UBC LIBRARY

2010-2011

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

Transforming into a 21st-Century Research Library

a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

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Cover Image: *Caption goes here.*

It is my pleasure *to present the 2010/11 Report of the University Librarian to the Senate. This past fiscal year was a defining one for UBC Library. The implementation of a transformational strategic plan began, innovative digital initiatives were pursued, and the Library engaged actively with students and the community. Highlights of these and other activities are outlined in this report.*

Ingrid Parent
University Librarian

UBC Library's Strategic Plan 2010-2015

In the spring of 2010, UBC Library presented a new strategic plan to guide the institution for the next five years (please see http://strategicplan.library.ubc.ca for more information). The document, prepared following extensive consultation with internal and external stakeholders, features five strategic directions: Enhance Student Learning; Accelerate Research; Manage Collections in a Digital Context; Engage with Community; and Create an Exceptional Work Environment. These directions also align

Photo caption goes here.

with *Place and Promise,* the strategic plan for UBC as a whole (please see http://strategicplan.ubc.ca for more information).

Next steps included beginning the plan's implementation and informing stakeholders about developments. The Library produced its first *Community Report,* an overview of the strategic plan's first year. Highlights include a new collaborative space for users at Woodward Library; the establishment of the Canaccord Learning Commons at the Sauder School of Business (Canada's first dedicated learning commons within a business school); the establishment of the GIS/Data Research Lab at Koerner Library, offering spatial and statistical analysis to support research; and the launch of the Small Business Accelerator, a gateway to business information for entrepreneurs throughout British Columbia.

Collections

UBC Library was able to leverage its funding to purchase more material, largely due to the Canadian dollar being above par with the U.S. dollar for a lengthy period. Total collections in fiscal 2010/11 expanded by 300,000 items to about 6.4 million items. In addition, the Library enhanced access to its collection of more than

875,000 e-books, thanks to the significant addition of bibliographic descriptions to the Library catalogue. Although loans of print materials dropped slightly, visits to UBC Library's website totalled about 6.9 million, an increase of nearly 500,000 over the previous year.

While print publications continue to be acquired, an increasing amount of material is available in electronic formats. In 2010/11, e-resource spending accounted for more than 70 per cent of the Library's collections budget, up from 25 per cent a decade earlier.

cIRcle (https://circle.ubc.ca) – UBC Library's open access digital repository for the University's research and teaching materials – continued to expand, growing to 31,700 items. Items include the full text of more than 28,000 UBC theses and dissertations, ranging from 1919 to the present.

The Library was able to acquire large sets of digital resources requested by UBC faculty. Two significant examples include: the British Periodicals Collection I and II, which feature more than 460 journals in total; and the newspaper bundle from Gale CENGAGE Learning, which features British and U.K. newspapers from the 17th, 18th and 19th centuries.

The Library also had important accruals to five archival collections: children's illustrator Anne Blades; author/artist Douglas Coupland, science fiction and technical writer Crawford Killian; science fiction writer Spider Robinson; and John Keenlyside, whose collection encompasses the history of law in B.C.

Each year, UBC Library benefits greatly from the generosity of donors, who provide valuable funding for many projects and gifts-in-kind that enhance collections (please see Appendix D for further donor details).

One highlight involved Canadian Pacific (CP), which provided $500,000 for projects related to the promotion of the Chung Collection (http://chung.library.ubc.ca), including its digitization, a video recording of Dr. Chung and the collection, and an illustrated publication. UBC Library is grateful to CP, and to all of its supporters.

Preservation

The Library's strategic plan emphasizes the importance of preserving collections in order to meet curriculum and research needs. In January, a Librarian of Preservation and Collection Management Programs was appointed. This role will: establish a

preservation program to address the needs of UBC Library's collection assets; advance the preservation of, and access to, Library collections in support of learning and research at UBC; and ensure the continued existence over time of outstanding print, electronic and other information resources for students, faculty, staff and community members.

While the Library is pursuing an ambitious digital agenda, it is also dedicated to providing proper stewardship of, and access to, its vast print collections. Indeed, another strategic plan goal is to make collections easier to find for Library users. An inventory program was developed to ensure that the Library catalogue reflects, as accurately as possible, its holdings of physical items that are available for consultation and lending.

