UBC LIBRARY

2003-2004

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

UBC LIBRARY

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Message from the University Librarian

We commend the Library *for its major achievements within the last several years. It is clear that the Library is now well positioned to respond to provincial initiatives, major renovation in facilities, implementation of a new library management system, growth in the campus community and profound changes in curriculum.*

With these statements, the Library's External Review Committee (William Gosling, Director, University Library, University of Michigan at Ann Arbor; Paula Kaufman, University Librarian, University of Illinois at Urbana-Champaign; Kenneth Haycock, Professor and Immediate Past Director, School of Library, Archival and Information Studies, UBC; Thomas Leonard, University Librarian, University of California at Berkeley; Carole Moore, Chief Librarian, University of Toronto; and Daniel Muzyka, Professor and Dean of the Faculty of Commerce and Business Administration, UBC) concluded their written review of the University Library.

Mission Statement: *The Library is an active and integral partner with students, faculty, and staff in realizing the mission of the University. Library staff develop, organize, and manage 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 allow, individuals and institutions throughout British Columbia, Canada, and the rest of the world.*

Furthering Learning and Research
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In accordance with normal University practice, the Library is reviewed every seven years and 2003 marked its most recent review. The purpose of this review is to evaluate the operation, management and service roles of the Library, with emphasis on its achievements, the opportunities and challenges facing it, the scope and balance of its various functions and its leadership and administration. In preparation for this review, the Library's Administrative Group prepared a comprehensive report on the Library's activities and accomplishments over the last seven years. Written submissions were invited by the Vice President Academic & Provost and numerous people on campus and off took advantage of that opportunity. The external reviewers visited campus in June 2003 and conducted a series of in-depth interviews with Library staff, users, members of the campus community, University Administration and the broader user community.

The reviewers noted the broad range of accomplishments achieved by the Library since its previous review and felt that the overall strategic direction of the Library was both appropriate and exciting. As well, the reviewers noted the numerous challenges facing the Library including the transformational changes occurring in the Library's internal and external environments, the need to develop an operating budget for the Irving K. Barber Learning Centre, the legacy status of the integrated library system used by the Library, and the development, management and preservation of the Library's collection.

A number of opportunities were identified by the reviewers and the Library has integrated many of these in the development of its 2004-2007 strategic plan. The Library is well positioned to play a leadership role in the Library community (provincially, nationally and internationally) and, in partnership with the Learning Centre, can expand access to its broad knowledge base to serve the community of scholars and life long learners across BC and beyond.

The external review included twelve "suggested actions" and the Library has worked hard to accomplish many of them. A formal response to the external review has been prepared by the Library's Administrative Group for review by the Vice President Academic & Provost.

The external review was followed by the establishment of the President's Advisory Committee on the Reappointment of the University Librarian. Members of this committee included: Sheryl Adam, Librarian, Information Services; Ted Dodds, Associate Vice President, Information Technology Services; Kathryn Hornby, Librarian, Woodward Biomedical Library; Lieselotte Illichmann, Administrator, Collections Accounting, Library; Barry C. McBride, Vice President Academic & Provost (Chair); Julie Mitchell, graduate student, School of Library, Archival and Information Studies; Moura Quayle, Dean, Faculty of Agricultural Sciences; Peter Ward, Associate Dean, Strategic Initiatives, Faculty of Arts; and Sandra Wilkins, Law Librarian and Assistant University Librarian, Professional Schools and Operations.

The Advisory Committee consulted widely within the Library, the University and beyond. As a result of their deliberations, I was offered and accepted a second six year term as University Librarian.

It is a privilege and an honour to have the opportunity to continue to lead one of Canada's great academic research libraries. Our Library is the result of many people's efforts – past and present. As we continue to develop over the next six years I am mindful not only of the challenges ahead but of our accomplishments of the past. I am confident that with the continued hard work and creativity of our excellent staff and the support of our extensive user community, we will be successful in meeting the challenges we know about as well as those that are yet to come.

The activities described in this report focus on improving our services for our user communities. The completion of our strategic plan for 2004-07, the implementation of a new integrated library system, and the development of the Irving K. Barber Learning Centre all share that common element.

CATHERINE QUINLAN
University Librarian

People

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

UBC 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 primary users - the students, faculty, and staff of UBC.

Furthering Learning and Research
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The establishment of the Irving K. Barber Learning Centre was announced in October 2002. This project is made possible through the support of an extremely generous donor, the province, and the University. The construction of the Learning Centre, which will incorporate the original core of Main Library, began in earnest in Fall 2003 with the demolition of the north wing of Main Library. The construction process has continued throughout this reporting period while Main Library continues to provide service. These seemingly contradictory activities are possible because of the flexibility of the Library's users, staff and those engaged in the design and construction of the Centre. Throughout the three year construction process, Library staff will be engaged in planning for the Centre, experiencing demolition and construction, while continuing to provide service to students, staff, faculty and others. This feat is made possible by the flexibility, creativity, and service orientation of all involved.

This project goes beyond the integration of the original 1925 Main Library into the Learning Centre; it touches all parts of the Library and all of its users and staff. An important part of the functionality of the Learning Centre is the Library's recent acquisition of a new integrated library system (ILS). This system will not only support many of the Library's primary functions (online catalogue, cataloguing, acquisitions, circulation, etc.) but will also connect the Learning Centre's ARS (Automated Retrieval System) with the Library's online catalogue.

The normal time frame for the specification, selection and implementation of an ILS for a major academic library is approximately two years; UBC Library completed the same tasks in just half that time. While a project management consulting firm assisted the Library throughout the process, it was Library staff who made this project possible. Library staff with expert knowledge of the various functional areas spent Summer 2003 documenting the required capabilities and functionalities of a new ILS. This documentation led to a shortlist of three vendors who were each invited to campus for multi-day public sessions to present the features of their systems and to respond to the many probing questions of staff and users. This information was then used in combination with vendor references and the vendors' written proposals in the selection process, which identified Endeavor's Voyager as the Library's new ILS.

At this point staff had spent five months doing what most other major libraries take a year to accomplish. The implementation of the new ILS had just begun as the construction of the Learning Centre proceeded on or ahead of schedule. Library staff broke into working groups and multiple parallel activities were the order of the day. Working groups acquired and installed a new central server environment, received training on the new system, planned the data migration and a phased implementation of the new system that would offer largely seamless access to users. Admittedly, there were tense moments such as late November 2003 when it was not certain that delivery of the new server would be on time to start the test data migration. However, staff rose to the occasion and accomplished all the key tasks. Everyone took a few days off over Christmas and work began again in January. While the details are too numerous to mention, the Library did manage to configure all the various operational modules, train all staff, test the public interface with representative users, and release the system for public use on May 3, 2004 as planned.

Communications

In order to improve communication across the Library as well as with its many users, the Library introduced a series of announcement cards that inform staff and users about key events as well as changes to Library resources and services. These announcements cover a range of topics, including cultural events like the Music at Main series, new appointments to the Library and strategic directions such as the Transition to Online initiative.

