning Centre exchange perspectives, expertise and resources with diverse communities.*

COMMUNITY & INTERNATIONALIZATION



University Endowment Lands map, 1926.

Community Access

UBC Library and the Irving K. Barber Learning Centre continued to offer a wide range of community programs. The Library is involved with many community groups, including the Chinese Canadian Historical Society of B.C., the Alcuin Society and other libraries, archives, museums and school boards.

The Olympic year presented an excellent opportunity for UBC Library. The Olympic Legacy Exhibit featured an array of images and documents that focused on UBC's sporting history, with exhibits of medalled athletes, athletes-turned-scholars, UBC research, influential alumni and sports teams, and multicultural traditions. Material was provided by University Archives, Rare Books and Special Collections, Public Affairs, Musqueam Indian Band, cIRcle, and Athletics and Recreation.

The cIRcle 2010 Olympics Project showcased and preserved UBC's intellectual output related to the Olympic and Paralympic Winter Games. This project runs until the end of March 2011 and is co-ordinated by the cIRcle 2010 Olympic and Paralympic Project Librarian. Its preservation aspects are notable – a number of the materials are solely available through cIRcle.

The Asian Library celebrated its 50th anniversary in March and hosted more than 150 supporters, including Emeritus librarians, professors, students, staff and dignitaries. A database documenting the history of the Asian Library was launched, and the inaugural Peter Ward Prize was awarded to

UBC student Alan Lau for his essay about the Asian Library's impact on his work. Two significant collections – the Pang Jingtang from Mainland China and the Ron Bik Lee Papers – were also donated.

The popular Robson Reading Series, which hosts emerging and award-winning Canadian writers, continued at UBC's downtown campus as part of the Cultural Olympiad. The series also visited the Irving K. Barber Learning Centre, which in turn helped bring the event to other B.C. locales. For example, Patty Gully read at the Prince George Public Library and Lee Henderson appeared at Courtenay's Vancouver Island Public Library.

The Library once again participated in the Word on the Street festival – an event that highlights literacy and the written word – to showcase programs and provide free community cards.

Partnerships

UBC Library continued as a member of the British Columbia Electronic Library Network (B.C. ELN), the Council of Post-Secondary Library Directors, British Columbia, the Electronic Health Library of B.C., the Canadian Association of Research Libraries (CARL), the Association of Research Libraries (ARL), the Center for Research Libraries, the Council of Prairie and Pacific University Libraries (COPPUL) and other consortia. The Library is also a member of the B.C. Libraries Cooperative, which promotes collaboration among academic, public and school libraries. Management retreats were held with Simon Fraser University, the University of Victoria and the University of Northern British Columbia as part of the B.C. Research Libraries Group.

International Initiatives

UBC Library and the Irving K. Barber Learning Centre hosted many international visitors. A high note came when the Emperor and Empress of Japan visited UBC in July and attended the Asian Centre, which houses the Asian Library. UBC Library also welcomed a delegation from the Japanese Association of Private University Libraries, and a visit from the Latvian ambassador and the Latvian Minister of Education and Science.

Asian Library staff met with Chinese-Canadian community groups from Taishan and Zhongshan counties in China to match names recorded in the Register of Chinese Immigrants. It continues to work with the Genealogy Society of Utah to digitize more than 5,600 pages of Chinese clan association publications.

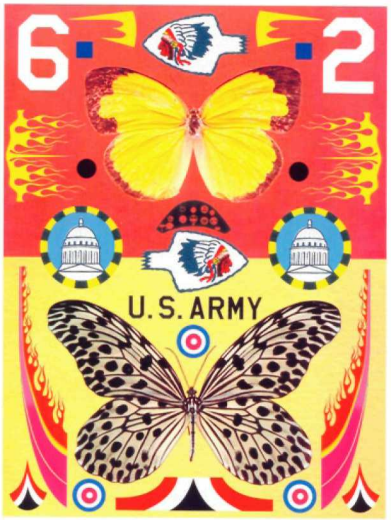
International delegates were hosted from several countries to learn about Canadian library services. In June 2009 the Library and Learning Centre collaborated with the Open University in the UK, Athabasca University and Thompson Rivers University to host the Second International M-Libraries Conference, which focused on the use of mobile technologies and drew more than 150 delegates.