By the end of fiscal 2010/11, the inventory program had been completed for Koerner Library and the Irving K. Barber Learning Centre. It was also underway at the Education Library, and is set to expand to the Music, Woodward and David Lam libraries in the next fiscal year.

The Digital Agenda

Addressing the challenges and reaping the benefits of today's digital environment is a top priority at UBC Library. As part of this process, the Library hired a Director of Library Digital Initiatives, who led the formation of the Digital Initiatives Unit. This team – which features specialists in digitization, scholarly communications and copyright – was formed to lead the Library in transforming its services to meet the teaching, learning and research needs at UBC.

Photo caption goes here.

Meanwhile, the B.C. History Digitization Program marked its fifth year of assisting communities throughout B.C. to celebrate and promote their heritage. This innovative initiative from the Irving K. Barber Learning Centre provides matching funds to libraries, archives, museums and other organizations around the province to digitize material related to the history of British Columbia. In 2011, nearly $180,000 was awarded to 21 projects; altogether, program funding has totalled more than $820,000 for 98 projects throughout British Columbia.

Photo caption goes here.

Irving K. Barber Learning Centre

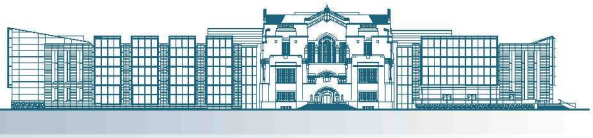
In 2010/11, student engagement highlights involved initiatives undertaken by the Irving K. Barber Learning Centre and its Chapman Learning Commons (CLC), a collaboration between the Library, Student Development and the Centre for Teaching, Learning and Technology.

The CLC, located in the restored core of the historic 1925 Main Library, offers a range of services to support learning, research, writing and technology use. The campus-wide Learning Centre website, found at http://learningcommons.ubc.ca, is a vital tool that students access to benefit from learning support resources, including tutoring, academic coaching and study toolkits.

The Learning Commons Student Advisory Committee was established in 2010 to offer a venue for students to bring forward issues and ideas related to the Chapman Learning Commons and the Learning Commons website. The committee's mandate was expanded in early 2011 to include items related to student learning on a Library-wide basis.

The Interim Director of the Learning Centre continued in his role as the Chair of the B.C. Digitization Coalition, which facilitates discussion regarding digitization strategies in communities across the province.

The Learning Centre regularly partners with groups to present events that explore a range of current issues. For example, it partnered with UBC Continuing Studies and worked with various UBC departments, including the Department of Asian Studies



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

and the First Nations Studies Program, to develop the Lifelong Learning Series. The Learning Centre also partnered with the Vancouver Institute to present an illustrious speaker series.

The Robson Reading Series, put on by the Learning Centre and UBC Bookstore, presented readings and talks by esteemed Canadian authors at UBC and beyond. Events included fiction from Annabel Lyon and narratives from Michael Nicholl Yahgulanaas, who combines traditional Haida stories with Japanese-style manga comics.

Chinese Canadian Stories

One of the best examples of the Library's many engagement activities is the Chinese Canadian Stories portal (www.chinesecanadian.ubc.ca), a collaborative project that features the legacies of Chinese Canadians who helped shape Canada. The project received a $900,000 grant from Citizenship and Immigration Canada's Community Historical Recognition Program (CHRP), which was announced in August by Alice Wong, Parliamentary Secretary of Multiculturalism, during a visit to UBC's Vancouver campus. The final portal will launch in the fall of 2012 and provide a one-of-a-kind site with English, Chinese and French resources for students, researchers and teachers, along with learning resources for elementary and secondary teachers, and virtual experiences on portable interactive kiosks. A series of promotional events and workshops will be offered across Canada.

Partnerships

Collaboration is key to success for many initiatives, and UBC Library is involved in an array of partnerships and projects. The Library is a member of various regional and national organizations, including the Canadian Association of Research Libraries, the Association of Research Libraries, the British Columbia Electronic Library Network and the BC Digitization Coalition.

