

the university of
british columbia
library
in the 19**70's**

THE UNIVERSITY OF BRITISH COLUMBIA LIBRARY
IN THE SEVENTIES

The Report
of the
University Librarian
to
Senate

64th Year
1978/79

Vancouver
December 1979

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CHAPTER I
INTRODUCTION

This report is unlike its predecessors. In the first place, it is more than an annual report, covering instead the activities and developments of a decade. In the second place, it reviews that decade from the vantage point of the many administrative units of which the Library is comprised.

The Library is necessarily complex in its operations: it must deal in a great variety of materials, in great quantities, on behalf of a large body of users with myriad interests. Previous annual reports have attempted to render the complex simple, describing the Library's situation in general terms and usually focussing on a few areas of concern.

The purpose of this report is to provide its readers with a more detailed account of the Library, and to assemble in one place information essential to an understanding of its history. It is not expected that many persons will read it in its entirety. However, it will allow faculty members, students and others to know more about those Library branches and divisions which they patronize.

For the most part, reports from units are in the words of those who direct them, and reflect their individual perceptions and reflections. Summary sections have been provided for those who prefer them.

CHAPTER II
THEMES OF THE SEVENTIES

In one of the following reports, a division head observes that the past decade has been marked by growth and change. These two features can be discerned in every aspect of the Library's operations, where they are intertwined.

In respect to growth, a collection of physical volumes that stood at a million volumes in 1970 became one of two million volumes before the close of the decade. At the same time, the nature of the collections changed. Microforms, for example, have become an increasingly more important element; and they grew in number from under three hundred and fifty thousand to over two million, representing even more bibliographic units. Collections of materials in non-book formats all expanded at rates equal to or in excess of the doubling exhibited by the conventional collection. Some formats, such as data tapes, were newcomers.

In libraries, as collections grow in size and complexity, they grow in depth. As a resource for study and research, the Library is immeasurably richer than it was ten years ago. This helps to explain why recorded use of the collection jumped by 43%, out of proportion to increases in numbers of students and faculty. It also helps to explain why the Library draws increasing numbers of users from off-campus, why our telephones ring with increasing frequency, and why traffic in interlibrary lending mounts every year. These developments can also be traced to the fact that in many subject areas the University owns virtually the only significant collections in the province.

Yet despite the fact that statistics reflect higher levels of activity and output, the complement of staff remains about what it was at the beginning of the seventies: there were 394.5 positions in 1969/70, and there were 404.5 in 1978/79. Effectively, there are fewer staff hours now than there were then, because of time benefits obtained by staff members through collective bargaining. The conflict between work requirements and availability of workers has made itself apparent in such things as shorter service schedules and hours of opening, and as slower processing turnaround times and backlogs. These have occurred despite the Library's efforts to minimize the impact of staff shortages on its users.

The Library pioneered in the development of computer-based systems in the nineteen sixties. Without that development, and its continuation in the seventies, it would be fair to say that the Library could not have managed to deal with growth and change. As this decade closes, there is no aspect of the process of selecting, ordering and cataloguing of materials that does not at some point touch on the computer or its products. Similarly, the computer was able to support increases in public use, and even to enhance the quality of use through sophisticated information retrieval systems and the decentralization of Library records.

Although the decade witnessed the opening of two major libraries, the Sedgewick Library and the Law Library, and of a separate facility for the processing divisions, the growth of the physical library did not keep pace with needs. Before the next decade is through, the University will need to avert a crisis in housing of its collections and the accompanying services.

CHAPTER III

COLLECTIONS

"For the University of British Columbia Library ... the decade of the sixties was one of progress. It now seems that the seventies will be characterized as a decade of paradox, in which libraries simultaneously wax and wane."

This statement, taken from the Annual Report for 1973/74, has indeed proved to be prophetic. For the Library, the sixties were a heady decade of entering the world of major research libraries, of taking the collection from half a million volumes to one and a quarter million, of worrying about how best to spend money rather than how to make ends meet.

This unusual situation was due primarily to the MacMillan gift of three million dollars, but also to the recognition by the University and the province that U.B.C. needed a major research library. The University now has the second largest library in Canada and all those who have taken part in its growth, whether by making funds available, by selecting materials, or by sticking labels in a never-ending stream of books, all can take pride in a remarkable achievement. Yet, in retrospect, those few years of the sixties when this gargantuan jump took place were quite abnormal, and we should not have expected that they would continue for long.

The past decade has been one of slower growth, of struggling to maintain our purchases of current materials and of readjusting to a much slower growth rate after the euphoria of the sixties. The problem of remaining current finds its root in the breadth of the academic programme, making necessary the purchase of books and periodicals in a wide variety of fields. During the later years of the decade the University has been most generous in supporting the purchasing power of the Library's collection budget through a period when the effects of devaluation and inflation combined would otherwise have forced massive cuts in our acquisitions.

The existence of many friends who have donated books or money in larger or smaller amounts has been a source of help and inspiration during some difficult years. The collections which have been given to the University have spanned a wide range of subjects, from children's literature to Russian history to medicine. Monetary gifts have included substantial amounts tied to equally diverse subject fields. There are in addition a number of very faithful alumni who contribute each year to an annual appeal, and who earmark their donations for the Library. Another type of gift which has been fairly common in this decade has been the donation of personal or corporate papers, materials essential to an understanding of the province's social and economic history.

The seventies has been a period of increasing cooperation and lending among libraries, as they attempted to reconcile increased prices with limited budgets while satisfying mounting demands for access to materials. Many hoped that this

period would be crowned by the recognition that the largest university libraries were national resource institutions, deserving of direct federal support for their collecting and lending activities. This possibility may yet founder on the rock of the constitutional separation of powers between federal and provincial governments. However, some recent hopeful beginnings may be detected in a programme of support initiated by the Social Sciences and Humanities Research Council, on behalf of specialized research collections.

Acquisition Methods

A major feature of book acquisition programmes in university libraries during the last two decades has been the use of approval and blanket orders. These are programmes under which booksellers in different countries send to a library weekly shipments of books chosen according to a carefully drawn up profile of the library's requirements. Upon receipt, the books are examined by library staff to verify their worth, and any unsuitable titles are rejected and returned. The use of these programmes has saved U.B.C. a great deal of staff and faculty time in various stages of the ordering process; if they had not been available to us we would have had difficulty in handling the volume of individual orders which would have been placed. However, approval and blanket programmes are not without their drawbacks. Advance information about selections and shipping dates is not always available, and dealers sometimes underestimate their need for copies of a given title. The continued use of these programmes requires constant assessment in terms of costs and benefits.

Exchange programmes are another special component of the acquisitions process. They are not a substitute for the purchase of standard, commercially available material, but they do allow us to obtain material which we could acquire by no other means. They are particularly useful in dealing with countries which lack a well-established foreign sales network, as in the case of some eastern European countries and Asian countries. We hope to improve our existing exchange arrangements with Russia and China. Perhaps our most successful exchange is one of our largest: through agreements between the national libraries of Canada and Japan, U.B.C. is the repository for an extensive collection of Japanese government publications.

A great many government documents come to us as gifts through depository or mailing list arrangements. The proposal of the federal government to curtail the free supply of documents to university and other libraries would have caused us many problems, and diminished public access to information. Fortunately, protests of libraries, library associations and the academic community caused the government to reverse its decision.

Prices

The prices of both periodical subscriptions and books have risen steeply during this decade; so have the prices of other commodities. It does appear, however, that

inflation in the world of publishing has been rather more marked than in the economy in general.

Price increases of U.S. periodicals considered in U.S. dollar terms (1)

i.e. not taking account of the Canadian dollar devaluation.

<u>Category of periodicals</u>	<u>Average annual percentage of increase, 1970-79</u>
general & humanities	9.9
science & technology	14.3
social sciences	11.8

Consumer price index, year to year percentage change (2)

1970	3.4
1971	2.8
1972	4.8
1973	7.6
1974	10.9
1975	10.8
1976	7.5
1977	<u>8.0</u>
Average	<u>7.0</u> ----

In the study by Brown and Phillips, the average price of several thousand U.S. periodicals is recorded. In 1967/69 the average price was U.S. \$8.66. By 1979 the average price had risen to U.S. \$30.37, about 350% of the original. These are U.S. dollar prices; in 1967/69 the U.S. dollar was worth an average of \$1.08 in Canadian dollars, but in 1979 it was worth about \$1.18.

The effect of the devaluation of the Canadian dollar has been most noticeable in relation to purchases from European countries and Japan. For example, in the period 1967/69 the average cost of a German book was Dmk. 18.60. By 1977 it had risen only to Dmk. 21.87. However, even if the internal price had not risen at all, the cost of the average book in Canadian dollars would have been \$5.02 then and over \$11.53 now, a 229% increase.

Funds

The University's allocation to the Library for its collections has increased very substantially during the past ten years, as have expenditures, which have gone from \$988,414 in 1968/69 to \$2,527,017 from University funds last year. Unfort-

(1) Brown, Norman B. and Phillips, Jane. Price indexes for 1979: U.S. periodical and serial services. Library Journal, September 1, 1979, p.1629.

(2) Bank of Canada Review, October 1978, p.522

unately, this increase of 253% does not represent an increase in purchasing power. During this tidal wave of inflation, one can only swim rapidly to remain in the same place; in the middle of the decade we were being swept backwards, but increases to the budget since then have allowed us to maintain our annual rate of acquisition.

One of the casualties of this situation has been the purchase of retrospective materials. Although we have allocated over \$250,000 to the purchase of retrospective books and periodicals in the current budget, this is now less than 10% of the total. About the only hope of improving this situation lies in such external sources as special grants and gifts.

The Collection

The sixties saw the growth of the collection from less than half a million volumes to one and a quarter million. Growth during the current decade has been at a slower pace, but two million volumes were achieved in 1979. At this point we can truly say we have a library capable of supporting graduate research in most major fields. Such a broad statement must be quickly qualified by stating that we have many gaps yet to fill, and subject areas of interest to the University yet to cover in depth.

In the middle of the decade a combination of restricted budgets and soaring periodical prices brought about a crisis regarding the proportion of the budget consumed by periodical subscriptions. Since the value of the Canadian dollar was declining, it was necessary to severely restrict new subscriptions, cut back on existing ones, and curtail book purchases for two different periods of several months. Now that the dollar is more stable, and expenditures are more evenly balanced between books and periodicals, we can look back and reassess the effect on the collection of our fluctuations in purchasing during the past few years. In both 1975 and 1977 we suspended purchasing for several months, and although we subsequently tried to fill the resulting gaps, we did not always have the funds to do so. During the same period our blanket orders for foreign language materials were made more selective. Hopefully, the items we did not acquire in those years were less essential ones, but undoubtedly some will have to be obtained as retrospective purchases, at higher cost. Similarly, to the extent that cuts occurred in inactive subject areas, a future change in research interests or the addition of new faculty members could leave us scrambling to remedy deficiencies.

Had we not restricted our subscriptions to periodicals during the seventies, that form of publication would have continued to consume an increasing proportion of our budget, to the detriment of the book collection. But now that we have expenditures under control, it is worth reflecting on the part that the periodical literature plays in the research collection. It would probably not be an exaggeration to say that the periodical files are the major component, if not the very backbone of a research library. Whether in the sciences or the humanities,

periodicals play a major role, though the type of use may be different. In the sciences, the emphasis tends to be on the more current issues; in other subject disciplines, long backfiles may be more significant. In any case, we continue to receive urgent requests for more periodical materials. Since these represent a major continuing cost, we must strike a balance between our ability to support research and our need to control expenditures.

In building a good research collection over the past fifteen years we have unquestionably raised the expectations of our users. Now they legitimately expect such a large library will have all the basic materials in their fields of interest. Their expectations are not always met, due to the way in which the collection was assembled. In the middle sixties, the Library was given three million dollars by the late Mr. H.R. MacMillan and instructed to upgrade the collection in just three years. The only way of doing this was to engage in bulk purchases, and to rely on what the marketplace could offer by way of large collections. During the seventies, time was not available to go back and systematically fill any lacunae, nor, as it turned out, were funds available for retrospective collecting. There remains a job to be done in this connection.

In the decade to come, as in the one we are now leaving, it seems likely that the staff of the Library will be stretched to capacity. We will continue to encounter difficulty in keeping abreast of current materials. It will be essential that academic departments give us two to three years advance notification before moving into major new teaching or research fields which our collections do not adequately cover.

Personnel

A number of significant changes have taken place in the composition of the Collections Division during the last ten years. The creation of the full time positions of Life Sciences and Slavic Bibliographers expanded the staff of the Division to deal with rapidly developing areas. The greatest changes, though, have come near the end of the decade with the retirement of the two most senior members of the Collections Division. Bert Hamilton, who led the bibliographers through the period of great growth in the collection, retired in 1977. Bert's bibliographic knowledge and keen eye contributed much to the richness of the material collected during those formative years. Eleanor Mercer succeeded Bert Hamilton for two years as Assistant Librarian for Collections before herself retiring in 1979. Eleanor, the most senior Library employee, devoted over forty years to the University, through both the bad and the good times. It was fitting that she was able to give her attention over the past fifteen years to building one of the best collections in the country.

CHAPTER IV

PUBLIC SERVICES

The pattern for U.B.C.'s decentralized library services was set in the nineteen sixties. New divisions for maps, government publications, microforms, recordings, and orientation were organized, and around the campus, branch libraries were established for mathematics, ecology, social work, forestry and agriculture, law, music and the life sciences. At the close of the decade, the system was extended to include over thirty departmental reading rooms.

The nineteen seventies have, in many ways, been equally dramatic as the extensive system of branch libraries, specialized service divisions and reading rooms began to achieve its real potential in serving a growing and increasingly varied clientele. Through the development of collections and improvement in access, the library system itself helped to create new and greater demands for service from both the U.B.C. and outside communities. The past ten years have been characterized by a struggle to meet and reconcile those demands in the face of rising service costs.

If proof were needed, the nineteen seventies clearly showed that the availability of good libraries creates and attracts new library users. An expanded Woodward Library (1970), a new Law Library (1975), together with specialized services and collections developed for other scientific and professional programmes at the University, have provided resources essential to the University community, but also of great value to those engaged in practice, research, and continuing education outside the University. Open access to the central stack collections in the Main Library (since 1970) and the existence of outstanding facilities for undergraduates in the Sedgewick Library (1973) have encouraged students from other post-secondary institutions to use the U.B.C. Library as a supplementary resource. At the same time, reference services and collections in such areas as music, religious studies, genealogy, business, ecology and health care have led to greatly increased use of U.B.C. libraries by the general public. In the last few years, U.B.C.'s Crane Library has even become involved in the creation and distribution of taped recordings for visually handicapped children in the B.C. school system.

In order to measure and evaluate the impact of increased use of U.B.C. libraries by the extra-mural community, the Library undertook several studies in the early seventies. Traffic studies showed that a large proportion of those using U.B.C. libraries on the weekend were students from neighbouring institutions. An intensive survey of reference services in 1975 indicated further that about 17% of the questions answered were for non-U.B.C. patrons, and that these required 25% of available reference staff time.

At the same time, the Library was obliged to become more conscious of the cost of service. Staff reductions made it necessary for service divisions to cope with

increased demands while attempting to save time and money through reductions in hours of service and staffing. Hours of service per week have declined from a total of nine hundred and forty seven in 1969/70 to nine hundred and eleven and a half in the past year. In 1976 the Library was obliged to begin charging other libraries for interlibrary loans. Subsequently, it was necessary to re-examine and limit policies which provided free borrowing privileges to large numbers of outside users. Charges were introduced in other areas, such as computer-assisted reference services, in order to limit demand and recover costs.

