UBC LIBRARY

BULLETIN

No. 257 July-August 1999

The *Bulletin* marked its 30th anniversary in 1998 by taking a year off. However, responses to a staff survey this spring indicated that some form of Library-wide newsletter was both needed and missed. This is the first of three issues planned for August through December 1999 with editor *pro tem* Elsie Wollaston. Elsie invites your feedback on topics the *Bulletin* should be covering.

Ed. Note: Our theme for this first issue was PIOPPAGIO: put it on pink paper and get it out! Normal layout and graphics will be restored when feasible – with luck, next issue.

In The Works: A New Library Strategic Plan

The University is reshaping itself, and it's crucial for the Library to keep pace. In recent months we've discussed and responded to vision statements for UBC such as *Trek 2000*, *Research Turns on Knowledge*, and *The Future of Learning at UBC: Toward an Academic Plan*. By now, many of our own planning documents are 8 to 10 years old. The University Librarian's Advisory Council (ULAC) agrees that the Library urgently needs to develop its own coordinated plan in response to UBC's initiatives.

The process began in June with the hiring of Ms. Harriett Lemer, a professional consultant with 16 years' experience in the areas of strategic planning and organizational change. Harriett will be with us on a one-year contract, and has already met with ULAC to define what needs to be done and develop a time frame. A key requirement will be a Library-wide user survey during the 1999/00 winter session. Heather Keate has agreed to head up the survey group, and a planning outline should be posted for staff early in the fall term.

Budget Gains Outweigh Losses

Although it has not yet received its 1999/00 budget from the B.C. government, the University has released its fiscal plan for the coming year. Library collections funding has not only been maintained, but strengthened: an extra $1 million has been allocated to this budget on a continuing basis, boosting our annual acquisitions budget from $10 to $11 million. Coupled with endowment funds and income from fines, this is enough for us to move ahead on purchase of new databases, online journals and monographs which were previously out of reach. Most should be in place by early in the 1999/00 winter session.

We also received $129,000 from the Academic Equipment Fund, a welcome boost of about 30% over previous years. Top-rated projects will be expansion of our electronic offerings to users and upgrades to Library workstations. Another $80,000 Minor Capital Funding allocation is not enough for any single project, but the top two continue to be compact shelving installations for Law and Woodward. Added budget requests for these are being submitted for 00/01. Connectivity upgradings for Main Library service desks and MacMillan space renovations are next on the list.

To balance all this, we are being asked to eliminate $180,000 in non-collections spending for 1999/00, and $201,000 in succeeding years. (The latter figure would have been more, but we received $85,000 in new Access funding.) Thanks to DRA, we can offer up the funding formerly used for purchase of LC and CANMARC records on tape. The rest will come from three positions vacated through early retirement.

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850 Print Serials Go, Electronic Access Boosted

Since 1990 the number of serial titles published worldwide has grown by about 60%, and it has not been unusual for the average academic title to increase its subscription price by 8 to 10% each year. Worse, over 80% of the serials fundamental to research at UBC are billed in foreign currencies, so a weak Canadian dollar drives up our costs in this area even more. Much as we welcome the recent $1 million boost to our acquisitions budget, the Library cannot absorb these kinds of increases indefinitely. Otherwise, serials would become the black hole of the collections budget, absorbing funding we have to preserve for books, electronic and A-V materials, and all the other formats needed in a modern-day research collection. The 1999/00 fiscal year will therefore see UBC libraries cancelling subscriptions to about 850 serial titles, representing over $800,000 in renewal costs.

Although the number of titles on this year's list is only about half of what we cancelled in each of the previous heavy rounds (1994/5 and 1995/6), choosing what to give up now has been particularly hard. Most are ones we know our users will not be able to do without. The Life Sciences, Science & Engineering, and Humanities & Social Sciences libraries cancelled roughly 200 titles apiece, MacMillan about 100, and the remaining titles were distributed around the smaller libraries. For a branch-by-branch list, access the Library's home page and follow the links to **What's New**, then **Serials Cancellations**. Supporting material includes a letter to patrons from the University Librarian and background information on the scholarly publishing/pricing crisis.

