THE UNIVERSITY OF BRITISH COLUMBIA

UBC REPORTS

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John Chong photo

Surf's Up

A concert-goer surfs the crowd at the seventh annual Arts County Fair at Thunderbird Stadium, headlined by Newfoundland's Great Big Sea. The concert, held each year on the final day of classes, has grown from modest origins into a major event that attracts 15,000 people. Proceeds from the concert, which is organized by volunteers from the Arts Undergraduate Society, are donated to the Canadian Cancer Society and AIDS Vancouver.

Four faculty among YWCA nominees

Four UBC faculty members are nominees in the 1998 Vancouver YWCA Women of Distinction awards.

Nominees in the Health and Wellness category include reproductive psychiatrist Shaila Misri and clinical psychologist Leora Kuttner.

Misri

Misri, a professor of Psychiatry, works in the areas of prenatal and postpartum adjustment and depression. In 1983/84, she founded the Reproductive Psychiatry Program at British Columbia's Women's Hospital and Health Centre. She co-directs this program and directs a similar clinic at St. Paul's Hospital.

Kuttner, a clinical associate professor in the Pediatrics Dept., is recognized for her work in pain relief for children. She has developed and implemented pain management programs at B.C.'s Children's Hospital and Canuck Place, a hospice for children with life-threatening illnesses. She has also produced the documentary film, "No Fears, No Tears: Children with Cancer Coping with Pain."

Craig

Asst. Prof. Bonnie Craig, director of UBC's Dental Hygiene degree program, is nominated in the Education, Training and Development category. Craig was instrumental in creating a baccalaureate program in dental hy-

See ***YWCA*** *Page 2*

Alumni, students ease newcomers' way

A new campus group, UBC Future Alumni, has been formed to bring students and alumni closer together.

Similar student alumni groups are active on many campuses, especially in the U.S. but also across Canada, says Kristin Smith, a program co-ordinator with the Alumni Association.

"I think it's a great idea," says Christopher Gorman, UBC Future Alumni president and a fourth-year Arts student. "When a student graduates, it should be a natural progression for him or her to get involved with the Alumni Association."

The new student group will join Alumni Association members in events and activities such as mentoring programs, murder mystery nights and student send-offs.

This August, student send-off socials will be held in Hong Kong, Toronto, Calgary, Edmonton, Prince George and Kelowna. Current students will join alumni in seeing that new students feel more welcome as they prepare to come to UBC.

"With current students involved in the send-offs, new students will have contacts here as soon they arrive, and that will help ease their transition to a new city," Smith says.

The UBC Future Alumni also plan fund-raisers like exam stress kits — a care package that parents can buy to boost students' spirits during finals.

There are no fees to join the Future Alumni and every current UBC student is eligible, Gorman says.

For more information, call Kristin Smith at 822-8643 or e-mail at kristins@alumni.ubc.ca.

Program puts women back in technology

by Stephen Forgacs

Staff writer

Women, who years ago may have passed up opportunities in computer science to raise families or pursue other careers, have gained an opportunity to participate in a unique program aimed at positioning them as leaders in the information technology industry.

Maria Klawe, a Computer Science professor and vice-president, Student and Academic Services, is trying to address the gender imbalance in the industry by drawing women back into information technology through an innovative program called Alternate Routes to Computing (ARC). The program is also aimed at top male and female university graduates with little or no computer experience.

"The information technology field is wide open with opportunities for women," says Klawe. "But many women who could be very successful in the field are deterred by the clear lack of female participation, and by the perception that careers in the field are available only to people who grew up with a keyboard at their fingertips and who learned to program as they learned to speak."

ARC is a joint program with Simon Fraser University and industry partners.

Beginning in September, 15 students will enter the program at UBC and another 15 at SFU. Students will spend the first eight months in first-year computer science courses followed by eight months in a paid work term in industry and a final eight months back in the classroom.

Throughout the program students will work closely with mentors and tutors. On completion, students will receive a post-baccalaureate degree and may choose to pursue graduate studies.

"We expect ARC graduates to take on a range of positions in the information technology industry from design to marketing. Employers are looking for people with skills beyond programming. Graduates from this program will emerge as leaders in the industry," says Klawe.

"People who choose to take the program will have to be motivated and hard-working. It will require an intense full-time commitment, but with a reduced course

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The staff of life may have played a role in increased neurological disease

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UBC honours longtime employees in a celebration May 7

Finding Freedom 12

Artist Gu Xiong survived the Cultural Revolution and culture shock

"the tiniest space observatory ever"

JAYMIE MATTHEWS
UBC ASTROPHYSICIST; Principal investigator, MOST space telescope project

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YWCA

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giene, one of only two in Canada. UBC's program incorporates part-time and distance study, allowing women or men holding a diploma to obtain a degree without forsaking family commitments.

Nominated in the Science and Technology category is Pathology professor Dr. Gillian Lockitch. An expert in the complex biochemistry of children and pregnant women, Lockitch promoted the province-wide use of a blood test that reduces referrals for amniocentesis.

UBC is sponsoring the Voluntary, Community and Humanitarian Service category for the ninth year. These awards recognize women who have made outstanding contributions to the community through professional or volunteer work.

This year's nominees include disabilities advocate Anita Dadson; Judy Gifford, president of Make-A-Wish Foundation International; advocate and retired doctor Dorothy Goresky; Christine McDowell, a volunteer focused on eliminating violence against women; Phyllis Mittlestead, a volunteer abuse-prevention educator; Lori Sheppard, founder of Public Awareness Without Sight (PAWS), a company providing businesses with disability awareness training; and Naomi Yamamoto, chair of the B.C. Chamber of Commerce and volunteer in a wide range of community activities.

The awards dinner takes place May 21 at the Hyatt Regency Hotel. Tickets may be obtained by calling (604) 280-2801.

Technology

Continued from Page 1

load and a lot of support."

ARC was developed under the Supporting Women in Information Technology (SWIFT) project, which is supported by the Natural Sciences and Engineering Research Council-IBM Chair for Women in Science and Engineering in B.C. and the Yukon — held by Klawe — and by the Vancouver Foundation.

The application deadline is May 15. For information on the program and how to apply, contact Grace Chen at (604) 822-5693 or visit the Web site at http://taz.cs.ubc.ca/swift.

No Calendar.

Please note, there will be no Calendar in the next *UBC Reports*.

The Calendar returns with the June 11 issue.

(Deadline for submissions is noon, Tuesday, June 2.)

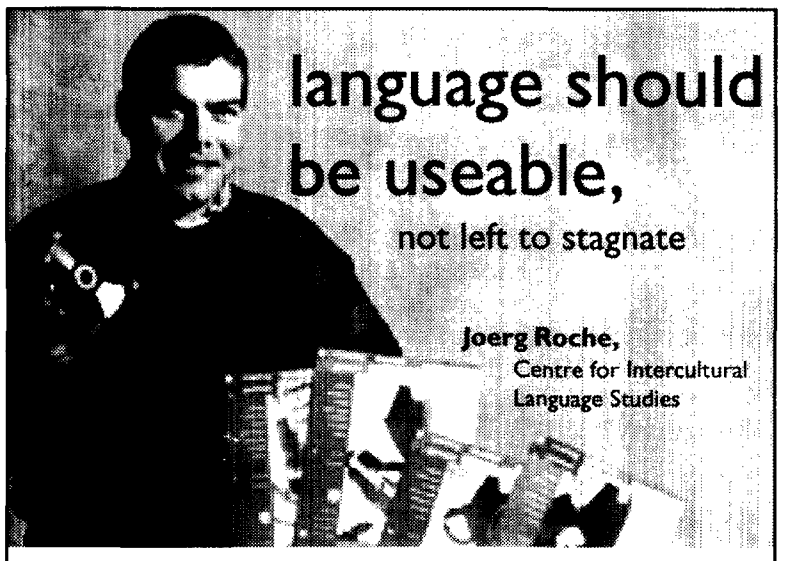
SABBATICAL RETREAT
See Classifieds
Mayne Island
Gulf Islands

Con • grad • ulations

The May 21 *UBC Reports* will be a special Congregation issue highlighting the achievements of more than 5,000 UBC graduates.

Many special guests, family and friends are expected on campus for this event. More than 40,000 copies will be distributed.

To advertise in this issue, call 822-3131 by noon, Monday, May 11.



Linguist Joerg Roche develops multimedia programs which allow students to learn "immediately useable" foreign language skills within one year. For instance, Commerce and Economics students use his CD-ROMS to understand the business language, customs and negotiating strategies of a country. Roche's language programs help learners assess scholarly texts in disciplines as diverse as business German, chemistry, music and literature. Apart from adapting his research to other languages, Roche is pioneering advanced use of the Internet for foreign language learning.

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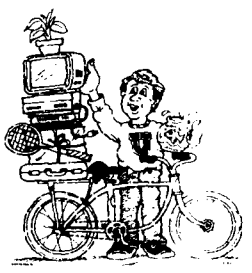

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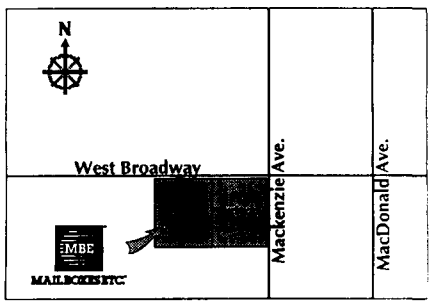

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UBC REPORTS

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Good equity practices reduce conflicts: report

Reported cases of discrimination and harassment at UBC have declined by more than a third since last year while consultation on equity issues rose by 50 per cent, according to the Equity Office's 1997 annual report.

"We've put a lot of effort into integrating equity into day-to-day activities on campus," says Sharon Kahn, associate vice-president, Equity. "The results suggest that the more we promote good equity practices across campus, the fewer conflicts come into the Equity Office."

In 1997, every one of the 150 cases brought to the Equity Office was handled without recourse to the formal investigation and decision process outlined in UBC's Policy on Discrimination and Harassment.

Many complainants handled the situation themselves after getting advice from the Equity Office, some worked collaboratively with an equity adviser, their administrator and the respondent to find resolution, and some, following discussion, chose not to proceed.