While demand for service has continued to exceed our ability to provide it, a kind of balance has been achieved which permits the Library to give some priority to its primary clientele, without turning away requests for service from the outside community. For example, many of the costs previously borne by the University for interlibrary loans to post-secondary and public libraries in B.C. are now covered by cost-sharing arrangements. In this, as in other service areas, the Library has attempted to provide continued support to the outside community, but to regulate such demand so that it does not adversely affect service to the University.

In the following reports by divisions and branches, it will be apparent that the Library is justifiably proud of its collections and services. The record of the seventies is outstanding: during a period in which enrolment increased by about 10%, the lending of library materials grew by 43% over ten years, and reference statistics showed a 26% increase over six years. If there are shortages of staff and space, these are the result of growth rather than neglect. And where there have been new challenges, as in dealing with machine-readable data bases, or in serving the handicapped, these have been met.

Circulation Division

Borrowing Trends

In 1969/70 the number of recorded loans from the Main stacks reached the highest level in the library's history. Since then, borrowing has declined to the level of the mid-sixties and appears now to be leveling off. The causes are many and varied. Ironically, the decentralization of library services has contributed to the apparent decline in borrowing from the Main stacks. There was, for example, a perceptible decline in borrowing the year the new Sedgewick Library opened. This reflects the fact that the old quarters were inadequate, forcing many of Sedgewick's clientele to use the Main Library. When the new building opened, these borrowers left the Main Library in favour of the more spacious study areas in the new building.

The introduction of extended loans also caused a change in borrowing statistics. A long loan period eliminates the need for several renewals, each of which would have been counted as a loan. Hence, extended loans reduced the number of renewals

by at least 25%, even though there was no actual decline in use.

In the Reserve Book Collection, where the decline in borrowing has been much more pronounced than it has been with the general collection, the trend seems to have been spurred by changes in teaching methods, the growth of reading rooms and the availability of photocopying.

Borrowing from the Extension Library increased steadily during the seventies, reflecting the doubling of the number of correspondence courses offered by the University as well as an increase in other off-campus programmes.

Growth of the Collection

One of the most pressing problems of the seventies was that of finding space for the rapidly growing book collection. The decade started with the first removal of books from the open stacks into a storage area closed to the public. Borrowers must request such books and wait up to a day for their retrieval from storage. Moreover, they lose the ability to browse among the full collection. Not only is this detrimental to the borrower, but because of the cost of record keeping and retrieval, it is very expensive for the Library.

In 1970/71 approximately 37,000 volumes were removed from the main stacks to closed storage. In 1972 a similar number of serials was removed. The space formerly occupied by the Museum of Anthropology was converted to storage for books in 1976, and a third batch of books was removed from the stacks.

The departure of the processing divisions to their new building forestalled the need for additional materials to be removed this year, but only for the time being. The collection will be very close to overcrowded again by the time the departure of the Asian Studies division provides more space for the main stacks book collection. Even that space will probably be filled within a few years.

Sometime during the next decade we will probably have to resort to a further storage move to reduce serious overcrowding.

Improved Access

The 1960's saw the beginning of a trend which became one of the features of the seventies, namely the gradual extension of access to the book collection. It started during the sixties with several piecemeal changes to the rules governing who would be permitted to enter the stacks. By 1968, all registered borrowers were being admitted to the stacks but those without library cards were not. The last barrier was dropped in January 1970 when the stacks were opened to all comers. Now, not only UBC students and faculty, but also students of other universities and members of the general public, have free access to the book collection housed in the main stacks.

Access to the collection was also improved by extending library hours. In 1967 the Main Library began opening on Sundays during winter session, and until midnight on weeknights. After a few years, financial constraints necessitated retrenchment on the midnight closing but the Library is still open Sundays in winter session. Also in the seventies library hours during May and June were twice extended to service students enrolled in spring inter-session evening courses.

Another means of improving accessibility is to alter loan regulations. In 1971-72 the loan categories were revised. The full impact of this was not initially felt by most borrowers, but gradually as implementation progressed it became possible to borrow hundreds of books which had previously been marked for use in the library only. Likewise, many hundreds of volumes which had been available on a very short loan period were changed to a category which permitted longer loans.

Another change, made possible by improved equipment, was the institution of the extended loan. This is a longer than normal loan period which is granted on an individual basis. It was introduced in recognition of the fact that while loan regulations are valid for the bulk of the material in a collection, there are always some items which warrant exceptional treatment.

In January 1976 completely revised loan regulations were introduced. Although the main thrust of the changes pertained to penalties for late return, loan periods were affected as well. Extended loans became more widely available to on-campus borrowers, and undergraduate students were granted longer loans on serials to match those available to graduate students and faculty.

Access to the collection has also been extended through adjustments in borrower eligibility. Since 1976 students in a broad range of diploma courses and in-service education programmes have become eligible for complimentary library cards. Furthermore, a special low fee has been introduced for senior citizens and people enrolled in non-credit courses.

While each of these changes may seem to be of limited importance, the cumulative effect is a significant improvement in accessibility.

In 1970, the automated circulation system still employed much of its original configuration of equipment. Transactions were recorded centrally on punched cards; procedures for creating the central record were time-consuming and equipment became increasingly unreliable. Moreover, the record of loans printed daily by the computer consisted of hundreds of pages of computer paper for each library branch. It was limited to five copies, four of which were barely legible carbons.

Today, none of that remains. Minicomputers, acquired in 1972, record the day's transactions on a single roll of magnetic tape, and the mountains of paper have been replaced by microfiche available at service points throughout the library. In 1976, the system was improved further by the introduction of small, reliable and versatile terminals. The capability of the new terminals has permitted more flexible loan periods and the operation of a suspended borrowers list, which allows further loans to be blocked on stolen cards which are being misused or on cards held by borrowers who have failed to return books needed by other patrons. Attachments to the new terminals will make other improvements to the system possible, such as updating of loans renewed by telephone and, eventually, better and more readily accessible information on the location and availability of books.

Technological developments have not resolved all of the problems of the seventies. During this period, the Circulation Division's staff was reduced by four full-time positions and the number of hours available from student assistants has decreased considerably. Changes in working hours and vacation entitlement have also affected the amount of staff time available. Although borrowing has levelled off, the collection has nearly doubled in ten years and the time required to keep it in good order has increased accordingly. Additional staff time is also required in the record-keeping and retrieval of materials from storage. While the automated circulation system has allowed the Division to cope with a greatly increased volume of loans, it does impose additional work in training, coordinating and problem-solving for the Main Library and its branches.

Finally, during the past decade the Library has become more aware of the growing problem created by the deterioration of paper used in most books published in the later 19th century and in many books published in the 20th century. In recent years, more and more books requiring repair or replacement have come to our attention, and the day is not far off when their numbers will exceed our ability to deal with them from present resources. The fact that all large libraries face the same problem gives hope that cooperative effort may provide a solution.

Information and Orientation Division

The Information and Orientation Division was established in 1968 primarily to supervise and assist at a general enquiry desk in the Main Library and to coordinate and help implement the Library's orientation and instruction programs. The need for these services had become obvious because of the Library's rapid growth and decentralization during the 1960's.

When the Division began operations in July 1968, the staff consisted of three librarians. A full-time graphic artist was hired in September 1968 and a senior library assistant in September 1971. In 1977 one of the professional positions was reduced to half-time. To compensate for this reduction and to absorb a growing quantity of both clerical and semi-professional work, the Division has made increasing use of student and library school student assistants over the past few

years

The Division's responsibilities fall into four areas: the information desk, orientation and basic instruction, library publications, and graphics.

Information Desk

Before July 1968, the functions of a general enquiry desk had been handled by the Humanities Reference Division, simply because that division was located in the Main Library catalogue area. Humanities moved into the Ridington Room in the summer of 1968 and I & O established an "official" information desk in the main concourse. Its functions were and still are: to provide general information about the Library, to assist users with the catalogue, and to refer patrons to specialized branches and divisions. The Desk is staffed during all the Main Library's open hours.

Initially, the Information Desk was staffed by librarians and senior support staff from Main Library divisions, with I & O and the Cataloguing Division providing the largest percentage of weekday hours. Staff members from Cataloguing have gradually been withdrawn because of the increasing workload in their own division, but fortunately I & O has been able to replace them with library school students and a growing number of volunteers from outside the Main Library. (In 1978/79, staff from Law, Ecology, Fine Arts, Woodward, Sedgewick, and Social Work, as well as from the Library Administration and the School of Librarianship appeared on the weekly schedule.) This wider representation has served a double purpose: the level of staffing at the Information Desk has been maintained, and a larger percentage of the Library staff has been kept in touch with developments which, since they affect service at the Information Desk, usually also affect public service policies and procedures throughout the system.

In 1975, I & O was able to upgrade and extend evening and weekend service at the Information Desk by hiring two part-time librarians. These replaced library school students who had been working on Sundays and made it possible to extend hours of service both on weekday evenings during Winter Session and evenings and (in 1979) on Saturdays during Spring Session.

Although the number of questions answered each year at the Information Desk has not increased substantially in the last decade, the effort and time required to answer them has. Several factors have contributed to this trend:

- (1) Increased complexity and fragmentation of the Library's records
- (2) Greater use by non-UBC patrons who require more assistance than experienced campus users
- (3) Increased awareness among other libraries and the general public that UBC's resources are available to them both as extramural users and through interlibrary loan. This trend has contributed to an increase in the number of telephone inquiries received at the Information Desk.

In the past two or three years, the I & O Division has taken on a new responsibility that was probably unforeseen when the Division was established in 1968. Because of the staff's considerable experience with library patrons using library records, the Division has played a prominent role in public service liaison with technical service divisions, particularly in regard to the closing of the card catalogue and the introduction of COM. The Division has been active on several joint committees investigating and evaluating new technical services developments. An awareness of each other's problems and a healthy working relationship have resulted.

Orientation and basic library instruction

Until 1975, I & O concentrated on orientation programs which focussed on the Main Library. These programs were aimed primarily at students who came voluntarily to audiovisual presentations or guided tours scheduled at the beginning of each session. Orientation tours (now including both Main and Sedgewick) have remained a feature of I & O's program. Attendance at these tours has risen in the past few years, primarily through wider advertising.

In 1975, I & O and the Sedgewick Library implemented an orientation program in conjunction with English 100, a course which every beginning student must take. The program has continued in various forms since 1975 and has proved to be an effective method of introducing new students to the organization, resources, and services of the library system generally and Main and Sedgewick in particular. In 1978/79 librarians in I & O and Sedgewick conducted 84 sessions for English 100 classes, reaching approximately 1,700 students.

In the fall of 1979, I & O introduced a Library Workbook, intended as either an alternative or a supplement to the English 100 classes. The Workbook uses the Sedgewick Library as a model, emphasizing the fact that the organization and procedures for finding material there are the same as in all campus libraries. Students can proceed through the five units of the Workbook at their own speed; librarians from I & O and Sedgewick will mark the short exercises at the end of each unit.

Sedgewick and I & O have also worked together on basic bibliographic instruction for Arts One and Home Economics students. The recent enlargement of the conference room at Sedgewick will make more programs like this feasible.

When I & O was first established, a great deal of time and effort was devoted to audiovisual instruction, principally in the form of slide/tape programs designed both for group and self instruction in the Main Library. In recent years, very little staff time has gone into audiovisual instruction, since the Library has been able to hire students on summer employment grants to design specific presentations. Slide/tape presentations are now being used successfully in the Woodward and Sedgewick libraries; almost all of these are brief explanations of specific indexes or research procedures.

Course-related bibliographic instruction for upper year students has remained the responsibility of the specialized branches and divisions. I & O has had little to do with these programs, other than to offer advice and assistance with publications and audiovisual presentations.

Since 1975, I & O has tried to build up contacts with high school teachers and librarians so that groups of prospective UBC students can be introduced to the Library in the spring before they register. With the assistance of the Student Services Office, the project is meeting with some success. During the 1978/79 academic year, approximately 300 students were given orientation tours of Main and Sedgewick.

Publications

Since the establishment of the Division, one librarian in I & O (since 1977 a half-time librarian) has been responsible for the writing, editing, design, printing and distribution of all library publications. The result of this coordination has been consistency in content and design and efficient, economical procedures for printing and distribution.

During its first few years, the Division concentrated on producing substantial, fairly expensive publications, like the library handbooks for both students and faculty, and lengthy subject bibliographies in the reference guide series. Rising printing costs combined with the rapid rate of change in the Library have made it difficult to continue these kinds of publications. Thus the handbooks have given way to a number of one-page information sheets, each describing a specific library service or research method; only one reference guide has been published in the last two years, but twenty one-page Start Here's have appeared.

Also because of rising costs, the UBC Library News, distributed to faculty members and other libraries, has been cut back from five per year in 1974/75 to two per year in 1978/79; one of these issues is the Faculty Library Guide.

A staff newsletter, the Library Bulletin, was established in 1968 "to keep staff informed of new administrative developments in the Library." The Bulletin, now published approximately six times a year, keeps staff informed of all kinds of developments (not just "administrative") both within and outside the library system.

Graphics

The 1968 decision to employ a full-time artist in I & O was an unusual one, since most academic libraries rely on a print or audiovisual unit which serves an entire campus. The results of that decision are the most visible manifestation of I & O activities. Throughout the library system, typically institutional signs have been replaced by colourful, easily changed, less expensive library-produced signs. Because the artist is able to work so closely with the professional staff, sign production can be immediate and wording tailored to the needs of library users.

To a certain extent, the artist has also been able to influence the design and decoration of library space, particularly in the Main Library.

Since 1968, the workload in Graphics has increased annually. Changes in organization, policies, and physical space, as well as increased system-wide awareness of the utility and instructional value of signs and displays have contributed to this increase. In 1968 the artist alone could meet the demand for signs; in 1979, the Graphics unit consists of the artist, a virtually full-time Library Assistant III, and twenty hours of student assistant time per week. The unit produces an average of two hundred signs and graphic displays per month.

Humanities Division

The three S's, space, staff, services are essential features of any reference library, and it is mainly under these categories that one might examine the Humanities Division in the 1970's.

Space

The reference collection (co-housed with the Social Sciences Division) expanded considerably during the seventies, and three major rearrangements of location and increases of shelving have been necessary during the decade. Removal of the Colbeck Collection, in 1975, from the sixth floor mezzanine to Special Collections occurred at a fortuitous time, allowing the Humanities Division to convert this mezzanine into office space and free valuable Ridington Room space for collection expansion. New material continues to arrive, however, and even with weeding, space in the Ridington Room is again tight. A further loss of seating will unfortunately accompany any future shelf expansion.

Staff

The level of staffing in the division has remained at six full-time equivalent positions for the entire decade. We have been fortunate indeed to have been able to function efficiently during this period without additional staff.

The conditions which have made this possible should, I think, be mentioned as they illustrate the positive results of library administration planning in the 1960's and subsequent inter-branch and division co-operation.

- (1) In the late 1960's the Humanities Division moved from its position in the busy main concourse to share space with the Social Science Division in the Ridington Room. Over the years this has resulted in staff savings (especially in the labour costs of re-shelving reference books) and also eliminated duplication of many titles in the reference collection.
- (2) Administration decisions to expand the degree and nature of services to undergraduates in the arts led to the building of the new Sedgewick Library. As part of the overall plan it was envisioned that Main Library

reference divisions (especially Humanities and Social Sciences) would be relieved of pressures accruing from the providing of routine material and services to large numbers of undergraduates. Concentration on service to faculty, graduate students and undergraduates demanding material and services of greater sophistication and depths than Sedgewick could provide then became the primary concern of the division.