Encouraging Diversity

UBC Library presented its first "Living Library" event as a way to promote diversity, and share a broad range of views and opinions, in an interactive setting. This concept features real people, most of whom hold UBC connections, who are "lent out" to speak about their lives and experiences with interested users. UBC Library acknowledges the input and assistance from Douglas College and the Coquitlam Public Library for this special event.

The 21st-Century Research Library

Opportunities and Challenges

Fiscal 2011/12 promises to be another decisive year for UBC Library as it deals with issues of space, staff and technology. As noted earlier, the Library is in the midst of implementing an ambitious five-year strategic plan that will see the evolution of many existing services, programs and operations.

Four core service reviews will be undertaken, for Library Services and Information Technology, Technical Services, Reference Services and Circulation. While we anticipate some needed changes, we also acknowledge that uncharted areas lie ahead. The Library will need to adopt a flexible approach in order to meet shifting user needs, adapt to rapid technological change and help support *Place and Promise*.

The repurposing of space will be a priority, as we investigate how parts of the Library's vast print collection can be efficiently housed and accessed elsewhere. This, in turn, will provide us with opportunities to envision new and flexible spaces for students. Indeed, the Library will pursue the establishment of a Research Commons in Koerner Library with a goal of developing new user-centred spaces, services and technology. With a focus on graduate students and faculty in the humanities and social sciences, the space will support interdisciplinary research and collaboration.

UBC Library's digital agenda will benefit greatly from the opening of a new, innovative space to house the Digitization Centre. Priorities include the British Columbia Historical Newspapers Digitization Project, the British Columbia Bibliography Project and the development of digital preservation programs and services.

The creation and use of data in its myriad forms by faculty and researchers is increasing in academia. Accordingly, UBC Library will participate in an ARL (Association of Research Libraries) eScience Institute, along with several other universities across the US and Canada. This process will assist the Library to play a leadership role

in terms of developing a strategic agenda for eScience support on campus. It is expected that a pilot project around data curation and other activities supporting data management for UBC's research communities will be implemented.

UBC is transitioning to a new copyright environment, spurred in part by changes proposed by Access Copyright, an organization that collects copyright fees for publishers from postsecondary institutions. The Library will need to be actively involved to inform and support its users and the broader University community about changes to policies and procedures related to the copying and distribution of information.

As Co-Chair of the Scholarly Communications Steering Committee, spearheaded by UBC Library in 2010, I look forward to working with my other committee colleagues from across the University on topics regarding scholarship in the digital age. Priorities include the development of a University-wide position on open access, the impact of new forms of information creation and distribution on tenure and promotion, and a review of challenges facing university publishing.

These are inspiring times for UBC Library and, indeed, for all academic libraries that are defining their roles in the 21st century. As we pursue our paths and take on new directions and responsibilities, I look forward to working with the Senate Library Committee, an invaluable liaison between the Library and the broader academic community.

Finally, in 2011 I will take on an additional position as President of the International Federation of Library Associations and Institutions (IFLA). IFLA, founded in 1927 and headquartered in The Hague, includes more than 1,600 members from 120 countries. It is the only organization that speaks for library associations, institutions and librarians around the world (see www.ifla.org for more information). A Deputy University Librarian will be appointed to direct the Library when I am away for IFLA-related business.

This will be the first time that a Canadian will head IFLA, and it is a great honour to be elected to this international position. I look forward to using my experience as UBC's University Librarian to influence my vision for IFLA, and I hope to bring IFLA values and activities to Canada – and to UBC.

Ingrid Parent
University Librarian

Library Staff

(April 1, 2010 – March 31, 2011)

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; Julie Mitchell (effective December 2010)
Collections – Jo Anne Newyear Ramirez
Communications and Marketing – Linda Ong (effective August 2010)
David Lam Management Research Library – Jan Wallace
Education Library – Christopher Ball
Hamber Library – Tricia Yu
Humanities and Social Sciences Division – Peter D. James
Irving K. Barber Learning Centre – Sandra Singh (resigned effective December 2010); Acting Head, Simon Neame
Law Library – Sandra Wilkins
Library Digital Initiatives – Allan Bell (effective September 2010)
Library Systems and Information Technology – Renulfo Ramirez
Music Library – Kirsten Walsh
Rare Books and Special Collections – Ralph Stanton
Robson Square Library – Leonora Crema
Science & 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 (resigned effective November 2010); Acting Heads, Teresa Lee, Kathy Hornby; Life Sciences Libraries – Interim Head, Kathy Hornby (effective February 2011)
Xwi7xwa Library – Ann Doyle

