

Massive Serial Cuts Looming

The purchasing power of the collections budget is being reduced drastically this fiscal year by both inflation and devaluation of the Canadian dollar. Inflation on journal prices in the country of origin is likely to be in the 9-12% range for North American and European publications, according to our subscription agents. On top of that we have the effects of devaluation:

7% for US publications

30% for French and German publications

24% for British publications

13% for Japanese publications

Book prices are also increasing dramatically, particularly for material from Europe.

Since the University is having budgetary difficulties this year, our budget increases for collections are small:

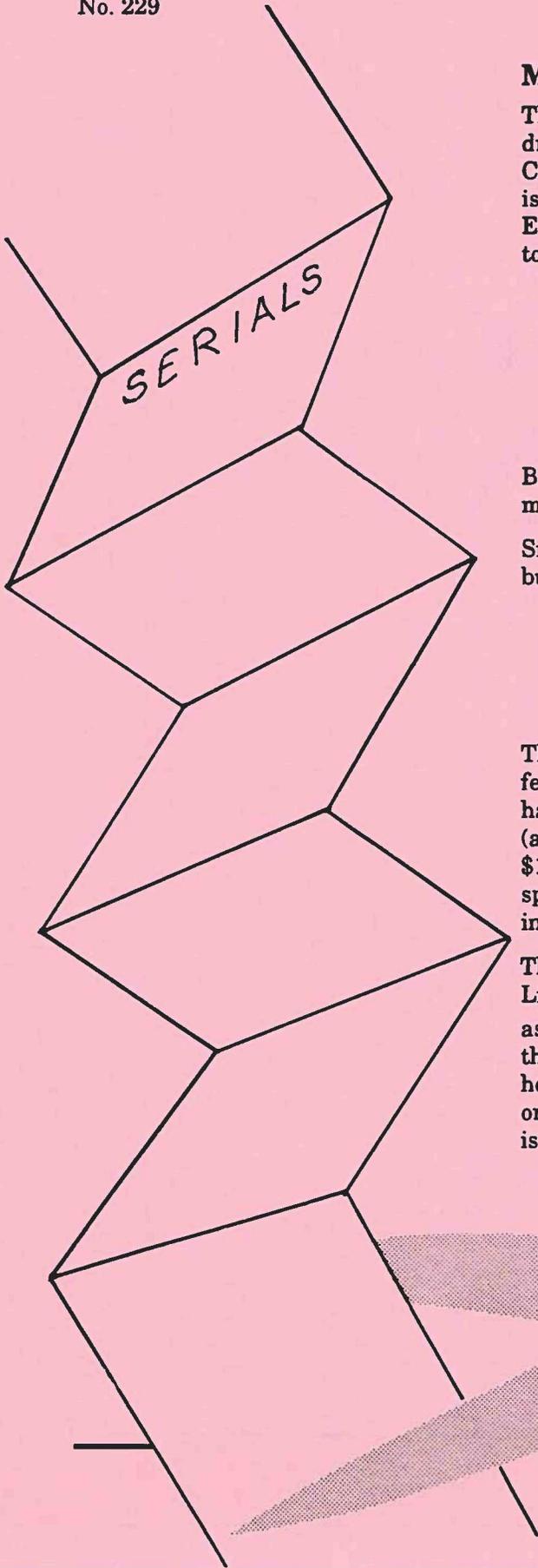
Inflation 0%

Exchange rates 0.85%

New programs 1.5%

The consequences of this reduction will be that we will be buying fewer books and cancelling many of our serial subscriptions. We have already cancelled about \$200,000 worth of subscriptions (about 1000 items) and we are planning for cancellations of up to \$1,000,000 (yes, that's one million!) worth of subscriptions next spring and summer. Since our subscriptions cost about \$4,000,000 in 1991/92, we are thus faced with cancelling over 25% of them.