- (3) Conversion of one full-time librarian position to two half-time positions has allowed greater coverage in subject specialization than would normally have been possible.
- (4) A separate Interlibrary Loan Division was established in 1971, and the formal verification of requests was no longer the responsibility of the Humanities Division.

In addition we have been fortunate in having the services of a senior library assistant and a librarian, both of whom speak and/or read several languages (including Hebrew, Arabic, Hungarian and Polish). Without these conditions and people, we simply could not have given the same quality and level of service without an increase in staff. (It is interesting to note that despite the increasing ability of Sedgewick to help lower year students and the concomitant diminished use of the Humanities Division by many of these students, our total number of reference questions increased about 7% over the period 1973 - 1979.)*

Unfortunately, in the last year or so staffing has begun to show some signs of being a problem. This is basically because of the increased liberality of vacations. (For the six full-time equivalent positions in the division there has been an increase in vacation period from 20 to 34 weeks). We have offset this loss of 14 weeks to some extent by reducing our services at the general information desk by a few hours per week. There is no doubt, however, that increased vacation allowances and increased librarian participation in administration-sanctioned activities in professional development, inter-library co-operation, community services, and participatory management will present further problems in the future for library staffing.

Services

During the seventies the division provided reference, information and bibliographic services to faculty, students and the general public in the subject areas of classical studies, history, language and literature, linguistics, philosophy, religious studies, theatre and cinema, and was responsible for the development of reference and periodical collections to complement these services.

*1972-73 statistics are the earliest reliable ones for the decade.

Queries are made by telephone, by mail, or in person, and can be broadly classified into:

- (a) specific questions.
- (b) interpretation of, and instruction in, the use of indexes, abstracts, bibliographies.
- (c) bibliographical verification.
- (d) location of material, documents and collections in other depositories.
- (e) interpretation of library service.

Individual or group services to faculty and students include computer-assisted SDI profiles, current awareness literature searches, journal and review searching services, and subject and/or bibliographic lectures. Of these services, only bibliographic lectures were available at the decade's beginning. Bibliographic guides, reference guides or "Start Here" guides have, in many cases, been prepared at the suggestion or request of faculty.

The last two years have seen also the advent of data-bases for on-line searching in many of our subject areas. While these are, as yet, not as sophisticated in scope or depth as those in the sciences or social sciences, we are now able to give service in some subjects and expect an increased potential for these in the next few years. The expectations of unlimited marvels in tapping the on-line data bases and communication networks have to be tempered with the knowledge that in the humanities this may not be the boon it appears to be in the other disciplines. Even allowing for the overcoming of certain problems inherent in humanities subject analysis, the resultant products are often only citations to information and not information itself. We must be wary, as our ability to use these bases increases, of the urge to provide citations rather than information.

Two situations exist for the humanities, which do not necessarily obtain in the sciences:

- (a) the current document is not as often of more importance than an earlier one, and will often be of less significance.
- (b) the study of an original work is in itself the research and the search for a document is itself a major aspect of the research. In this sense the library is a laboratory for the humanist.

Subject knowledge will, therefore, always be important for the humanities librarian, and what experience we have had with on-line searches indicates that the new technologies will demand more, rather than less, subject expertise.

This brief summary, might appropriately close with a few words about the changing nature of humanities patrons and their interests.

There has been a general trend in the seventies toward a greater use of university

libraries by the general public. This, of course, has affected the Humanities Division ... for the most part in the areas of genealogy and language translations. We predict no diminution of these interests in the near future and we hope that we can provide useful service to the public without undue strain and pressure on our staff in these two rather "open-ended" areas.

Public concern about proliferating and controversial religious cults has, of late, been prompting many calls to our division. We hope that this will prove to be a short lived interest as the subject is, of course, fraught with far more difficulties for libraries than areas such as genealogy.

Both the university community and general public have exhibited changes in their fields of interest during the seventies. From both we have seen an increasing interest in linguistics, film, television, mythology, religion and archaeology. Interest in Canadian history and literature has increased significantly at the expense of American and English. Interests in China and Asia now prevail over Russia and Slavdom. Through the seventies then, we have had to maintain and develop reference and periodical collections, taking into account these dynamic changes -- no easy task in a period of rising costs and dwindling dollar values. A year of this decade saw us involved in a serials cancellation and evaluation project of considerable magnitude, necessitating some sensitive negotiations with faculty. One would hope that a major review would not occur frequently, but diminishing budgets and exchange rates may unhappily make a similar exercise necessary again in the future.

There is little doubt that for the division to achieve maximum results and economy in collection building in the future it will be necessary for the library to develop clearly understood collection policies. Without the co-operation of the faculty, planning office, and university administration these goals and policies will mean nothing. For effective and economical collection policies, these agencies and individuals must eventually work more closely with the library management.

Social Sciences Division

Collections Development

1950 saw the emergence of two landmark reports on the state of bibliographical services in the social sciences. These reports were the results of two major surveys, one conducted by the University of Chicago Graduate Library School together with the Division of the Social Sciences, and the other by UNESCO/Library of Congress.

Both surveys revealed important deficiencies in social science bibliography and served as catalysts in the formation and publication of new services. The fifties and sixties witnessed an increase in the production of new bibliographical services but the "information explosion" of the seventies represented, in part, a multitude

of new titles in the social and behavioral sciences, many of a highly specialized nature, and some specifically Canadian. From the reference viewpoint, publications such as the Social sciences citation index, the Canadian business periodicals index, the Canadian newspaper index, Women's studies abstracts and Environment index dramatically enhanced the provision of reference service. Current awareness services in the field made their appearance, and strides in microform techniques meant that unpublished documents could be made available, and large collections such as university calendars could be reduced to a manageable size.

Reference and other services

Coupled with the new array of specialized bibliographical services was the advent in March 1977 of on-line interactive searching of bibliographical data bases in the social sciences. This signalled the most revolutionary transformation in our traditional reference experience, and has been the single most important development in accessibility of information. Speed of access to information and currency of output tend to make the service popular. (36 searches were recorded for the Division in our first year of operation - and for 1978/79 we ran 188!) The appeal of this innovation sometimes masks its limitations and vigilance is essential to ensure that the service is used to advantage. Many patrons expect far more from computer-assisted information retrieval than is possible in the social sciences at the present time. And some users remain unconvinced that a manual search would serve their purpose better. For those engaged in reference service there is a prevalent and very real worry about the disproportionate amount of time spent with the user seeking a machine search in contrast to the conventional user who approaches the desk for assistance. In addition, for an on-line service to receive maximum use, and be of most benefit, it should be an integral reference function, to be accessed whenever an inquiry would most appropriately and quickly be answered by a machine search.

The Periodicals service area handles the thousands of current periodicals and newspapers in the social sciences and humanities, maintaining records and preparing volumes for binding. It is also a heavily consulted service point. Since the work area has been enclosed, security of back file issues has been improved.

Several services designed to improve communication with faculty emerged during the seventies. Subject-related interest profiles - lists of catalogued items added to the collection - are a popular monthly service. In 1972 the librarians in the Division prepared newsletters for their respective faculties, announcing new reference items and journal titles acquired, and mentioning special services. These were well received and are now issued three or four times a year. Usually new faculty members are visited or approached with offers of familiarization tours of the Library and/or discussion of services.

'Start here' guides continue to be popular and are fashioned in response to perceived demand. Bibliographical lectures to classes are very much in demand, especially in the fall term, and in some years seventy to eighty lectures were conducted. Informal arrangements are made with individual faculty members whereby the librarians watch for incoming material (e.g. journal articles, reports) that might be of interest.

Our statistical records do not provide for isolating the number of outside users but following the survey of 1975 (16.7% of the total library users seeking reference aid were non-U.B.C., but consumed 25.4% of reference librarians' time) this Division perceives no diminution of outside requests, and suspects an actual increase. It is felt that this is in keeping with the University's community outreach philosophy.

Automation of library processes

The closing of the card catalogue and the computerization of various library records has had a forceful impact on the reference divisions, but public service involvement in the planning of the new systems meant the transition period was acceptably smooth. Problems common to most institutions when changing over to machines are evident in the Library, such as the slowing down of the modified processes themselves, but many prospective benefits are anticipated and the up-to-date COM fiche catalogues and serials records are a boon. One serious problem still confronting Social Sciences is the delay in receipt of journals, particularly those weekly services consulted on a systematic basis.

Physical space

The Ridington Room has changed appearance but little in the last decade, most notably in the acquisition of more shelving and the concomitant reduction in study space. Virtually all available space for shelving has been used, so weeding the collection for relegation to storage is a priority item. Renovations are planned for the Bibliographic Centre to accommodate bibliographic sets duplicated when Cataloguing moved to its new quarters. Provision of a room to house the computer terminal and user manuals affords a quiet interview office as well.

The seventies, then, for the Social Sciences Division, were notable for the welcome proliferation of specialized indexes and abstracting services in the field, and the availability of more and more Canadian-oriented publications. In addition, they heralded computer-assisted bibliographic searching which has revolutionized aspects of traditional reference service.

Government Publications and Microforms Division

The work of our division covers two separate, though often interrelated, collections and encompasses both reference and processing activities associated with both of these collections - government publications, and microforms. (Many microforms are

also government publications, but many more are not.) In several respects we are almost a separate library, handling all aspects of the work from ordering, through processing, to reference. Because we order and process virtually all of the government publications in the library system we have the advantage of being constantly reminded of the kinds of materials used by almost every other part of the system. This knowledge enhances the quality of the reference service which we can provide by helping us to think in terms of the total resources of the library rather than just of those in our immediate area.

Our reference services are heavily used and complex in nature. Because our collections cover every conceivable subject (from space technology to Spanish drama) our reference work often extends beyond our division and the co-operation of our colleagues throughout the system is gratefully acknowledged. A measure of the volume of business which we do is the fact that during the 1978/79 academic year our staff members answered almost 30,000 reference questions. The fact that we work with two collections obviously contributes to the volume, and the number of questions relating to microforms is fast approaching the number relating to government publications.

Our reference work in both areas is very dependent upon the level of bibliographical control available. The bibliographical control of the government publications collection has improved steadily with an increase in the number of publications given full cataloguing, with an improvement in the quality of the printed catalogues of their publications produced by the various governments, and with the move to automation of our records. Unfortunately the situation with respect to the microform collection is not as satisfactory. We have acquired large collections in microform but we have not always been in a position to provide the cataloguing support necessary to ensure that the individual items in these collections were represented in the Library's card catalogue. This is a universal problem among large research libraries and the solution, when it comes, will have to be an international one. It is hoped that the next decade will see this come to pass.

When the Government Publications Division became a separate reference division (in the mid-sixties) the library's collection of government publications was already extensive and well developed. Over the years since then our efforts have been directed toward building on this excellent foundation. Our collection of government publications covers every level of government, from municipal, through provincial and state, to federal and international. We collect worldwide. Our acquisitions over the past ten years have averaged well in excess of 60,000 items per year.

The microform collection has increased dramatically in size from some 337,548 "pieces" in 1969 to a total of 2,157,802 "pieces" in 1979. Our collection is now well established as the largest collection of its kind in Canada and one of the largest in North America.

In addition to the microform collection itself we have concentrated, over the past ten years, on acquiring the kinds of equipment necessary for the effective use of the collection. We now possess an excellent selection of equipment for reading and for making prints from all of our microforms. We can make duplicate microfiche from our collection. We have equipment for cleaning our microfilm and microfiche. And, perhaps best of all in terms of promoting the use of the collection we have acquired a stock of handy, portable viewers which are available on loan for home use. These have proven to be extremely popular and have converted many a patron determined, initially, to reject microform out of hand. A comparison of the number of prints made from microforms over the last ten years gives some idea of the increase in the use of the collection. In 1968 we made 2,800 prints; in 1978 we made over 35,000.

Since 1965, the Division has ordered almost all of the government publications for the library system. Processing has not kept pace with acquisitions, although the gap between publications received and publications processed has narrowed steadily. The past ten years have also seen the move from a manual to an automated ordering system. Accounting procedures for deposit accounts are now largely automated as well.

The most important project of the last few years has been the automation of our serials and we are now fast approaching the stage where we can embark upon an automated check-in system. A COM listing of our serials, together with a printed title listing, have been among the first benefits. We are all anxious to have our collection as readily accessible as other library materials, and automation has taken us a long way toward the realization of this goal.

Relationships with the community

Because of the size of our collections, because we are a depository library for the publications of a number of governments and international organizations, and because of the specialized nature of both the government publications and microforms collections, we serve as a resource not only for materials but also for information on how to administer collections of this type. We frequently provide consulting services to departments of the university, to government departments and ministries (both provincial and federal), to business firms, and to other institutions, from schools to universities. Over the last decade staff members have given many lectures and workshops, both inside and outside the university community. We have worked closely with the School of Librarianship here at UBC; giving guest lectures during the winter session and teaching during the summer session. The division head designed, and has taught for two years now, a course on microform librarianship.

Physical space

The one area, in all senses of the word, where progress over the past ten years has been distinctly less than satisfactory is that of physical space. On page 12 of his annual report for 1968-69 the University Librarian noted that "The Government

Documents and Microforms Division with its rich resources is reshuffling its collections in a final attempt to maximize the use of its space, which in any case is fundamentally ill-adapted to effective access." Almost ten years later in the annual report for 1977-78, page 14, he said, "Renovation of the seventh stack level for the Government Publications and Microforms Division, now in cramped quarters, is planned. That division will vacate part of stack level six, making space for an additional 140,000 volumes available." Unfortunately this renovation was not to take place and we remain, as we have from the start, on stack level six, likely to remain here for the next ten years - the length of time which will probably pass before we acquire a new library building. That two such important and heavily used collections should be housed in so obviously ill-suited an area seems indefensible, but there seems to be no alternative for the present.

Despite the frustrations noted above, in balance the past ten years have been good ones. They have seen our collection grow and mature. They have seen great improvements in the access to our collections, both bibliographically, and physically in terms of the provision of sophisticated hardware to facilitate the use of our microform collection.

The coming decade, if it sees us move to the kind of area our collections and our patrons merit, will indeed be a vintage decade!

Map Division

In 1969 the Map Division occupied the reading room of the Special Collections Division and had two adjacent rooms for office and storage space. In this limited space, maps had to be piled on top of map cases and no large tables could be provided for the use of maps. A move to more adequate quarters became imperative when it was learned that the load bearing structure of the reading room was inadequate to support the weight of additional cabinets. At this juncture, the opening of the new Sedgewick Library made it possible for the Map Division to move to more adequate space.

Along with the move in January, 1973, a major reorganization of the collection was undertaken. Topographic map series and nautical charts were separated from the rest of the collection, providing easier access to single sheet maps. Superseded maps worth keeping were filed in a separate storage area within the Division together with some of the more valuable or fragile maps. Unfortunately, the move revealed that a great many additional cabinets were needed to reduce overcrowding and possible damage to maps. Since 1973, cabinets have been added at the rate of six a year, but it has been difficult to keep up with the rapid growth in map production.

During the past ten years, the staff of the Division has been remarkably stable. The academic backgrounds of the staff and their familiarity with the collection

have helped in providing good reference service where most patrons are unfamiliar with maps and the types of information that can be found on them.

Since 1969, the collection has grown from 63,220 maps and 1,539 books to 111,823 maps and 5,207 books. Circulation of maps during the same period increased from 4,249 loans to 10,870 last year. In 1972/73, staff answered 3,690 reference questions; in 1978/79, 3,702 reference questions were answered. One possible explanation for the dramatic increase in use relative to reference activity is that the arrangement of the collection now permits students to find their own maps much more frequently. More staff time can be devoted, as a result, to providing assistance with more complex "research" questions.