Friends, Donors and Alumni

UBC Library and the Irving K. Barber Learning Centre benefit greatly from the generosity of donors, who provide valuable funding for many purposes and gifts-in-kind that enhance collections. The Library and Learning Centre are grateful for the 1,631 gifts received from dedicated friends, donors and alumni during this reporting period. Valued at $2,990,912, these included cash donations, pledges and gifts-in-kind made to various endowments and projects. Below are some highlights of donations received during fiscal 2009/10.

Douglas Coupland

Douglas Coupland, the renowned Canadian author, internationally recognized visual artist and cultural icon, generously donated his personal archives to UBC Library. The archives consist of 122 boxes and feature about 30 metres of textual materials, including manuscripts, photos, visual art, fan mail, correspondence, press clippings, audio-visual material and more. Coupland plans to add further material to the archives in the future.



"Collage," one of the fascinating items from Douglas Coupland's archives.

Patricia Richardson Logie

Chronicles of Pride, a collection of 31 First Nations portrait paintings, was generously donated by artist Patricia Richardson Logie. The oil and pastel paintings feature portrait studies of contemporary Canadian First Nations individuals including actress Margo Kane, the 2009/10 Aboriginal Artist in Residence in UBC's Department of Theatre and Film; Judge Alfred Scow, the first Aboriginal to graduate from UBC Law; singer, dancer and storyteller Dorothy Francis; Senator and UBC alumnus Len Marchand; and Nisga'a Chief James Gosnell.

In November, UBC Library held a standing-room only event at the Learning Centre to celebrate the donation and honour Richardson Logie and her family. University Librarian Ingrid Parent also announced the Richardson Logie Chronicles of Pride Fund, which will help promote and maintain the collection.

David Drazin Croquet Collection

Dr. David Drazin donated his personal croquet collection, which includes approximately 2,000 items, such as journals, pamphlets and books. The collection complements the Arkley Croquet Collection, an art collection donated to UBC Library by Tremaine Arkley in May 2008.

Gifts in Kind

Gifts in kind are vital for the development of UBC Library's collections. A collection of 183 books on the history of Canadian banking from David Bond enriched existing print holdings on this subject in Rare Books and Special Collections (RBSC). RBSC also received a fine collection of 140 Baedeker guidebooks from Donald Ourom and the first part of a collection of rare Canadian Arctic printing by Wil Hudson, who was instrumental in teaching printing methods to the Inuit at Cape Dorset.

RBSC welcomed the Mike Apsey fonds on the B.C. forest industry and an addition to the Keenlyside Fonds on B.C.'s legal history.

A linocut entitled Flower *by B.C. artist George Kuthan.*

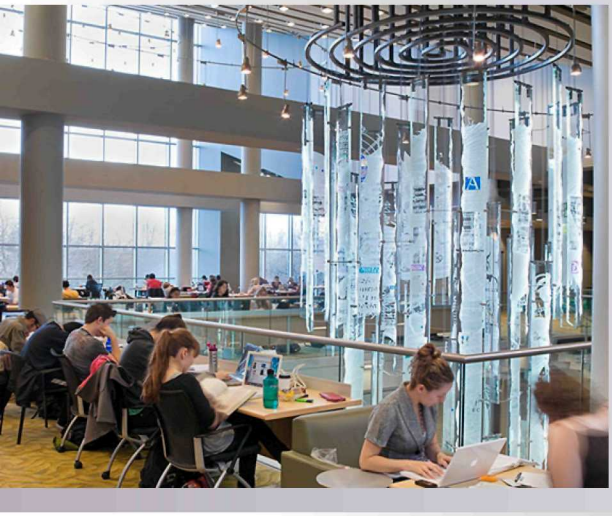
UBC Library Vault

This was another productive year for the UBC Library Vault, an online gallery that features exceptional images from UBC Library's rare and special collections.