The committee which last year looked at serial duplication in the Library system has now been expanded slightly and is continuing as the Serials Cancellation Committee. All the public service units with significant serial holdings are represented, as are most of the ordering or check-in locations. Tony Jeffreys is chairing the group.



Review of Library Services Under Way

The Services Review Project is in full swing with thirty-eight staff working on four task groups:

- Circulation, Shelving, Space, and Preservation Task Group
- Collections Development and ILL Task Group
- "From Order to Patron" Processing Task Group
- Information Services Task Group

The proposed schedule for the Services Review is ambitious. Planning for the project started in June, the task groups were formed in August, task group reports and recommendations are due at the end of October, and the final review should be completed by the beginning of January.

The Services Review encompasses all public, technical, and support services in the Library. Key questions to be addressed by the task groups include: What are our current services? What is most important? What should we enhance or continue doing? What should we change or stop doing? What new services should we provide?

The main purposes of the Review are to help the Library Administration set priorities and to assist in developing proposals to provide more budget flexibility. The major financial objective is to identify 6% of the Library's budget that can be reallocated over the next two years: 4% for known and anticipated budget shortfalls and 2% for new services and programs.

To gather information, several surveys have been sent to branches and divisions by the task groups. The FOTP ("From Order to Patron" Processing) Task Group is holding two meetings for interested staff on Wednesday, October 21st at 1:00 pm and Thursday, October 22nd at 1:00 pm. Both meetings will be in the Sherrington Room in Woodward Library. If you plan to attend, please call Linda Turner (2-2675).

For more information about the Services Review Project, see *Planning Update* No. 12 (issued September 18, 1992).

Focus on Service Workshops

During the first week in September, thirty staff attended a pilot session of a one-day workshop *Focus on Service*. The workshop was designed to bring together staff from all areas of the Library to discuss service issues including the elements of good service and the barriers to providing good service. Most of the workshop concentrated on small group discussions of actual case studies. For example, what do you do when there are two people waiting, two phones ringing and another on hold?

Over half the participants rated the workshop above average or excellent and recommended it to other staff. Most found it useful to meet people from outside their work area and to share ideas on common service situations and problems.

Invitations have been sent out to all staff to attend the workshop. Two more sessions will be held on Wednesday, October 14th and Monday, November 23rd. To register, please call Sara McGillivray (2-3871).

Organizational Update

Life Sciences Librarians

Here's the latest information about changes in assignments in the Life Sciences libraries:



- *Elsie de Bruijn*, Administrative Support Librarian, is responsible for personnel support to supervisory librarians at the hospitals and at Woodward, facilities and student assistant planning, and statistical and other reports.

- *Margaret Price*, Document Delivery and Orders Librarian, has supervisory assignments in Serials, Orders, Inter-site document delivery, and ILL.

- *Diana Kent* will take a lead role in the Life Sciences area for planning and organizing Teaching/Instruction activities. A new Teaching & Learning Centre and a monthly course calendar have been introduced this term.

- *Dan Heino* will have cross-site responsibility for maintaining Microcomputer systems and CD PlusNet2.

- *Patricia Lysyk* and *Nancy Forbes* have accepted permanent appointments as Librarians at Hamber and BMB libraries, respectively.

The Life Sciences Bibliographer position is currently vacant. *Stephanie Dykstra* has agreed to share responsibilities for this position with *Johann van Reenen* until November 1, 1992. A temporary, entry-level biomedical reference librarian, *Jim Gormican*, will assume some of Stephanie's duties from September 8 through November 8, 1992.

Other Life Sciences Librarians' assignments remain the same. All LS Librarians have faculty liaison and reference responsibilities in specific areas (list available on request).

Collections Decentralizes

The Heads of the Science & Engineering Division and Woodward Library have assumed responsibility for managing the book and serial funds for their areas. The Science and Life Sciences Bibliographers will report to the Division Heads rather than Tony Jeffreys, the Assistant University Librarian for Collections.