Main Library staff have a particularly keen interest in the construction of the Irving K. Barber Learning Centre. Monthly meetings, chaired by the University Librarian, are held to keep them informed of new developments. *The Learning Centre News* was introduced to provide information about the Centre to a wide audience, on campus and off. The *News* includes information about the construction as well as services and programs supported or offered by the Learning Centre. Information sessions for all Library staff about the planning and design of the Learning Centre were conducted by architect Stephen Johnson of Hardy Holzman Pfeiffer Associates, the Los Angeles firm that is partnering with Vancouver firm Downs/Archambault in the Centre's design and construction. In addition to the *News*, all staff continue to be kept informed of Library activities through the *UBC Library Staff Bulletin*, a staff edited publication produced quarterly.

The Library's efforts to improve communication included building on the previous success of the *UBC Library Guide for Faculty*, a publication aimed at informing new faculty about the Library's resources and services. This publication was updated in preparation for Fall 2004. A new publication, *UBC Library Guide for Students*, was developed which mirrors the Faculty Guide and was distributed to students beginning in Fall 2003. The Student Guide aims to simplify the rich but complex range of libraries, resources and services available at UBC. Feedback from users on these guides has been positive and the Library is working on distributing them more broadly in 2004/05.

Promotion of the Library took a practical turn before last year's Fall and Winter rains began. Sturdy, environmentally friendly plastic bags, sporting the Library logo were designed and manufactured and distributed freely at all Library circulation desks. These bags have become very popular with Library users and they help to protect Library materials from water damage.

Strategic planning has been a major initiative for the Library this year. This was the final year of the Library's strategic plan for 2000-2003. As a gesture of thanks to all Library staff for their considerable work during the year in achieving the plan's goals, each staff member received a thermal coffee mug (which complies with the Library's food and drink policy); a drink card good for 10 free cups of coffee, tea or hot chocolate (in coordination with UBC Food Services); and the Third Year Report outlining the progress made in achieving the goals included in *Furthering Learning and Research: UBC Library's 2000-2003 Strategic Plan*. To keep the Library's many advisory committees informed about the Library's progress, these packages were also distributed to members of these committees.

Using the plans developed by the Library's branches and divisions as the foundation, the Administrative Group developed the Library's next three year strategic plan (2004-2007) which reflects the strategic vision of the University. Numerous open sessions were held to discuss the development of this plan and to solicit information from the Library's branches and divisions. As the strategic plan developed, the Library took various iterations of the plan back to individuals, advisory groups and units for discussion and input. The result, *Furthering Learning and Research 2004-2007: The University of British Columbia Library's Strategic Plan* was distributed to all staff and advisory committees and the companion *Implementing Furthering Learning and Research 2004-2007* was also sent to each staff member and distributed widely across campus. Discussion about these plans was encouraged at staff meetings organized and facilitated by the University Librarian.

The Library's operating committee structure was reviewed and revised to allow for improved communication and participation of Library staff in the implementation of the strategic plan. Each committee now reports to a member of the University Librarian's Advisory Council (ULAC) which provides a forum for presentation and discussion for the committees.

Input from various user and advisory groups has continued to serve the Library well. The advisory committees for the Agricultural Sciences Learning Centre, Asian Library, Biomedical Branch Library, Education Library, Eric Hamber Library, Faculty of Arts, Faculty of Commerce, Faculty of Law, Life Sciences Libraries, St. Paul's Library, School of Music, Science and Engineering Division, and University Archives and Records Management have all made significant contributions to the various branches and divisions that support their activities. These advisory committees advise the Library on many philosophical and operational issues and provide a means for the acquisition and dissemination of information. The Library has also benefited significantly from the advice and support of the President's Advisory Council on the University Library and the Senate Library Committee.

In March 2004, UBC hosted Research Awareness Week. Focussing on the issue of innovation, the week's activities included forums, symposia, research days, and exhibits. The Library's contributions to the event included several workshops to help researchers become more knowledgeable about the Library's growing collection of electronic resources in the health and life sciences.

Following on the popular *eLibrary@ubc* series from previous years, the Library was one of the organizers of *The Future of Digital Libraries in Canada*, a three-day Peter Wall Institute for Advanced Studies Exploratory Workshop held in March 2004.

Invited speakers included David Levy, Information School, University of Washington; Gary Marchionini, School of Information and Library Science, University of North Carolina; Edie Rasmussen, Director, School of Library, Archival and Information Studies, UBC; Terry Smith, The Alexandria Digital Library Project; and Nancy Van House, School of Information Management and Systems, University of California at Berkeley. The workshop focused on the current environment, unsolved issues surrounding digital libraries, and looked toward the future with a view to developing a national research project on this topic.

The First Nations House of Learning provided a wonderful venue for the 14th annual Authors' Reception. The University Librarian and the President's Office co-hosted this event which recognized and celebrated the 146 different UBC authors who produced 157 works during the previous year. The works encompassed a wide variety of mediums, languages, and formats. Authors and guests had a chance to mingle while perusing the displays of various books. To further highlight the works of UBC authors, the Library developed a website which included a catalogue of their works. A display of works about British Columbia subjects was mounted in Koerner Library, with a focus on UBC Press books celebrating 2003 as the Year of the University Press, as designated by the Association of Research Libraries and the Association of American University Presses.

Library Staff

UBC Library continued to experience significant changes in its staffing. A number of staff left the Library, taking advantage of the University's Early Termination Agreement (offered to all faculty and librarians) or the Library-funded Early Retirement Program for Library CUPE 2950 staff. A retirement reception was held in March 2004 to recognize and honour their many and significant contributions to UBC Library. Plans are underway to fill these vacancies in the context of the Library's 2004-2007 strategic plan.

During the reporting period, a number of new positions were established and existing ones reconfigured, including: Administrative Assistant, Koerner Library Administration; Assistant University Librarian, Arts, Humanities and Social Sciences; Assistant University Librarian, Professional Schools and Operations (term); Human Resources Director; Undergraduate Medical Resources Librarian (term), Life Sciences; Records Survey Project Archivist (term), University Archives; Technical Services Assistants (three term positions), Main Library; and Head, Woodward Biomedical Library.

Staff members who retired or took early retirement included: Maureen Adams - David Lam Management Research Library; Cip Ambegia - Woodward Biomedical Library; Balbir Aulakh - Asian Library; Pia Christensen - Humanities and Social Sciences; Peter Edgar - Systems; Marlene Hamakawa - Technical Services; Dilma Huggett - Law Library; Joseph Jones - Humanities and Social Sciences; Iza Laponce - Humanities and Social Sciences; Peggy McBride - Fine Arts; Beverley Scott - Humanities and Social Sciences; Ron Simmer - PATSCAN; Julie Svec - Technical Services; Kay Tomiye - Asian Library; Jung Won Whang - Asian Library; and Frances Woodward - Rare Books and Special Collections. Library staff recognized for their long-term service to the University through their induction into the 25 Year Club or Quarter Century Club included: Dagmar Bonkowski, Erin Fitzpatrick, Randy Louis, Aprille McCauley, Edita Michalek, Alfred Tse; and Ripple Wai Yin Wong. Staff inducted into the Quarter Century Club - Tempus Fugit (35 years) included: Diana Cooper, Dorothy Martin, Nicholas Omelusik, and Frances Woodward.

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

Training and Development for Staff

The Library continued to work with staff to improve their access to training opportunities. The popular Overview Series was repeated this year and long-term staff were encouraged to take refresher sessions to help prepare them for the migration to the new integrated library system (ILS). Key staff were trained and they in turn trained other staff on the different modules of the ILS. In 50 days, 7 vendor trainers and 42 UBC Library trainers taught 113 courses to 300 staff members. Staff members averaged 13 hours of learning each, a total of 3,895 participant hours.