If the science libraries seem to have borne the brunt of this year's cutbacks, it's because electronic access is a much more viable alternative in these areas. The *Pegasus* interlibrary loan link to CISTI now gives UBC cardholders free delivery of books and articles from Canada's largest science library within 72 hours. Via a combination of endowment and fines funding, the Library is also adding full-text e-journals and databases in subject areas hardest hit by the 1999/00 serials cuts. The best news of all arrived in late June: the approval of a national site licensing project which will do much to improve access to electronic journals for academics across Canada, especially in the sciences. For more on this, read on....

National Site Licensing Project Gets $20 Million

June 23 was a red letter day for 64 Canadian universities and their libraries. A joint proposal spearheaded by the Canadian Association of Research Libraries was approved in its entirety, and as a result, the Canada Foundation for Innovation will provide $20 million over three years towards funding the new $50 million Canadian National Site Licensing Project.

What exactly is the CNSLP? Put simply, it's a consortium to negotiate Canada-wide academic access to electronic versions of scholarly journals, mostly in scientific disciplines. The federal grant will cover roughly 40% of the overall cost, with the remaining money coming from the institutions themselves and regional or provincial partners. UBC has already committed to providing its share of matching funds, and support will also be sought from the B.C. government.

University Librarian Catherine Quinlan was a member of the CARL CFI Steering Committee which put the proposal through. "What gave us a lot of satisfaction, " she recalls, "was that the libraries' proposal was being considered along with other multi-million dollar submissions from Canadian universities. Each of these goes through months of rigorous screening from assessment committees, and if they recommend funding at all, it can be either full or partial. The libraries' Site Licensing project was awarded the full $20 million requested."

It's still too early to say how this will affect UBC, or when. The main benefit to Canadian universities will be CNSLP's mandate to negotiate equal electronic access to publishers' and vendors' journal collections for all institutions. Since it represents a minimum of 100,000 researchers and graduate students, CNSLP can maximize negotiating and buying power to reduce overall costs. In turn, this may free up money now being paid by UBC and other libraries for more limited and less cost-effective agreements.

And For Our Next Number. . .

Happily, success in 1999 doesn't spell the end of the CARL site licensing initiative. Under the same program, the CFI will hold two more competitions for funding in 2000 and 2001. The respective budget allocations have been set at $300 million and $250 million. At the University Librarian's request, Brian Owen and Jocelyn Godolphin have developed a proposal that requests funding for e-resources in the humanities and social sciences. This proposal has been submitted to the UBC CFI Advisory Committee for consideration, and if successful, will be put forward in time for the second round of CFI funding.

Expanded E-Resources for Fall

UBC users arriving back on campus next month will find some significant new additions to our lineup of online databases and journals. *Web of Science* went up too late in the spring term to get much attention, but use during the summer has more than made up for that – especially now that patrons have learned it's the electronic version of all three printed ISI citation indexes: *Science*, *Social Sciences*, and *Arts/Humanities*. There's no word yet about whether we can expand the number of simultaneous users beyond the present cost-conscious limit of five, but the new CFI site licensing project may hold out some hope. *Canadian NewsDisk*, coming in September, is another database with broad appeal and coverage (over 20 Canadian newspapers and related sources, monthly updates, all stories in full text). *CBCA Full Text Education*, *CCOHS* (Canadian Centre for Occupational Health and Safety), and the vast full text *MD Consult* site are up already and will add to our resources in subject specialties.

We are also committed to making as many journal titles available online as time and budget permit. For the past few months work has been going on toward opening up access to all Wiley and Springer e-journals where we currently own a print subscription: about 350 all told. Although passwords are needed for these, they are posted on a page accessible to eligible users. More titles will continue to go up in the coming weeks.

Until the end of December we will be participating in free trials of all seven journals in the *Nature* family, and 27 *Annual Review* titles in the sciences and social sciences – some duplicated in JSTOR, others unique, since we no longer subscribe to the print version. There's also a few days left to check out the Elsevier journal trial featured on the Library's home page until August 27: 1,100 titles in a wide range of disciplines.

Janice Kreider reports that science journals continue to be our most popular offerings so far, judging by the number of hits on their information pages. The top seven titles are *Journal of Biological Chemistry*, *Proceedings of the National Academy of Sciences*, *Science*, *Biochemistry*, *New England Journal of Medicine*, *Journal of Organic Chemistry*, and the *EMBO Journal*.

The Library's new home page, due by September, will make the link to e-journals more prominent. In the meantime, the fastest way in is via the **More Resources** link on the present home page. For the new databases, click on **Article Indexes**.