Nearly 290 consultations and a new skills-based workshop gave administrators the information needed to manage specific discrimination and harassment concerns or equity issues on their own.

In 1997, UBC achieved the following workforce representation of groups designated by the Federal Contractors program as being traditionally under-represented: women, 51 per cent; aboriginal people, one per cent; visible minorities, 22 per cent; and persons with disabilities, four per cent. The percentages maintain levels achieved in the previous year.

Data from Human Resources Development Canada show that in all four designated groups UBC compares favorably with other employers who fall under the Employment Equity Act. The Act covers federally regulated private sector employers and crown corporations.

Another employment equity goal aims to redress the imbalance in the advancement of male and female faculty members. Women continue to make up one-third of new appointees to tenure-track positions. UBC's goal is to appoint well-qualified women into 35 per cent of these vacancies.

As well, both the Senate and the Board of Governors endorsed a new educational equity target to more than double the current enrolment of First Nations students to achieve 1,000 enrolments by the year 2000.

Looking back on the year, Kahn points to the increase in the office's educational activities as being an accomplishment she's particularly proud of — that, and receiving the federal government's 1997 Vision Award for UBC's excellence in implementing equity and fairness in the workplace.

UBC competed for the award against organizations covered under the Employment Equity Act. Other recipients included General Motors and Microsoft.

Equity Office plans for this year include a focus on promoting educational equity, says Kahn.

"We want to ensure every UBC student is provided with educational opportunities that are not limited by irrelevant personal characteristics such as ethnicity, age, gender or physical disability," Kahn says. "We want to make sure all students know they are welcome and included."

The full text of the 1997 Equity Office annual report appeared in the April 16 issue of *UBC Reports*.

New planner readies campus for disasters

When the "Big One" hits Vancouver, Jody Sydor wants to be sure the UBC community knows how to respond.

But Sydor, UBC's new emergency planning co-ordinator in Health, Safety and Environment, isn't just thinking about major disasters such as earthquakes.

Sydor

It's important, she says, that UBC staff, faculty and students know how to react in emergencies of any scale, from hazardous materials incidents to fires or major storms.

"It's key that people know their role in emergencies of any nature," says Sydor, who worked with the Canadian Red Cross on disaster relief efforts during the Manitoba flood last year, and the 1994 Penticton forest fire evacuation.

"I'm here to develop systems so that we can withstand the myriad of emergencies that can occur on a day-to-day basis."

The training of faculty, staff and students for roles on response teams, in rapid building damage assessment, personal preparedness and fire planning is an important component of Sydor's job.

"UBC is like a small city," she says. "It has all the advantages of a community, such as fire department, ambulance, RCMP, and a hospital, all on-site. We have to ensure, however, that these groups know how to work with staff, faculty and students and are aware of the roles that each should and can play in an emergency situation."

Sydor will work on the development of the university's emergency response plan and related policies, while also establishing an emergency operation centre. Tentatively located in the University Services Building, the centre will become the command post for emergency response efforts.

Sydor will also participate in emergency scenarios, which have been held annually on campus for several years.

The scenarios, which have included staged motor vehicle accidents and chemical spills, allow local emergency services to co-ordinate a response with university groups that include Health, Safety and Environment, Parking and Transportation and Campus Security, the hospital, and Public Affairs.

For information on emergency preparedness on campus or the university's emergency plans, contact the emergency planning office at (604) 822-1237 or e-mail sydor@safety.ubc.ca.

Emergency Preparedness Week, May 4-11

During this week UBC departments are encouraged to test fire evacuation plans, meeting the Fire Code requirement of at least one fire evacuation drill per year.

To hold a drill, departments should contact UBC's electrician at 822-2137 to book a time. The fire department will attend drills when possible.

Kent Kallberg photo

Early detection of learning disabilities is key to helping children avoid crushed self-esteem, says Education Prof. Linda Siegel.

Kids' disabilities often missed, says expert

by Gavin Wilson

Staff writer

Many children's learning disabilities go undetected because schools are under-staffed and under-equipped, says Education Prof. Linda Siegel, one of Canada's leading experts in the field.

"Schools are doing more these days, but there are still many kids who get missed, particularly kids whose parents don't act as advocates for them," says Siegel, who holds the Dorothy Lam Chair in Special Education.

Although there is no hard data, it is generally believed that between eight and 10 per cent of the population suffer from some form of learning disability, Siegel says. Some may have attention deficit disorder or reading difficulties like dyslexia. Others may read well, but have problems with spelling, handwriting, foreign languages or arithmetic.

But teachers faced with classes of 30 or more students are too overwhelmed to begin giving learning disabled students the attention they need, Siegel says. Computers can be an invaluable tool for the learning disabled, but most schools are lucky to have just one per classroom.

Siegel also says Canadian school systems place too much emphasis on the link between IQ and learning disabilities. Students are only classified as having severe learning disabilities if they have a large discrepancy between their IQ and their reading skills.

"This is a controversial point. I believe there is no particular relationship between IQ scores and reading. You can have the same problems whether you have a high or a low IQ."

With more than 100 publications to her credit, Siegel has spent her career studying the best ways to predict which children will have learning disabilities so they can get the help they need before the problems become too severe.

And she has also seen the toll that undetected disabilities can take. Working with street youth in Toronto, Siegel found many of them suffered from undetected and untreated learning disabilities.

"Substance abuse, prostitution, even suicide are linked to undetected learning disabilities," she says. "It's much easier to help a child early on, before his or her self-esteem is crushed."

Siegel's current research project has assessed 200 people of all ages for learning disabilities. She also makes a point of discovering their strengths.

"For example, many people with learning disabilities have strengths in visual and spatial perception, or very good artistic, musical or sports skills. These may suggest ways to boost their self-esteem, techniques to help them deal with their disability or even career possibilities. We want them to know that they're not lazy or stupid as they may have been led to believe."

History is filled with examples of people with learning disabilities who found ways to overcome their handicap, Siegel says.

Poet William Butler Yeats was always at the bottom of his class in writing, spelling and penmanship and didn't learn to read until he was nearly 10. Yet he went on to win the Nobel Prize for Literature.

Mystery writer Agatha Christie wrote nearly 100 books, but she couldn't spell and had such terrible handwriting she didn't begin writing until she learned to type.

Strangway to head Innovation Foundation

Former UBC president David Strangway has been appointed president and chief executive officer of the Canada Foundation for Innovation.

"Dr. Strangway brings to the position an impressive track record in scientific research and as president of a leading research university," said foundation chair John Evans on announcing the appointment.

A geophysicist, Strangway worked for the National Aeronautic and Space Administration (NASA) prior to becoming vice-president at the University of Toronto and president of UBC.

Strangway succeeds the CFI's founding president, the late Prof. Keith Brimacombe of UBC's Dept. of Metals and Materials Engineering.

Established in 1997 with funds from the federal government, the CFI's mandate is to invest in infrastructure for research and development in Canadian post-secondary education institutions and research hospitals.

Its initial capital fund of $800 million will be committed to projects over the next five years, matched by investments from governments and the private sector.

UBC President Martha Piper is one of the six founding members of the CFI.

Strangway's appointment is effective June 1.

Dev Jennings photo

Earthy Ideas

Shelley Vandenberg (left), of the UBC Waste Management Office, and third-year Commerce student Amanda Clark fielded questions from passers-by at the UBC Research booth at the Vancouver Public Library earlier this month. The library launched Earth Week (April 22-26) by hosting a day of exhibits and presentations from community groups, including students and faculty from UBC's Sustainable Development Research Institute, the School of Community and Regional Planning, the Geography Dept. and the Faculty of Medicine.

Faculty share ideas with World Bank

More than 150 faculty members from UBC and other western Canadian universities took part in a two-day workshop with World Bank senior officials on campus recently to explore ways of working together to help developing countries achieve sustainable growth.

"This was a unique, unprecedented initiative on the bank's part," says workshop organizer Prof. Tony Dorcey of the Institute for Resources and Environment. "It was an incredible opportunity to hear directly from senior officers about the bank's plans going into the next century and how UBC researchers could support them."

The bank was attracted to UBC because of its research strengths, especially in Asian countries, says Tim Cullen, World Bank senior adviser of external affairs.

"We knew we could get valuable feedback from academics."

— Tim Cullen, World Bank

"We knew we could get valuable feedback from academics," he says. "Also, if our work is to be understood in Canada, we couldn't find a more influential group to speak with."

Seventeen UBC researchers from the Liu Centre for International Studies, the Sustainable Development Research Institute, the School of Community and Regional Planning, the Institute of Asian Research, the Economics Dept. and the Faculty of Commerce and Business Administration made presentations related to themes for bank programs in the next century.

Topics included poverty eradication, sustainable development and natural resources, environment and health, and megacities.

UBC President Martha Piper led some of the discussion concerning potential World Bank/UBC collaboration, which could include areas such as applied research, specialized training for officials of developing countries and operations evaluation.

The World Bank's executive director for Canada, as well as Cullen and five other senior bank members, travelled from bank headquarters in Washington, D.C. to describe programs and priorities to UBC researchers.

Dorcey says the workshop has opened the door to becoming part of the World Bank network.

"This workshop was an investment in the future," says Dorcey, who has worked with the bank on international waterways planning. "Our expertise relating to developing countries could result in hands-on work on real problems in real time."

The World Bank promotes sustainable economic growth in developing countries by providing loans, technical assistance and policy guidance.It is also a centre of research in economics and development policy issues.

Canada is a non-borrowing member of the World Bank's 181-country membership.

THE UNIVERSITY OF BRITISH COLUMBIA

Vision Essay Competition Winners

As part of UBC's process of consulting with the community to help redefine the university's vision for the 21st century, UBC students were invited to present their suggestions in the form of an essay on the topic:

"What kind of education should UBC provide to the incoming class of 2010?"

Winners were:

Undergraduate category

- First prize (one term's tuition): **Florian Muller** (Science)

  "...The overwhelming class size of many first year courses is ...standing squarely in the way of a professor's ability to infuse students with excitement over the intellectual possibilities available through university study...Every first-year student should be required to take one first-year "mentorship" course...a class of no more than 15 students with a professor, ... altogether different in style from a student's regular courses..."