While the ILS related training occurred, staff continued to take advantage of other training opportunities and in-house sessions on e-resources, chat reference, cataloguing, reference and instruction totaling 110 teaching hours and reaching 89 participants. Off-campus staff development opportunities were provided for another 131 people.

Lynne Gamache, a librarian in the Borrower Services division, was selected to receive the Diana Lukin Johnston Award for 2003-2004. This award was established by Derek Lukin Johnston, a long term benefactor of the Library, in memory of his wife, an avid reader and supporter of libraries. The purpose of the award is to enable professionals or those studying to become professional librarians to take advantage of professional development opportunities. Ms Gamache applied her award towards the cost of attending the joint Canadian Library Association/American Library Association conference held in Toronto in Summer 2003.

Health, Safety and Security

Health and safety are priorities for the Library. Many Library staff participated in the Health and Wellness Day sponsored by the University in October 2003. Training continued in safety procedures and Library safety committees continued to be one of the key components of the Library's safety program.

Ergonomic risk assessments continued for staff workstations across the Library. As a result of this work, recommendations were made and implemented for improving staff workstations and the work environment. Older monitors on all public service desks were replaced with flat screen monitors as part of the new system implementation.

Library Facilities

The major ongoing building project was the construction of the Irving K. Barber Learning Centre. As the project moved forward there were implications for staff and collections in Main Library as the north wing had to be emptied in preparation for demolition. The Fine Arts Division moved to the 5th Level of Main and shared space with the Science and Engineering Division. Some staff were moved to offices in Koerner Library.

Publicly accessible compact storage was installed in Koerner Library in Summer 2003 to allow for more of the humanities and social sciences collection to be moved from Main Library to Koerner Library. Planning began for the installation of compact shelving in the Law Library to provide space for the growing collection.

The Library Processing Centre (LPC) had the power upgraded on the first and second floors. Serials processing staff from Koerner and Woodward libraries were consolidated in LPC and new furnishings were provided.

Physical improvements were made in several libraries. Comfortable seating was installed on the third floor entry level and on the seventh floor atrium in Koerner Library, much to the delight of the many students and visitors who frequent these high-traffic areas. Many staff members had their work areas upgraded with ergonomically sound furnishings and chairs. New public workstation chairs were acquired for the David Lam, Eric Hamber, and Law libraries. The security system for the entry to the David Lam Library was replaced.

The entrance of Woodward Biomedical Library was significantly enhanced as the result of a bequest from one of the Library's long-time supporters. Improved and enlarged study areas, comfortable seating and an increase in the number of public access computers were the highlights of this renovation.

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

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

FURTHERING LEARNING AND RESEARCH
2004-2007, P.13

THE LIBRARY SUPPORTS learning and research by providing staff to answer questions at reference and information desks, respond to email enquiries, engage users in live electronic chat, create electronic and in-person tutorials in response to user requests and defined needs, and provide ongoing library instruction. Regardless of the method used, the goal is to provide Library users with the skills and techniques needed to find the required information efficiently and effectively and to evaluate it critically.

During 2003/04, Library staff answered more than 254,633 questions in person, by telephone or email. This figure represents a decrease of approximately 11% over the previous year. At the same time the Library expanded its information skills instructional programs, both on and off campus. A total of 31,383 participants attended 1,536 classes offered through Information Connections and other Library instructional programs. This represents respective increases of 11.2% and 4.4% over the previous year.

The Library continued to use a variety of approaches to ensure that information literacy skills are acquired by both novice and advanced researchers. These approaches included tutorials using WebCT, the use of class assignments, and instruction embedded within specific courses. New methods introduced during this reporting period included streaming video instruction and Viewlet tutorials

which are quick 'how to' demonstrations viewed from a web browser. One example is the Viewlet for ERL Webspirs databases such as Agricola created by the MacMillan Library. The Library revised and updated many of the tutorials offered to reflect the move to its new integrated library system, Voyager. Beyond the Library, staff were involved as presenters in the 8th Annual TAG Institute, held in Spring 2003 which focused on areas such as the wireless environment at UBC and WebCT.

The Library is engaged in all aspects of information literacy and is particularly interested in evaluation. It is involved in Project SAILS, a pilot research project developed at Kent State University to create a standardized test to measure students' information literacy skills. UBC is one of four Canadian institutions participating out of a total of 44. Phase II of the project was completed in Spring 2004 and work has begun on Phase III. While there is a strong American focus, it is anticipated that UBC Library involvement will help improve the test instrument for use at UBC and other Canadian institutions.

In October 2003, the Library launched the eHelp Virtual Reference Pilot Project, an online reference service that allows users to chat with Library staff, co-browse research databases and websites, as well as send and receive documents. Using software originally developed for commercial purposes, students, staff, faculty and community users can access expert assistance online, without leaving their computers, anytime the service is available. Hours during the Fall and Spring terms were 11 am to 9 pm during the weekdays and 12 noon to 5 pm on weekends. From November 2003 to the end of March 2004, eHelp answered over 1,500 questions from UBC and community users.

As the Library's collection of electronic resources continues to grow, how these resources are listed and accessed on the Library's website are issues of growing importance. Revision to the Library website is ongoing and there have been several specific improvements such as the enhanced Peggy Sutherland site. This site was entirely revised and updated to include new ways of navigating and improved functionality.

With the increase in electronic information resources, the Library has tried to make access ever more seamless. The Library acquired software (UBC eLink) that provides a direct link from items cited in the Library's collection of electronic databases and indexes to the full text. If full text is not available, the user is led to the Library catalogue record for the journal or, in some cases, to another relevant Library service such as Interlibrary Loans (ILL). The Library continues to develop UBC eLink to

ensure that as many of its databases and indexes as possible are integrated with this software. In a related initiative, the Library has developed a pilot project that provides for a partially completed ILL form to be generated from an index citation in the PubMed database.

As well as providing the means to access its collections and services, the Library's website supports a number of virtual displays and locally developed databases including:

- *Hitting The Books: The Early Canadian School Textbook Collection in UBC Rare Books and Special Collections* is a virtual display highlighting Canadian textbooks printed from the late-eighteenth century to the early twentieth century.
- *UBC Authors of 2003* showcases the accomplishments of UBC's many authors.
- *British Columbia Sheet Music* displays sheet music about British Columbia and presents a segment of the musical, social and local history of the province through this music.
- Staff of the Asian Library continued to participate in the development of *Historical Chinese Language Materials in BC*. This site has become very useful in Canadian and Asian history courses.

The Chapman Learning Commons

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

From its inception the Chapman Learning Commons has been a heavily used space. The number of visitors to Main Library increased by 1,000 per day shortly after the opening of the Learning Commons and has remained at that level, despite the occasional disruption due to the construction of the Irving K. Barber Learning Centre. Line-ups for the desktop computers are the norm and all tables and chairs in the space are in constant use. The laptop lending program was introduced in March 2002 and from May 2003 to April 2004 there were 13,462 requests for loaner laptops, up 52% from the previous year. As a result of the experience of the Learning Commons' laptop lending program, this service has been introduced in the David Lam, Robson Square and Woodward libraries to great success.