The physical relationship of the Map Division to other library services and to the map collection maintained by the Geography Department remains less than ideal. The Special Collections Division (five floors away) has a large collection of historical maps. The Government Publications Division (three floors and almost the width of the building distant) has maps and information that must be used with maps. The Social Science Division, which provides reference service in geography and cartography, is in the opposite end of the building. Locked doors, which permitted the old Sedgewick Library to operate as a separate unit, add to the inaccessibility of the Map Division.

On several occasions, the possibility of combining the Map Division and the map room of the Geography Department has been discussed. Relocation of the two services to a separate building has not been feasible, however. Through cooperation, the two collections have been developed to complement each other in many ways. Access to the Geography Department's holdings is more limited, particularly during the summer when the curator may be on vacation.

Recent developments in the Map Division include the acquisition of a large size copier for maps and other oversize materials.

Special Collections Division

The Special Collections Division has undergone dramatic changes in the second decade of its existence. During the first decade, from 1960 to 1970, there was a gradual definition of purpose and goals, a collecting together of materials that had been housed in various parts of the library, additions to these materials, settling in and self-identification.

By 1970 it was obvious that we were beginning to accumulate manuscripts as well as books and that we needed more professional staff, not only to give direction to the manuscripts policy but also to cope with the amount of work that needed to be done in order to provide acceptable service. To this end, we were fortunate in 1970 to be able to add to the Division two new professional archival positions, one to take

charge of the general manuscript collections and the other for the University Archives. This change allowed the Division to pursue more actively its responsibilities in the field of collecting and making available manuscript materials.

Collections

(a) Books and other materials. From the beginning our collecting policies have been based on the Howay-Reid and Northwest collections and have therefore been traditionally in the fields of British Columbian and early Canadiana. These areas have gradually been enlarged, mainly because of significant gifts, but also because of demand. Special emphasis is now also being placed on the collection of contemporary Canadian poetry, due partly to heavy use of the main stacks collection and partly to its slightly ephemeral nature, making it difficult to preserve in open stacks. The Colbeck Collection of nineteenth century English literature was moved into the Division in 1974, together with a librarian whose responsibility is the upkeep and servicing of this collection. Continuing emphasis is being placed on the acquisition of early children's books for the Arkley Collection, while we continue to watch out for significant additions for the Donaldson Collection (Robert Burns) and the Yakovleff collection (early Russian materials). A large percentage of the book budget is spent on in-print books; the budget is not sufficiently large to permit the purchase of many significant out-of-print additions to already excellent holdings in our specified fields. The historical map collection is a significant one, complementing that of the Provincial Archives of B.C. Most of the collection has now been catalogued and properly housed, and additions are made from time to time as the budget permits.

(b) Manuscripts. By 1970 our two most heavily used manuscript collections were the Angus McInnis Collection of C.C.F. materials and the Malcolm Lowry Collection. During the 1970's our policies to build on strength continued in the fields of British Columbia labour and socialist history, as well as Canadian literary manuscripts. Increasingly heavy use of the left-wing materials would indicate that these policies are appropriate.

(c) U.B.C. Archives. The University Archives, consisting in 1970 of all U.B.C. graduate theses and a small accumulation of University publications, has grown to over 1000 linear feet of manuscripts and records, as well as a collection of about 20,000 photographs, nine filing cabinets of uncatalogued faculty publications and a collection of monographs and serials. The collection of tape recordings, which grows at a steady rate, includes recordings of the Vancouver Institute, Cecil Green lectures, University ceremonies, and other events.

Theses

In 1965 we began sending all Ph.D. theses to the National Library to be microfilmed. This was followed by a decision in 1974 to send in addition all Masters' theses. The implementing of this policy has increased vastly the staff time required to handle the approximately 1000 copies of these which are presented each year. As

the National Library's standards for acceptance have gone up year by year, so also has the amount of time spent by Special Collections staff, not only in advising students on procedures, but also in preparing the theses for microfilming, binding, cataloguing, and shelving.

Use of materials and services

Circulation and reference statistics have risen gradually over the ten-year period. Many University departments have shown an upsurge of interest in Canadian and local studies. This is evident in the concentrated use of our rare and unique materials, many of which are old and fragile and are showing signs of wear. Bibliography classes in the School of Librarianship and in the English Department are making more use of our rare book collections. Heaviest use of the manuscript collections is, of course, in the fields of socialist and labour history and in the fishing industry, and there is also a steady demand for some of our literary collections. Demand for materials in the University Archives is heavy and consists to a large part of requests by people undertaking fairly extensive research projects on very specific topics, such as Women in Higher Education, or a study of cliff erosion in the Endowment Lands.

The number of users in Special Collections, particularly of the non-book materials, includes a greater percentage of non-U.B.C. clientele than other Divisions. The Union List of Manuscripts in Canadian Repositories, published by the Public Archives of Canada has drawn users to U.B.C., while the reference guide Theses on B.C. History and Related Subjects, published in 1971, with occasional supplements, has drawn attention to a valuable source of information in theses, not only attracting visitors, but also increasing interlibrary loan requests. The reference guide Canadian Newspapers in the UBC Library, published in 1974, has helped the student find his way through the complex maze of newspapers in various forms and locations.

Processing

Since our accessions of manuscripts during the 1970's were increased, it became apparent that the permanent staff could not keep up to date with the processing of these materials. We have been lucky, therefore, each summer since 1974, to be able to procure the services of a number of students to work in a semi-professional capacity. These students have been funded through the auspices of the Provincial Government's Youth Employment Programme. Among the projects they have completed are cataloguing manuscript collections, cataloguing photograph collections, translating and summarizing Japanese and Russian materials, and indexing small magazines. As a result of this work, many of our collections are in good order, readily accessible, and are being substantially used.

Relationships with other institutions and the community

With regard to the policies for acquisition of manuscripts, informal agreements have been made with the other B.C. institutions -- Simon Fraser University, University of Victoria, Provincial Archives and Vancouver City Archives. U.B.C.'s agreed policy

is to actively solicit manuscripts and records in the field of labour and socialist history of British Columbia, literary papers and non-English-speaking ethnic groups, as well as materials relating to the University and its members.

As long as satisfactory conditions can be met regarding security, environment, etc., we lend materials to other institutions for exhibition purposes. Over the past decade we have sent materials to the Public Archives of Canada, National Library of Canada, Norman McKenzie Art Gallery, Regina, University of Alaska, Centennial Museum, Vancouver, as well as numerous departments within the university including the Art Gallery and Museum of Anthropology.

Special Collections librarians and archivists take an active part in various archival, library, historical and map organizations, both local and national. They have spoken to groups and published articles relating to the activities and holdings of the Division.

Conservation

Of particular concern to Special Collections is the problem of conservation. We do have the basic facilities for storage and security -- an air-conditioned vault -- but over the past decade we have had to house in less advantageous facilities our manuscript collections, newspapers, theses and early Canadian text-books. Environmental conditions are poor in these other areas and are leading to rapid deterioration of these materials. Our first need is for totally air-conditioned facilities to house all our materials.

Since the beginning of the decade we have been fortunate to have been given a small budget, out of the Binding Fund, for conservation. This fund was increased in 1979 to \$10,000, enabling us to increase the amount of books, documents, and maps that we send outside for deacidification and repair. Ideally, however, the services of a conservator within the institution are vitally needed to oversee the physical condition of the library's entire collection and to make and carry out recommendations. (In 1973 the Canadian Conservation Institute carried out a survey in the Special Collections Division, and reported at that time that it would take 28 years, 5 months to restore our collections to stable conditions.)

Space

As we continue to develop our collections it is obvious that space is one of our prime needs, not only more space, but space of the right quality. As our collections, particularly in the field of labour history and U.B.C. Archives grow, more and more materials become available for the asking. It would be unfortunate if the lack of suitable space prevented us from accepting relevant research materials.

Present problems

A microfilm programme would seem to be the only reasonable approach to problems of preservation and space. Several early newspapers, including the Ubysey, should be

filmed before they disintegrate; some of the manuscript collections would also be suitable for microfilming.

In regard to the University Archives, consideration should be given by the University authorities to a records management programme, to document the policy and history of this university. At present, many records, such as the Board of Governors records, President's Office records, as well as the records of Deans, Committees, etc. are not easily available to researchers.

We look forward to the implementation of a computer programme for indexing some of our more fugitive materials -- pamphlets, university and faculty publications and British Columbia theses.

The seventies have been good years for Special Collections, with many interesting developments. We have been able to accomplish much, due to the efforts of an excellent and cooperative staff.

Fine Arts Division

During the 70's the Fine Arts Division has experienced constant growth in most aspects of its operations. This has led to severe crowding of all facilities from time to time and a continuing space problem in the staff work areas.

The division now has two full time and one half-time librarians, a decrease of one-half a position since 1975. This is creating some problems of service to the Community and Regional Planning students and faculty, since it is the librarian who is responsible for planning materials who is now a half-time appointment.

The Division has gained a Library Assistant I, originally appointed as a shelver. During the winter session, a sessional Library Assistant I and more student help have permitted the Division to cope with the increased circulation, shelving and day to day clerical work over the ten year period.

One of the Library Assistant III positions was reclassified in 1975 to Library Assistant IV, which means that there is a senior library assistant on the staff who can supervise circulation, reserving and student assistants.

The Fine Arts Division has had either one or two students working each summer since 1974 on government-sponsored summer work projects. The students have assisted with up-dating Canadian biography files, mounting pictures and working with the Planning materials. The government support of this kind is greatly appreciated by both the students involved and the Library.

During the winter of 1978/79, an additional 10 hours of student time per week was provided under the new government project for student support. This extra student

help permitted backfiles of periodicals to be sorted and moved to the new storage area and a very large quantity of Planning materials which had been accumulating for some years to be sorted for use as well.

Reference was made earlier to crowded staff quarters. The office space has been extremely crowded for at least five years, despite the addition of a third office in 1973.

Although office space is at a premium, an adequate amount of student study space has been provided by the addition, in 1978, of a large study area, formerly attached to the reserve book room. This additional space has permitted the number of allocated carrells to be increased to 71 in 1979/80. There is still adequate space for those students in the lower years and visitors who are not assigned to a specific study space.

When the Museum of Anthropology moved, additional storage space was added to the Fine Arts stacks. During this past year, 1978, the rooms have been shelved and the more valuable materials and unbound journals moved to the area for storage. This has resulted in more space for materials on the open shelves.

The seminar room attached to the reading area is used to capacity during the winter session by the Fine Arts Department for its senior seminars. Several night classes are also scheduled there as a rule. This room has been a boon to the library and department since the use of restricted items is very easily controlled when the room is a part of the library.

The collection has continued to grow by approximately 5000 catalogued items per year. Constant additions are also being made to the photograph collection and clipping files. The Library has purchased the iconographic index to the Art of the Low Countries (D.I.A.L.) and has also acquired a number of sets of photographs from the Courtauld Institute and Alinari. These are essential reference tools for both our undergraduate and graduate students. Much of the material now being purchased, apart from books in print, is for research and is extremely expensive. However, the Division supports a well established Master's program and a Ph.D program which has been accepted but is not yet in full operation.

The Fine Arts collection at UBC is recognized as one of the three major research collections in Canada. This became apparent after a recent survey was completed by the National Library of Canada: Fine Arts Library Resources in Canada, (1978). However, as the collection and use of it has increased so also has the mutilation and theft of valuable items. To help counteract theft, the Check Point book detector system was installed in 1972. This has cut back considerably on the ordinary theft so that it is well below 1% of the total collection per year. However, serious losses still occur on occasion to the more sophisticated art thief, in spite of all precautions.

Some consideration should most certainly be given to reverting to closed stacks for at least a portion of the public using our stacks. The added expense of staffing could be partially offset by reductions in the cost of replacing mutilated and missing items. Our library is not unique in this - all major fine arts libraries are suffering similar losses and look to more closely supervised stack areas for the solution to what is becoming almost an intolerable problem.

Some services in the division have developed during the 70's as our circulation has increased. We are helping more students in all of the faculties which we work with directly and there is an increasing number of students and faculty from other disciplines using our materials. To meet the demand we have increased our hours of opening so that, except for Sunday, we are open during inter-session for two nights a week and this year, 1979, on Saturday afternoons as well. Fine Arts courses are being offered at all sessions now, and Planning is beginning to offer extra-session courses as well.

A fairly extensive reserve collection is established each year to meet the demands of students taking courses related to our subject areas. Most of the books on short term loan are kept in our stack area, but we do have the 2-hour loan items at the desk so that they can be controlled and serviced manually. At the height of the winter session, there are between two and three thousand books on reserve.

Fine Arts librarians give reference service to students, faculty and an increasing number of off-campus patrons. Students and faculty at SFU, Capilano College and Vancouver Community College also use the collection extensively. All of these institutions are teaching undergraduate Fine Arts courses. For our own faculty members we have compiled a number of profiles based on our current acquisitions lists advising them on a regular basis of new titles added to the collection.

Lectures to classes on the Fine Arts Division and its collection are given as requested by faculty. Liaison with the School of Architecture and Graduate School of Planning was lacking for a while, but in the past two years we have been able to reestablish good working relationships.

In 1977/78, all of the first year students of the Emily Carr School of Art visited for short tours and talks on the collection. Fine Arts 475 has been taught by the division head since 1967. This is a three unit course which usually has at least twenty students. As a result of this course being offered to the Fine Arts students, we find that the majority of those going into the major program or the master's have a fairly good working knowledge of the library and its procedures. This results in a very efficient use of the collection by these students.

Several bibliographies, theses lists and "Start Heres" have originated in the division. These are in response to student or faculty demand. We have also developed extensive files of information on Canadian artists and, in the last three

years, files about fashion designers both Canadian and international. The latter was a direct request from the Home Economics department which required the information for a specific course.

The use of the library by extramural card holders and through interlibrary loan has increased significantly in the past two or three years. Several artists and Planning consultants use the library very extensively. There has also been a great increase in the outside loans to the regional libraries.

Asian Studies Division

From a total of 149,111 volumes in 1970, the Asian Studies collection has grown to 214,846 volumes,¹ of which 153,743 are in Chinese, 57,481 in Japanese, 1,333 in Korean, 2,222 in Tibetan, and 67 in Vietnamese. Current serial subscriptions have increased from a total of 345 to 377 titles, plus 13 newspapers and 1,912 serial titles of Japanese government publications.

The latest survey (1975) shows UBC's as the twelfth largest among ninety-five Asian collections in America. Besides LC's Asian Division, fifteen libraries had a collection of over 100,000 volumes (as of June 30, 1975), of which Canada claims two, UBC and the University of Toronto. By number of volumes, UBC rated twelfth (UT rates sixteenth), but by current serial subscriptions, it ranked twenty-third among the ninety-five.

Affected by inflation, devaluation of the Canadian dollar and rising book prices, Asian Studies' annual acquisition rate is lower now than in the early 1970's. Had it not been for the receipt of donations and exchanged materials, the collection could not have attained its present size and significance.²

Early in 1973, the Asian Studies Division was relocated from an area within the Main stacks to part of the space formerly occupied by the Sedgewick Library. The new quarters provided much easier access for patrons, and use of the collection and services increased accordingly. This was followed by a major reorganization in September, 1973, when four of the nine staff positions were shifted to the central processing divisions so that Asian Studies materials could be acquired and catalogued centrally.

¹Total volumes include all bound volumes in bookform plus reels of microfilms and units of microfiches, each reel/fiche being counted as one volume.

²Donations of funds were received from Mr. Harry L. Chin (\$20,000 in ten annual instalments starting in 1972) and the Mellon Foundation (\$75,000 in 1974); and gifts of books were received from the Japan Foundation (worth \$7,000, 1975/79), Tamagawa University (worth \$1,500, 1970/75), the Sokka Gakkai (worth \$1,000, 1978), etc.