Jennifer Forbes has been appointed Acting Coordinator of Collections until March 31, 1993. She will assist Tony Jeffreys in representing the Collections Division on committees and task forces and in coordinating collections in the humanities and social sciences.

Science Enhances Title

The Science Division has been renamed the Science and Engineering Division. The Division has always held strong collections in all fields of engineering. The new name more accurately reflects the scope of services and collections offered. We hope this change will be clearer for library users.



Data Library is on the Move

Well, almost! Ever since its inception in 1972, the Data Library has been jointly administered by the UBC Library and University Computing Services (UCS). The Data Library is located in the Computer Sciences building in space belonging to University Computing Services.

Recently the Library Administration and UCS agreed to transfer all responsibility for the Data Library to the UBC Library. As part of this change, Brian Kroeker, the Data Library Programmer/Analyst who used to work for UCS, has joined the Library staff. We are delighted to welcome Brian to the Library.

The new administrative arrangements also mean that the Data Library will be moving before the end of the year. The new location for the Data Library will be in the Map Library area of the south wing of Main Library.

In the meantime, it's business as usual. Starting this term, the Data Library is offering a new cost-recovery service. The Data Extraction Service will retrieve specified data from magnetic tapes and deliver them to customers either on floppy disks or as online MTS-G or UNIX files, ready for downloading to the customer's own computer. The basic charge is \$40 per hour (\$60 per hour for custom programming), with a minimum charge of \$20. Please refer interested users to Hilde Colenbrander (2-5587).

Phase One Planning Continues

In July, the architects for the new Central Library Phase One, Arthur Erickson-Aitken Wreglesworth Associates, completed the final draft of a predesign report on the new building.

The studies for the predesign report involved an analysis of information the Library could provide and the programmers and architects could glean, on our staff and user needs, space requirements, collection growth, interrelationships among various functions within the Library, site constraints, Sedgewick Library upgrading requirements, etc.

The architects are now working on the schematic design. This report should go to the Board of Governors for approval in November. Library building consultant, Philip Leighton from Stanford, attended building planning sessions on September 28th and 29th. Phase One is currently slated for completion by September 1995.

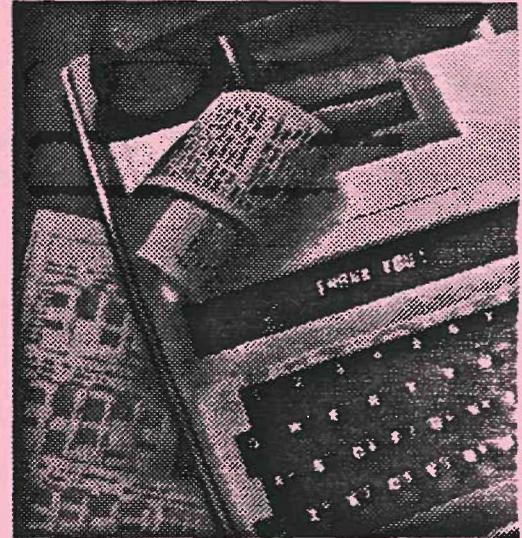
New Education Library Moving Closer

Plans for the \$12 million Education building expansion are proceeding rapidly and on schedule. The project should go to tender by March 1993 and a summer 1994 completion is possible. Designed by Hotson Bakker Architects, drawings now show the final position of all walls with electrical and communication outlets. Positioning of furniture is now being explored.

The Education Library will occupy most of the new space. Circulation, reserve, reference and instruction areas of the Library will occupy the ground floor of the Scarfe building and will be connected via a short passage to the new three storey section. The stacks, study areas, and processing office will move into this new space. The third floor of the new section will be occupied by the Counselling Psychology Department until the second phase of the Education building expansion is completed. The new Education Library will be approximately 20,000 square feet (double the size of the current location).