Students hired through the Peer Assistant Program helped staff the information desk in the Chapman Learning Commons and answered some of the 30,644 queries received in 2003/04. As well, Peer Assistants initiated and coordinated several programs including Library in Residence/Peer Assisted Research, Roving the Web at the UBC Learning Exchange, and Celebration of Freedom to Read Week. Two well-attended events were held during Freedom to Read Week: Uncensored, two nights of readings held in the Suzanne Cates Dodson and Earl D. Dodson Reading Room by students in UBC's Creative Writing Program and others, as well as a display in Koerner Library of previously banned and challenged books.

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

Information Resources and Collections

One of the most obvious improvements for users of the Library's online resources this year was the linking that was established between the online databases and the journals (UBC eLink). Researchers have reported that they have been able to save time searching the Library's online resources as a result of this service. The purchase of eLink software has allowed a significant improvement over the former situation which was sporadic, proprietary, and difficult to maintain.

During the past four years, the Library added a significant number of new online journals. This trend continued with the addition of the American Society for Microbiology (ASM) journals, British Medical Group (BMJ) journal collection, Marcel Dekker journals, *Nature* archive (1987-1996), Nature Publishing Group academic journals, and more JSTOR journals, including a set of music titles.

Online databases in a variety of fields were added: *L'Anne Philologique*, Bloomberg Financial Service, China Academic Journals (Economics, History, Law, Literature, Philosophy, Politics), *Columbia International Affairs Online* (CIAO), *Earthquake Engineering Abstracts*, FIAF International FilmArchive Database, Forrester Research, GLBT Life, Knovel Basic Academic, Korean Legislation Research Institute database, LLMC (Law Library Microform Consortium) Digital, MATHnetBASE, *Natural Medicines Comprehensive Database*, and *Patrologia Latina*. Backfiles of 1965-1989 were added to the Web of Science. Two image databases were added: *AMICO* developed by the Art Museum Image Consortium, and *Index of Christian Art*. A major acquisition of interest to many areas of study was the ProQuest Historical Newspapers collection,

which includes *The Christian Science Monitor, The New York Times, The Wall Street Journal*, and *The Washington Post* from their earliest date of publication to recent years. SilverPlatter databases that had been hosted on a local server were moved to the Web, providing more functionality such as linking to online journals.

Koerner Library expanded its microfilm holdings with six units of The 18th Century, additional backfiles of the *Spokane Daily Chronicle* and the *Spokesman Review*, Washington State newspapers of interest to historians of British Columbia and the American Northwest, part five of Women and Victorian Values, and the CIHM collection of Canadian medical periodicals, 1826-1910, from the Hannah Institute.

Feature films are an important component of the curriculum in many teaching programs. Until Fall 2003, UBC faculty could not legally show 'home use' VHS/DVD versions of feature films in the classroom. The Library worked closely with the University to acquire a license to show feature films distributed by two Canadian companies: Audio Ciné and Criterion Pictures. The Library also worked closely with the University on preparing desired amendments for a new Access Copyright agreement that allows the University community to reproduce copyrighted works without infringing copyright legislation.

Rare Books and Special Collections continued to add significant books, pamphlets, maps, and music to its collection. The most notable item of British Columbia interest acquired this year was: *Cariboo, the newly discovered gold fields of British Columbia fully described by a returned digger, who has made his own fortune there and advises others to go and do likewise* (London: Darton & Hodge, 1862). All editions are considered rare; this third edition appears to be the only catalogued copy in the world. Rare Books and Special Collections also acquired a number of early and rare BC pamphlets related to BC politics and BC's entry into Confederation. The collection of maps and charts was augmented by a purchase of early BC maps and charts. Phil Thomas continued to donate materials to the Philip J. Thomas Popular Song Collection, now totaling over 7,000 titles.

Throughout the reporting period, Rare Books and Special Collections received a number of gifts of remarkable collections of archival materials. Perhaps the most outstanding donation was the material gathered by Doris Shadbolt to write her book *The Art of Emily Carr*. An important addition to the Doukhobor research collection was acquired through the receipt of the archival material assembled to produce the movie, *The Spirit Wrestlers* which is rich in images of the Doukhobor people. The literary papers of BC author Joy Kogawa were an excellent addition to the holdings on BC authors. Weyerhauser Company donated a collection on the operation of what

was the Canadian White Pine Division of MacMillan Bloedel, an important sawmill in south Vancouver. Duke Petroleum donated a photograph collection documenting the activities of Westcoast Energy Inc.

The collections budget received an increase to the base of $360,000 from the increased tuition revenue. Identical to the previous year, the budget also received a one-time increase of $600,000 from the University's indirect cost of research funding. Last year, funding from indirect costs was also received from the affiliated teaching hospitals; although requested, no funding was received this year.

Spending for monographs decreased slightly, especially on the approval plans, possibly caused by a drop in book production, especially by university presses. Bowker's Bookwire service reports that book production from American university presses decreased 2% in 2003, and the preliminary estimate for 2004 is that production will decrease by 26%. It is reasonable to expect that the Library's expenditures on monographs will reflect the decrease in production. It has been surmised by a number of professional associations that the high costs of journal subscriptions from commercial publishers have eroded the ability of libraries to purchase monographs, resulting in a smaller market for scholarly monographs.

As a partial response to the above situation, the Library is committed to supporting new methods of scholarly publishing as demonstrated by its purchase of membership in BioMed Central. This allows UBC researchers to publish in the BioMed Central journals without paying a fee, and the journals are available freely on the Web. BioMed Central journals are gaining respectable impact factors and competing successfully with journals published by commercial publishers. Another new publishing venture is the Berkeley Electronic Press, which publishes in online format only and has relatively small subscription fees. The Library subscribes to a number of alternate journals through the Association of Research Libraries' SPARC program. Supporting these new and alternate methods of publishing puts pressure on the commercial publishers who have had a tight hold on the publishing industry and whose subscription costs, although no longer increasing in double digit figures annually, remain high.

In general, society publishers have more affordable subscription costs. However, this past year brought major increases to the subscription cost for the online versions of *JAMA*, *New England Journal of Medicine*, and *Science*. *Nature*, from a commercial publisher, also experienced a significant subscription cost increase. The Library supports UBC's research community by providing access to the latest issues of these key online titles, eliminating the need for researchers and labs to maintain their own subscriptions.

This year saw the effect of the Library's Transition to Online initiative as demonstrated in this table of acquisition budget expenditures:

Year	Print Serials	Online Resources	Monographs	Totals
2002/2003	$6.7M	$3.0M	$2.9M	$12.6M
2003/2004	$4.1M	$6.4M	$2.7M	$13.2M

As part of the Library's ongoing Transition to Online project, subscriptions to approximately 1,600 print periodicals, where stable online counterparts exist, were cancelled, creating savings of approximately $600,000. An example of a long-standing print title that was cancelled is *Chemical Abstracts*, as users much prefer the online version, SciFinder Scholar. Since the Canada Foundation for Innovation (CFI) grant funding expired for the Canadian National Site Licensing Project (CNSLP) licenses, and the University was committed to continue the licenses for three years after the end of the grant funding, the Library had to assume the payment of $1M per year for these resources. As a result of the increase in value of the Canadian dollar against the U.S. dollar and the savings realized from the Transition to Online project, the Library's acquisitions budget was able to accommodate this expense as well as continue its subscriptions to print and online resources.