- Runners-up ($100 certificate for UBC Bookstore):
  Jim Chong (Education)
  Diane Gal (Pharmaceutical Sciences)
  Alex Joseph (Science)
  Eliza Leung (Arts)
  Donovan Plomp (Law)
  David Treleaven (Arts)

Graduate student category

- First prize (one term's tuition): **Wes Wong** (Pharmaceutical Sciences)

  "...I want (my daughter) to understand that although imagination is more important than knowledge, knowledge fuels imagination; she's going to university not to get a job, she could have taken a much easier route to get those skills;...university is what it has always been, a place to learn, grow and develop, a place where curiosity is allowed to run free and discover new horizons..."

- Runners-up ($100 certificate for UBC Bookstore)
  Margo Fryer (Individual Interdisciplinary Studies)
  Jackie Seidel (Education)
  R. Dan Small (Anthropology)

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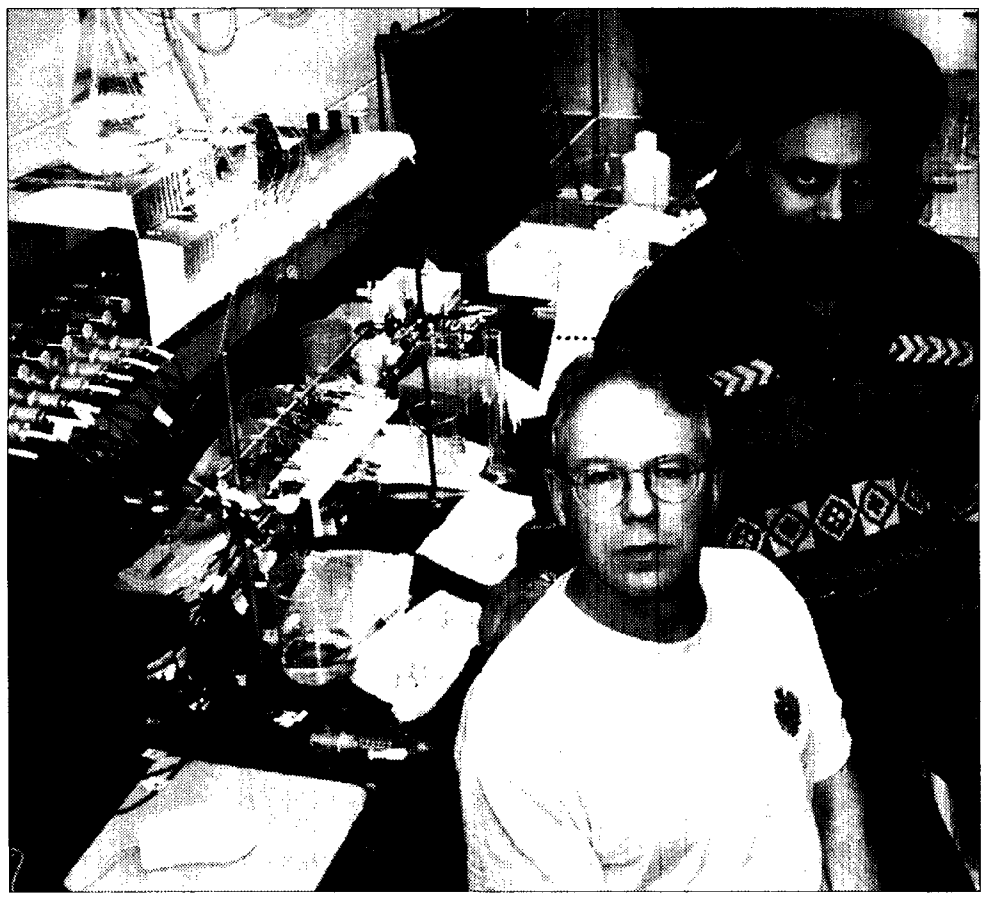

Hilary Thomson photo

A toxin once found in white bread is the focus of research for Ophthalmology Prof. Christopher Shaw (l) and research associate Jaswinder Bains. Working with researchers in Finland and Halifax, they may have found a link between a chemical formerly used to bleach flour and the increase in neurological disorders in North America and Europe.

Flour may hold clue to ALS rise, says researcher

by Hilary Thomson

Staff writer

A chemical once produced in the manufacture of white bread may play a role in the increased incidence of some neurological diseases, according to the preliminary findings of a team of UBC researchers.

"We think we've found a smoking gun," says Christopher Shaw, an associate professor of Ophthalmology. "There is a very suspicious correlation between the characteristics of this substance and those known to be toxic to the nervous system."

The incidence of neurological diseases, notably amyotrophic lateral sclerosis (ALS), has been on the upswing during the last 50 years.

Shaw and fellow researchers think the culprit may be methionine sulfoximine (MSO), a toxic byproduct of nitrogen trichloride, which was used to bleach unprocessed wheat flour. By 1950 the process was banned in the United Kingdom and the United States. Canada stopped using it in 1968.

In the late 1940s, scientists discovered that dog biscuits made from bleached flour produced canine epilepsy. A risk for humans via white bread was suspected, but the exact toxic effects of MSO had not been investigated until neuroscientist Shaw and colleagues from the University of Tampere in Finland and Dalhousie University began their investigation last month.

Scientists have known since 1976 that MSO acts to inhibit the production of two molecules critical to the healthy functioning of the nervous system, glutathione and glutamine. Cells in the nervous system are particularly sensitive to a decline in either of these two molecules.

It was not known, however, if the compound had a direct effect on neurons. Shaw, research associate Jaswinder Bains and Physiology PhD candidate Bryce Pasqualotto have found that MSO over-stimulates neurons. In a phenomenon known as excitotoxicity, MSO directly turns on a toxic cascade of events which can lead to neuron death, says Shaw.

"This appears to be the worst possible toxin you can imagine for the nervous system because it strikes in so many different ways at the same time," he says.

Because it is eliminated from the body over time, MSO cannot be detected in patients now suffering from neurological disease.

"We know people have been exposed to a toxin but we're still uncertain of the impact," says Shaw. "My main concern is what the MSO story tells us about the presence of other toxins in processed foods. It's probably not the only thing out there."

Shaw became interested in MSO while researching the effect on neurons of other chemical compounds which can be excitotoxic. Similarities between them and MSO sparked his curiosity in the decades-old story.

"I think this is the tip of an iceberg," says Shaw. "Many products in the supermarket have been processed with chemicals that are not listed on the package."

The team's preliminary findings have been accepted for publication in the journal *Medical Hypotheses*.

Their work is funded by the Amyotrophic Lateral Sclerosis Association. UBC spin-off Precision Biochemicals Inc. provided chemicals used in the research.

Downtown women's centre marks 25 years

by Hilary Thomson

Staff writer

From women's lib to corporate downsizing, staff at UBC's downtown Women's Resources Centre (WRC) have a lot to look back on as they celebrate their 25th year of operation.

Director Ruth Sigal says activities at the centre reflect changes in women's lives since 1973, the WRC's first year.

"Our focus back then was helping women discover their own identity and strengths as individuals," says Sigal. "Women were just beginning to enter the workforce and we helped them get started."

At that time, the centre, which is part of Continuing Studies, had eight volunteer counsellors and saw about 1,000 women annually. Originally, located at the Vancouver Public Library, it later moved to the current Robson Street location.

Now the centre has 60 volunteer counsellors and sees 25,000 clients annually of all ages, backgrounds and cultures. About 20 per cent of the clients are men.

Careers are the big issue these days, says Sigal.

"Twenty-five years ago we saw women who were feeling bored because they were capable of doing more," she says. "Now we see women doing too much and feeling stressed out."

Sigal says she is proudest of the dedication of the volunteers who provide the peer counselling. About a third of the counsellors have been with the centre for more than eight years and some have volunteered for almost two decades. Many are UBC alumni, coming from disciplines ranging from social work to commerce.

The WRC helps serve as a bridge between the university and the community, says Sigal, who has been with the centre for 20 years.

"We're like a little lab here," she says. "We see a community need and try to develop a program to respond to that need."

Brian Houle photo

Women's Resources Centre Director Ruth Sigal (l) discusses a new program with WRC volunteers, staff and practicum students. More than 60 trained counsellors volunteer 4,500 counselling hours to the centre each year.

A changing economy has created a demand for programs that focus on adapting to technological change or reshaping a career after job loss. WRC clients also want to know what skills to add to a degree to make them more marketable.

Shifts in Vancouver demographics over the last quarter century are also reflected in the WRC's programming, notably its cross-cultural peer counselling programs. These certificate programs provide basic counselling skills and an understanding of multicultural issues.

Practicum students and researchers come from as far away as Japan to see the WRC's counselling centre model.

Besides drop-in counselling, the centre offers educational programs in areas such as conflict resolution, communication skills and life planning. It also offers vocational testing and job search support, a library and referrals to community resources.

The WRC is celebrating its anniversary with a gala luncheon on May 20 at the Pan Pacific Hotel. UBC President Martha Piper will deliver the keynote address. For ticket information call (604) 482-8590 or 482-8588.

Commerce rated tops in Canada for research

by Gavin Wilson

Staff writer

The Faculty of Commerce and Business Administration has shown once again that it is Canada's top business school for research.

The faculty received 15 grants totalling $698,700 this year from the Social Sciences and Humanities Research Council of Canada (SSHRC) — more than twice as much as any other business school in the country.

The grants will finance research on a wide range of topics, including consumer behavior, government privatization, renewable resources, corporate decision-making, stock market trading, product design, labor-management relations, information technology and the effects of deregulation on the Canadian airline industry.

"UBC has regularly been the number one business school in Canada for research accomplishments and is recognized as such internationally," says Izak Benbasat, associate dean of faculty development and professional programs.

"The Commerce faculty is honoured to receive these grants, which are based on the evaluations by our peers at other business schools across Canada, as well as the assessment of leading academics in other countries."