TTY/TTD Installed in Sedgewick

UBC Library is now able to provide telephone service to a new group of users deaf and hard-of-hearing people. Sedgewick Library is the home of the Library's TTY/TTD, a telephone communication device for the deaf and hard of hearing. Invented by a deaf teletype operator, the TTY/TTD uses a normal phone line to permit people to converse by typing back and forth. Like a telephone with an answering machine, the TTY/TTD also permits us to answer with a recorded message and invite the user to leave a message for us. Library users who have a TTY/TTD can call 822-6053 for telephone reference. Refer any questions about the service to Sheryl Adam, Sedgewick Library (822-3096).



Making the Library Accessible for People with Disabilities

One of the University's goals is to create a barrier-free campus for people with disabilities by the year 2010. While there's little the Library can do about reshaping existing buildings, the services we provide to disabled users lower the barriers to participation in higher education. Last year we introduced the Enhanced Service Library card, which lets staff know that the holder is entitled to copying done by staff at the self-service price and other services. Nearly fifty Library staff members attended Disability Awareness workshops presented by the staff of the Disability Resource Centre. More workshops will be held later this fall.

UBC Library Guide for People with Disabilities was published at the beginning of September. More than a year in the making, the guide describes UBC Library policies and procedures for assisting people with disabilities. It provides detailed descriptions of each branch and division, including telephone numbers to call to have books and periodical articles retrieved, names of contact people, and instructions on wheelchair routes. Created for users, the guide is also a handy reference for new and experienced staff.

Branch and division heads have received copies; additional copies are available by calling Sheryl Adam (2-3096).

Disability Workshops a Success

The Disability Resource Centre presented two workshops for Library staff over the summer. In a relaxed and friendly atmosphere, workshop participants were made aware of problems that persons with disabilities experience. Library staff were encouraged to share their concerns and assumptions about persons with disabilities, and co-hosts Bradford Bentley and Ruth Warick provided feedback. All those attending found the sessions valuable, and felt that insights gained were applicable to everyday life as well.

Preserving the Past

The Library's preservation microfilming project is now well under way. Funded by a Mellon grant, the UBC project is part of the Canadian Cooperative Preservation Project; other members are Alberta, Toronto, McGill, and Laval.

Brittle and endangered materials in several subject areas are being filmed, including curriculum guides, school magazines, and Dept. of Education Annual Reports from the Education Library; Alumni Chronicles and Totem Annuals from the University Archives; and government publications from small departments like the Bureau of Provincial Information. Other materials from these areas as well as an extensive collection of Chinese monographs from the Asian Library are next in line for filming.

If your branch or division has materials in fragile condition and subject to heavy use, please contact Norman Amor in the Facilities and Preservation Office (2-3858).

A workshop on preservation microfilming techniques, sponsored by the Canadian Cooperative Preservation Project, will be held in Vancouver on November 26th. For workshop information, please call Norman.

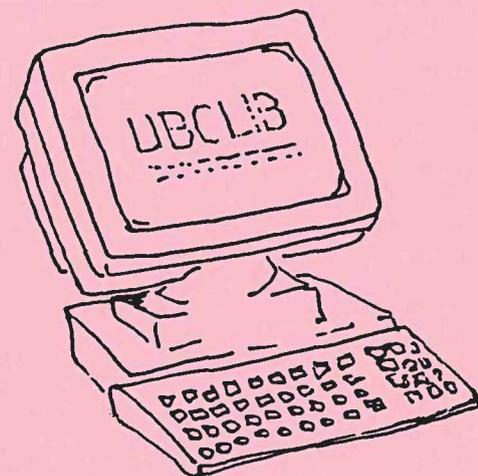
Teaching and Learning Enhancement Fund Helps Library

For the second year in a row, the Library has received grants from the Teaching and Learning Enhancement fund to help us provide UBCLIB and CD-ROM instruction and to purchase additional CD-ROM databases. We received \$15,000 for the instruction program and \$4,140 to purchase the Commonwealth Agriculture Bureaux' (*CAB abstracts*) on CD-ROM for the MacMillan Library. The Faculty of Graduate Studies and the Graduate Student Society also requested funds for the Library and obtained \$18,140 for *Dissertation Abstracts on Disc*, retrospective and current, and a CD-ROM workstation. The Faculty of Law obtained \$9,000 to support tutorial programmes on *QuickLaw* and *Canadian Law* online databases.