The Vault now features more than 500 unique images on its website, a milestone for the project since launching a few years ago. In 2009, the Vault launched a companion service that allows virtual access to all images from select titles on the Vault site. These include digitized engravings, illustrations, copper plates, hand-painted manuscripts and more.

In September, the Library launched its Canvas Treasures initiative, which features select Vault images on large-scale giclée prints that are accompanied by in-depth descriptions.

***The Irving K. Barber Learning Centre** reflects the dedication of its founders and the people of British Columbia to continue to reinvest in the future of the province by supporting and enhancing the environment for learning.*



A centre of lifelong learning for students at UBC and beyond.

The Irving K. Barber Learning Centre's role as a focal point on campus was reinforced through increased building use, events that forged on-campus community, new programs and services in the Chapman Learning Commons, and additional work and study spaces. In addition, the Learning Centre Gallery served as a site of inspiring art and dialogue, with exhibits including *Antarctica: Passion and Obsession, Taiwan Sublime* and more.

As ever, the Learning Centre is thankful for the ongoing financial support of the Province of British Columbia and UBC. It was also fortunate to receive a significant donation from the Sutherland Foundation for community engagement initiatives. Meanwhile, the Moss Rock Park Foundation provided generous support for a community newspaper digitization initiative.

Automated Storage and Retrieval System

UBC Library is the first Canadian library to install an automated storage and retrieval system (ASRS), which began operating in June 2005 and has a capacity of more than one million volumes. It features four robotic cranes that rapidly retrieve steel bins, filled with books and other items, from a racking system measuring about 45 feet high, 60 feet wide and 160 feet long. The ASRS received more than 29,000 requests for items this year, an increase of about 3,000 over the previous year.

Community Engagement

The Learning Centre is dedicated to meaningful exchange with B.C. communities – in particular, rural and remote communities. To that end, the Learning Centre established the Advisory Committee on Community Engagement. The advice and feedback received from the committee helped determine the following priorities: rural and remote economic development, rural and remote K-12 engagement, and research mobilization.

The following includes some examples of the way that the Learning Centre engaged with B.C. communities in 2009/10:

- The Learning Centre continued its commitment to the B.C. History Digitization Program. This initiative, launched in 2006, provides matching funds to help organizations such as libraries, archives and museums convert items (including images, sound or print materials) into digital files that can be accessed around the world. The fourth round of successful applicants featured 25 projects that received funding – including the first out-of-province grant for the United Church of Canada, headquartered in Toronto. This project involves digitizing visual and documentary records related to Methodist and United Church missions in B.C. Other projects involve the digitization of photos and local newspapers. Since the digitization program's inception, 77 projects throughout B.C. have been awarded total funding worth more than $650,000.

The Irving K. Barber Learning Centre will be not only a focal point of education for students and teachers at UBC but will also support lifelong learning by people throughout B.C. and the world. It will enable them to work effectively together in continuing to build a better British Columbia through the sharing of knowledge and experience.

From The Irving K. Barber Learning Centre Statement of Purpose and Charter of Principles

- The Learning Centre worked with the First Nations Technology Council and three First Nations communities – Heiltsuk, 'Namgis and Ktunaxa – to start planning a project that involves managing First Nations heritage information in a digital context.

- The Learning Centre's Assistant Director, chaired the B.C. Digitization Coalition, a partnership of cultural organizations that is developing a provincial digitization strategy. The Learning Centre committed to hiring a Community Digitization Co-ordinator to assist the coalition and manage community digitization initiatives.

- The Learning Centre was an integral part of an innovative community service-learning project, and provided the bulk of its first-year funding. This pilot, which also involves the Sauder School of Business and the UBC-Community Learning Initiative, connected 74 business students with rural entrepreneurs to help with business planning. In exchange, students have the opportunity to learn from business people and non-profit leaders and apply their knowledge in real-world situations. Seventy-four students undertook 22 projects in Courtenay, Campbell River, Terrace and Atlin.