Benbasat points out that this outstanding scholarship goes hand-in-hand with teaching excellence. The majority of the top researchers who have received the Faculty of Commerce and Business Administration research prizes given annually have also won, or have been nominated for, the teaching excellence prizes given by the faculty or by the Commerce undergraduate or graduate student societies.

Eleven of UBC's 15 SSHRC grants fall into the category of business administration and industrial relations, with the remainder in economics.

Even when the economics grants are factored out (many business schools would not be competing for grants in that category) UBC had more than twice as many grants as the next institutions, the universities of Toronto and Montreal, which each had five. Western Ontario and Queen's each received four grants.

Last year there were similar results, with UBC claiming 10 of the 49 funded projects, compared with five at the next highest business school at the University of Alberta.

A recent survey of top journals in management information systems also demonstrated UBC's strength in business research.

The survey, which ranked business schools by the number of articles published in the six leading academic journals in management information systems during the period 1991-96, placed UBC ninth in the world.

As well, the faculty was ranked 13th overall in the world for the number of publications credited to faculty members in the top finance journals during the period 1992-96.

The finance journal ranking puts UBC ahead of all other Canadian universities — the closest Canadian institution, Queen's, was ranked 63rd — and ahead of such prestigious U.S. institutions as Yale, Princeton, USC, MIT, Stanford, Berkeley and Penn State.

Staff have deep roots in campus community

Club welcomes 82 new members

UBC's 25 Year Club welcomes 82 new members this year.

The club consists of staff who have given a quarter-century of service to the university.

President Martha Piper will host a dinner for all 25 Year Club members on May 7 in the Totem Park Residence Ballroom.

New members include:

John Nicol, Audiology and Speech Sciences • Roland Porter, Bookstore • Rita Aitken, Campus Security • Shelagh Penty, Chemical and Bio-Resource Engineering • Patricia Miyagawa, Chemistry • Ladislao Maximo Nazar, Civil Engineering • Elaine Liau, Continuing Education Division, Health Sciences • Marlane Paquin, Continuing Dental Education • Victoria Ayerbe, Continuing Studies • Michael Beaton, Continuing Studies • Douglas Poulson, Earth and Ocean Sciences • Goolshun Balsara, Economics • Larry Howard, Education • Mary-Jane Richardson, Education • Margaret Stevens, Educational Support and Development Division, Health Sciences • Marga Cinnamon, Financial Services • Valerie Ann Loy, Financial Services • Margaret Au, Food Services • Audrey Bowley, Food Services • Hsiu Hsiu Tsay, Food Services • Chun Ming Wong, Food Services • Paul Jance, Geography • Frank Chu, Housing and Conferences • Fleming Klitz, Housing and Conferences • James David Murray, Housing and Conferences • Khieng-San Chan, Human Resources • Lynne Howe, Human Resources • Caroline Bruce, Industry Liaison Office • Eddie Au, Land and Building Services (Plant Operations) • Jesus Guevara, Land and Building Services (Plant Operations) • Nancy Hoeflich, Land and Building Services (Plant Operations) • Chrisoula Kavouras, Land and Building Services (Plant Operations) • Hajnalka Kerekes, Land and Building Services (Plant Operations) • Maria Lacoumenta, Land and Building Services (Plant Operations) • Patricia Anne Lenney, Land and Building Services (Plant Operations) • Rosemarie Letzing, Land and Building Services (Plant Operations) • Alistair McKee, Land and Building Services (Plant Operations) • Nada Mikicich, Land and Building Services (Plant Operations) • David Minamata, Land and Building Services (Plant Operations) • George Nerreter, Land and Building Services (Plant Operations) • James Ramsay, Land and Building Services (Plant Operations) • Nancy Wiggs, Law • Jeff Barker, Library • Neil Bennett, Library • Judy Bond, Library • Josephine Carney, Library • Cathalina Chow, Library • Lynn Jenkinson, Library • Marika Kahle, Library • Ellie Maze, Library • Beatrice Poon, Library • Sheila Porter, Library • Joan Stuchner, Library • Elaine Thorson, Library • Joan Treleaven, Library • Meily Wong, Library • Judith Wright, Library • Deb Furlong, Medical Genetics • Heather Falkenholt, Medicine Dept. • Mary Mager, Metals and Materials Engineering • Primrose Gontier, Microbiology and Immunology • Rolando Robillo, Microbiology and Immunology • Helen Smith, Microbiology and Immunology • Salma Mawani, Museum of Anthropology • Lindsey Korchinsky, Office of the President • Gayle Smith, Office of the Vice-President, Academic and Provost • Eunice Liu, Office of the Vice-President, Administration and Finance • Charles Ramey, Pathology • Maureen Murphy, Pharmacology and Therapeutics • Thomas Felton, Physics and Astronomy • Lore Hoffmann, Physics and Astronomy • Adoracion Urbano, Political Science • Elizabeth McCririck, Psychology • Stephanie Ross, Student Resource Centre • Shurli Channe, Surgery • Gayle Uthoff, Surgery • Irene Amiraslany, University Computing Services • David Amos, University Computing Services • Herminia Banaga, University Computing Services • Howard Davis, University Computing Services • Paul Zablosky, University Computing Services • David Tuokko, University Research Forest.

Audrey Bowley

Bowley

Audrey Bowley's official job title is sales attendant, but don't call her that.

"I try to avoid the term," she laughs. "I'm a waitress — I serve people."

Bowley has served thousands of people since she joined the university. She now waits on tables at Trekkers, but is best known to generations of students as one of the venerable servers at the old Bus Stop Cafe.

With its three horseshoe-shaped lunch counters, vinyl-covered stools and classic diner fare of clubhouse sandwiches, burgers and french fries, the Bus Stop was a throwback to an earlier era, and the best-loved dining spot on campus.

"They always said it was the smallest, but busiest, food service outlet on campus. There was always a lineup of people waiting to sit down," says Bowley, who worked at the Bus Stop for 17 years.

Why was it so popular?

"The comments we always heard were that it was because it was so friendly. We were the moms and they were our kids. It was like one big happy family."

Bowley loves her job so much that she also works several nights a week at a family restaurant in Richmond.

"I've always had two jobs; I've done that for 25 years," she says. "If I'm not working, I'm bored."

by Gavin Wilson

Staff writer

Jeff Barker

Barker

As a young man fresh out of school, Jeff Barker was traveling around B.C., picking up jobs in logging camps, canneries and as a short-order cook. Then a friend suggested applying at the UBC Library.

He did it on a whim, but his life has never been the same since.

In the intervening 25 years he met his future wife, who also worked in the library, and made many lifelong friends, including the guys at the Thunderbird Winter Sports Centre, with whom he's played Wednesday night hockey for as long as he's worked here.

As a library assistant, Barker catalogues and processes government publications. He spends the other half of his time on the reference desk, helping students and faculty members with their research.

"I like the fact that I work independently. I also like the relaxed attitude out here — you don't have to wear a suit and tie," says the jean-clad Barker.

He's seen many changes on campus over the years, but none loom as large to Barker as the big move to Koerner Library, which involved the merger of Sedgewick Undergraduate Library, the humanities and social sciences reference section and government publications and microforms.

When he's not at work, Barker enjoys hiking and biking on the North Shore where he lives, coaching kids' baseball and soccer and playing computer games.

"I like the fact that I work independently."

— Jeff Barker

Nancy Wiggs

Wiggs

You could say that working at UBC has given Nancy Wiggs a chance to let students have their day in court. Hundreds of days, actually.

That's because for 18 years she administered the Faculty of Law's legal clinic. While she worked there, the program used law students to provide legal counsel for members of the public who could not afford lawyers and could not get legal aid.

Joining the clinic as a secretary, before long Wiggs was working essentially as a paralegal — screening clients, setting trial dates and arranging police reports.

"It was absolutely fascinating," she says, "and a lot of fun."

The clinic was handling 300 to 400 cases a year and representing clients in up to 100 criminal trials. The students would draft wills, arrange adoptions and make appearances in small claims, traffic and family courts.

"There are not a lot of staff jobs on campus where you work closely with students — and I did," says Wiggs.

In 1994, Wiggs was promoted to senior administrator for the faculty. Now she supervises a staff of 15 and works closely with the 45 full-time faculty and the 80 lawyers and judges who serve as adjunct professors.

"This will sound funny, but in my present position I sit on a lot of university committees, and I really like it. It's a real eye opener. I enjoy the new challenges of working with students, faculty and the university."

"This will sound funny, but in my present position I sit on a lot of university committees, and I really like it."

— Nancy Wiggs

Calendar

May 3 through June 13

Sunday, May 3

Chan Centre For The Performing Arts Concert
Rick Scott And Pied Pumkin Family Matinee. Chan Centre BC Tel Studio Theatre at 2pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre box office 822-2697.

Chan Centre For The Performing Arts Concert
Pied Pumkin String Ensemble. Chan Centre BC Tel Studio Theatre at 7:30pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre box office 822-2697.

Tuesday, May 5

Microbiology And Immunology Seminar Series
Utilizing TAPs To Enhance Immune Responsiveness To Cancer And Viruses. Judy Alimonti. Wesbrook 100 from 12:30-1:30pm. Call 822-3308.

Museum Of Anthropology Lecture Series
Sage Kings And Their Legendary Regimes In Pre-Dynastic China: The Use Of Textual Material In Archaeological Interpretation. Min Li. MOA Theatre Gallery from 7:30-8:30pm. Gallery tour included with talk. Call 822-5087.

Wednesday, May 6

Orthopedics Grand Rounds
Cervical Spine "Whiplash": The Biomechanics. Dr. P. Wing; Guenter Sigmund. Vancouver Hosp/HSC, Eye Care Centre Aud. at 7am. Call 875-4192.

Centre for India And South Asia Research Seminar
Customary Law And Common Property Resources Are Building Blocks For Natural Resource Management. Minoti Chakravarty-Kaul, Economics, U of Delhi. CK Choi 120 from 12:30-2pm. Call 822-2629.

Lecture And Book Signing
Launch of Tom Cahill's Latest Work: *The Gifts Of The Jews*. Regent College chapel at 7pm. Call 228-1820.