The Library greatly appreciates the co-funding of information resources that occurs with faculties and departments across campus. Assistance was received from the Faculty of Arts, Centre for Korean Research, Department of Chemistry, Faculty of Commerce, Faculty of Education, Department of Electrical and Computing Engineering, Department of English, ITServices, Department of Metals and Materials Engineering, and the Department of Microbiology and Immunology.

The Collections Advisory Committee was established during this reporting period. Chaired by the Assistant University Librarian (AUL), Collections and Technical Services, membership consists of five librarians with collections responsibilities and the Head of Technical Services. The committee advises the AUL on collections policies, budgeting, major expenditures, decisions regarding offers from consortia, and other important matters. Retirements and resignations required a reassignment of a substantial number of bibliographic duties in the Education Library, Humanities and Social Sciences and the Asian Library. As well, a term librarian was hired to support collections and services for the Faculty of Medicine Undergraduate Expansion Program. Despite the Library's best attempts, the Indic language librarian position remained unfilled for this reporting period.

University Archives and Records Management Services

University Archives continued to significantly expand its collection of online resources through the creation of electronic copies of important University publications, documents and photographs. Of particular note was the completion of the UBC Publication Digitization Project *(www.library.ubc.ca/archives/ubcpubs/index.html)* that now provides access to over 50,000 pages from *The Ubyssey*, *UBC Reports* and the *Alumni Chronicle*. University Archives staff also oversaw the digitization of over 11,000 pages of Senate minutes from 1915 through 1991 *(www.library.ubc.ca/archives/senate_minutes.html)*. Another project involved the digitization of several early University documents relating to the planning and construction of the Point Grey campus from 1910 through 1925 *(www.library.ubc.ca/archives/early_docs.html)*. New digitized textual material added to the Archives' website in the past year amounted to 65,500 pages. The Archives also added 4,000 digital photographs to bring its total holdings to just over 31,000 images which can be viewed at *http://angel.library.ubc.ca*.

In February 2004, work was completed on a nine-month survey of institutional records. This project, funded by UBC Library, was undertaken to develop an accurate snapshot of institutional records keeping practices. During the survey a contract archivist contacted all academic and administrative units at UBC and visited approximately 85% of the approximately 250 offices. The survey indicated that the University collectively maintains over 10 kilometers of institutional records that grow at a rate of approximately 1.2 kilometers each year. Not surprisingly, there was no consistency across units as to what records are retained and for how long.

The survey revealed some serious concerns. Generally, older institutional records not already housed in University Archives have been destroyed and the information they contained is no longer available. Many records are stored in inappropriate space, which leaves them at risk of inadvertent destruction by fire, water or insect infestation. In the absence of institutional records keeping guidelines, many units retain far too much material of a routine nature for too long. Duplicate records are maintained unnecessarily by multiple offices. With staff turnover, records stored off-site have simply been forgotten. Records are frequently maintained and stored in contravention of *Freedom of Information and Protection of Privacy* legislation.

No effective protocols have yet been developed for the storage of institutional information at UBC. As a consequence of the findings of the survey and on the recommendation of the University Archives and Records Management Advisory Committee, UBC Library will be seeking funding to support the creation of the position of University Records Manager as the first step in the implementation of a proper institutional records management program.

Preservation and Digitization

The preservation microfilming project continued to be productive despite the limited availability of the 0.3 FTE librarian working in this area. Ongoing projects included UBC theses on British Columbia subjects, M.Ed. major papers, and British Columbia directories. A new project was the Annie Abel Henderson Collection, a manuscript collection in Rare Books and Special Collections of material on Indian affairs in Washington State and the Pacific Northwest and on 19th century civil rights agitation; filming was partially funded by an Australian researcher. The entire backfile of *Perspectives*, a Chinese-Canadian student newspaper published at UBC, was filmed. The student editors who brought the project to the Library were delighted to have their vulnerable archive of newsprint preserved. A total of 24 reels and 522 fiche were produced during this reporting period.

The Mendery Assistant position has been vacant since March 2003, and the Library is considering its needs in this area in conjunction with its strategic plan. The circulation units in each branch do minor mending, but a backlog of materials needing repair is accumulating and must be addressed.

Collection Use and Access to Materials at Other Libraries

The total recorded use of Library resources during this reporting period increased over 9% to 5.83 million transactions. This figure includes circulation, renewals, borrowing and lending transactions for interlibrary loans and internal document delivery services to the UBC community and teaching hospitals.

Over the year there was continued decline in document delivery services with filled requests decreasing by approximately 7%. Internal document delivery faced the largest decline, dropping almost 13% over the previous year. The 27,873 items borrowed from other libraries for UBC faculty, students and staff represent a decrease of approximately 5.5% from the previous year while the number of items delivered to other institutions dropped by approximately 3.5%. Approximately 41% of the total documents obtained from other libraries came from the Canada Institute for Scientific and Technical Information (CISTI). These decreases in document delivery volume may be at least partly explained by the growing collection of electronic information resources available at UBC and other institutions. The downward trend is expected to continue for the foreseeable future as UBC Library continues its transition from print to online resources.

The online system used by the Library to initiate and track interlibrary loan and document delivery requests is at the end of its useful lifecycle. During the coming year, the Library will begin a process to replace it with current technology.

Technology Infrastructure

The replacement of the Library's integrated library system (ILS) was the major technology project during the past year with many implications for the Library's online systems and services. DRA, the Library's existing ILS, was no longer being developed by its current owner who had bought out the original developer. A new system also needed to be in place prior to the completion of the Irving K. Barber Learning Centre and the implementation of the Automated Retrieval System (ARS). After an intensive needs analysis and review and evaluation of several ILS products, the Voyager system from Endeavor was selected by the Library. Implementation work commenced in Fall 2003 and involved many staff from across the Library. Data migration, hardware and software installation, online interface changes, and staff training were successfully completed on schedule with the new ILS going live on target, in May 2004.

The Library also purchased the ENCompass software from Endeavor. This is a very new product with two modules: one provides a simultaneous multi-database search capability, the other supports the management of digital content. With the implementation of the ILS completed, the Library will be turning its attention to making these new modules available for general use in the coming year.

The ILS project generated several other systems projects that were also noteworthy. An entirely new central server environment was established by UBC's ITServices to support the new Voyager ILS. This included a production and test environment for the ILS, multiple Web servers and load balancers, and Oracle database support. The Library also purchased over 200 new workstations to replace older equipment and to support the migration from Windows NT to XP. This hardware and software work all had to be closely co-ordinated with the implementation of the new ILS.

Bibliographic Control, Cataloguing and Ordering

This was a challenging year for the Library's technical services. It was characterized by a consolidation of units, staffing adjustments necessitated by retirements and illness, preparation for the new integrated library system (ILS), and preparation for the implementation of the Learning Centre's Automated Retrieval System (ARS). Despite the loss of significant staff expertise, technical services staff rose to the occasion to make it a very successful year.

During Summer 2003, serials staff from Koerner and Woodward moved to the Library Processing Centre (LPC) to join serials staff there, all now supervised by the librarian responsible for serials, who returned in February 2003 from a two-year leave working at the library of the Higher Colleges of Technology, United Arab Emirates. Cataloguing staff, formerly on two floors of LPC, were consolidated on one floor.