Campus community

In 2009/10 the Learning Centre hosted many exciting campus and community events, including:

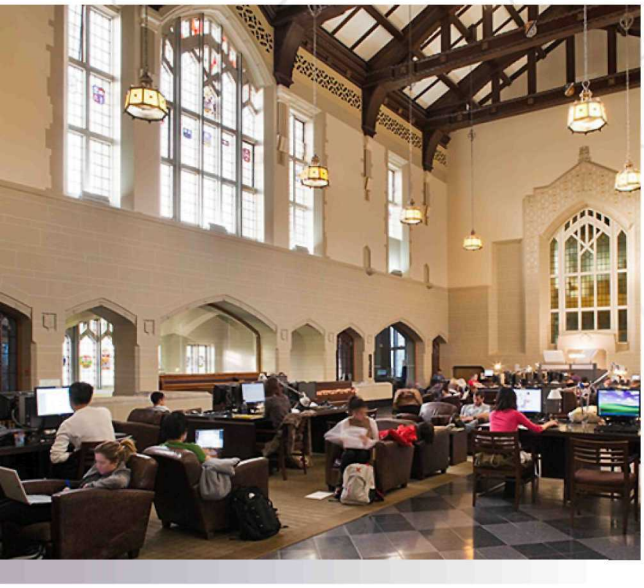
- the Vancouver Secondary School Crossroads Conference;
- Celebrate Learning Week;
- Celebrate Research Week;
- the Multi-Disciplinary Undergraduate Research Conference (MURC);
- the mLibraries conference;
- a symposium on Canadian university publishing;
- the eLearning Open House;
- the Student Learning Conference;
- the annual conference of the Archives Association of B.C.;
- the second instalment of the Human Orrery project, which involves UBC astronomy students modelling the solar system.

As part of a commitment to community building between UBC Okanagan (UBCO) and UBC Vancouver, the Learning Centre sponsored the attendance of 20 students for the Student Leadership Conference; 11 UBCO students also attended the Multi-Disciplinary Undergraduate Research Conference.

Webcasting

The Learning Centre increased its webcast offerings and enhanced its archive for the benefit of users near and far. A range of thought-provoking talks are now viewable at www.ikebarberlearningcentre.ubc.ca/webcasts. The Learning Centre plans to partner with UBC's Green College and the Vancouver Institute to webcast future lectures on an enticing range of subjects.

Chapman Learning Commons



The Chapman Learning Commons brings together learners of all types.

The Chapman Learning Commons (CLC) – a gorgeous space located in the refurbished core of the 1925 Main Library – provided a range of innovative resources and services.

- Student Peer Assistants answered more than 11,000 questions at the CLC Help Desk.
- Additional iMac workstations, video-editing software, and digital camcorders were added to support student multi-media projects.
- The CLC continued to serve as a hub for learning support programs, including AMS Tutoring, the Math Tutorial Centre, Writing Centre Tutoring, Research Rescue and a new service called the Academic Peer Coaching Corner.
- In addition to the many drop-in workshops, classes were offered to more than 60 history students on the use of multimedia workstations, camcorders and video-editing software.
- CLC Peer Assistants collaborated with students and faculty to create original programs on topics such as *Freedom of Speech and the Olympics,* which featured speakers from the Faculty of Law. This forum was part of the student-led Chapman Discussion Series.

Space

Since the Learning Centre opened, students and UBC community members have established it as a focal point for campus activity. New signage and building directories were added during this reporting period, as were 200 new study spaces.

In April, the Learning Centre piloted its first 24-hour opening for the spring exam period. The building is now open 24/7 for the Christmas and spring exam periods.

The Learning Centre recognizes that it is situated on the traditional territories of the Musqueam people. As a gesture of respect, *The Journey* – an original artwork by Musqueam artist Brent Sparrow – was commissioned and installed in the facility's front lobby.