Thursday, May 7

Centre For Health Services And Policy Research Seminar
The Two Solitudes Of Complementary And Conventional Medicine: Integrative Research As A Tool For Health Service Reform. Allan Best, Tzu Chi Institute for Complementary and Alternative Medicine. IRC #414 from 12-1pm. Call 822-4969.

Biotechnology Lab Seminar Series
Invasion Of The Intestinal Barrier By Shigella: From Molecular And Cellular Pathogenesis To Vaccine Development. Philippe Sansonetti, Pasteur Institute. Wesbrook 100 at 12:30pm. Refreshments prior to seminar. Call Dr. B. Finlay 822-2210.

Friday, May 8

Health Care And Epidemiology Rounds
Risk Factors For Childhood Leukemia. Mary McBride, Epidemiologist, Cancer Control Research Centre. Mather 253 from 9-10am. Call 822-2772.

Pediatric Grand Grounds
Hepatitis C In Children: A Disease In Waiting? Dr. Simon Dobson, Infectious and Immunological Diseases Clinic; Dr. Rick Schreiber, Gastroenterology. GF Strong Aud. at 9am. Call 875-2307.

Plant Sale
Annual And Perennial Bedding Plants. Horticulture Greenhouse from 9am-6pm. Call 822-3283.

Chemistry Seminar
Bioanalytical Techniques: New Approaches To Integrated Genome/Proteome Analysis; LC And LCMS In Protein/Peptide Characterization; Capillary Electrophoresis For Protein Analysis. Jennifer Smith; Peter Harrsch, Hewlett Packard. Chemistry D-225 (centre block) from 1:30-3:30pm. Call 822-3235.

Social Work Spring Symposium
Aging And Families: Recognizing Diversity, Refuting Myth. Anne Martin-Matthews, Family and Nutritional Sciences. Ponderosa from 5-7pm. RSVP. Call 822-2255.

Equality, Security And Community Lecture Series
Taxing Times For Women: Feminism Confronts Tax Policy. Claire Young, Law; Distribution In Economic Models Of Tax Avoidance And Tax Evasion. Jon Kesselman, Economics. Green College at 3pm. Call 822-1878.

Sunday, May 10

Perennial Plant Sale
Celebrate Mother's Day At the Garden. UBC Botanical Garden from 10am-4pm. Call 822-4529; 822-9666.

Chan Centre For The Performing Arts Concert
Beethoven Piano Recital. Robert Silverman. Chan Centre Chan Shun Concert Hall at 3pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Chan Centre For The Performing Arts Concert
The Wyrd Sisters. Chan Centre BC Tel Studio Theatre at 7:30pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Tuesday, May 12

Museum Of Anthropology Lecture Series
Hong Kong Neolithic And Its Relationship To The Rest Of China. Guo Li. MOA Theatre from 7:30-8:30pm (in Cantonese). To register call 822-4604.

Wednesday, May 13

Orthopedics Grand Rounds
Femoral Neck Fractures. Dr. R. Meek. Vancouver Hosp/HSC, Eye Care Centre Aud. at 7am. Call 875-4192.

Friday, May 15

Health Care And Epidemiology Rounds
Mathematical Modeling Of HIV/AIDS Prevention: Towards A New Evaluation Framework. Nancy Meagher, Health Economist. Mather 253 from 9-10am. Call 822-2772.

Pediatric Grand Rounds
Mitochondrial Diseases: Is There A Gold Standard For Diagnosis? Glenda Hendson, Neuropathology. GF Strong Aud. at 9am. Call 875-2307.

Equality, Security And Community Lecture Series
Education, Training And Distributional Outcomes. Craig Riddell, Economics. Green College at 3pm. Call 822-1878.

Sunday, May 17

Chan Centre For The Performing Arts Opera
Mezzo-Soprano Recital. Denyce Graves. Chan Centre Chan Shun Concert Hall at 3pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Tuesday, May 19

Museum Of Anthropology Lecture Series
Sage Kings And Their Legendary Regimes In Pre-Dynastic China: The Use Of Textual Material In Archaeological Interpretation. Min Li. MOA Theatre Gallery from 7:30-8:30pm (in Mandarin). Gallery tour included with talk. To register call Taiwanese Canadian Cultural Society 267-0901 ext 2.

Wednesday, May 20

Continuing Education Seminar
Contaminated Sites Regulation And Remediation. Various speakers. CEME 1202 from 8am-5pm. Continues to May 23. $430 for Module 1; $635 for both modules; $240 students. Call 822-3347.

Women's Resources Centre Fund-raising Luncheon
Help Us Celebrate Our 25th Anniversary. Martha Piper, keynote address. Pan Pacific Hotel, Governor General's Suite at 12:15pm. $75. Reception at 11:30am. Call 482-8590; 482-8588.

Continuing Education Seminar
Resource-Efficient Building Construction, Demolition And Design. Various speakers. CEME 1202 from 6:30-9:30pm (sessions 1-5); 9am-2pm (session 6). Continues to June 20. $440; $250 students. Call 822-3347.

Senate Meeting
Regular Meeting Of The Senate. UBC's Academic Parliament. Curtis 102 at 8pm. Call 822-2951.

Thursday, May 21

Board of Governors Meeting
Open Session Begins At 8am. Fifteen tickets are available on a first-come, first-served basis on application to the Board Secretary at least 24 hrs. before each meeting. OAB Board and Senate room. Call 822-2127.

Chan Centre For The Performing Arts Concert
CBC Orchestra With Pepe Romero And Alexander Dunn. Chan Centre Chan Shun Concert Hall at 8pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Friday, May 22

Health Care And Epidemiology Rounds
Osteoporosis, The Dilemma Of The Medical Approach. Penny Ballem, B.C.'s Children's and Women's Health Centre. Mather 253 from 9-10am. Call 822-2772.

Pediatric Grand Rounds
Dyslexia - How Does The Brain Do That? Dr. Bruce Bjornson, Neurology, B.C.'s Children's Hospital. GF Strong Aud. at 9am. Call 875-2307.

Biotechnology Lab Seminar
Inhibitors In Animal Cell Culture: An Overview With An Emphasis On The Toxic Metabolite Methylglyoxal. Frank W.R. Chaplen, Bio-resource Engineering, Oregon State U. IRC #3 from 12noon-1:30pm. Refreshments prior to seminar. Call Dr. J. Piret 822-5835.

Chan Centre For The Performing Arts Opera
Vancouver Opera Ensemble. Chan Centre Chan Shun Concert Hall at 8pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Sunday, May 24

Chan Centre For The Performing Arts Concert
Baccalaureate Concert. School of Music's outstanding artists. Chan Centre Chan Shun Concert Hall at 8:30pm. Call 822-5574.

Thursday, May 28

Continuing Education Seminar
Sales Forecasting. Denzil J. Doyle. Point Grey Golf And Country Club from 8am-4:30pm. $330. Call 822-3347.

Friday, May 29

Health Care And Epidemiology Rounds
Necrotizing Fasciitis And Public Anxieties: Lessons From Langley. Rob Strang; Danuta Skowronski, Boundary Health Unit. Mather 253 from 9-10am. Call 822-2772.

Pediatric Grand Rounds
Thriving And Surviving With HIV. Jack Forbes, co-director, B.C.'s Children's Hospital. GF Strong Aud. at 9am. Call 875-2307.

Friday, June 5

Health Care And Epidemiology Rounds
Pharmanet: An Overview And Process For Data Disclosures. Melva Peters, Pharmanet co-ordinator. Mather 253 from 9-10am. Call 822-2772.

Pediatric Grand Rounds
New Provincial And National Perinatal/Neonatal Initiatives. Margaret R. Pendray, Neonatology, B.C.'s Children's Hospital. GF Strong Aud. at 9am. Call 875-2307.

Equality, Security And Community Lecture Series
Welfare State Retrenchment: A Study Of The New Politics Of Income Security In Canada. Nicole Bernier. Green College at 3pm. Call 822-1878.

Saturday, June 6

Chan Centre For The Performing Arts Concert
Vancouver Youth Symphony. Chan Centre Chan Shun Concert Hall at 8pm. Tickets available through Ticketmaster 280-3311 or at the Chan Centre Box Office 822-2697.

Wednesday, June 10

Continuing Education Seminar
Risk Management. F. Oboni. CEME 1202 from 8am-5pm. $700; $300 students. Continues to June 12. Call 822-3347.

Friday, June 12

Health Care And Epidemiology Rounds
Towards New Perspectives On The Art And Science Of Complementary Medicine. Allan Best, director, Tzu Chi Institute for Complementary and Alternative Medicine; Rick Spratley, Co-Chair Scientific Advisory Committee. Mather 253 from 9-10am. Paid parking available in B Lot. Call 822-2772.

Pediatric Grand Rounds
Metabolic Disease in Adults: A New Discipline In Internal Medicine. Dr. Sandra Sirrs, endocrinologist, Biochemical Disease. GF Strong Aud. at 9am. Call 875-2307.

Notices

UBC Birding
Join a one hour birding walk around UBC campus every Thursday at 12:30pm. Meet at the Rose Garden flagpole. Binoculars suggested. For details call Jeremy Gordon 822-8966.

Vegetarian Women
Vegetarian women between the ages of 19-50 required for a study examining nutrition attitudes and practices. Involves questionnaire and interview. Will receive a gift certificate for the Bread Garden or Starbucks. Call Terri 209-3281.

Writing Centre Course
Report And Business Writing and Writing 098: Preparation For University Writing And The LPI. Courses begin May 4. Call 822-9564.

BC SMILE
The British Columbia Seniors Medication Information Line (BC SMILE) is a free telephone hotline to assist seniors, their families and caregivers with medication-related questions including side effects and drug interactions. Monday to Friday 10am-4pm. Call 822-1330 or e-mail smileubc@unixg.ubc.ca.

Flower Sale
Cut flowers every Friday. Cut-Cash-Carry. Horticulture Greenhouse from 11am-1pm. Call 822-3283.

UBC REPORTS

CALENDAR POLICY AND DEADLINES

The *UBC Reports* Calendar lists university-related or university-sponsored events on campus and off campus within the Lower Mainland.