Library Operations Management Group

University Librarian – Ingrid Parent
Associate University Librarian, Collections – Jo Anne Newyear Ramirez
Associate University Librarian, Planning and Community Relations – Leonora Crema
Associate University Librarian, Public Services – Lea Starr
Associate University Librarian, Library Systems and Information Technology – Renulfo Ramirez
Director, Communications and Marketing – Linda Ong (commenced August 2010)
Director, Finance and Facilities – Corey Sue
Director, Human Resources – Deborah Austin
Director, Irving K. Barber Learning Centre – Sandra Singh (resigned effective December 2010); Acting Director, Simon Neame
Director, Library Digital Initiatives – Allan Bell (commenced September 2010)

Appendix B

Library Statistical Summary (includes Okanagan Campus)

(April 1 – March 31)

	March 31, 2011	March 31, 2010
Library Collections		
Total Volumes	6,358,773	6,085,524
Digital Collections		
E-books [1]	875,670	551,333
E-journal titles [2]	157,545	90,612
cIRcle (includes e-theses)	31,700	22,000
Digitization projects (pages, images, titles, files)	5,694,770	4,760,187
Other Formats		
Archives (metres)	4,097	4,053
Audio/visual, cartographic, graphic	883,655	846,551
Microforms	5,310,799	5,290,452
Services: Teaching and Learning		
Classes	1,288	1,354
Participants	35,941	34,055
Online classes	17	13
Online participants	4,167	3,521
Total questions answered	170,621	171,587
Online reference	18,591	15,667
Loans	2,041,785	2,197,871
In-person visits	3,946,457	4,085,389
Website visits	6,878,700	6,390,793
Staff (FTE)		
Librarians	86.45	86.35
Management and Professional (M&P)	38.04	32.7
Support Staff	161.01	166.75
Student employees	39.0	39.2
Total FTE All Staff	324.5	325.0

[1] Number of catalogued titles

[2] Journals accessible through Summon, UBC Library's discovery tool

UBC Library Statement of Expenditures

(Fiscal Year April 1, 2010 – March 31, 2011, Vancouver campus)

Year	Salaries	Benefits [1]	Collections	Other	Total
2006/07 [2]	14,928	N/A	14,671	3,748	33,347
2007/08	13,727	N/A	12,488	3,382	29,598
2008/09	15,291	N/A	15,030	4,120	34,441
2009/10	16,432	N/A	14,138	4,290	34,861
2010/11	16,404	3,058	13,923	6,724	40,109

[1] Benefit funding and expenses were transferred to UBC Library in 2010/11. These benefit charges were paid by UBC Finance prior to 2010/11.

[2] Includes UBC Vancouver and UBC Okanagan; aside from 2006/07, financial reporting includes results solely for UBC Vancouver

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

Appendix D

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

(April 1, 2010 – March 31, 2011)

The following donors contributed gifts between April 1, 2010 and March 31, 2011.

President's Circle

(Lifetime Contribution, $250,000 and above)

Mark Achbar

Chancellor's Circle

(Lifetime Contribution, $25,000 to $249,999)

Anonymous
Wallace B. Chung
Estate of William C. Gibson
Hamber Foundation
ITF MC Leaseholds Ltd.
Estate of Toni Onley
David T. Suzuki

Wesbrook Society

(Annual Contribution, $1,000 to $24,999)