FUTURE DIRECTIONS

***The development** of a new strategic plan for UBC Library was a major step for the organization and its staff. However, this outcome is just the beginning of a process that will guide and transform the Library during the next five years.*

"Globe" is one of five spherical projections from a map created in the early 1800s.

Now, with the plan in place, the implementation of sound policies and practices is of vital importance if UBC Library is to realize fully its strategic directions.

Priorities for the plan's first two years have been identified and are being put into practice. Some key goals include: the expansion of cIRcle, UBC Library's digital repository; increasing the Library's teaching programs; the continued upgrading of student spaces, including renovations to the Woodward, David Lam, Law and Asian libraries; the implementation of innovative technology tools to enhance search access; the development of new services, such as a Research Commons; establishing preservation programs for print and digital collections; upgrading Library IT infrastructure; and creating new services and relationships with communities beyond UBC.

Critical to our mission is achieving sustainable collections funding – not an easy task during the best of times, and one made even more difficult in an era of fiscal restraint. It is imperative, therefore, that UBC Library develops strategies to ensure that its collections continue to keep pace with learning and research in the years ahead.

Despite the challenges, this is an exciting and engaging time. Much work lies ahead, but so do many opportunities – and the Library will continue to work proactively to make itself a leader and partner on the provincial, national and international levels. In the coming year, UBC Library looks forward to enhancing its role as a centre of information, research, teaching and knowledge for its many users.

Appendix A

Library Staff

(April 1, 2009 – March 31, 2010)

During the reporting period the Library's staff complement (including GPOF and non-GPOF budget positions) of full-time equivalent (FTE) positions was 325. UBC Okanagan Library's total FTE was 19.8.

Staff members who retired or who took early retirement:
Janice Austin, Education Library; Larry Campbell, Systems Librarian, Library Systems and Information Technology; Rita Dahlie, Acting Associate University Librarian, Public Services (former Head, Woodward Library); William Ng, Library Systems and Information Technology; Alfred Tse, Woodward Library.

25 Year Club: Laurie Henderson, Borrower Services; Neil Mohamed, Irving K. Barber Learning Centre Circulation; Koji Okada, Irving K. Barber Learning Circulation; Christine Patmore, Technical Services.

35 Year Club: Cathalina Chow, Technical Services; Rowan Hougham, Borrower Services; Richard Melanson, Technical Services; Merry Meredith, Public Services; Joan Treleaven, Borrower Services.

Quarter Century Club: Brenda Peterson, Humanities and Social Sciences.

Co-op Students: Sara Amon, Humanities and Social Sciences; Jennifer Bancroft, Woodward Library; Manuela Boscenco, Library Development Office; Emileigh Kinnear, Library Development Office; Emma Lawson, Technical Services, and Rare Books and Special Collections; Noushin Nazinpour, Woodward Library; Shams-Iqbal Parmar, Rare Books and Special Collections; Stephen Russo, Rare Books and Special Collections; Kimberley Stathers, Rare Books and Special Collections; Wenyu Xiang, Asian Library.

New or reconfigured positions: Administrative Support, Finance and Facilities; Administrative Support, Library Systems and Information Technology; Assessment Project Assistant; cIRcle Co-ordinator; Collections Analyst; Co-ordinator, Operations and Planning; Copy Writer; Digitization Project Co-ordinator; Executive Co-ordinator, University Librarian's Office; Geographic Information Systems Librarian; Head, Woodward Library and Hospital Branch Libraries; Librarian – cIRcle 2010 Olympics Project; Manager, Faculty Relations and Human Resources Initiatives; Programmer Analyst; Rare Books and Special Collections Archivist; Systems Librarian (Applications); User Services Advisor; Web Developer; Workstation Support Specialist.