Calendar items must be submitted on forms available from the UBC Public Affairs Office, 310–6251 Cecil Green Park Road, Vancouver B.C., V6T 1Z1. Phone: 822-3131. Fax: 822-2684. An electronic form is available on the *UBC Reports* Web page at http://www.publicaffairs.ubc.ca. Please limit to 35 words. Submissions for the Calendar's Notices section may be limited due to space.

Deadline for the June 11 issue of *UBC Reports* — which covers the period June 14 to July 11 — is noon, June 2.

THE UNIVERSITY OF BRITISH COLUMBIA

REPORT OF THE COMMITTEE TO REVIEW THE UBC BOOKSTORE

A. COMPOSITION AND MANDATE OF THE COMMITTEE

In the Spring of 1997, the Vice-President Administration and Finance appointed a Committee to review the UBC Bookstore. Committee members were:

- *Ms. Lisa Castle*, Director, Human Resource Advisory Services, Department of Human Resources
- *Mr. Joe Dolchewski*, Manager, Network System Support, Computing and Communications
- *Dr. Ron Foreman*, Associate Professor, Botany
- *Mr. Peter Godman*, OTD Practitioner, Department of Human Resources
- *Dr. Shirley Neuman*, Dean, Arts Faculty (Chair)
- *Ms. Jacquie Rice*, Director, Department of Financial Services
- *Dr. Herbert Rosengarten*, Head and Professor, English Department (until June 30, 1997; Executive Director to the President's Office (from October 1997)
- *Ms. Martha Whitehead*, Head, Information Services, Library
- *Mr. Biff Savoie*, Director, Simon Fraser University Bookstore
- *Mr. Dave Minichielo*, Alma Mater Society

The Review Committee was to:

1. Review the UBC Bookstore's mandate, mission statement, business plan, structure, personnel and operations to ensure that the Bookstore operates effectively and efficiently, that it is meeting the needs of the University community and the surrounding communities and following the principles of sound business practice.
2. Identify opportunities for the Bookstore to:
   - enhance partnerships with campus customers
   - provide enhanced customer services
   - implement process improvements
   - add new products or develop new business opportunities
   - improve effectiveness and efficiency.

The Committee had available the report of the NACS (National Association of College Stores) College Store Evaluation Service Report, and since the two reviews were conducted in parallel, the UBC committee was also able to meet with the NACS team, and attend the presentation of their findings. In addition, a great variety of information was made available by the Bookstore. In addition, advertisements soliciting input from the community were placed in *UBC Reports*, the *Vancouver Courier*, the *Ubyssey*, the *Campus Times*, and other student communications. A letter requesting input was circulated from the Chair to all Deans, Heads and Directors. A great many letters and messages were received in response to these initiatives, and the committee wishes to thank all those who took the time to submit their thoughts. The committee would also like to extend its thanks to Debbie Harvie and the rest of the management and staff of the Bookstore, who took the time to meet with the committee, and who patiently answered our many questions.

A summary of the committee's recommendations follows. Copies of the full report are available from the Reception Desk of the UBC Bookstore or by calling 822-2665. The full report is also available on the Bookstore's website at *www.bookstore.ubc.ca*

B. THE BOOKSTORE'S MANDATE AND THE UNIVERSITY COMMUNITY

Recommendation 1: That through the Vice-President Administration and Finance, the Bookstore be charged to maintain financial accountability while increasing its commitment to the intellectual and academic needs of the University.

Recommendation 2: That, in keeping with recommendation 1, the Bookstore be charged to devote a percentage of its profits/reserve to its intellectual and academic mandate.

Recommendation 3: That the Bookstore establish an Advisory Committee comprised of members of faculty, staff, and the student body to work with the management and staff of the Bookstore on such matters as book selection policy, the sale of non-academic items, and service improvement.

Recommendation 4: That, in addition to consulting the Advisory Committee, the Bookstore regularly invite the Chairs of departmental library committees, faculty appointed to effect liaison with the Library, etc. to submit to it trade titles which it would be appropriate to order for an academic bookstore.

C. SALES FLOOR OPERATIONS

1.Textbooks

Recommendation 5: That the Bookstore work in collaboration with faculty members, the Library, and Media Services to develop more effective ways to manufacture and distribute custom courseware by electronic and other new modes of distribution.

Recommendation 6: That the Bookstore develop consistent pricing practices. If split shipments arrive at different prices, the Bookstore should develop one price point.

Recommendation 7: That the Bookstore review its implementation of the Ratex System and improve the inventory system so as to provide real-time inventory system capacity combined with point-of-sale efficiency in the system and that it increase the number of cash registers at the front of the store.

Recommendation 8: That the Bookstore build on the success of the text reservation system ("Fast Start") as a way of reducing beginning-of-term line-ups and that it explore the feasibility of having students pick up guaranteed text reservations at another venue as a way of reducing Bookstore line-ups.

Recommendation 9: That the Bookstore carefully determine order quantities in a way that takes into account information from the University and the faculty members about projected changes in enrolments, degree requirements, scheduled room sizes etc. that will affect course enrolments and that the Bookstore communicate with faculty about quantities ordered.

Recommendation 10: That the Bookstore improve timely follow-up to university departments and faculty through use of the web-page and e-mail. Text requisitions should be followed up with status reports on quantities ordered, expected delivery dates, and any known delivery problems. This information needs to be updated and sent regularly and should be readily accessible to faculty who are following the ordering process by electronic means.

Recommendation 11: That the Vice-President Administration and Finance and Deans make Departments and Heads aware of, and that Departments assume, their responsibility to notify the Bookstore concerning changes in curriculum and enrolment caps.

Recommendation 12: That the University assume its responsibility to the Bookstore as to the Faculties of providing up-to-date, coordinated enrolment data. The University should close the gap that has existed to date between the information available from the Office of Budget and Planning and that available from the Office of the Registrar. The Provost, the Vice-President Administration and Finance and the Vice-President Student Services should ensure that these two units collaborate effectively to provide the Bookstore, Faculties and Departments with coordinated, consistent, current and accurate data about actual section-by-section course enrolments. This information should be available on-line and should be used by the Bookstore to update orders.

2. Trade Books

Recommendation 13: That, in keeping with ***recommendations 3*** and ***4***, the Bookstore seek regular input from the University community about trade book purchasing, with the particular goals of knowing its clientele better and soliciting information about new releases and current research in faculty members' disciplines.

Recommendation 14: That the Bookstore continue to develop and enhance means by which faculty and students can access the Bookstore and trade book data bases and ordering systems through the printed page, web-page, and e-mail systems.

Recommendation 15: That trade books be merchandised in the store windows and at the front of the store through better utilization of the entry in order to better and more attractively promote books, and in order to clearly establish the Bookstore as a place to buy books.

Recommendation 16: That text and trade books be separated in the Bookstore.

Recommendation 17: That seating and browsing areas be established in the Bookstore.

Recommendation 18: That a section of the Bookstore be devoted to UBC authors and the UBC Press.

Recommendation 19: That an in-store reference section with electronic access to titles be set up.

Recommendation 20: That the Bookstore seek to develop a "book community" mind-set on campus through events such as noon hour readings, author signings and other book events, and that it collaborate with the Library, Departments (such as English and Film, Theatre and Creative Writing), Green College, and others around events.

3. Computer Division

Recommendation 21: That dedicated customer satisfaction surveys be regularly conducted in the Computer Division.

Recommendation 22: That the Computer Division be relocated to a single, more prominent area of the store and that the feasibility of locating it in another building in order to gain it more suitable space be examined (this feasibility study should include marketing information about how many people who enter the store purchase smaller "software" items in addition to non-computer items; if the number is significant, the Bookstore will want to retain a software section).

Recommendation 23: That the Computer Division be recognized as a key component, by virtue of its sales and services, in addressing the university-wide problem in providing computer and information technology services to the University community, including students, at a time of rapid changes and advances in the fields of computing and information technology.

Recommendation 24: That, in light of the previous recommendation, the University look into the feasibility of establishing under the Associate Vice-President Information Technology an integrated computer group consisting of such existing services as the Bookstore Computer Division (for sales of equipment and supplies), Network Systems Support (for equipment repair, LAN support, installation and general university consulting), and an end-user (faculty, staff, student) friendly "Product Support Centre" (for provision of equipment and software trials, technical support, and user consultation). (Ideally the primary Computer Division sales office should be located in space adjacent to the "product support centre" and, if possible, to Network Systems Support.) This integrated computer group should be established only with evidence and guarantees that it will be more cost-effective as well as more helpful than support systems currently in place in Faculties and other administrative units on campus.

Recommendation 25: That, consistent with ***recommendation 7*** about improvement of the Ratex system, the Bookstore find/develop/purchase an inventory system that adequately serves the needs of all units of the Bookstore, including the Computer Division. We note that the NAC Reviewers recommend either implementation of Mac-to-Pic software to expand access to Ratex or else the development of a system replacement strategy to improve the store's system infrastructure.

Recommendation 26: That the newly achieved memorandum of understanding between the Purchasing Department and the Bookstore be closely monitored by the Director of the Bookstore and the Director of Purchasing and, if necessary, by the Vice-President Administration and Finance for compliance. And that cooperation between these two units to better serve the research and teaching needs of the University be encouraged and enabled by the Directors of the two units.

4. Stationery, Office Products

Recommendation 27: That the display of office merchandise and stationery be made more attractive and be maintained in a tidy condition.

Recommendation 28: That the Bookstore take steps to correct the perception of higher-than-average prices for office supplies (it could, for example, lower prices of some highly visible products in a "loss leader" for a period of time; it could also publicize comparison prices).

THE UNIVERSITY OF BRITISH COLUMBIA

REPORT OF THE COMMITTEE TO REVIEW THE UBC BOOKSTORE

5.General Merchandise

Recommendation 29: That, in keeping with ***Recommendations 1 and 15***, books, rather than general merchandise should be centrally and prominently displayed in the space at the front of the store (this issue needs to be addressed immediately, as well as in longer-term plans for expansion).