The decision to acquire a new ILS led to a disruption of processing because the old system had to be decommissioned before the new system could be implemented. This resulted in cataloguing being shut down for the month of March 2004 and book ordering being cut-off earlier in the year. The workflow for the new ILS also had to be configured, and an immense amount of training was needed. The result was a significant backlog of material that had to be processed when the new system was activated. However the new ILS has a number of features that will facilitate the reduction of the backlog, such as electronic data interchange (EDI) with vendors, and the receipt of catalogue records from the Library's book vendors. In addition, the Library's strategic plan provides direction for operational changes in technical services so that these and other backlogs can be eliminated.

Phase one of the Learning Centre is scheduled to open in Spring 2005 and will include the activation of the ARS. Since all the materials in Main Library, including all the storage rooms, must move into either the ARS or the open stacks of the Learning Centre, an inventory of Main Library began in June 2003 to prepare the materials for this transfer. Temporary staff and student assistants were hired to carry out the inventory.

The Library was under contract with the National Library of Canada (NLC) for many years to provide input to the Cataloguing in Publication (CIP) program for materials published in the western provinces. NLC decided to undertake this work themselves and did not renew the contract after September 2003.

The cataloguing unit catalogued 42,500 titles and processed 72,200 items, including 865 UBC theses during this reporting period.

Community and Internationalization

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

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 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.

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The Library continued to participate actively in a variety of consortia and library associations, including the Academic Business Library Directors (ABLD), Association of Research Libraries (ARL), Association of Canadian Medical Colleges (ACMC), Bibliographical Society of Canada (BSC), British Columbia Electronic Library Network (ELN), British Columbia Library Association (BCLA), Canadian Association of Law Libraries (CALL), Canadian Health Library Association (CHLA), Center for Research Libraries (CRL), China National Knowledge Infrastructure (CNKI) for Canadian Institutions, Committee on Research Materials on Southeast Asia (CORMOSEA), Council on East Asian Libraries (CEAL), Council of Prairie and Pacific University Libraries (COPPUL), Music Library Association (MLA), Pacific Coast Slavic and East European Library Consortium, Pacific Rim Digital Library Alliance (PRDLA), RLG (formerly, Research Libraries Group), Shastri Indo-Canadian Institute, Committee on Libraries and Documentation (CONSALD), South Asian Microform Project (SAMP), and Southeast Asia Consortium-West (SEA-WEST).

This year marked a new phase in the Library's participation in the six-year Canadian National Site Licensing Project (CNSLP), a project that was supported by the Canada Foundation for Innovation (CFI) for the first three years. Since the CFI funding has ended, the Library's participation is now funded from the Library's acquisitions budget and endowment funds.

The Library continued to work with a variety of consortia in the purchase of expensive electronic resources such as Academic Search Premier, ABI/Inform, Blackwell journals,

Elsevier ScienceDirect journals, IEEE/IEE Electronic Library (IEL), Kluwer journals, LexisNexis Academic, ProQuest Historical Newspapers, SciFinder Scholar, and Wiley InterScience journals.

Community Access

Providing access beyond UBC to the citizens of British Columbia is one of the pillars of the Library's strategic vision and the Irving K. Barber Learning Centre is pivotal in this outreach initiative. The University Librarian was recently given the added responsibility of Managing Director of the Learning Centre. The University Librarian and Irving K. Barber scheduled consultation visits to sixteen British Columbia communities to engage members of these communities in determining how the Irving K. Barber Learning Centre could best serve the needs of communities throughout the province. The communities have been a rich source of ideas for the development of Learning Centre services and programs. Staff affiliated with the Irving K. Barber Learning Centre webcast a number of programs of interest to the broader community and created a newsletter, *The Learning Centre News*, which is distributed in print and electronically. The webcasts and issues of the *News* are archived on the Learning Centre web site (*www.ikebarberlearningcentre.ubc.ca*).

With the leadership of UBC's Faculty of Medicine and in partnership with libraries at the University of Northern British Columbia, the University of Victoria and several hospital libraries in BC, UBC Library participated in the design of library programs to support the expansion of UBC's medical school. The Faculty of Medicine Undergraduate Expansion Program's first students will be admitted for the Fall 2004. The Library participated in prototypical week activities at the University of Northern British Columbia and University of Victoria, providing textbooks, interlibrary loan support and backup to library staff at these remote sites. A library operations committee developed budgets, process and policies to seamlessly support the students in this exciting new endeavour. A librarian was hired in February 2004 to work with faculty in identifying and reviewing resources required to support the curriculum.

Discussions with the Provincial Health Services Authority regarding collaborative database licensing reached a successful conclusion, allowing UBC Library to provide access for this group to resources including Clinical Evidence, EMBASE and PsycINFO. This collaborative effort involved BC Cancer Agency, BC Drug and Poison Information Centre, BC Provincial Renal Agency, BC Transplant Society, Centre for Disease Control, Children's and Women's Health Centre of BC, Forensic Psychiatric Services Commission and Riverview Hospital. The Library continued to participate in discussions with the BC Academic Health Council to expand access to electronic information resources for all health sciences students, faculty and professionals in British Columbia.

The Library hosted the UBCcard and U-Pass distribution for the initial year and then actively participated in the transition of these two services to UBC Bookstore. The Library worked closely with the Faculty of Graduate Studies (FoGS) to effect a transfer of the responsibility for accepting and processing graduate theses from Rare Books and Special Collections to FoGS. The transition was very smooth and has resulted in improved service to graduate students. The Library revised its website information for visitors on how they can obtain access to Library resources and services. Food for Fines was a productive collaboration between the Alma Mater Society (AMS) and the Library. Food donations were received in lieu of library fines during the week of November 24-28, 2003 and almost $10,000 in fines were forgiven. The donations went to the Greater Vancouver Food Bank.

As part of Asian Heritage Month, the Asian Library hosted an open house, *ExplorASIAN*, in April 2003. Librarians demonstrated databases, including the new *Historical Chinese Language Materials in British Columbia*, and took groups on Library tours while individuals from the community and other attendees were introduced to Chinese calligraphy, origami, literature and other cultural activities.

Another example of how the Library works with others in the community is Authorfest. This year it was sponsored by the Education Library, the Department of Language and Literacy Education, and the Vancouver Children's Literature Roundtable and was held on February 4, 2004. Invited British Columbia authors and illustrators David Bouchard, David Ward, Pam Withers, and Deborah Zagwyn educated and entertained a lecture theatre completely filled with students, faculty and members of the broader community.

International Initiatives

The Library played an active role in the development of UBC's proposal for the Kuwait Institute of Business and Technology. This proposal included significant input from the Library on how to establish and maintain library services for this new academic institution.

UBC Library is a founding member of the Pacific Rim Digital Library Alliance (PRDLA) and was pleased to host the Annual Meeting in October 2003. Of the 22 member institutions of PRDLA, representatives from 15 institutions attended the meeting in Vancouver. The discussions at the meeting focused on individual digital initiatives and opportunities for collaboration. The agenda was full but provided time for UBC Library staff to engage in discussions with PRDLA attendees from Australia, Canada, China, Hong Kong, Korea, New Zealand, Singapore, and the United States. A PRDLA website is one of the featured sites on the Library's homepage.

The Library has been fortunate this year to host a number of international guests. A delegation from the Library at East London University came to the Library in the Fall term to study the Irving K. Barber Learning Centre; a Universitas 21 fellowship winner from Australia spent several days with Library staff discussing operational issues in a technologically changing environment; a delegation from Degau University in Korea spent time touring UBC libraries and meeting with senior administration; and Princess Takamado of Japan visited the Asian Library and presented the Library with a gift of books.