Last year, 809 students participated in the UBCLIB and CD-ROM instruction program which ran only in second term. This year, with increasing student interest in computer searching and the opportunity to offer the program both terms, we anticipate an even higher participation rate. At Sedgewick Library, daily classes on UBCLIB began September 28th, with a program of introductory sessions. From October 16th onward, they will offer a combination of beginning, advanced and subject specific sessions. Woodward Library is also offering UBCLIB classes twice a week. Instruction on how to search various CD-ROM databases is being offered in Education, Humanities and Social Sciences, Science, Sedgewick and Woodward. Watch for the Course Calendar on computer searching for details on classes, locations and times.

John and Brian Go to Korea

During August, John Campbell and Brian Owen from the Systems Division visited Pusan National University Library in Pusan, Korea for ten days. The official part of the visit included general advice and a series of seminars on library automation for Library staff. The unofficial part included many superb Korean meals and a lot of sightseeing packed into a very short schedule.



Two librarians from Pusan National University Library, Mr. Tae Won Kang and Mrs. Su Sun Kim, are visiting UBC Library from September 14th to October 25th. They are looking at all aspects of the Library operation with an emphasis on the use of the use of automated systems. Korean libraries are just starting to automate and are very interested in learning from the experience of North American libraries.

The exchange between the two libraries was initiated by the University Administration as part of a general exchange agreement between UBC and Pusan National University. President Strangway visited Pusan earlier this year.

New CD-ROM in Government Publications

Statistical Masterfile, a statistics index on CD-ROM, is now available in the Government Publications Division. Produced by the Congressional Information Service, it combines three of their most popular print indexes into one computer file.

The three separate indexes are: *American Statistics Index* (covering U.S. federal publications since 1973); *Statistical Reference Index* (state government publications, as well as those of American research institutes, associations, and societies since 1980); and *Index to International Statistics* (publications of the United Nations and other intergovernmental organizations since 1983).

The *SMF* indexes point to appropriate sources for statistics; publications have been thoroughly indexed down to the variables in each table, including industry, commodity names, economic terms, demographic and other social factors, geographical levels, years covered, and frequency of data. The user keys in the appropriate search terms; *Statistical Masterfile* responds with a selection of titles which contain all the desired elements. Displays include detailed abstracts which describe the statistical material in each publication, as well as contents for single issues of periodicals, conference reports, Congressional hearings, etc.

The Government Publications Division has subscribed to *ASI* and *IIS* in paper from the beginning. The CD-ROM provides the additional American coverage in *SRI*, and allows simple multi-year searching.

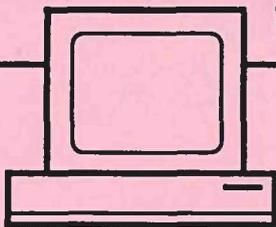
The *ASI* microfiche collection in the Microforms Division contains the complete texts of all titles included since 1973. Many *IIS* and *SRI* sources are represented in the Library's collection; access individual titles through UBCLIB, or ask Government Publications reference staff.

ScInfoNet Hits the Road

The Science and Engineering Division's new outreach service, Science Information Network (ScInfoNet), is up and literally running from reading room to reading room.

ScInfoNet Librarian, Kevin Lindstrom, has been hired for two years to design and launch the experimental service. The main objective is to improve access to library services for the Faculties of Science and Applied Science. Kevin works in the Geological Sciences, Civil Engineering/Mechanical Engineering and Chemistry/Physics departmental reading rooms. ScInfoNet services include access to UBCLIB, current awareness based on *Current Contents on Diskette*, and online searching.

SYSTEMS UPDATE



A Busy Summer ...