Fiscal constraints faced by the Library in the mid-seventies made perennial problems more acute for Asian Studies. Hours of operation were reduced, first by ten hours a week in 1975, and subsequently by a further three hours. It was also necessary, in June, 1976, to discontinue publication of the List of Catalogued Books, which had been appearing since 1964. In keeping with general reductions in the Library, the number of periodical subscriptions was reduced by 8%, and new subscriptions could be added only at the expense of existing titles. The most serious problem faced by the Division, however, has been the extreme shortage of space for collections. Delays in completion of the Asian Centre have meant that a large part of the collection remains in closed storage, limiting access by patrons and imposing added workloads on reference and circulation staff.

The Asian Studies Division now serves a much larger public than it did at the beginning of the 1970's. Faculty and students from twenty-five departments use the collection, and it attracts many visiting scholars. Since 1974 a variety of programmes have been arranged to introduce school students and members of the Chinese and Japanese communities to the Library's resources. The level of reference activity has increased steadily each year. External loans were highest in 1976/77. Circulation totals in the past two years have been adversely affected by the quantity of material in storage and the inability of users to browse and retrieve materials for themselves.

Many of the problems encountered in the seventies will be resolved when the Division moves to the new Asian Centre. This important collection will then be seen for the first time in an appropriate setting.

Interlibrary Loan Division

Perhaps more than any other library service, interlibrary loan was the subject of controversy and change in the seventies. Originally intended as a means of sharing scholarly research materials, arrangements for lending among libraries have come to be used to obtain more general publications that are not immediately available in local collections. Pressure of rapidly increasing volume and service costs in the early seventies forced many larger academic libraries, which were lending far more than they borrowed, to seek ways of limiting loans and recovering costs. While the immediate effect of such measures at U.B.C. was to reduce the volume of loans by more than one-third, by the end of the decade the U.B.C. Library was once again lending heavily to other libraries, but with significant differences. The pattern of lending has changed, with most loans going to libraries within B.C.; service was improved and the cost of lending greatly reduced by acceptance of more systematic procedures; and the Library was now being compensated in one way or another for most lending costs. Some of the major developments affecting U.B.C.'s interlibrary loan service are described below:

- In 1971 an informal organization of the three university libraries in B.C. (TRIUL) was formed. TRIUL libraries developed an interlibrary loan agreement

that extended service to undergraduates, allowed for less restrictive borrowing of materials, and improved service through more efficient procedures. In 1974 libraries belonging to the Canadian Association of Research Libraries (CARL) agreed to lend materials to undergraduates at other CARL institutions for a trial period of six months. Since the number of requests from undergraduates proved to be a relatively insignificant part of the total inter-library loan traffic, the practice was continued.

In 1974 the UBC Library became a participant in the Federated Information Network (FIN), an interlibrary loan network developed and coordinated by the Greater Vancouver Library Federation to facilitate resource sharing among the eight Greater Vancouver public libraries. Later, the UBC Library extended service via this network to 17 government libraries in Victoria. From the outset, arrangements were made for reimbursement of lending costs to U.B.C. In 1975 B. Stuart-Stubbs, M. Friesen and D. McInnes completed a survey of interlibrary loan activities in Canada for the National Library. Two reports entitled Interlibrary loan in Canada; a report of a survey and A survey and interpretation of the literature of interlibrary loan were submitted to the National Library. Although the report is the most comprehensive study of this topic to date, it has not received wide distribution. However, the survey showed that a relatively few resource libraries in Canada provided the majority of loans to other libraries in Canada, that the major resource libraries lent far more than they borrowed, that this service was becoming an increasing financial burden to the major lenders and that financial assistance from federal and provincial agencies was needed to continue the service. No such subsidies have been provided on the national level.

In 1976 interlibrary lending fees were introduced. The University of Toronto Library began by imposing a fee of \$8.00 per completed transaction. During the following month, interlibrary loan requests arrived in huge numbers at UBC, the highest number of requests ever received in one month. But the UBC Library was also experiencing financial problems at the time and could not add staff to deal with the increased workload. UBC was therefore obliged to introduce identical fees one month after Toronto had led the way. Many libraries protested the policy, and lending volume dropped by 36% the following year. In B.C. the strongest protests came from college libraries, and the matter was brought to the attention of a provincial coordinating committee, reporting to the Ministry of Education.

In September 1977 the B.C. Post Secondary Library Network (NET) came into being. The Ministry of Education provided the initial grant to set up an efficient interlibrary loan network, with the three B.C. university libraries funded as resource centres for loans to B.C. colleges, institutes and the David Thompson University Centre. Computer-output-microform (COM) catalogues of the individual university library collections, together with the equipment needed to consult them, were distributed at government expense to all public colleges and universities in B.C. Telex machines were installed at most of

the colleges. A network manual was prepared, describing lending policies of the universities, routines to be followed, and protocols to be used in sending telex messages. In the Lower Mainland special arrangements were made for truck delivery among two universities, four local colleges and one technical institute. In 1977/78 almost 17,000 items were lent to other post-secondary libraries in the province. UBC Library supplied 73% of these. In 1978/79 this figure increased to over 20,000.

Borrowing and lending trends

Although interlibrary loan activity accounts for only 1% of total circulation, it is an important barometer of UBC Library's role as a resource library in the province, in Canada and in North America and of UBC Library's dependence on other libraries for materials not held in the collection.

The peak year for borrowing was 1972/73, when over 8,000 items were received from other libraries. Since then borrowing has stabilized at about 6,000 or 7,000 items per year, increasing slightly during the past three years. Prior to the establishment of NET, only 10% of the items borrowed by U.B.C. came from within the province; now almost 20% of our loans come from other post-secondary libraries in B.C. Lending volume has fluctuated in the 1970's, from over 21,000 items lent in 1971/72 to a high of over 25,000 in 1974/75. After the lending fee was imposed, volume decreased for two years, down to 16,000 in 1975/76 and 14,000 in 1976/77. With the establishment of NET, lending volume increased again to over 23,000 in 1977/78 and 1978/79. The major change in lending is the geographical distribution of requests. Prior to 1976 over 50% of items lent were sent to libraries outside the province; now only 18% are sent to libraries outside the province and 60% of all items lent are sent to post-secondary libraries in B.C.

Ten years ago, all lending costs were absorbed by the UBC Library. Today about 80% of the lending services are provided on a cost-recovery basis. The remaining 20% are loans to libraries which have reciprocal and mutually beneficial borrowing/lending arrangements.

Other developments

In 1975 the Centre for Research Libraries in Chicago expanded its acquisition of journals to include coverage of all currently published journals in science, technology and the social sciences. Special protocols were set up for a document delivery service, called the Journals Access Service. UBC Library's requests are transmitted by telex to CRL using an abbreviated message format. If CRL cannot supply the journal article, the request is transmitted to the British Library Lending Division. The service has been successful - UBC Library's requests to CRL have increased by 200%.

In 1977 the Canada Institute for Scientific and Technical Information (CISTI) introduced an improved document delivery service called CAN/DOC. Citations that

are verified in the CAN/OLE data base are ordered on-line via the computer terminal. The turnaround time from CISTI has improved significantly.

Future developments

The key to improved interlibrary loan services in the future is to be able to verify citations quickly through access to bibliographic data bases, to be able to locate materials quickly through improved union catalogues, and to continue the development of efficient provincial, national and international interlibrary loan networks and delivery systems.

Science Division and Mathematics Branch Library

The Science Division of the Main Library provides reference services in the pure and applied sciences, excluding the biomedical sciences, forestry and agriculture, which are served from separate branch libraries. The Mathematics Branch Library is located in the Department of Mathematics, where it houses the mathematics part of the science collection. Together the Science Division and the Mathematics Library form one single administrative unit.

A reference division's major responsibility is to act as the interface between the Library and its patrons. Ten years ago we might have used a different word, but this is the age of the computer, which in the past decade has done more than change our language: it has changed our work.

Of course, science librarians have continued to be instrumental in assisting bibliographers and others in building the Library's collection, but their most obvious and, in fact, major function has not been to put books and journals into the Library, but to assist patrons in getting information out of it.

To this purpose there always have been indexes and bibliographies listing items in larger or smaller subject groupings, but as the body of published information grew --and we all know that there has been and still is a "publication explosion" --so did the indexes to a point where using them became a major task by itself. Recent developments in computer technology have now made it possible to store the information contained in large indexes on magnetic tape and to have these so-called "data bases" searched by the computer. Depending on the nature and level of the search, this can be done in a fraction of the time needed to check printed indexes and will result in a printout, listing references to scientific and technical literature appropriate to a user's needs.

At the start of the decade this was done as a "batch process" and users' needs were expressed by a librarian in the form of an "interest profile" which was sent by mail to a distant computer facility which in response would produce a "current awareness service" alerting its customers to new literature in their field. In Canada this service was pioneered by the National Science Library in Ottawa.

Now, ten years later, UBC Librarians can go "on-line" and key a patron's request directly into a computer terminal, which through a network of appropriate data bases, some of which are thousands of miles away, can produce instant bibliographies. To this purpose the UBC Library now has contracts with a number of major data base distributors. Among these the Canada Institute for Scientific and Technical Information (CISTI), which is the successor to the National Science Library, continues to play an important role. Others are BRS (Bibliographic Retrieval System) in Scotia, N.Y., Infomart in Toronto, Lockheed Information Systems in Palo Alto, California, and QL Systems in Kingston, Ontario. Together they provide instantaneous access to millions of citations, generally covering the scientific literature of the past ten years.

Magnificent as this development may be, it still does not provide library users with information, but with references to information, which may or may not be available in the UBC Library. And this so called computerized "information retrieval" will sometimes create expectations which the Library cannot immediately meet. In other words "the information age" has brought us the first step, giving us information about information, but not immediate access to the information itself.

To this end we still need old-fashioned library skills with which the Library has always assisted all comers, as well as the help of other libraries through inter-library loan arrangements. Our assistance has taken two forms: library instruction, teaching our numerous users how to use the library and thus to help themselves; and also direct help to faculty and students, as well as members of the general public, business and industry.

Where this traditional type of library service used to be free, and still is, financial exigency has forced the Library to make the user share at least part of the cost of the computer search. This has resulted in a two-tier pricing policy with the Library subsidizing UBC-related computer searches by paying 40% of the external costs, providing its own services free, but charging the full cost of a search, including UBC staff time, to off-campus users. Students can also make use of a so called "Student Special" which for \$5.00 provides UBC students with a limited search. So far this pricing policy has been well received and appears to have been no impediment to the success of the new service.

At the same time increased library use and complexity of reference service have created the need for more specialized subject knowledge on the part of the reference staff. Even if most librarians still have to be able to work as "generalists" a good deal of the time, it has become increasingly important to have a subject specialist available for more demanding questions. The Division now has a professional staff whose combined postgraduate degrees pretty well cover those physical and applied sciences for which we are responsible. In numbers the combined staff of the Mathematics Library and the Science Division has remained constant over the past decade.

In summary: a decade of exceptional growth of the literature of science and technology has been reflected in a similar growth of the Library's science collection, an increase in library use, and in the complexity of reference services required. So far we have managed to cope with the resulting growing pains with some measure of success. Growth, however, will continue and where we have been able to handle its related problems with the help of a specialized and dedicated staff, not to forget the ubiquitous computer, the physical space available in our Library Buildings is now stretched to its limits. Books and journals need shelves, staff and even computers need working space, library patrons need room as well as peace and quiet. To be able to provide all this is our challenge for the eighties.

Woodward Biomedical Library

During the past ten years the Woodward Library has sought to develop its role as a resource centre for printed materials and information in the life sciences, not only at the University of British Columbia, but throughout B.C. and Western Canada. As funds and staff time have allowed there have been extensions, and additions, of many types of service. The imminent prospect of a tertiary care hospital and research centre a few yards distant from Woodward, branches at St. Paul's and the Shaughnessy Hospital sites, and continued service through the Vancouver General Hospital branch will undoubtedly alter the character of what has been a library facility providing sophisticated and specialized service for the life sciences community.

Since 1969/70 Woodward's collections have increased from 128,600 volumes to 217,000 in 1978/79. Every effort has been made to maintain the Library's strong journal collections, and in 1978/79 subscriptions to 5100 journals were held in Woodward alone.

The volume of many public services has climbed steadily, in some cases dramatically. External loans have increased by 67%, from 112,025 in 1969/70 to 187,425 in 1978/79. Though precise figures are not available, it seems likely that in-house use of collections has also increased in view of the greatly expanded seating capacity. The use of reference services has increased as well, with 43% more questions answered in 1978/79 than in 1972/73, the first year for which figures are available. During the decade, the staff establishment grew from 7 librarians and 18 support staff to 11.5 librarians and 26 support staff, while changes in hours worked and vacation entitlements have reduced any real gain in the library's capacity to offer new and improved services.

A survey in 1975 indicated that almost twenty per cent of reference queries answered were provided to off-campus inquirers, including students and faculty from other institutions, both educational and governmental; health and other professional business employees or managers; and lay inquirers. The lay group now constitutes one of the most avid and demanding groups, reflecting growing general interest in such areas as ecology and health care. Because many of the members of the general

public or inquirers from other institutions arrive at Woodward with little library skill, experience or knowledge of the U.B.C. Library, the assistance required is frequently extensive and time-consuming.

Two areas of particular public service emphasis have been the provision of computerized bibliographic reference services, on a pioneer basis as far as UBC is concerned, and a rapid expansion of orientation programs. The computerized services which now provide access to more than 30 data bases, began in 1973 as an eighteen-month pilot project for the single MEDLINE data base. Funds were provided by the Mr. & Mrs. P.A. Woodward Foundation. Provincial government funds extended the period for provision of free province-wide service for a further 2 years. By 1976 full charges were instituted for off-campus users, and subsidized charges for University users. Orientation programs, which were presented ten years ago by the Biomedical Librarian as a public relations introduction for basic health science courses, now are replaced by subject specific presentations to more than 1000 biology and professional school students each year. A series of review or self-instructional tapes based on the audio-visual portions of the orientation programs have been provided for individual instruction.

The physical facilities originally provided in 1964 by the generous gift of Mr. & Mrs. P.A. Woodward (and a matching federal Government Health Resources Fund allocation) were almost doubled in 1970 through funding from the same sources. Credit for encouraging the provision of Woodward Foundation (and other) funds and for guiding the operation and planning of facilities as Chairman of the Biomedical Library Committee for over twenty years, belongs to Dr. W.C. Gibson, Head of the History of Health Sciences until his retirement in 1978. Dr. Gibson had a vision of a biomedical library facility at U.B.C. equal to other outstanding facilities in North America.

Doubling of physical facilities and proximity to the Instructional Resources Centre opened the way for growth and expansion of services. The growth of worldwide academic and research interests - in this case for the life science areas including ecology, environment, and pollution; and the growth of the student body in areas such as medicine, pharmacy and nursing - have resulted in a demand for improved, complex and sophisticated services. Tripled seating capacity has resulted in greatly increased in-library use and has also helped to attract users at all levels and from all areas of the University.

During the past ten years the Memorial area, which houses the rare and historical material, has become known on and off campus as an outstanding special resource. Many aspects of the collection, including manuscripts, have been expanded and catalogued in a manner which has rendered this collection readily accessible to a variety of enquirers. The limited staff and funding available have been directed toward physical organization and preservation of the priceless collection housed there.

As Woodward Library looks forward to a program of greatly expanded public service demands coupled with ever-present economic restraints, it faces the continuing problems of shortage of staff, work-space, and funds for collections. The challenges of the 1980's will make that decade as exciting as the last one.