Heads and Branch Librarians: Art + Architecture + Planning – D. Vanessa Kam; Asian Library – Eleanor Yuen; Biomedical Branch Library – Dean Giustini; Borrower Services, Circulation – Lynne Gamache; Borrower Services, Interlibrary Loan – David Winter; Chapman Learning Commons – Simon Neame; Collections – Jo Anne Newyear Ramirez; David Lam Management Research Library – Jan Wallace; Education Library – Christopher Ball; Hamber Library – Tricia Yu; Humanities and Social Sciences – Peter James; Irving K. Barber Learning Centre – Sandra Singh; Law Library – Sandra Wilkins; Library Systems and Information Technology – Renulfo Ramirez; Music Library – Kirsten Walsh; Rare Books and Special Collections – Ralph Stanton; Robson Square Library – Leonora Crema; Science and Engineering – Aleteia Greenwood; St. Paul's Hospital Library – Barbara Saint; Technical Services – Maniam Madewan; UBC Okanagan Library – Melody Burton; University Archives – Chris Hives; Woodward Library and Hospital Branch Libraries – Greg Rowell; Xwi7xwa Library – Ann Doyle.

Library Operations Management Group: University Librarian – Ingrid Parent; Associate University Librarian, Collections – Jo Anne Newyear-Ramirez; Associate University Librarian, Library Systems and Information Technology – Renulfo Ramirez; Associate University Librarian, Planning and Community Relations – Leonora Crema; Associate University Librarian, Public Services – Lea Starr; Director, Finance and Facilities – Corey Sue; Director, Human Resources – Deborah Austin; Director, Irving K. Barber Learning Centre – Sandra Singh.

Appendix B

Library Statistical Summary (includes Okanagan Campus)

(April 1, 2009 – March 31, 2010)

Collections	
Total Volumes	6,085,524
Volumes Added[1]	151,852
Serial Titles[2]	97,820
Microforms	5,290,452
Other: audio/visual, cartographic, graphic	846,551
Services	
Recorded Use of Library Resources – Print	2,197,871
Document Delivery (Internal)	26,429
Interlibrary Loan – Lending	27,140
Interlibrary Loan – Borrowing	15,907
Instruction Classes – Number of Sessions	1,354
Instruction Classes – Number of Participants	34,055
Total Questions Answered	171,587
Reference Questions	87,730
Directional Questions	83,857
Gate Count (incl. IKBLC south, estimate at 1.2 million)	4,085,389
Staff (FTE)	
Librarians	86.35
Management and Professional (M&P)	32.70
Support Staff	166.75
Subtotal	285.80
Student	39.20
Total FTE All Staff	325.00

[1] Includes 104,606 volumes, 47,246 e-books

[2] Includes 6,359 print, 90,612 electronic, 849 e-databases

The Digital Library (Includes Okanagan Campus)

(April 1, 2009 – March 31, 2010)

Electronic Resources – Collections	
E-journals	90,612
E-databases	849
E-books	551,333
E-theses[1]	20,557
Institutional repository[2]	22,000
Data files (1,183 data sets)	22,632
E-games	30
E-bibliographic records (Voyager)	3,842,980
Digitization projects[3]	4,760,187
cIRcle – collections – number	190
Digital Services (Usage)	
E-book usage (chapters)	1,197,047
E-journal usage (articles)	7,652,311
Website visits	6,390,793
Virtual Services	
Virtual reference[4]	15,667
Virtual instruction (participants)	3,521
Virtual instruction (no. of Vista classes)	13
Equipment Services	
Laptop lending (circulation)	11,781

[1] Included in e-books

[2] Includes e-theses

[3] Added 3,132,770 items in 2009/10

[4] 9% of total reference activity

Appendix D

Growth of Collections (includes Okanagan Campus)