The old EPIC terminals are almost a thing of the past. The new circulation workstations have been installed and the first version of the new circulation system software is in use.

Barcoding conversion continues to be a tremendous success. Most branches were completed ahead of schedule and barcoding in Main Library has been advanced in an effort to finish it before the end of 1992— eighteen months ahead of schedule!



The new merged CATalogue file and enhancements to UBCLIB have been completed. A serious communications “bottleneck” on UBCnet, the campus computer communications network, has delayed the implementation of the new version until the last week of October.

All the systems “housekeeping” tasks required to support the above projects have been progressing well. The process of migrating all our systems to the UNIX computers has commenced. In addition, the foundation of a new communications network for all Library computer equipment was installed during the past eight months.

For more details on all the above please read the September issue of *LAPtalk*.

Changes in Remote Access

There have been many changes at University Computing Services over the summer. As part of their move to become a cost-recovery operation, the Computing Assistance Centre and PC Support Centre were closed in August. Free assistance is no longer available for Library users who are having problems with their modems.

UCS has also introduced a new high-speed line to access UBCnet. This line is available for registered users only and costs two cents per connect minute to use. For more information, please see the handout *Guide to Remote Access* (revised September 1992). UCS plans to phase out the free lines to access UBCnet (822-5011 and 822-2222) within the next year.

STAFF NEWS

IN MEMORIAM

Lynne Hallonquist 1944 - 1992

Our colleague and friend, Lynne Hallonquist, passed away suddenly on July 24th. Lynne's association with the UBC Library goes back to 1968 when she was appointed Reference Librarian at the Biomedical Branch Library at Vancouver General Hospital. In 1970, Lynne moved to Toronto and worked at the University of Toronto's Medical Library. She returned to UBC as the Life Sciences Bibliographer in Woodward Library in 1979. Lynne was active in the Health Libraries Association of B.C., the Canadian Association for Information Science, the Canadian Health Libraries Association, the UBC Academic Women's Association, and the West Point Grey United Church. We are deeply saddened by Lynne's death and wish to express our condolences to her family, friends, and colleagues in the Life Sciences libraries.

Leaves

Joyce Davidson, Head of Collections Accounting and Budget, is on study leave until June 30th, 1993. During her absence, three support staff have been promoted in the Division: **Lieselotte Illichman** to Accountant, **Patrick Hamill** to Administrative Clerk, and **Esther Shew** to Clerk 3 half-time.

Erik de Bruijn, Assistant University Librarian for Administrative Services, has also taken professional leave for a year. Until his return in September 1993, **Ann Turner** will have overall responsibility for Human Resources. **Jeanie Ku**, from the Department of Human Resources, will be assisting with Library staffing on a half-time basis during this period.

Two librarians are taking leaves without pay one day a week. **Beverley Scott**, Social Work Librarian, is off Fridays from June 1992 through May 1993. **Tony Jeffreys**, Assistant University Librarian for Collections and Technical Services, will be off one day per week from October 1992 through March 1993.

STAFF NEWS

Temporary Appointments

Norman Amor is working part-time on the Preservation Microfilming Project from May 1992 until the end of March 1993 ... **Ann Carroll** has been hired under a Canadian Council of Archives Backlog Reduction Grant to work in Special Collections from September to December 31, 1992 ... **Cindy Swoveland** is working in two half-time positions as a Reference Librarian in the Humanities and Social Sciences Division and the Education library until July 1993 ... **Carol Gordon** has been appointed part-time Extension Librarian from September until December 15, 1992... **Jim Gormican** has been appointed Reference Librarian in Woodward Library until November 8, 1992 ...

Congratulations

Ann Turner is now a Certified General Accountant ... **Richard Moore**, Education Library, is the father of a second daughter **Kajsa Lee** born September 22, 1992 ... **Helen Chow**, Woodward Library, gave birth to a second son **Adam William** on June 4, 1992.