2001: A RECON Odyssey

Opening up online access to our million+ older catalogued items has been a Library goal for over 20 years. Now retrospective conversion -- RECON -- is being fast-tracked. This summer the project received funding for five part-time sessional LA2's, building on a continuing financial commitment from the Library administration. By August the C, E-F, K, and S through W call numbers had been completed, leaving about 45% of 1,672 shelf list drawers yet to go. RECON coordinator Nadine Baldwin reports that if the pace keeps up, everything in the UBC collection will have some form of online record by the end of the 2000/01 winter session. The project could still use volunteers: if you're an LA2 or over and would like to help, see your supervisor about getting in touch with Elaine Thorson in Cataloguing (ethorson@interchange.ubc.ca).

SYSTEMS UPDATE

To say it's been a busy year would be an understatement. In coordination with a number of Library working groups, the Systems Division is working flat out on several large projects, most aimed at getting improvements in place for either the fall term or the end of 1999. Here are some highlights from a recent interview with Doug Brigham.

- ***Could you bring new staff up to date on the Web2 version of DRA?***

While we're all aware of shortcomings with the version we're currently using, DRA's Web2 is not the answer. It simply doesn't provide the features and improvements we'd need to make it worth implementing. Of course, there's always a chance that DRA will come up with a Web2.1 version, but that's not something we can afford to wait for. Instead, we're making good progress with our own modification, WebNG.

- ***What can users look for in WebNG?***

The best way to answer that is to have them test it out. On the staff Web page, click on Library Projects, then WebNG Prototype. Our goal was to preserve the look and feel of Web1 while cleaning up as many of the annoying aspects as possible -- for instance, displaying due dates for items out on loan, something you could only get before in the InfoGate version of the catalogue.

- ***Can we still file questions and comments about WebNG?***

The more feedback, the better. If you don't know who your local Public Catalogues Task Group member is, send your comments to Bill Ng or Graeme Clark in Systems.

- ***Will the NG version of the catalogue be up in time for the start of term?***

Programming and testing still needs to be completed, so we'll probably be phasing parts of it in during the fall.

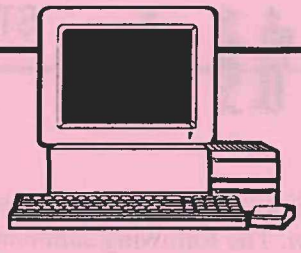
- ***Can the Web1 catalogue handle big user numbers now?***

That's something we've done a lot of work on. We've changed to a faster server and eliminated many of the other bottlenecks that made the original Web catalogue so slow. Then we tested the new version to see how it would run at peak periods, and all in all, Web1 is looking fast enough now to handle the kind of user levels it will get until WebNG goes up. Incidentally, we're also going to do the same kind of load testing on NG before the systems are switched over.

- ***Speaking of migrations, are the new ILL and Document Delivery systems on track?***

That project is going very nicely now, thanks to major improvements in both the GODOT server and the RSS software. In late July the Library changed over to the most recent RSS software release, and the response times look very rapid right across the system. Next, we need to migrate external users off UBCLIB and onto RSS. By early fall, plans are to do the same thing with UBCLINC, then deactivate the old systems. Meanwhile, we're also winding up a project to get the Life Sciences Libraries onto QuickDoc, which will handle their heavy DOCLINE traffic much better than the non-Y2K compliant Aviso software.

SYSTEMS UPDATE



- ***With all this happening, what about the changeover to WindowsNT for staff workstations?***

We're still right on schedule in terms of the unit-by-unit training program.Installations are lagging a bit, but not much, and we're making adjustments.Our goal is still to have the staff NT migration substantially completed by September.

- ***What about manuals and general documentation for Windows NT and Office 97?***

Between the NT Help function and the training we've been giving, we're not hearing much from staff regarding added training so far. We'll be continuing both the basic program and drop-in sessions for NT into September. An **NT Frequently Asked Questions** link is coming soon on the staff home page. When it comes to support for the upgraded version of *Office*, the best approach is to wait and hear what people feel they want, then see whether some form of manual is the best method or whether the Library should set up focused workshops.