6. Special Orders

Recommendation 30: That a cash register should be installed at the special order desk to handle special orders only.

D. BOOKSTORE MANAGEMENT

1. Marketing

Recommendation 31: That the Bookstore develop a strong, consistent, compelling, attractive and widely used visual image for its displays, signage, advertisements, web-site etc. and that this visual image and its use be strategize to promote the Bookstore as the Bookstore of the University of British Columbia.

Recommendation 32: That, in keeping with ***recommendation 8***, the Bookstore celebrate the work done at UBC by establishing a dedicated, well-stocked, well-maintained and prominent display of publications of all kinds by UBC faculty and graduate students, of the books produced by UBC Press, and of journals published at UBC.

Recommendation 33: That the management and staff of the Bookstore work to foster a dedication to and an identification with the Bookstore as a whole rather than with any individual section within it.

Recommendation 34: That, consistent with ***recommendations 3 and 4***, and ***recommendation 13***, the Bookstore work more extensively with its university "customers" by way of deepening its knowledge of who those customers are and what they are interested in buying.

2. Warehouse

Recommendation 35: That the Bookstore management continue to monitor the interface between the Warehouse and the Computer Division to ensure that new procedures continue to guarantee timely delivery of computers.

Recommendation 36: That the University includes the Bookstore in any discussions about the expansion of the building in which the Bookstore is located and that the Bookstore's needs be taken into consideration in planning for space in the building.

Recommendation 37: That the Bookstore improve control over access to the Warehouse.

Recommendation 38: That representatives of the Bookstore meet with the Department of Health, Safety and Environment to determine, what, if anything, can be done to improve the safety of the loading dock.

3. Inventory Control (see recommendations 7 and 25)

Recommendation 39: That the Bookstore create a "process review team" to study and improve the systems and procedures used to buy and sell books.

Recommendation 40: That the Bookstore improve buying decisions by expanding the use of "Min-Max" and improving sales reports to support the buyers.

Recommendation 41: That, wherever possible, the Bookstore employ vendor-provided master files of ISBN and UPC data.

Recommendation 42: That the Bookstore seek partnerships and shared cost-effective technology with corporate suppliers.

4. Financial Management

Recommendation 43: That the Bookstore develop an accounting system that will accurately attribute costs as well as sales to divisions.

5. Management's Relations with Staff

Recommendation 44: That the reasons for setting sales targets to given levels be clearly communicated to staff following consultation with them about those targets.

Recommendation 45: That management make more effort to appear on the sales floor and in satellite locations from time to time in order to improve communication with staff.

6. Relation to other University bodies

See recommendation 26.

E. BOOKSTORE SPACE

Recommendation 46: That the Bookstore address issues of space and its use at least partly in terms of ***recommendations 7, 8, 15, 16, 17, 18, 22, and 27***.

Recommendation 47: That some parking in front of the Bookstore be reserved as a 15-minute loading zone during "rush" so students don't have to carry a full term's worth of book purchases a considerable distance.

Recommendation 48: That the lighting and display of the Health Sciences Bookstore be made more effective.

Recommendation 49: That a more solid managerial relationship be built between the main Bookstore and the Health Sciences Bookstore.

F. OTHER ISSUES RAISED BY THE MANDATE

Recommendation 50: That the metered parking lot immediately adjacent to the Bookstore be restricted to 45 minutes or less, Monday to Friday during term times, so as to discourage parking by those attending classes and to make available parking for visitors to the Bookstore.

Recommendation 51: That the Bookstore continue to develop and implement formalized processes for measuring customer satisfaction, preferably by division; that it assess the reasons why some faculty and students are not customers, and that it utilize that information in making marketing and purchasing decisions.

Recommendation 52: That the Bookstore develop a one-page strategic mission statement with clear targets for customer satisfaction to be met over the next 5-6 years.

Recommendation 53: That the Bookstore consult with other "shops" on campus with a view to determining whether agreements for new and/or extended joint marketing of products can be effected which would be profitable to all concerned.

Recommendation 54: That the Bookstore consult with other "cultural" centres on campus, including the two gardens, the Chan Centre, the Belkin Gallery, and the MoA with a view to exploring the feasibility of jointly developing a line of higher-end gift items which might lead to destination shopping.

Recommendation 55: That the Bookstore explore with other "cultural" centres on campus the feasibility of developing a joint "destination" marketing campaign.

Martin Dee photo

Growing Gift

Graduating class president Ruta Fluxgold joined Chancellor William Sauder, President Martha Piper and other graduating class representatives to put a ceremonial touch to the annual tree planting recently. Each year, the outgoing class donates a tree to the university. This one, a katsura, is located near the intersection of Thunderbird Blvd. and East Mall. Spring Congregation takes place May 24-29 at the Chan Centre for the Performing Arts.

Mathematics comes alive on new Web site

Mathematicians around the world have gained access to a Web-based resource developed at UBC with the support of Sun Microsystems Inc. The site will help them develop and publish software for use on the Internet, in course work and in research projects.

UBC's Mathematics Dept. has used the Java programming language to provide a comprehensive and easily accessible collection of tools and resources to teach, learn, promote and perform mathematics with computers. Living Mathematics is the name of the new Sun Software, Information and Technology Exchange (Sun SITE) location at UBC.

"Mathematics is well-suited to Internet publication, particularly with Java technology, because it is largely concerned with ideas rather than data," says UBC Mathematics Prof. Bill Casselman. "In addition, interactive graphics and animation will undoubtedly play a role in future mathematics education. Through this Sun SITE location, we hope to help the inevitable changes come a bit sooner."

Casselman developed the site in partnership with Mathematics PhD student Djun Kim, who is also the UBC Sun SITE systems manager.

A section of the site will be devoted to The Electronic Mathematician, an online electronic journal that will include papers with hypertext and graphics, tutorials on practical computer graphics for mathematicians, number theory and algebra algorithms explained interactively or with animation, and discussions on issues related to mathematics and computers.

"We're looking for content providers who can supply us with material that's high-quality, interesting and focused," says Kim. "There's little depth on the Web in mathematics compared to what it might be and we would like to do our part to remedy that."

The Pacific Institute of Mathematical Sciences (PIMS) has provided funding for the ongoing administration of the Sun SITE location under its mandate to promote mathematical research, education and industrial partnerships. PIMS was founded in 1996 by the community of mathematical scientists in Alberta and B.C. and is headquartered at UBC.

Hardware and software provided by Sun for the Living Mathematics Sun SITE program is part of a $135,000 donation which includes a server and storage devices, two workstations for software and courseware development, 10 JavaStation network computers for student labs, and Java WorkShop development software.

The Sun SITE initiative, established in 1992 by Sun, aims to provide easy global access to free software and tools, act as a repository for information, and launch new Internet-based applications. The UBC Sun SITE is one of more than 50 global interactive information repositories.

The UBC Sun SITE can be accessed on the World Wide Web through Sun's home page (www.sun.com) or directly at sunsite.ubc.ca.

News Digest

Families and children of all ages are invited to UBC Child Care Services' annual parade which takes place Thursday, May 21 from 10:30 a.m.-12:30 p.m.

The parade starts at the day-care centres on Osoyoos Crescent and winds up with entertainment and picnicking at the commons block grass field in the centre of the family housing complexes.

• • • • •

For the first time in Canadian university history, three Canadian Interuniversity Athletic Union players from the same team in the same year will attend National Football League (NFL) camps.

Bob Beveridge, Mark Nohra and Curtis Galick, all members of the Vanier Cup-winning T-Birds, have secured free agent tryouts.

Beveridge, a 6-6, 320-pound offensive lineman will gun for a spot with the New England Patriots. Most outstanding university football player in 1997, running back Nohra, will try out with the Buffalo Bills. And Galick, who was the Saskatchewan Roughriders' first pick in the 1998 CFL draft, is headed to Seattle to try out with the Seahawks.

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The Faculty of Applied Science has established an Engineering Advisory Council comprising representatives from the engineering profession, industry and governments. The council will provide advice aimed at helping the faculty remain responsive to social, cultural, economic and technological changes.

The council's mandate is to provide advice to the dean of Applied Science on matters relating to the faculty's activities in engineering, including its academic programs, teaching, research and professional service.

In Memoriam

Sam Black
Inspiring artist

Sam Black, an outstanding artist and one of the country's leading art educators, died April 23 at the age of 84.

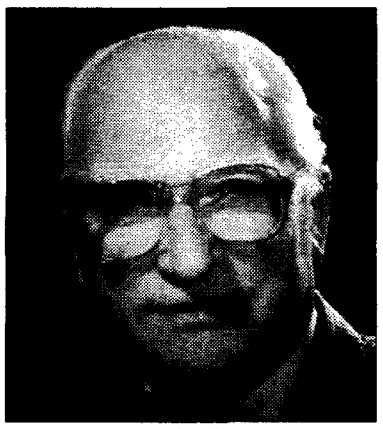
Black, a professor emeritus in the Faculty of Education, was born and educated in Scotland, graduating in 1936 from the Glasgow School of Art.

He served with the Royal Scots Fusiliers during the Second World War, attaining the rank of major and winning medals for bravery.

Black arrived at UBC in 1958 where, with his enthusiasm, openness to new challenges and creative energy, he quickly established a reputation as an inspirational teacher.

He was an honorary lifetime member of the Canadian Society for Education Through Art and a founding member of the International Society for Education Through Art.

Black was accomplished in many different artistic media, including watercolors, acrylics, oils, graphic prints, woodcuts, lithographs and metal sculpture.



Black

His works are held in private collections and public galleries around the world, and have even inspired a piece of music, composed for the Lethbridge Symphony Association.

The university recognized his contributions with a Master Teacher Award and an honorary degree. Black was also awarded a Canadian Centennial Medal in 1967.

In recent years he continued to create works of art while living on Bowen Island.

Margaret Hood
Pioneering therapist

One of the pioneers of rehabilitation medicine, Margaret Rutherford Hood, died in February at the age of 84.

Hood was the first head of the Division of Occupational Therapy when UBC's School of Rehabilitation Medicine, as it was then called, opened in 1961. She continued as head until her retirement in 1979. In her final year at UBC, Hood was acting director of the school.