Hellos

Lisa Lo, LA1, MacMillan
Christopher Brayshaw, LA1, Circulation
Mae Chiu, Clerk2, Circulation
Ernest Dick, LA1, Circulation
Jade Wong, Sec3, Crane
Brenda Glass, LA1, Sedgewick
Elim Wong, LA1, Woodward
Michelle Koeneke, Clerk2, Coll Acct & Budget
Kevin Gillard, LA2, Sedgewick
Megan Campbell, LA1, HSSD

Promotions

Maureen Bennington, LA3, Cat Records
Pauline Willems, LA4, Public Services
Linda Gill-Aranha, LA2, Education
Bernice Koh, LA3, Map
Catherine Mallon, LA2, HSSD
Gail Runnels, LA3, Gov Pubs
Desiree Trono, LA2, Sedgewick

Transfers

Jo Carney, LA3, Cat Records
Joan Dietrich, LA2, ILL -
Thérèse Chouinard, LA2, Spec Coll
Eva Szefer, LA1, Education
Heather Douglas, LA2, Law
Karen Webb, LA1, Law
Leigh Andrew, LA1, Sedgewick
Mercedita Almodovar, LA2, Hamber
Nancy Forhan, LA3, Cat Records
Arlene Kofol, LA2, Sedgewick
Carla Arsenault, LA1, Sedgewick
Marilyn MacPherson, LA2, Map

Goodbyes

Myfanwy Sinclair, LA4, I&O
Henry Gale, LA1, Circulation
Jan Taggart, LA3, Cat Records
Shae Rankin, LA2, Circulation
Anita Drewa, LA1, Circulation
Julie Archer, LA1, Circulation
David Jones, Clerk2, Circulation
Helen Lapp, Clerk3, Gov Pubs
Isabel Pitfield, Administration
Jana Tyner, Sec4, Administration
Kerry Hutcheon LA2, ILL
Thien-Fah Mah, LA1, Sedgewick
Marian Wong, LA2, Spec Coll
Susan Henderson, LA3, Gov Pubs
Jean Laponce, LA1, Sedgewick
Sophia Karasouli-Milobar, LA1, Circulation
Tami McElroy, LA2, Education
Anilu Claur, LA2, Law
Glenda Noseworthy, Sec3, Crane
Sarika Bose, LA1, Circulation
Ahsan Khan, LA1, Education
Jennifer Adams, LA1, Sedgewick
Jocelyn Bugden, LA2, Sedgewick
David Miller, LA1, Law
Anne Wong, LA1, Woodward
Susan Safyan, Extension

MORE NEWS

United Way Recognizes Our Generosity

Many Library staff contributed to last year's United Way campaign at UBC. Their generosity has been recognized by the following awards:

- ★ **Gold Award** – Collections Division, Education Library, Information & Orientation Division, Law Library, Map Library, Sedgewick Library, Systems Division
- ★ **Silver Award** – Library Administration and Social Work Library
- ★ **Bronze Award** – BMB, Music Library, Science & Engineering Division, St. Paul's, Woodward Library
- ★ **Merit Award** – Fine Arts Library, Humanities & Social Sciences Division, Special Collections Division

Congratulations! As the 1992 campaign gets under way, let's keep up the effort and even try to increase the Library's contribution.

Fine Arts Wins Colour Copier

Library users can now make colour photocopies in the Fine Arts Library. Their new Canon Colour Laser Copier 300 costs \$2 per page (8 1/2" x 11" size only). Fine Arts won the copier in a contest sponsored by Canon this summer. Way to go!



Lighting up the Library

Next time there's a power outage on campus, people won't be left in the dark in Main Library. Installation of an emergency generator and emergency lighting has begun. The project will take about four months and costs over \$170,000.



St Paul's Celebrates First Anniversary



To mark the first anniversary of their new location, the staff at St. Paul's Hospital Library are holding an open house on Thursday, October 15th. After fourteen years of planning, staff are pleased to show off their 3600 square feet of new space.