	March 31, 2009	Growth	March 31, 2010
Volumes[1] *(new base count 2009)*	5,933,672	151,852	6,085,524
Serial Titles[2]	80,111	17,709	97,820
Other Formats:			
Archives *(meters)*	3,988	65	4,053
Artifacts	1,860	33	1,893
Audio *(cassettes, CDs, LPs, DVDs)*	74,626	1,194	75,820
Cartographic	212,456	575	213,031
Film, video, DVD	31,355	3,044	34,399
Graphic *(photographs, pictures, etc.)*	515,025	8,276	523,301
Electronic resources:			
Bibliographic and full-text databases	944	-95	849
CD/DVD-ROMs	2,758	114	2,872
E-books *(new base count 2009)*	504,087	47,246	551,333
E-games	18	12	30
E-journals *(titles)*	65,341	25,271	90,612
Digital collections[3]	1,627,417	3,132,770	4,760,187
Microforms:			
Microfiche	5,135,728	19,210	5,154,938
Microfilm	134,486	1,028	135,514
Total microforms	5,270,214	20,238	5,290,452

[1] 47,246 new e-books, 104,606 new volumes

[2] Serial titles (de-duplicated) includes 6,359 print, 90,612 electronic, 849 e-databases

[3] Digital collections includes 4,715,555 pages/images, 22,000 titles (cIRcle), 22,632 data files (1,183 data sets)

UBC Library Statement of Expenditures

(Fiscal Years April – March, in thousands of dollars)

Year	Salaries	(%)	Collections	(%)	Others	(%)	Total
2004/05	13,892	45.14	12,233	39.75	4,652	15.12	30,777
2005/06	13,836	44.64	13,179	42.52	3,982	12.85	30,997
2006/07*	14,928	44.77	14,671	43.99	3,748	11.24	33,347
2007/08	13,727	46.38	12,488	42.19	3,382	11.43	29,598
2008/09	15,291	44.40	15,030	43.64	4,120	11.96	34,441
2009/10	16,432	47.14	14,138	40.56	4,290	12.31	34,861

**Includes Okanagan campus*

NOTE: Aside from 2006/07, financial reporting includes results solely for the Vancouver campus

Scope of Financial Information

The funds included in this financial report are:

- General purpose operating funds
- Fee for service funds
- Specific purpose funds
- Endowment funds

Management Discussion

UBC Library experienced a modest increase in spending to $34,860,763 for fiscal year 2009/10. The total collections expenditure decreased year over year, which is attributable to a decision not to exceed available General Purpose Operating Funds (GPOF) for the fiscal year that would have drawn down limited reserve funds.

This fiscal year saw slightly less volatile fluctuations and a favourable upward trend in currency exchange rates for both the Euro and U.S. dollar. Of note, the Canadian dollar nearly hit parity with the U.S. dollar during the latter part of the year.

The new University Librarian, Ingrid Parent, joined UBC Library in July 2009. An emphasis on a new strategic plan, as well as building out the Library's digitization capacity, was initiated. The strategic plan, which was distributed to colleagues and peers across Canada, is due to be operational in fiscal year 2010/11 (for more information, please see page 06).

Other areas of note included the addition of strategic staff positions and the relocation of the Library Processing Centre. For more on these developments, please see pages 03 and 12.

Appendix F

Friends of the Library and the Irving K. Barber Learning Centre

(April 1, 2009 – March 31, 2010)

The following donors contributed gifts between April 1, 2009 and March 31, 2010.

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We strive to ensure the accuracy of the list of donations received between April 1, 2009 and March 31, 2010. If there are any omissions or updates, please contact the Library Development Office at 604-827-4112.

Appendix G

Grant Funding

With budgets under pressure, grants play an increasingly important role in funding services and projects. Highlights from 2009/10 include:

Korean Foundation
$6,041 for the purchase of electronic Korean collections.

VP Academic Office
$7,854 for digital archiving.

Paperny Films Inc.
$8,000 for the maintenance and digitization of University Archives' audio-visual collection.

Anonymous
$10,000 for the purchase of a Chinese database by the Asian Library.

S. Tremaine Arkley
$10,959.10 for the cataloguing and digitization of the Arkley Croquet Collection.

Simon Fraser University
$16,938 for the collaborative Digital Tattoo-BCcampus project.

Moss Rock Park Foundation
$25,000 to support the Early B.C. Newspaper Digital Project.

David and Dorothy Lam Foundation
$30,000 for the David Lam Endowment – Chung Collection.

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