Anmar Fund
Anonymous
Mike Apsey
S. Tremaine Arkley
Franc Boltezar
Canadian Council of Archives
Joanne Caple
Sandra L. Cawley
Y. Chu
Columbia Basin Trust
Sharon M. Crabtree
Robert K. Dent
Allan S. Donsky
David Drazin
Estate of Oenone Judith Dundas
Daniel G. Foster
Ethel M. Fulton
Frederick Greer Charitable Remainder Trust No. 1
Hartley & Marks Publishers Inc.
Andrew Hinds
John F. Howes
Ronald A. Jobe
Clive L. Justice
John S. Keenlyside
Kuyzah Kim
Joy Kogawa
Sam T. Kwauk
Jenifer C. Liew
Henry Luck
Mary L. MacDonald
Parviz Maghsoud
Carolyn A. Malchy
Elizabeth Malcolm
George L. Malpass
H. Edward McLean
Patricia J. Montpellier
Sarah Neale
Donald G. Newton
Cornelia H. Oberlander
Donald I. Ourom
Douglas D. Paterson
Vera Pech
Port Alberni Shipping Co. Ltd.
Potters Guild of B.C.
James A. Rainer

Andres Resto
Estate of Doris Kathleen Shadbolt
Ursula M. Schmelcher
Heather Spears
Spectra Energy
John E. Stainer
Ralph J. Stanton
Diana Sullivan
Theresa Thomas
Shui Y. Tse
Roland Whittaker Charitable Trust
Estate of Sonia Williams

Friends

(Annual Contribution, $500 to $999):

Elizabeth Anda
Gordon R. Ashworth
Ivan Avakumovic
G. Pat Blunden
Laurence L. Bongie
John H. Bowles
Marjory Bromhead
Tin L. Chan
Janice Chapman
Catherine A. Clark
Gerry Clarke
Bruce P. Dancik
Santoso Danudjaja
Theresa Dietrich
D. Bruce Dyck
Bruce Frankard
Edward B. Freeman
Richard D. French
Atsuko Fukunaga
Kathleen Giffin
Sean D. Gilbert
Goreff/Neuwirth Charitable Trust
James H. Goulden
Ronald A. Greene
Jean M. Groves-Sordi
Chantal Hilton
Don Hopkins
John Kastelic
Kazutoshi Komiya
Michael Laine
Peter Lannon
Michael LeRoss
David G. Malaher
Dr. Maureen O'Brien Professional Corp.
James M. Orr
Mark Robinson
Robert S. Rothwell
Lois P. Smith
Carmen Uifalusi
Len Vandenberg
Steve Wang
Lorraine Whale
Jadeene Wheaton

We strive to ensure the accuracy of the list of donations received between April 1, 2010 and March 31, 2011. If there are any omissions or updates, please contact the Library Development Office at 604-827-4112.

Grant Funding

(April 1, 2010 – March 31, 2011)

With budgets under pressure, grants play an increasingly important role in funding services and projects. Highlights from 2010/11 include:

Columbia Basin Trust
$3,000 for University Archives.

Mark Achbar
$4,600 for University Archives.

UBC Bookstore
$5,000 for the Robson Square Reading Series.

David Drazin
$6,185 for cataloguing of donations to Rare Books and Special Collections (RBSC).

Canada Council for the Arts
$6,400 for the Robson Square Reading Series.

Anonymous
$10,000 for Asian Library renovation.

Sharons Credit Union
$10,000 for the Korean Canadian Heritage Archive database project, Asian Library.

Estate of Oenone Judith Dundas
$10,260 for the maintenance of Renaissance Studies books.

Korean Foundation
US$4,500 for the Korean Studies e-Resources program, Asian Library; US$20,000 yearly contribution for Korean collections expansion, Asian Library.

MC Leaseholds Ltd.
$25,000 for junior archivist for Bick Lee Collection.

Hamber Foundation
$25,000 for the last instalment of a five-year grant for RBSC cataloguing.

BCcampus Online Program Development Fund
$25,407 (second instalment) for the Digital Tattoo project.

Wallace B. Chung
$16,470 for student hiring, summer 2010, by RBSC; $25,000 for changes to the Chung Room.

UBC Classroom Services
$50,000 for the Woodward lower level renovation.

VP Research
$25,512 for TLEF Awards 2010/11 – online learning opportunities for commuter and distance education students; $32,300 for TLEF Awards 2010/11 – co-curricular learning tools assessment, evaluation and development for a business school learning commons.

Department of Citizenship and Immigration
$448,741 for the Chinese Canadian Stories project.

Acknowledgement

***I would like to thank** the many contributors to this report and those who aided in its development and production.*

Ingrid Parent
University Librarian

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Our **Ninety-Sixth Year**

UBC LIBRARY