Biomedical Branch Library

During the past ten years the inadequacies of the physical space occupied by the Branch and the consequent effect on collection development have become more and more apparent under the pressure of increased use by more borrowers with increasingly diverse interests. 1979 will be a benchmark year in the history of the Biomedical Branch. After many years in inadequate quarters some relief is in sight in the form of an extensive renovation and expansion of the Branch in its present location.

In 1966 the collection in the Biomedical Branch was approximately 13,000 volumes. In the past year in anticipation of the move into expanded quarters the collection has been allowed to grow to over 19,000 volumes of books and bound journals.

It is appropriate that the collection at the Branch should be relatively small, intensively used, and supplemented by a fast, efficient delivery service from campus. However since 1973 it has been necessary to limit the size of the collection because there was not room to store even some still useful material. In September 1973 an inventory established the size of the collection at the Branch at 17,496 volumes and by the end of August 1979 this will have increased by about 2400 volumes - a net increase of 13.5% during a period when the collections of the University Library as a whole will have increased by over 25%. However, concealed within the net increase is the fact that during this period over 6200 volumes have been added and nearly 4,000 withdrawn to storage or discarded.

The Biomedical Branch serves a dual role - as a Branch of the University Library oriented to serving the needs of undergraduates and faculty in Medicine, and as the Library of the Vancouver General Hospital and the Cancer Control Agency of B.C. It has been estimated that as many as 2500 to 3000 people may turn to the Biomedical Branch as the library of first choice, but anyone with a valid UBC Library card or any of the approximately 5000 employees and medical staff of VGH and CCABC would be entitled to borrow books if they so desire.

The principal University-affiliated users of the Branch are undergraduate students and faculty of the UBC Faculty of Medicine. Statistics available from samplings of circulation indicate that borrowing by undergraduate students has increased by about 75% since 1973/74. A major change in the undergraduate curriculum in 1975 may have been the cause of this increase in use. Student use of the Branch will continue to grow as enrolment in the Faculty of Medicine increases and this has made it mandatory that the library be expanded. Since medical students are heavy 'in house' users

of library materials it will be interesting to see if the renovations nearing completion will provide enough seating and stack capacity to serve their needs adequately.

The Branch, in its role as a hospital library, has changed in the last ten to fifteen years from use mainly by physicians - the so called "Doctors' Library" - to serving a wide variety of health professionals. In the year 1973/74 about 1500 books were borrowed by professionals other than physicians employed by the hospital. Now - five years later - this group has increased their borrowings by over 100%. Increased demand for library materials by allied health professionals - particularly nurses - has created serious difficulties for the library in that they often require material on subjects that have not in the past been heavily stocked by the Branch. The same materials are often difficult to obtain from campus because of heavy use there.

In 1975 the Cancer Control Agency of BC (the third partner in the financial support of the Branch along with VGH and UBC) appointed a full time librarian of its own and began building a library collection in Oncology. The initial impact was to increase their demand on the Branch's collection under the guidance of their librarian, but as their own collection has improved the Cancer Control Agency's use of the Branch's collection has leveled off at about 2800 to 3000 borrowings annually.

A hospital, of course, operates twenty-four hours a day, seven days a week. Even though the Branch is open up to 92 hours a week, there is pressure from users for twenty-four hour access to the books. Much of the use of the collection is 'in house' use by House Staff studying and preparing for rounds during the time when they are 'on call'. A sampling in 1973 indicated that at least 2.5 items were shelved after 'in house' use for every item returned after being removed from the premises. That 'in house' use is increasing still further is suggested by the 65% increase in the public use of the Branch's copy facilities between 1974/75 and 1978/79.

Since most of the information seekers at the Branch are physicians or other health professionals seeking information often directly related to patient care, it has been the custom at the Branch to try to provide a high quality reference and bibliographical service - often gathering the information rather than just directing patrons to the proper indexes or sources. The extent to which this service is used is limited more by the staff time available than by demand. Between 1972/73 and 1978/79, the number of questions answered annually increased by 65%. The Branch's half-time reference position was increased to full-time in July, 1977.

From the inception of computerized bibliographical searching until October, 1978 it was necessary to have searches for Branch users carried out by the Woodward Library on campus. Since October, 1978 a CRT has been available at the Branch for searching of the Elhill data bases, and the immediate availability of the service has resulted

in a threefold increase in a single year in the number of searches for Branch users.

Although it is easy to enumerate the library's shortcomings it would be misleading to suggest that no progress has been made. On the positive side - even in the face of serious inflation - the collection has been maintained and indeed improved to the extent that space permits. By using more efficient methods (vide automated circulation) service has been maintained at the same level as in 1970 with essentially the same number of staff despite an increase in the number of people being served. Finally the renovated space that is nearing completion will substantially improve the capacity of the library and its effectiveness.

Animal Resource Ecology Library

Like every other library and division in the UBC Library system, the Ecology Library has grown and expanded its services during the 1970's.

Stack and study areas were more than doubled in 1977 when the library moved to new quarters. At that time, the collection was reorganized with journals arranged by main entry rather than by country. With a binding allocation finally available, progress has been made in having all journals catalogued and accessible to campus users through the central UBC Library catalogue system.

Since 1970/71, when the Ecology Library was established as a branch library, external loans have increased by 473%, from 1,997 to 11,441 last year. During the same period, the number of reference questions handled annually grew by 334%, from 1,566 to 6,799. Several factors have contributed to increased use of collections and services. Since the number of faculty and students in the Institute is comparatively small, library staff members have become familiar with their research interests and have been able to develop a highly relevant collection for their use. Special efforts are made to locate information and materials held elsewhere in the library system. In recent years, faculty members have been using the Ecology Library more and more as the main location for reserve materials for courses and seminars. Use by other faculties on campus has grown also as a result of increased involvement in interdisciplinary research.

While the Ecology Library's collection is strongest in fisheries and hydrobiology, materials are also acquired to support the Institute's interest in the ecology of natural resources, systems analysis and experimental field biology. Although the highly specialized and varied teaching and research interests of the faculty cannot be fully represented in a small branch library, access to resources of the UBC Library system permits the Ecology Library to be flexible and selective in its approach to collections. Strength in aquatic sciences can be maintained, along with carefully selected materials from other subject areas where these appear particularly useful.

From 1970 to 1978 the Ecology librarian served as liaison between the W.C.U.M.B.S. Library in Bamfield and the U.B.C. Library. This involved ordering furniture for the library; collecting books and journals, which were acquired and catalogued by U.B.C.; setting up the library; revising the card catalogue; and arranging for interlibrary loan service. The librarian still administers a small fund for out-of-print material required by Bamfield.

Using programmes written by Dr. N.J. Wilimovsky, the Ecology Library has been able to create a data base of 11,000 references to materials in the library's extensive reprint collection. The result is a rapidly developing, in-house, student-oriented retrieval system. The considerable task of entering data for the system has been accomplished through the assistance of students working for three summers under Youth Employment Project grants, students working under the B.C. Work Study programme and during the past summer under the Young Canada Works programme. Much remains to be done, but the data base is already valuable since it includes many of the classic papers in fisheries, some of which are not available elsewhere at U.B.C.

MacMillan Library

During the last decade the collection has evolved in several ways, sometimes in response to the development of new courses or institutes, sometimes in response to changes or expanding needs in existing courses.

Food science, for instance, was established as a department about the beginning of the decade and now has the largest graduate enrolment in the Faculty. While the whole food collection could not be transferred to MacMillan, a compromise was reached whereby the main collection was transferred to Woodward and the responsibility subsequently divided between the two branches, with Woodward looking after the nutritional aspects and MacMillan the technological. (An interesting point, established during the storage project this summer, was confirmation that our food science collection was quite easily the most heavily used in the branch).

Forest recreation and parks, and more recently, landscape architecture are other late-comers on the scene which come to mind. Interest has been growing rapidly in these areas over the last ten years. As much as time and money permits, collections have been developed, duplicating Main Library materials quite heavily when necessary especially those relevant to landscape architecture.

Again in response to a perceived need, materials on tropical forestry and agriculture have been acquired. At the same time it has been necessary to maintain or improve the support given to courses already offered, many of which have themselves changed direction or emphasis over the years. There is now, for example, more emphasis and certainly more interest in forest ecology and forest management than before, and this may mean buying two or three copies of a book where one would have sufficed previously.

One trend, resulting from lack of space, has been the concentration on English language materials at the expense of the less used foreign language books and periodicals, which should have a place in a research library. However, close examination of the collection just selected for storage would appear to justify this emphasis, for with few exceptions foreign language books have hardly been used.

Circulation has more than doubled in ten years, increasing more or less each year. Reference questions answered, however, have fluctuated, going down from 1972/73 to 1974/75 then rising again, especially in the last two years or so. Since the up-swing was already on the way before the introduction of computer-assisted searching it cannot be attributed entirely to the attractiveness of this innovation.

The computer search has proven attractive to both students and faculty, though it demands additional time for the reference librarian (previously, extended searches were usually done by the patrons themselves). Apart from the obvious benefits, such as speed of retrieval, enquiries about computer searches have provided opportunities to introduce students with little or no previous training in bibliographic research to some of the basic printed indexes.

During the past ten years, the lack of space for growth in MacMillan has been a constant problem. Ten years ago it meant that about 6500 backfile volumes were retained in the Main Library, and that each summer for the next few years some small expedient was effected to accommodate a few more shelves for new accessions.

In 1972, however, various major changes occurred. The Main Library, also in need of room, retired some of the collection to storage, including backfiles belonging to MacMillan. At the same time MacMillan selected and retired about 2000 monographs which, added to the periodicals already there, brought holdings in storage to approximately 8,500 volumes.

In 1975 the library was again overflowing. On this occasion the pleasant faculty-graduate reading room was commandeered and stacks took the place of coffee tables, still leaving, however, room for six readers. The unbound government publications collection was then moved in, freeing two sides of one aisle, or one fifth more space, in the stacks for books.

By summer 1978 it was evident once again the another major storage project was required. It is still in progress. When completed some 7000 - 8000 volumes will have been retired. The selection is mainly of monograph materials - little used English and foreign-language books, superseded editions, and other outdated materials. Some foreign-language periodicals and foreign government publications were also included, but generally the periodical collection was left as it was with the thought that a substantial block of periodicals could form the nucleus of the next retirement a few years hence.

Very little seating space has been sacrificed during all this time - in fact, the number of seats remains the same, though they are rather more crowded than in early days. But as the microcatalogue grows and as long as the card catalogue must also be retained some reader space may have to be dedicated to microfiche readers.

The lack of space for both books and people (staff and students) is the single most pressing problem. The removal to storage this year will temporarily satisfy the need for more space, but it will increase the workload for staff, here and in Main Circulation as well, since stored materials are paged through that division. Though it would increase workloads further for MacMillan staff, it may prove more efficient in future to retrieve materials directly from storage in the Library Processing Centre.

Sedgewick Library

Sedgewick Library began the decade of the seventies in trouble. Enrollment, books, staff and services had long since outgrown the undergraduate library quarters, and it would be three years before the new undergraduate library building could be occupied. Servicing a collection numbering just over one hundred thousand items and providing a home-use book circulation of better than a half million, there were two dozen staff squeezed into a space designed for six. Undergraduates over-ran the four hundred and fifty seats available in the reading rooms, while only thirty seats were available immediately adjacent to the collection.

The new Sedgewick Library opened in January 1973, providing almost twelve hundred study seats, over three hundred and fifty casual reading seats, space for two hundred thousand volumes and room everywhere for staff, services, amenities and traffic flow. The Wilson Recordings Collection, relocated to the new building, provided an additional eighty-four audio carrells as well as the first access that many undergraduates had to the Library's excellent collection of sound recordings. Awarded the 1970 Best Design Award of the Canadian Architecture Yearbook, and the 1973 First Award of the Royal Architectural Institute of Canada as the best building of all kinds built in Canada in that year, Sedgewick Library had come of age. International recognition followed in a variety of publications and the Sedgewick Library was hailed as a "seminal influence in the design of new library buildings during the coming years". (1)

The success of the Sedgewick design lay in the careful planning and consultation process that librarians and architects shared. Most important, students were surveyed and questioned, and their activities were monitored so that a library could be tailored to their needs. The effort put into that process has been well

(1) Ellsworth Mason, "Underneath the Oak Trees: the Sedgewick Undergraduate Library at U.B.C.", The Journal of Academic Librarianship, January 1977, p.292.

rewarded. Students are attracted to use Sedgewick at a high rate; the close of the decade will mark the seventh anniversary of the new Sedgewick and will see the ten millionth user pass through the turnstiles.

Nor do those users merely pass through. Headcounts which have been taken over the years have shown a consistently heavy use for study, reading and related library activities. A one-time, high count of building occupants of over one thousand four hundred has been recorded. Those using only the undergraduate facility, exclusive of the Wilson Recordings Library, numbered twelve hundred and thirteen hundred, respectively, at noon in November, 1973 and March, 1978. Nine hundred were using the undergraduate library at eight on a Monday evening in November, 1974, while more than six hundred have been counted on various Saturday evenings at eight. In a word this library is used.

At the same time, Sedgewick is also a more useful library than it was at the opening of the decade. The collection is bigger by half. It has also been weeded of older, unused material, and it is shelved in roomy, readily accessible stacks with hundreds of seats immediately adjacent to the collection. That means that students no longer have to charge out every item they wish to read. It also means that reshelving is more efficient and much faster than before, and the net result is that students are saved much effort and time. Home-use circulation has dropped from a half million by approximately thirty percent, while in-library use increased to three hundred and fifty thousand in the first year in the new building, and is currently more than six hundred thousand items, or four times the in-library circulation of the old Sedgewick.

As students have been better able to serve themselves in the new Sedgewick, staff have been able to improve the quality and types of reader assistance. No longer facing a daily backlog of circulation, librarians have been freed to reach out with new programs to aid students in their discovery and use of library materials. New student orientation programs are offered, where, for a time, none were given in the old Sedgewick. Over eighty first year classes are provided with bibliographic lectures and tours each fall. As well, a Term Paper Clinic is offered wherein participating undergraduates are provided with an individual tutorial showing them how to conduct library research. Additionally, staff have been able to provide new services, such as the newspaper clippings file, which place more printed materials at hand for students in the new Sedgewick.

Wilson Recordings Collection

Of the many changes this division has experienced during the past ten years, the move to the larger quarters in the Sedgewick building was probably the greatest. The increased area has allowed the Collection to more than double in volume, and has provided an expansion of in-house facilities. The listening area now has 84 carrells compared with 24 prior to the move.

Conversion to the automated circulation system has enabled us to handle more than four times the loans made ten years ago. In the near future, this division will be the pilot project for bar-code scanning, which will speed circulation procedures and reduce the amount of routine work involved.

The majority of our 2,165 paid subscribers are UBC students, faculty and staff. Currently we have 145 full-rate extra-mural borrowers, 20 reduced rate (O.A.P.) borrowers, and 50 faculty and graduate student borrowers from other British Columbia post-secondary educational institutions.

When requested, we reserve materials for course use. Last year we reserved course materials for the Music, Education, French and English Departments.

In the early 1960's this division pioneered the library's use of computers for catalogue support. The first paper lists then produced bore little resemblance to the sophisticated microfiche catalogues of today. Except for a very few areas, recordings are analyzed so that each item on the disc will appear in the appropriate catalogue. We now produce an Author/Composer catalogue listing nearly 100,000 separate entries, a Distinctive Title catalogue, a catalogue by classification number and a performer index.