Friends, Donors and Alumni

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

The tradition of support for the Library from friends, donors and alumni continued unabated in 2003/04 with almost 1,500 donations from Library friends. These donations included additions to the Library's collection from old friends as well as new. Now retired, Dr. Ivan Avakumovic continued his record of donating printed ephemera tracing social and political events in British Columbia. Some other donors who made significant contributions to the collection are mentioned earlier in this Report.

Well known Japanese artist Kazuko Ozeki donated five formative leather artworks to UBC Library in 2003. These works were part of the Japan Arts Fest for UBC's Year of Japan held at the Asian Centre. In collaboration with Mrs. Ozeki, it was decided that the works would enhance the entry level of the newly refurbished Woodward Biomedical Library. Mrs. Ozeki was able to visit Woodward Library for a celebration of the installation of her artwork in July 2003 and was very pleased with their placement. She shared insights on the meaning of each piece and described the technicalities of creating the works as well as how they should be maintained. Unlike most artwork, these are meant to be touched.

The Harry Hawthorn Foundation provided funds for the purchase of bookcases to support the expanding Harry Hawthorn Collection. This Collection of angling and fly-fishing materials comprises over 1,800 books including many rare and valuable items.

Financial support for the Library's collections and technology endowment funds continued with the new fund established in 2002 – the *Wireless Library @ UBC*. This initiative continues to be actively supported particularly by the parents of UBC students.

Future Directions

***During 2003/04**, the Library introduced a number of major changes, all with the intent of improving services and resources for the Library's community of users. Undoubtedly, the next year will bring more of the same.*

A MAJOR INITIATIVE continues to be the development of services and programs that will be offered by the Irving K. Barber Learning Centre. The Library has been working with communities across the province to determine how the Learning Centre can best meet their needs. The Learning Centre is under construction but services, such as eHelp are already being offered. Initially funded by a grant from UBC's Teaching and Learning Enhancement Fund, eHelp is partially staffed by graduate students from the School of Library, Archival and Information Studies at UBC. In January 2004, the Library received a gift from the Sutherland Foundation to expand the eHelp service, allowing increased staffing, hours and outreach to the broader community through the Irving K. Barber Learning Centre.

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

FURTHERING LEARNING AND RESEARCH
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How users access the Library's collections and services will undergo a major change in 2004/05 with the introduction of Endeavor's Voyager, the Library's new integrated library system. Planning is underway to implement Endeavor's companion software, ENCompass. Through ENCompass, Library users will be able to simultaneously search multiple databases with ease, including those held at other libraries. ENCompass will also provide improved electronic content management for the Library's growing collection of electronic information resources.

The British Columbia government's announcement on March 17, 2004 that UBC would establish a campus in Kelowna to serve the Okanagan region and beyond will have far reaching implications for UBC Library. UBC-Okanagan will open its doors on what is now the North Kelowna campus of Okanagan University College in September 2005. Planning is underway to ensure that library collections and services are available to support the new and expanded programs at UBC-Okanagan for 2005 and beyond.

The opportunities, challenges and recommendations identified in the Report of the External Review Committee were important contributions to the development of the Library's 2004-2007 strategic plan. As the Library continues to evolve, it is crucial that this plan reflects the changing environment in which the Library operates. One year ago the Library would not have anticipated the emerging opportunities of a UBC-Okanagan campus. Through its planning process, the Library has positioned itself to be as adaptable as possible in this changing environment.

The strategic plan has laid a foundation paralleling that of the University to reach out, collaborate and embrace partnerships and opportunities. These types of overarching developments take considerable time and effort to ensure their success. All the while, the Library must continue to ensure effective and timely services to the clientele it serves on a daily basis. With the support of the Library's community of users and the hard work of its excellent staff, our services can only improve.

Appendix A

Library Staff

(April 1, 2003 - March 31, 2004)

During the reporting period the Library's staff complement (including GPOF and non-GPOF budget positions) of full-time equivalent (FTE) positions, consisted of 74.62 librarians, 18.64 management & professional (M & P) staff, and 192.13 support staff for a total of 285.39 FTE positions. This figure compares with a total of 303.68 FTE positions in 2002/03, and represents an overall decrease of 6.02%. In addition, the Library's student and temporary hourly staff complement totaled 37.64 FTE positions. The total FTE positions in 2002/03 was 341.32 and in 2003/04 was 324.69, a decrease of 4.87%.

Staff members who retired or who took early retirement: Maureen Adams - David Lam Management Research Library; Cip Ambegia - Woodward Biomedical Library; Balbir Aulakh - Asian Library; Pia Christensen - Humanities and Social Sciences; Peter Edgar - Systems; Marlene Hamakawa – Technical Services; Dilma Huggett - Law Library; Joseph Jones - Humanities and Social Sciences; Iza Laponce - Humanities and Social Sciences; Peggy McBride - Fine Arts; Beverley Scott - Humanities and Social Sciences; Ron Simmer - PATSCAN; Julie Svec - Technical Services; Kay Tomiye - Asian Library; Jung Won Whang - Asian Library; Frances Woodward - Rare Books and Special Collections.

Library staff joining the 25 Year Club or Quarter Century Club: Dagmar Bonkowski, Erin Fitzpatrick, Randy Louis, Aprille McCauley, Edita Michalek, Alfred Tse, Ripple Wai Yin Wong.

Library staff joining the Quarter Century Club - Tempus Fugit (35 years): Diana Cooper, Dorothy Martin, Nicholas Omelusik, Frances Woodward.

New appointments, extensions of appointments, or changes in appointment: Sheryl Adam, resumed appointment as Librarian, Information Services; Tim Atkinson, appointed as Assistant University Librarian - Arts, Humanities and Social Sciences; Deborah Austin, appointed as Director, Human Resources; Christopher Ball, appointed as Head, Education Library; Daniel Brendle-Moczuk, appointed as term Reference Librarian, Humanities and Social Sciences; Ron Burke, appointed as Acting Senior Development Officer, Library Administration; Rita Dahlie, appointed

as Head, Woodward Biomedical Library; Alan Doyle, appointed as term Archivist, University Archives; Linda Dunbar, extended as term Reference Librarian, Education Library and subsequently appointed as Reference Librarian, Education Library; Patrick Dunn, returned from study leave as Librarian, Humanities and Social Sciences; Stephanie Forgacs, appointed as Acting Senior Development Officer, Library Administration; Ellen George, appointed as term Reference Librarian, Humanities and Social Sciences; Nicole Gjertsen, appointed as term Reference Librarian, Fine Arts; Melanie Hardbattle, appointed as term Archivist, University Archives; Dan Heino, returned from a study leave; Kimberley Hintz, appointed as Librarian, Humanities and Social Sciences; Anna Holeton, appointed as term Reference Librarian, Law Library; Henry Hon, appointed as term User Services Advisor, Systems; Terry Horner, returned from one year study leave; Katherine Kalsbeek, appointed as term Reference Librarian, Woodward Biomedical Library and Rare Books and Special Collections; Amber Lannon, appointed as Reference Librarian, David Lam Management Research Library; Kevin Lindstrom, appointed as Acting Head, Science and Engineering; Kristina McDavid, appointed as term Undergraduate Medical Resources Librarian, Life Sciences; Jeorg Messer, appointed as Programmer Analyst, Systems and Humanities and Social Sciences; Deborah Taylor, assigned as Administration Assistant, Koerner Library Administration; Greg Tourino, appointed as term Reference Librarian, Science and Engineering; Sandra Wilkins, appointed as term Assistant University Librarian, Professional Schools and Operations; Erwin Wodarczak, returned from a parental leave.