She was especially interested in treating arthritis and developing programs for occupational therapists that addressed both theory and practical training.

Hood's contribution to the school has been recognized with the Margaret Hood Graduate Scholarship in Occupational Therapy.

In 1997, the Margaret Hood Occupational Therapy Research Laboratory was opened in her honour.

Hood received her diploma of Occupational Therapy from the University of Toronto in 1936 and a Bachelor of Arts degree from UBC in 1970. She served as president of the B.C. Society of Occupational Therapists from 1958-60.

She is survived by her brother-in-law Tom, nephews Don and Tom, niece Leanne and their families.

Classified

The classified advertising rate is $16.50 for 35 words or less. Each additional word is 50 cents. Rate includes GST. Ads must be submitted in writing 10 days before publication date to the UBC Public Affairs Office, 310 – 6251 Cecil Green Park Road, Vancouver B.C., V6T 1Z1, accompanied by payment in cash, cheque (made out to *UBC Reports*) or internal requisition. Advertising enquiries: 822-3131.

The deadline for the May 21 issue of *UBC Reports* is noon, May 11.

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Stephen Forgacs photo

Creature From The Toxic Lagoon

Students strolling on the plaza outside Koerner Library pass the outstretched arms of Toxic Freedom, a fibreglass sculpture by second-year Fine Arts student Triina Linde. Linde and other students in Assoc. Prof. Richard Prince's sculpture course briefly displayed their works in and around the Lasserre Building.

Nursing faculty's research, education efforts rewarded

Six faculty members in UBC's School of Nursing received awards from the Registered Nurses Association of B.C. recently.

School Director Katharyn May received the Award of Excellence in Nursing Administration. Asst. Prof. Joy Johnson and Assoc. Prof. Sonia Acorn received the Award of Excellence in Nursing Research. Asst. Prof. Anna Marie Hughes, Nursing Outreach Program Director Cheryl Entwistle, and Assoc. Prof. Anne Wyness received the Award of Excellence in Nursing Education.

May was recognized for her development of a strategic plan for the School of Nursing which will guide it into the next millennium.

In addition to her work at UBC, she serves on the board of the Centre for Excellence in Women's Health and is president-elect of the Canadian Association of University Schools of Nursing.

Johnson has received funding for 20 different research projects, but particular mention was made of her work with those who try to quit smoking.

This research has led to negotiations to establish a smoking cessation clinic at St. Paul's Hospital which will be staffed primarily by nurses.

Acorn's research projects have covered the impact of chronic illness and injury on health-care patients and their families. She has also examined the mental and physical health status of the homeless.

In addition, she conducted a survey of first-line nurse managers in B.C. to study the impact of the re-organization of hospitals and health care on patients and staff.

Hughes was honoured not only for her work as an educator but also for her advocacy on behalf of people with Alzheimer's disease and their families. She established the Alzheimer's Nursing Clinic at Mount St. Joseph's Hospital which she continues to operate.

The clinic is the only nurse-managed dementia clinic in the province. Hughes utilizes the clinic for practicum placements for nursing students preparing for both basic and advanced practice in gerontology.

Entwistle was honoured for her contribution to distance education in nursing. As director of the Nursing Outreach Program for Registered Nurses at UBC, she designed and developed resources to assist students who live outside the Lower Mainland to study nursing.

She was instrumental in developing the UBC School of Nursing Learning Resource Centre, which provides students with the opportunity to practise hospital procedures, and access computers to complete lab modules and carry out course work.

Under her direction, the centre has become the pre-eminent facility of its kind in the province and among the best in the world.

Wyness was recognized for her skill as a nursing instructor. She helped design a unique course in HIV/AIDS that gives students first-hand experience with health professionals caring for HIV patients.

Students also meet people living with AIDS and hear guest speakers who are street-wise community practitioners. The course is the only one of its kind in Canada.

Wyness is currently involved in planning for an interdisciplinary elective in HIV/AIDS care in collaboration with the faculties of Medicine and Pharmaceutical Sciences at UBC.

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SABBATICAL RETREAT
See Classifieds
Mayne Island
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People

by staff writers

A pair of UBC law students took top spot in an international client counselling competition held recently at the university.

Camille Ciarneillo and **Doug Dorward** won the Louis M. Brown International Client Counselling Competition in a contest that required knowledge of landlord-tenant law, commercial leasing law and outstanding interpersonal counselling skills.

The competition brought together teams of law students from eight countries with a common law tradition: Australia, Canada, England, New Zealand, Northern Ireland, Scotland, South Africa and the United States.

The contest promotes preventative law practices such as dispute resolution and client-centred solutions to legal problems.

• • • • •

Jane Gaskell, associate dean, Graduate Programs and Research, in the Faculty of Education, was recently elected at a council meeting of the Social Sciences and Humanities Research Council (SSHRC) to a one-year term as chair of the standing committee on research and dissemination.

Gaskell

The committee is responsible for providing policy advice to the council and administrative advice to staff in relation to research grants, targeted programs and dissemination activities.

It also gives advice on improving the peer review process, providing a liaison between adjudication committees and the council.

Gaskell, who is also a professor in the Dept. of Educational Studies, completed a term on the SSHRC in December.

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Profile

Cultural revolutionary

Artist Gu Xiong continues the struggle for his art in Canada

Gavin Wilson photo

Once a university fine arts teacher in China, artist Gu Xiong's is seen here with a painting inspired by his experiences working for UBC Food Services. A printmaking technician in UBC's Fine Arts Dept. and teacher at the Emily Carr School of Art and Design, Simon Fraser University and Kwantlen College, his work has been purchased by the National Gallery of Canada and displayed internationally.

by Gavin Wilson

Staff writer

Like millions of others, Gu Xiong was a victim of the Chinese Cultural Revolution.

At 17 he was taken from his family, blacklisted because they were educated and outspoken, and sent to the remote countryside to work dawn to dusk in the fields.

Hungry, weary, he picked up a pencil and by the light of a kerosene lantern started to draw the people and objects around him.

The drawing became an obsession — he filled 25 sketchbooks — and it gave him strength.

"My hope rose from within through my art," he says now.

Twenty years later, Gu was making a painful adjustment to a new country, Canada. And once again he threw himself into his art. But this time, it was not hidden away in sketchbooks — it was filling some of the country's best galleries.

The story of how Gu, a printmaking technician in the Fine Arts Dept., and his family left their lives in China and forged new identities in Canada is the theme of his recent book, *The Yellow Pear*.

"Chairman Mao said, 'If you want to know the taste of the pear, you have to bite into it.' We tasted the pear of the Cultural Revolution through our sufferings in China. When we moved to Canada, we tasted another pear — culture shock," Gu says in the book's introduction.

His story can be bleak, the situations dire, but Gu is amazingly light-hearted for someone who has undergone a series of personal trials. In person, he frequently bursts into fits of laughter. And his smile is a personal trademark.

Gu's formal art training began when the Cultural Revolution ended in 1977. He completed bachelor's and master's degrees at the Sichuan Fine Arts Institute and immediately began teaching there.

A year-long exchange in 1986 as an artist-in-residence at the Banff Centre for the Arts introduced him to Canada and to his mentor, Alvin Balkind.

Gu, meanwhile, had joined the burgeoning Chinese avant-garde movement. Their seminal show at the Beijing National Gallery caused an uproar. It was closed twice by the police during its two-week run.

Gu's performance piece at the show had him bursting through contorted metal fencing. Like all of his art, it was intensely personal — "I've found that most enclosures are inside of ourselves" — but the political message was plain.

Tiananmen Square brought an end to all of this. The Banff Centre, which had been urging Gu to return, now asked him if he wanted their help immigrating to Canada. He accepted.

At first, with a full scholarship and a place to live, life was good in his adopted homeland. But then reality came crashing down.

He moved to Vancouver, where he was joined by his wife and daughter. They lived in a dreary basement suite while he struggled to earn a living. The only windows faced a concrete wall and the people upstairs were often drunk and noisy.

"It was then that I started my real Canadian life. It was difficult. I worked washing cars and making pizza, and finally I got a 'good job' — busboy at the UBC cafeteria," Gu says.

It was a low point. Once a university teacher, he now cleared tables and collected garbage. He was so embarrassed the first day on the job that he went through the motions with a red face and downcast eyes.

"In China, I dreamt about freedom and democracy, but when I arrived here, I found I had lost everything. No one could even understand what I was saying. Reality had totally overcome my romantic dreams about this culture."

Building a new identity for himself would not be easy, but typically, Gu found a way to work through his hardships.

He found inspiration in his surroundings. The empty pop cans students crushed became a symbol for his struggle and a motif for a major installation piece.

"My old life was crushed in China, my dreams were crushed here. But a mass-produced can looks the same as any other; only when it's crushed does it become unique," he says.

In 1991 Gu had his first show in Vancouver at the Diane Farris Gallery, one of the city's most prestigious private galleries, and others quickly followed.

A tangled mass of 400 bicycles recalled the street barricades of Tiananmen Square in a Victoria Art Gallery installation. The National Gallery of Canada bought Gu's ink-drawing mural of the piece.

Another installation — this one at the Vancouver Art Gallery — featured paintings, real objects, drawings and video about Gu's efforts to establish a new identity in Canada.

The piece was also shown at the Kwangju (South Korea) International Biennale along with the work of 100 artists from 51 countries. Only three other Canadian artists were invited to exhibit.

Gu's family is often a subject of his art, but in recent months his 14-year-old daughter Yu has taken a more active role. She joined him in a multimedia performance piece that featured video, music and narrative in which she told the family story in her own words.

Gu was hired as a printmaking technician at UBC in 1992, but he wants to return to teaching full-time. Currently he teaches part-time at the Emily Carr Institute of Art and Design, Simon Fraser University and Kwantlen College. Next term, he will also teach at UBC.

With a family and several jobs, Gu struggles to find time for his art.

"I work harder now than I did in China during the Cultural Revolution," he notes wryly.

This summer Gu and family are returning to China for the first time since 1989. And as he has so often in his life, Gu plans to document the experience with photos, video and drawings.

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