Collecting recordings for circulation is quite a different matter from collecting books. The fragility of discs is readily apparent; they scratch easily, the grooves are damaged by blunted styli and abrasive dust particles, and sunshine and other heat sources cause them to warp. Consequently they must be replaced far more frequently than other library materials. When older records have suffered one of these fates and we attempt to replace them, we often find that they are no longer in the manufacturers' lists. Used record shops, unlike used book shops, are few and far between and a catalogue of used records is a rarity. This predicament forces us to rely heavily on private collections for replacement copies.

During the last ten years the Collection has grown from 20,000 to 30,000 discs and we estimate similar growth, about 10,000 discs, for the next ten year period.

Music Library

The Music Library, located on the fourth floor of the Music Building, was opened in the Fall of 1967. Prior to this date books, journals and microfilms concerning music and musicology as well as scores were handled by the Fine Arts and Music Division in the Main Library. Eight-thousand five-hundred scores and books were moved from the Main Library to the Music Library in 1967; twelve years later this collection has grown to 40,000 volumes, a 370% increase. In addition to the library collection the Department of Music moved its phonorecording collection into the Music Library. This collection has been the responsibility of the Music Library ever since.

The backbone of a strong academic music collection is its holdings of complete works and historical sets. In order to build as complete a collection as possible in these fields, reprints of indispensable 19th century complete works were purchased. When a reprint was not available a microfilm copy was obtained. Rare first editions of complete works were also bought for the microfilm collection. In addition, subscription orders were placed for complete works in progress. Thus a musician interested in Mozart can compare the music in several printed editions: the famous first edition of 1798 on microfilm, the 19th century edition edited by Brahms amongst others, and the new edition which was begun in the Mozart bi-centennial year 1956, as well as several circulating editions in the stacks. Special emphasis has been placed on the purchase of facsimile editions of manuscripts. Again, if a manuscript is not available in book form a microfilm copy is obtained instead. This means that the musician interested in Mozart is able to study the manuscript as well as the printed editions. The same steps were followed in building up the collection of historical sets.

Many of the complete editions and historical sets were purchased with special funds such as the Otto Koerner fund or the Canada Council fund. However, the largest part of the Canada Council funds was spent on a special project, namely the acquisition of European music manuscripts on microfilm. With the assistance of the Music faculty, a desiderata list was compiled and numerous libraries all over Europe were approached and asked to make film copies of their invaluable manuscripts. Most of the libraries responded positively and the Music Library now has an outstanding collection in this field, covering all areas of music from the Middle Ages on.

Special efforts have also been made to improve the Music Library's score collection. Works of well-known composers were completed, while representative works of lesser-known composers were acquired. No specific area was given preference in order to acquire as wide a collection as possible: Medieval music was purchased as well as 20th century music, Renaissance as well as Baroque, Classical as well as Romantic.

Special attention was also given to books and journals in English and translations into English, with books in French, German and Italian a close second. Special funds again made possible the acquisition of costly reprints of scholarly books and backfiles of important journal titles. Orders for current journal titles were placed, resulting in the acquisition of a wide range of publications not only in English, but also in French, German, Italian and other languages. Every effort was made to acquire out-of-print books and journals in microform. Of the rare material purchased, special mention must be made of the Musica Sacra part of the Gatti-Kraus collection. It comprises 66 items, including many manuscripts and early editions. This purchase was also made possible by special funding. Several of the items are housed in the Special Collections Division of the Main Library for security and special protection.

The UBC Library System already supported a phonorecording collecting, the Wilson Recordings Collection now housed in the Sedgewick Library, when the record collection of the Department of Music was transferred to the Music Library in 1967. Special funding, this time generous support from the office of the Dean of Arts, helped to improve the quality and quantity of the recordings. As the library already supported a large circulating collection on campus, it was decided to make the collection in the Music Library a small, non-circulating teaching collection.

There has been an enormous increase in the use of our resources. Between 1967-68 and 1978/79 the use of the record collection increased by over 322%. The increase in 2-week loans of books and scores and in the use of reserve material grew by 336% in the same period. Comparing these two figures with the increase in Library holdings it seems apparent that the money spent on collections was spent on material which is being used. It would have been impossible to cope with the large circulation increase without an automated circulation system. Although Library staff and the public seemed reluctant to accept automation when it was first introduced, no one can imagine being without it now.

Reference questions in all areas of music and musicology were answered at an average of 11,500 per year. Of these questions, about 20-25% came from non-UBC clientele. Lack of staff makes it impossible to work on extensive bibliographies. Talks to classes and guided tours of the Music Library for first-year students have helped to familiarize newcomers with the Library. On these occasions, students are invited to bring their library problems to the reference assistant. With the introduction of the automated catalogue system, special care is taken to assist the user in adjusting to the new method of finding material.

One need only compare the number of advertisements for musical events in local newspapers ten years ago and now to understand the reasons for the heavy use of the Library by local musicians. Ten years ago concerts were few and the fare routine. Now concerts are frequent, often two or three on the same day, the music performed ranges from the Middle Ages to the avant-garde. And more often than not the music performed is from the collection of the UBC Music Library. There is no other library in town that can provide the full range of music from the very early to the 20th century, to the same extent. On many occasions a local musical group consults our resources (reference sources, thematic catalogues, etc.) in order to decide on programming for its concerts, and it is from the Music Library that the music is selected once the group has made its decision. The Music Library has received grateful acknowledgement from many musicians and musical groups for its services, none nicer than the one from the Towne Waytes, a group specializing in Renaissance music, who thanked the Music Library on the jacket of one of their recordings: "... without the Music Library's resources our instruments would be mute."

When the Music Library was in the planning stages, space was provided for a collection growing to its physical capacity within ten years. This estimate could not have been more accurate: after exactly ten years of operation it became obvious that more shelving had to be installed. Shelving has subsequently been added to the closed-in area housing the recording collection, complete works and historical sets as well as against the east wall, at the expense of seating space.

The measures taken will solve the space problem for about five years, at the most optimistic estimate. More shelving could be installed by removing the periodical shelving against the east wall and replacing it with book shelves. In its present quarters, other space-finding measures for the Music Library are unacceptable as they could only be implemented at the expense of seating accommodation. Without a long-term solution, one-half of the 100,000 volume collection anticipated by the end of the 'eighties will be housed somewhere in storage and out of reach of speedy retrieval.

Curriculum Laboratory

Since the Curriculum Laboratory opened in 1956 to serve the new Faculty of Education it was the first campus branch in what was to become a complex Library system. During its first years, however, the facility operated with very limited aspirations, reflecting the stereotyped textbook oriented teaching so prevalent then in our elementary and secondary schools. Presumably this unit was to have facilitated the demonstration and development of new curriculum materials in British Columbia. Despite its name and its founders' intentions, it became, not a "laboratory" but a "book room" stocked with multiple copies of the prescribed K-12 texts. These saw only moderate use except during practicum periods when throngs of student-teachers mobbed the collection, creating a scene that is still remembered as a "bargain basement sale". The Lab's prime function during these years was to remove the burden from local school boards of supplying books and pictures to UBC students.

By the end of the 1960's, however, some faculty were demanding something much more useful. As a result the Library began to move an assortment of professional books and a handful of journals across campus. By 1969 this piecemeal and erratic approach was getting out of hand. Some longer range plans were needed. By this time, in fact, both the Faculty and Library were counting on a major resources centre where all the professional and curriculum materials needed by educational researchers and students could be brought together. On the assumption that planning for such a facility would soon be under way a decision was made to move as many materials to the Education Building as could be housed in the available 9,000 square feet. Thus, by the early 1970's those professional books and journals that dealt primarily with classroom practice, the "current affairs" of teaching and low-level research had been moved from the overcrowded Main Stacks. At the same time a decision was made to expand the picture collection to include as much non-print media as budget, space and staff would permit. Books and journals supporting

the more theoretical aspects of education were now isolated in the Main Library until the expected new building became a reality. The most pessimistic estimate for that date was some time before 1980.

Unfortunately, one of the continuing disappointments of the 1970's was the failure to obtain this facility, which would have made so much possible. It would, for example, have provided a genuine laboratory where teachers, students, technicians, curriculum theorists and librarians could have worked together on new and exciting materials. It would have provided the space needed to bring most of the traditional book and journal resources together. These are presently scattered in various locations across campus.

It would also have provided adequate working space needed by a staff which, in the future, will not only have to deal with a student body of 3,000 but also with 30,000 practising teachers. The fact that the Curriculum Laboratory operates out of a noisy, third-floor study hall with none of the amenities of a modern resource centre continues to limit the ways in which UBC's Faculty of Education can respond to the need for innovation.

Despite the restraints created by inadequate facilities and scattered collections, the 1970's were most certainly ten years of exhilarating challenge and gratifying progress. It was, of course, a time when teaching patterns in the schools underwent a genuine revolution. In reflecting the changed needs of teachers the Curriculum Laboratory experienced a period which was sometimes stressful and difficult but always interesting.

Today's classrooms are stocked with a vast array of print, electronic and manipulative learning devices. School and district resource centers now are central to the educative process and administer substantial budgets. Professional training for teachers now consists of many radically different graduate and undergraduate programs which use a vast array of print and non-print material. Educational research before the mid 1960's was virtually unknown in this province. Today hundreds of faculty, graduate students, teachers and officials are routinely involved in sophisticated projects that depend on an efficient system of information retrieval. These developments have been mirrored by the evolution of the Curriculum Laboratory's collections and services.

Gone, for example, are the 20,000 uncatalogued textbook editions and the emphasis on providing practicum aids. Instead, there now exists a carefully selected collection of some 60,000 volumes which, in separate sub-locations, includes professional books and journals, K-12 textbooks of all sorts, and children's literature in both English and French. A weeded and expanded picture collection still exists but there are also some 20,000 other items or sets comprising nearly a dozen different media. A pamphlet file of curriculum materials is gone but, in its place, are a much larger file of professional reprints, pamphlets and clippings

and a course reading file of reserve materials. Although borrowing for school use still takes place collections are being developed to back up on-campus teaching and research needs. This change in policy has altered a pattern of borrowing which, in the late 1960's, saw some 140,000 loans concentrated during a few months to one in which some 240,000 loans are spread much more evenly throughout the academic year.

As in all branches and divisions, the 1970's witnessed the harnessing of computer-based procedures to library processes. The print-outs, special files, microfiche, computer-produced catalogues, and machine searches have drastically altered the services available to patrons. Automation has certainly done much to accentuate the difference between the Curriculum Laboratory and several of the "reading rooms" run by Faculty departments. In the late 1960's there really was not a very great or obvious distinction. Today, even small branch libraries enjoy the enormous advantages which come from being part of a large, complex library system.

During the past ten years low turnover in staff positions and additional professional staffing have created a stable and competent core group to serve users of the Curriculum Laboratory. As hours have been extended, more materials loaned, collections enriched and new services offered, the Curriculum Laboratory has been fortunate in adding staff during the 70's to support the development of an improved library service.

Today it is fashionable to be cynical about most government services and bureaucracies. In the case of the libraries at UBC and certainly the Curriculum Laboratory there is no doubt that progress has been real. The improvement and growth of collections, the introduction of modern technology, and the development of a more committed staff have made possible a resource that is incomparably better equipped to deal with the needs of a great faculty than was the "book room" of the 1960's.

Law Library

1970 marked the twenty-fifth anniversary of the founding of the Faculty of Law at U.B.C.

In its first year, the full-time teaching complement had numbered two with 86 undergraduate students (the majority being recently-returned veterans), operating out of two army huts, which also contained a hastily-assembled library of 5,000 volumes supervised by one of the professors. By the end of the 60's the faculty had grown to twenty-five, the student body stood at 539, and its library - numbering 59,000 volumes - had completely taken over the new all-purpose law building, erected in 1952. One by one the three lecture halls had been inundated by this growing collection and, by the mid 60's, faculty and students found themselves banished once more to their humble beginnings. The two huts had now become five, dilapidated derelicts strung together to form a complex housing most teaching and office

functions. The law 'building' was now the law 'library'.

By the beginning of the 70's, planning for a much-needed facility to consolidate all Faculty of Law activities had been in progress for two years. By that time, the Law Library had become hopelessly overcrowded in terms of both collections and people. The permanent staff now numbered three professional librarians and eight library assistants. Two of the assistants ran the circulation department, then housed in a locked room ("Law South") and containing a reserve collection - from which books could be requested - and an open-stack arrangement holding the entire circulating monographs collection. The card catalog, the key to that collection was also located there, contributing to the general traffic congestion. Another room housed the bound journals; another, the American collection of law reports and statutes; and the Main Reading Room held most Commonwealth law reports and reference texts. The corridors themselves were lined with a myriad of series, often in disarray, and always in need of cleaning. Locations lists, including room and shelf designations, were constantly - and laboriously - being updated by hand for these scattered, and growing collections.

The acquisitions and catalogue maintenance staff (one librarian and five assistants) were in similar desperate straits. A report to faculty in 1971 emphasized their plight:

Within this space (400 square feet) are located 7 desks (6 with typewriter wings), 7 typing chairs, 2 filing cabinets, a shelf-list unit measuring 33 square feet, and usually two book trucks. On one of these desks are kept 4 or more filing drawers containing book ordering records. Onto 2 of these desks are stacked all catalogue cards to be sorted, alphabetized and eventually filed. Into this area are delivered all office supplies.. Here all books are assembled in cartons or on book trucks prior to cataloguing.. Traffic patterns are, at best, a series of detours.. As student numbers have increased so naturally has the general bedlam, particularly in the entrance vestibule where the library staff is situated..

A result of this outcry was that, in 1972, renovation of the central core of the building was undertaken, providing expanded space for that part of the staff.

Over the years it had become increasingly clear that the Law Library would benefit immeasurably from better records of its holdings. (Only after 1964, when the Main Library assumed full responsibility for its direction, did Law begin developing a full card catalogue. Prior to that - except for an alphabetic shelflist - the only access to the collection was an antiquated and cumbersome vertical file which one scanned for particular items in the collection.)

The alphabetic arrangement of legal materials was standard procedure in law libraries until the early 70's, there being no 'official' classification schedule before "KF" (United States law) was published by the Library of Congress in 1969. Although

modification of the schedule was considered possible - and indeed was adopted by several Canadian law libraries - U.B.C. chose, in 1970, to classify its collection using a comprehensive scheme, compatible with L.C. schedules, and devised by Elizabeth Moys, a former librarian at the Institute of Advanced Legal Studies in London. Classifying our retrospective collection was the major development in the Law Library during the early 1970's: the entire card catalogue (so recently assembled) had to be systematically replaced; all books had to be labelled as fresh cataloguing copy emerged, circulation cards matched and inserted, and - during the summer of 1973 - reshelfed by call-number. Still remaining, however, were the untouched and vast areas of the collection: statutes, law reports, journals and legal digests. These were neither catalogued nor classified and between 1970 and 1974 doing so became a major focus of library operations. In doing all this, besides the obvious benefit of easily identifying and pulling together 'like' materials for the users at Law, the Main Library was finally able to integrate the law collection into its own shelflist, Law was able to take advantage of the automated circulation system (1974), and the planning of a 'one-move' relocation of the collection into the impending new building became a reality. Automated ordering and acquisition of books had been introduced at Law in 1971. With the completion of the retrospective cataloguing project in 1974, this library became the only fully-catalogued and largely-automated law library in Canada.

The trials familiar to all those involved in planning for any new public building were well-known to the Law Library staff in the early 70's. From the beginning the Law Librarian was a member of the Faculty Planning Committee and its first facilities list was submitted in February 1969. It called for collection space for 150,000 volumes and accommodation for 545 readers (75% of a projected student population of 720). Over the following six years much happened that was ultimately to affect the nature of the building that emerged: controversy over siting problems (resolved by tying in the old building with the new, but relocating faculty and students at Fort Camp for two years during construction); disagreements vis-à-vis faculty-student spatial relationships (a resolution from the Law Students Association to the Board of Governors resulting in delays for architectural revisions); a lengthy strike of the construction industry, and the resultant devaluation of capital funds. The library came out of it all with a good building in terms of size and shape, but minus 11% in seating and no conference, microforms or typing rooms.