- ***We hear access to Library databases is being tightened up. What's happening?***

When we sign a contract with a database vendor, both parties agree on who will be able to use it and how. That in turn affects what we pay, so the vendor has an interest in seeing that we abide by the contract. The large majority of our databases and online services have access restrictions for non-UBC users. The terms of the licence are stated on the information page for every database, but we need to continue making our best efforts to enforce them, else we're likely to hear from concerned vendors

Starting in September, non-UBC patrons with purchased borrowers' cards will find that the remote access restrictions now mean what they say: this group really will not be able to get in from non-Library locations. We can expect a lot of questions about this; for example, the "community cardholder" group includes many UBC alumni who may feel the restrictions don't apply to them. The Library has launched an information campaign aimed at people and institutions holding purchased cards. We've also put up a Web page covering what most staff and patrons will need to know about the access changes and listing the online resources in each category. The URL is **<www.library.ubc.ca/home/accessrestrict.html>**.

- ***UBC's Campus Connectivity project didn't get funding for 1999/00. What does this mean for libraries?***

Pete Edgar and Brian Owen, our representatives, say it's a setback but hardly the end of the line. The original campus-wide project aimed at fast-tracking electronic access for the disadvantaged: UBC's aging buildings and their occupants. The main benefits for us would have been outside money to assist with upgrades to some longstanding connectivity problems, primarily in the hospital libraries and Macmillan. However, it's viewed as a temporary halt. The project is still alive, and meanwhile members are pursuing other sources of funds.

- ***January 1/00 and Y2K are coming up in under five months. Comments?***

Every library system has been given a priority ranking, and 1999 has seen them all put through extensive testing. Happily, DRA is also being put through the mill by the large U.S. academic libraries who use the system, so we can leave much of that to others -- and, incidentally, their reports are positive so far. In house, we'll continue testing the public OPACs and our various commercial databases until we're satisfied we'll have an uneventful rollover. As we get into the final months, the Library will be putting up its own Y2K website. Staff who have questions before then should contact the Library's Y2K coordinator, Doug Brigham, at 2-8672.

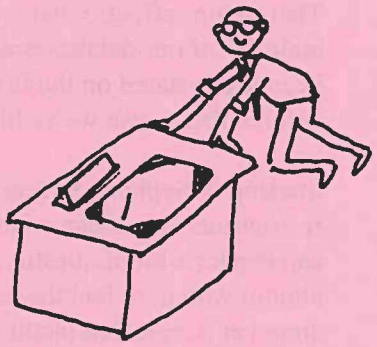
STAFF NEWS

Space limitations make it impossible to cover all the staff changes since the last *Bulletin*. The following summary covers new permanent appointments since April 1999, all developments affecting full-time staff since May 1, and retirements from May 1 to the end of the calendar year.

New Appointments

Tim Atkinson, Head, Education Library
Darrell Bailie, Library Facilities Manager
Charlotte Beck, Librarian, Woodward
Doug Brigham, Librarian/Analyst, Systems
Arlene Kofol, LA1, Woodward
Rudy Trachel, Librarian, Cataloguing

Recall



Ron Berry, LA1, Koerner
David Brydon, LA2, Main
Kenn Crossley, LA1, Math
Fremma Esquejo, LA1, Lam
Robert Gunnarsson, LA1, Math
Shana Hugh, LTA, Graphics
Jessica Metters, LA1, Main
Zoe Redenbach, LA1, Koerner
Gary Tse, LA1,Lam

Promotions and Reclassifications

Shauna Brown, to LA2, Law
Pete Edgar, to Programmer/Analyst E, Systems
Paula Osachoff, to LA2, Woodward
Sheila Porter, to LA4, Orders
Liz Whittam, to LA3, Koerner

Transfers

David Buchanan, to LA1, Main Circulation
Heman Choi, to User Services Coordinator, Systems
Gaye Ferguson, to LA1, Woodward
Nancy Forhan, to LA4, Information Services
Sean James, to LA2, Resource Sharing Services
Patrick Kincaid, to LA2, Orders
Graham Law, to LA1, Main Circulation

MORE STAFF NEWS

Leave of Absence to Attend SLAIS

Desiree Baron, LA4, Information Services
Ron Berry, LA1, Koerner Circulation
Anastasia Leontieva, LA1, Koerner Circulation
Sion Romaine, LA2, Humanities and Social Sciences

Goodbyes

Janice Beley, LA2, Orders
Judy Bond, LA4, Orders
Ursula Borejsza, LA4, Main Circulation
Felix Cheung, User Services Coordinator, Systems
Polly Diether, LA3, Special Collections
Lucy Duso, LA1, Main
Robert Flynn, LA 2, Law
Frances Foran, LA1, Special Collections
Carter Kagume, LA2, MacMillan
Joyce Peasgood, LA2, Law
Kim Trainor, LA1, Woodward