New or reconfigured positions: Administrative Assistant, Koerner Library Administration; Assistant University Librarian, Arts, Humanities and Social Sciences; Assistant University Librarian, Professional Schools and Operations (term); Human Resources Director; Undergraduate Medical Resources Librarian (term), Life Sciences; Records Survey Project Archivist (term), University Archives; Technical Services Assistants (three term positions), Main Library; Woodward Biomedical Library Head.

Staff members who moved to other departments: Miranda Joyce to Faculty of Chemistry; Jeanette Law to Department of Anatomy; Isgo Nercessian to Faculty of Arts; Cindy Wu to Sauder School of Business.

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

Library Administrative Group: University Librarian - Catherine Quinlan (chair); Assistant University Librarian, Arts, Humanities and Social Sciences - Tim Atkinson; Assistant University Librarian, Collections and Technical Services - Janice Kreider; Assistant University Librarian, Professional Schools and Operations - Sandra Wilkins; Assistant University Librarian, Science Libraries - Lea Starr; Facilities, Finance and Budget Manager - Darrell Bailie; Human Resources Director - Deborah Austin; Special Projects Administrator - Dwight Tanner; Systems Manager - Brian Owen.

Appendix B

Library Statistical Summary 2003 - 2004

Collections	
Total Volumes[1]	4,752,565
Volumes Added 2004	98,088
Current Subscriptions	46,695
Microforms	5,034,144
Electronic resources[2]	33,647
Services	
Total Recorded Use of Library Resources	5,830,859
Document Delivery (Internal)[3]	26,457
Interlibrary Loan - Lending[3]	30,626
Interlibrary Loan - Borrowing[3]	27,873
Instruction Classes/Orientation - Number of Sessions	1,536
Instruction Classes/Orientation - Number of Participants	31,383
Total Questions Answered	254,633
Research Questions	11,433
Reference Questions	144,210
Directional Questions	98,990
Staff (FTE)	
Librarians	74.62
Management and Professional (M&P)	18.64
Support Staff	192.13
Subtotal	285.39
Student	39.30
Total FTE All Staff	324.69

[1] Includes volumes added 2004

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

[3] Included in Total Recorded Use of Library Resources

Appendix C

Growth of Collections

	March 31, 2003	Growth	March 31, 2004
Volumes	4,654,477	98,088	4,752,565
Serial Subscriptions[1]	44,722	1,973	46,695
Other Formats:			
Archives *(meters)*	3,608	34	3,642
Artifacts	1,750	76	1,826
Audio *(cassettes, CDs, LPs)*	81,429	315	81,744
Cartographic	206,284	633	206,917
Electronic resources:			
Bibliographic and full-text databases	464	67	531
CD-ROMs[2]	4,782	(1,016)	3,766
Ejournals[3]	18,500	3,582	22,082
Numeric databases: sets *(799)*, files *(7,268)*	7,100	168	7,268
Total electronic resources	30,846	2,801	33,647
Film and video:	11,630	1,145	12,775
Graphic *(photographs, pictures, etc.)*	480,268	6,819	487,087
Microforms:			
Microfiche *(incl. mcard, mprint)*	4,870,082	39,570	4,909,652
Microfilm	122,868	1,624	124,492
Total microforms	4,992,950	41,194	5,034,144

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

[2] New base count; transition from CD-ROM to online

[3] Ejournals included in serials above

Appendix D

Library Expenditures

Library Operating Expenditures

(Fiscal Years April - March)

Year	Salaries & Wages	%	Collections	%	Binding	%	Other	%	Gross Expenditure
1999/00	13,870,137	49.61	11,666,649	41.73	164,438	0.59	2,259,511	8.08	27,960,735
2000/01	14,127,769	48.31	11,973,519	40.95	205,260	0.70	2,934,980	10.04	29,241,528
2001/02	15,071,483	45.13	13,462,749	40.31	189,571	0.57	4,671,900	13.99	33,395,703
2002/03	15,475,493	47.53	13,484,356	41.42	186,937	0.57	3,409,498	10.47	32,556,284
2003/04	15,239,447	45.72	14,427,449	43.29	176,511	0.53	3,487,222	10.46	33,330,629

From 1999/00 to 2000/01, only expenditures from the Library's GPOF budget were included in the above. Excluded were:

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

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

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

Appendix E

Donor and Gift Recognition

Donations

The list of those who provide financial support to the Library is lengthy: alumni, friends, parents, students, faculty, staff, foundations, government, corporations and other groups. In 2003/04 these generous donors made 1,439 gifts, totaling $11,176,153.

The list includes a $10,000,000 gift from the provincial government toward the Irving K. Barber Learning Centre currently under construction on the site of Main Library. The Irving K. Barber Learning Centre will feature smart classrooms, distance learning activities, wireless access, Canada's first library installation of an Automated Retrieval System (ARS), a fireproof and climate-controlled vault for rare and valuable collections, and a host of innovations that will place the wealth of human knowledge at the fingertips of British Columbians in every community.

We have made every effort to ensure the accuracy of the list of donations received between April 1, 2003 and March 31, 2004. Please direct any inquiries to the Library's Development Office at 604-822-8926.

Reference service to the UBC community, British Columbia, and beyond was enhanced by the generous donation of a gift from the Sutherland Foundation. This donation enabled the Library's eHelp online reference service to increase staffing, hours and outreach to the broader community through the Irving K. Barber Learning Centre.

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

Gifts-in-Kind

Throughout its history, the Library has benefited immensely from generous donations of gifts-in-kind by members of the public, faculty, staff and students. Gifts-in-kind contribute directly to the academic mission of the Library. They enhance and expand the Library's collections, fill gaps in journal back-runs, replace out-of-print titles, and provide resources in specialized areas. During the 2003/04 fiscal year, UBC Library received 115 gifts-in-kind.

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

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Appendix F

Grant Funding

With increasing costs in all budgetary sectors, grants play an increasingly important role in funding services and projects that would otherwise be beyond the Library's means. Benefits from successful applications during 2003/04 include:

B.C. Ministry of Advanced Education

$9,329 contribution to support interlibrary loan

Minor Capital Projects
$579,967 for Koerner Library compact shelving project
$89,148 for Koerner Library handrail replacement

Networks of Centres of Excellence, Information Infrastructure
$7,500 to support reference assistance in the life sciences

B.C. Ministry of Competition, Science, and Enterprise

$26,475 for continued support of the PATSCAN service

National Library of Canada

$95,184 in continued support for the Cataloguing-in-Publication program

University of British Columbia

Academic Equipment Fund
$180,000 for replacement equipment and furniture

Alumni Association
$2,000 for University Publication Digitization Project

President's Office
$14,500 for Records Management Project
$6,500 for University Publication Digitization Project

Public Affairs
$1,371 for University Publication Digitization Project

Teaching and Learning Enhancement Fund
$35,000 for eHelp Virtual Reference Pilot Project

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