Retirements, by Date

[ETA: early termination of appointment; ERI: early retirement initiative]

Oleg Litwinow, Librarian, Cataloging (ETA), June 30
Anthony Ma, Librarian, Asian Studies (ETA), June 30
Yim Tse, Librarian, Asian Studies (ETA), June 30
Wila Busza, LA4, Koerner, July 31

Gisela Mallue, LA4, Science & Engineering, September 30
Josie Lazar, Librarian's Office (ERI), October 31
Jean Tsai, LA4, Asian Studies, November 30
Young Ju Ahn, LA4, Cataloguing, December 31
Erik de Bruijn, Assistant University Librarian, Human Resources (ETA), December 31
Jenny Forbes, Librarian, Humanities and Social Sciences (ETA), December 31
Ann Rowley, Librarian, Cataloging, December 31
Elsie Wollaston, Librarian, Woodward (ETA), December 31

New Members of UBC 25-Year Club, 1999

Cip Ambegia, Woodward, **Balbir Aulakh**, Cataloguing, **Gaylia Cardona,** Woodward, **Pete Edgar**, Systems, **Rowan Hougham**, Koerner, **Ivy Lee**, Lam, **Richard Melanson**, Cataloguing, **Merry Meredith**, Information Services, **Caroline Milburne-Brown**, Main Circulation, **James Swartz**, MacMillan, **Jean Tsai**, Asian Library, **Seta Yeterian**, Koerner Processing.

Staff Training and Development News

Members of the 1999/2001 STD Committee are **Margaret Friesen** (Chair), **Sheryl Adam, Doug Brigham, Helen Chow, Leonora Crema, Richard Hare, Peggy Lynn MacIsaac, Kat McGrath, Rich Welch, Suzan Zagar, Julie Clarke** (*ex officio)* and **Erik de Bruijn** *(ex officio)*.

Most fall 1999 programs are now listed in the Staff Training and Development Program web pages: follow the link on the main staff page, then select **Training and Course Schedules**. The site lists all courses outlined in UBC's July - December 1999 MOST brochure, including these upcoming workshops:

- September 14, 16: ***The Manager as Coach***
- September 24 (rescheduled from September 17): ***Selection Interviewing***

In-house initiatives include a redeveloped Library Orientation Plan and Program (being circulated by the Library administration for feedback) and planning for a new series, ***Focus on the Customer***. A budget proposal for 1999/00 staff training and development needs is also in progress, based on information gathered from division and unit heads.

For more information on any of these, please contact Margaret Friesen , Staff Training and Development Coordinator, at 2-4430 or **<mfriesen@interchange.ubc.ca>**.

Staff Publications: New Light on Cancellation Criteria

During her recent study leave the Library's Collections Coordinator, Janice Kreider, carried out research which has now been published in the April 1999 issue of ***Library Resources and Technical Services***.

Libraries embarking on serials cancellations have a range of criteria from which to choose. Some of the most widely used are local ones: evaluation by faculty, actual usage counts, relevance to the institution's teaching and research, and frequency of citations by authors at the same university. Since these numbers can be cumbersome to collect and handle, it is tempting to try and use global citation data, such as the ***Journal Citation Reports*** published on CD-ROM by the Institute for Scientific Information (ISI). However, many libraries question the validity of ***JCR*** rankings: do these really predict a journal's importance within a particular university?

Janice felt the time had come to see how the two sets of data compared, and how this might affect future Library decisions on journal cancellations. "We'd asked ISI to do a one-off database just for journal citations by UBC authors. How would they compare with ISI's global numbers? As we're a Canadian, not a U.S. university, chances were that we'd find significant differences." Her project examined the matches and differences for 20 subject fields in the sciences and social sciences. Conclusions: the correlations were unexpectedly high between the "global" ***JCR*** rankings and actual use of the same journals by UBC authors, based on their citation patterns.

Although this suggests we're safer with non-UBC citation rankings than had been expected, Janice still recommends a balanced approach. "Working with ***JCR*** data will always be attractive. Each title is scored in terms of use, so you can create ranking and cost-ratio tables without tying up staff with use surveys and data entry. All the same, my project wasn't intended to replace local knowledge, and I don't see that happening at UBC." During the 1999 round of cancellations, the last word still belonged to academics and Library staff.