The library portion of what was to become the George F. Curtis Building was finished first and on January 6, 1975 - the day students arrived back from Christmas vacation - a force of six library staff and thirty-one temporary recruits, working in three teams, began to move the collection by hand-truck from the old building to the new. The route led through still unfinished construction and, in all, over 900 trips were required to move the 85,000 volumes to the three floors of the new library. The transfer was essentially completed in five days and law students and faculty were deprived of library services for only two of them. In the process only one

truck of books was temporarily mis-shelved.

In the years since the advent of the new library building, our energies have been expended in several directions. Concern over the aesthetic impact of the library's decor has now been overshadowed by continuing problems with over-lighting, irregular air-conditioning and noisy copying machines.

Collection development has become a major consideration.

In 1968-69, the Law Library commanded 3.64% of the total Library collections budget, providing support at the rate of \$62.00 per law student. In 1979-80, this has risen to 6.36% of the collection budget, or \$293.00 per student. Unhappily, inflation prevented noticeably expanded acquisitions statistics: in 1970-71 we added 4,853 volumes, in 1978-79, 4,965.

We have benefitted by frequent grants of money from the Law Foundation of British Columbia, enabling us - over the past decade - to purchase all American state codes and, as well, considerable legislative materials from the Caribbean and Pacific Rim nations. In addition to these traditional book materials, the Foundation has provided funding to purchase closed-circuit television production and viewing equipment. Through its generosity, we were able - in 1978 - to acquire a CRT computer-terminal and printer. This will directly support our recent designation by the Canadian Law Information Council as a 'service centre': to provide access for the university community and the practising bar to computerized legal information from various data banks.

Much as the introduction of automated library procedures typify the major changes during the 1970's, automated legal data retrieval - still in its infancy, will provide an added dimension to our rapidly-expanding reference services and will likely be the 'new wave' of the 1980's.

Ten years in the life of as complex an institution as a library is a short time indeed, but it seems like a very distant time ago when the annual tricycle race began and ended in the Main Reading Room, when footballs were on two-hour reserve, and - after borrowing "Salmond on Torts" from the circulation room - one could easily pop into the Student Common Room next door and pick up cheese-on-rye. It is actually only five years.

Marjorie Smith (Social Work) Library

The history of the Social Work Library during the 1970's is best described as a continuing struggle to offer the collections and services befitting a branch library from a physical setting more suitable for a large reading room. This pattern was visible very early in the life of the new branch, as indicated by its first mention in the Report of the University Librarian to Senate; 1965/66:

Three new branch libraries came into existence in the course of the year. The Social Work Library, an outgrowth of the Social Work Reading Room, was set up in a wing of Graham House. The collection was quickly increased in size and organized for convenient use. At the end of the first year of operation over eight thousand books had been loaned, and the study facilities were continually crowded.

In 1965 the School of Social Work (numbering 128 graduate students and nine faculty) was the largest in Canada¹. It had recently moved to the former F. Ronald Graham mansion, something over ¼ mile from the nearest major resource library. The School's distance from related library collections and support services has been a major factor in all branch operations ever since.

Since 1967 all library services have been offered from an area made up essentially of converted recreation rooms in the basement of Graham house. In the mid-70's some additional floor space was added, bringing the total area to its present 1,850 square feet.

The makeup and library requirements of groups served by the branch have altered over the past few years, sometimes radically. Ten years ago every student undertook the same program: a two-year MSW requiring a graduating thesis. By 1971 the thesis had been phased out, and the mid-70's saw the introduction of the first undergraduate degree in the School's history. In 1978/79 enrollees could choose between a two-year "regular" undergraduate BSW; a one-year concentrated CBSW for field workers who had not recently attended university; and an intensive one-year MSW requiring the BSW as a first degree. In addition, over 1,500 practicing social service workers enrolled in extension courses giving credit toward provincial registration as professional social workers. The requirements of these diverse groups - not to mention their faculty and field instructors - make branch service in 1979 immensely more complex than it was in 1970.

Two other user groups must be mentioned: UBC faculty and students from other disciplines with a social services component, such as nursing, planning, home economics

¹Currently the School has 134 full-time students, 29 faculty, and over 60 field instructors.

and law; and off-campus social service personnel who purchase borrowers' cards because the branch represents the major centre for professional literature in B.C. Although material is not purchased specifically for these patrons, their use of the branch has probably doubled since 1970. They now account for 20 to 25% of all loans, and because they are less familiar with the collection, tend to require more personal assistance from staff.

The branch has always operated with a permanent daytime staff of three: a librarian/branch head and two library assistants. Evening and weekend service has usually been provided by student assistants. Demands for ever more extended hours have been a regular feature of life in the School, as all students are required to do off-campus field work two full days out of every five.

The 1970's have seen cutbacks in service as well as extensions. Until 1972 the branch was open six days a week for a total of 78 hours. Later this was reduced to 66 hours by eliminating all but two evenings. Since 1974 hours have been increased gradually to the point where the branch can offer service 87 hours a week.

Despite dramatic book price increases combined with library budget restrictions, the branch's collection has doubled in the past six years. Holdings now number roughly 12,000 bound volumes, over 200 audiotapes, and several thousand vertical file items (mainly pamphlets, government reports, and clipping files). The library's status as a resource for B.C. social service agencies ensures a regular flow of current publications as gifts, while its practice of exchanging acquisitions lists with other North American libraries in the field helps bring new titles to light before reviews are published.

The journal collection continues to be a problem. Subscription rates have skyrocketed during the 1970's, and UBC Library serials funds have been left far behind. Frequently it has not been possible for the branch to order even titles of major importance. Nevertheless, we expect to add the 100th journal title sometime in the early 1980's.

Recorded use of the collection reflects changes in the teaching program and course requirements during the 1970's. From a high of 10,000, circulation dropped off in the early 1970's after theses were phased out. During the last three years, however, it has increased by nearly 50% as new degree programs have been introduced. A rough idea of circulation volume in Social Work as opposed to other campus libraries can be obtained by dividing annual loans by the number of full-time winter session students. For the library system as a whole, this figure was 51 loans per student in 1970/71 and 101 in 1977/78. The Social Work Library's figures for the same two years were 128 and 188.

The library staff has always taken an active part in helping patrons make the best use of the collection. However, this function has assumed far more importance as the collection has increased in size and complexity, and as users unfamiliar with either the library or the subject field arrive in the branch. Some measure of the growth in reference services will be seen by the number of questions the three permanent staff have answered annually. In 1971/72 this figure was about 600; since 1974/75 it has never dropped below 2,000, and reached a high of 3,079 in 1978/79.

A variety of services have been set up to meet the need for more information on library resources and research techniques. Formal orientation sessions are given, both within the branch and in other major libraries used by Social Work students. The librarian maintains an index to items in the collection not covered by commercial indexes, and a second file matches reference questions to source material or bibliographies already drawn up by the staff. Services to faculty include preparation of SDI profiles listing new books on particular subjects as they arrive at UBC and routing of xeroxed contents pages from all new journals plus selected books. The branch's bimonthly acquisitions list is distributed widely throughout the School and mailed to over 100 outside individuals and agencies.

Microfiche catalogues now give branch patrons and staff access to the full UBC library catalogue, order and serials records. In addition, Social Work's cumbersome manual circulation system has recently been replaced by an automated system, speeding up the borrowing process for users and freeing staff for other jobs. Book losses, although never high, should be further reduced with the recent installation of a Tattletape exit control system.

Like some other UBC libraries, Social Work carries out a heavy volume of business in quarters never designed for the purpose. Currently one book in every 12 is in storage in order to conserve stack space. Study space is also at a premium. The recommended figure for patrons from the School alone is over 1,350 square feet; we have 430. Quarters for the staff are equally cramped. They consist of one small, unventilated office shared by the two library assistants; the librarian has no private working space apart from the reference desk and one filing cabinet. As might be expected in a converted house, wiring is totally inadequate for the demands placed on it by our increasingly mechanized systems. Such conditions cripple attempts to offer the quality of service which students and faculty have a right to expect from their library.

Many of the developments outlined in this report would have been hard to anticipate in 1970. It is equally difficult to forecast the future. However, it is safe to say that the library's space problem will continue to be the main concern of both staff and patrons unless permission and funds can be obtained for a major building program.

On a more positive note, the 1980's should see the branch offering a far greater range of services formerly available only to users of the larger libraries. On-line circulation, bar-coded loan transactions, access to the complete UBC Library catalogue on microfiche, and eventually access to a B.C. Union Catalogue as well: all these should be available to Social Work patrons within their own buildings.

Data Library

The U.B.C. Data Library came into existence in June of 1972 when it emerged from the Department of Political Science to become an inter-departmental, campus-wide facility, jointly operated by the Library and the Computing Centre, with a mandate to supply the data requirements (ie. machine-readable data for secondary analysis) of the academic community of the university. Most other data service facilities have been established within a survey centre, research institution, computing centre, or academic department, with in almost all cases no involvement by the traditional library. The success of the U.B.C. model is being monitored with interest by a number of institutions.

From its creation in 1972, the Data Library collection has grown from a small collection of 176 miscellaneous public opinion and other primarily survey data files, to one of the largest collections in Canada, and one of the larger local-service collections in North America - exact comparisons are impossible as comparative collection-size statistics have never been collected. The Data Library collection now contains a complete collection of Canadian Gallup poll data, all major Canadian surveys, the largest academic collections of Canadian census and CANSIM data, large collections of stock-price and other financial data files. It includes types of machine-readable data files (MRDF) not collected by other archives, such as representational MRDF (for example, polar-orbiting satellite images), and textual MRDF (such as the plays of Aeschylus and Northwest Coast Indian myths).

Collection policy, as it has evolved, can best be expressed as follows: all significant Canadian MRDF are acquired automatically if permission can be obtained from the principal investigator (or author). All other acquisitions are ad hoc, based on expressed need, though of course all dependent on budget and cooperative departmental financial arrangements. Memberships in the major data disseminating consortia, initially begun by the Department of Political Science and still continuing, such as the Inter-University Consortium for Political and Social Research (ICPSR - at the University of Michigan) and the Roper Center (at the University of Connecticut) facilitate access to large collections of, mainly, survey data.

The Data Library also functions as an archive, in the strictest sense of the word, for the University. Original data files, created for research purposes at this University, by other research institutions in Vancouver, and for purposes of research by the Vancouver commercial sector, are collected and preserved. The library assumes responsibility for maintaining the physical quality of such data for an indefinite period of time, for the work involved in creating copies of the files, and for documentation required by interested researchers elsewhere.

It is difficult to quantify collection growth. An MRDF can consist of one or more subfiles (for example, the Digraph catalogue includes 62 subfiles). A major database can contain any number of time series; our CANSIM at present contains 70,000, each of which is a subfile of sorts. Counting data files, defined as discrete intellectual units, the rate of collection growth has been steadily increasing:

	1974/75	1975/76	1976/77	1977/78	1978/79
acquired:	23	27	60	94	141 MRDF

Expresses as discrete physical units, or tape files, the size of the collection can be more readily quantified:

1972/73	1974/75	1975/76	1976/77	1977/78	1978/79
176	558	651	785	1051	1246 MRDF

In seven years, the collection has grown by 567%.

Services consist of advising users as to the contents of the collection, assisting them with the use of the collection, and acquiring data files which we do not yet have.

To make easier the job of fitting the right MRDF to the user, we are converting the printed Data Library catalogue of MRDF content descriptions, which we began publishing in 1972, to a machine-maintained, on-line searchable database management system, which makes it possible to search for MRDF containing specific variables. The SPIRES-format DATALIB file was created in the summer of 1978, and retrospective conversion of MRDF descriptions into its special format is proceeding - thus far all acquisitions since 1974 have been entered. When conversion is completed it will be possible to produce a computer-output microfiche edition of the complete Catalogue, a cheaper and more easily updated format than paper copy.

In addition all MRDF are catalogued in standard library format and listed in the main U.B.C. Library catalogue. In this too we are unique, as the U.B.C. Library is the only one in North America to catalogue MRDF for treatment as a regular part of traditional library collections.

In order to assist users in accessing MRDF, the Data Library keeps two copies of all code-books (which list the internal format of each record in each tape file). In the past years an increasing number of codebooks are computer-readable files in themselves, so the prospective user can easily produce his own computer printout copy of relevant codebooks. This year we have started to print out on microfiche the very large machine-readable codebooks to make them available in a compact and portable format.

Numerous internal programs have been written to simplify and make machine-assisted many of the most tedious internal housekeeping tasks, such as copying and backing up tape files, recording their locations, and maintaining the tape catalogue, with the result that many of these previously time consuming computing tasks can now be performed on a routine basis by the clerical staff.

In addition, a number of programs have been written to simplify as much as possible the mounting of a computer tape by a user, and to maintain security so that, for example, commercial computer IDs cannot mount those tapes containing files to which only the local academic community may have access. Other programs have been written to simplify the use of very heavily used complex files, such as census files and economic time series data. A great deal of intensive individual assistance is provided to users, although complex computing problems are referred to the Computing Centre's programmers.

Increasingly we have been invited to give introductory lectures describing Data Library resources to classes working with statistical techniques, and expect the demand for this to increase as awareness of the existence of the DATALIB database increases.

From its start as a small facility serving primarily the Department of Political Science, Data Library more and more has begun to function as a truly campus-wide facility. Although just over 50% of our recorded use is still from the Faculty of Arts, the computer IDs that have mounted tapes in the past year come from a variety of departments, including political science, economics, anthropology/-

sociology, linguistics, psychology, English, geography. 'Pure scientists' from physics, mathematics, and geophysics number among our users, as do commerce faculty, who accounted for about 20% of our recorded use, applied scientists from oceanography, computer science, agricultural economics, forestry and animal resource ecology for another 17%. Other users included paediatrics, audiology, federal and municipal government departments, and users from the commercial sector.

What are these people using? As far as we can determine approximately 35% of use is of public opinion poll and other survey data, 25% of financial data files (stock prices, etc.), 20% of Canadian census data, 15% of representational data (satellite photos, maps, etc), and the remainder, of textual and other MRDF.

It is impossible to measure the amount of use that occurs. The more sophisticated the user, the fewer traces he leaves in tape mount statistics. Ideally, the very sophisticated user will show only two tape mount statistics per MRDF, one to copy the code book and one to copy the tape file to one of his own disc files for future use. One faculty members, who has been a long-term avid Data Library user, was taxed in 1978 with not having mounted a single Data Library-owned tape in the past year - his reply: that he and his students had used Data Library files more intensely that past year than ever before, an estimated equivalent of 4,000 tape mounts, but using disc file copies of the MRDF, which he had made in previous years. Tape mount statistics, under such circumstances, are entirely meaningless, and can only be used with great caution as general guidelines to usage patterns. The only real indicator of increasing usage is the increasing demand for MRDF that are not yet in the collection.

Users tend to be primarily faculty and graduate students, and undergraduates in classroom situations under the direction of a faculty member controlling access to computer IDs. Classroom use of MRDF as a teaching tool is increasing, and the past academic year has seen use of our files by classes in commerce, economics, computer science, anthropology/sociology and political science, that we are aware of.

Capacity for providing service to local non-UBC academic communities and to the commercial sector in Vancouver is hampered by the contractual arrangements made with many MRDF suppliers, who stipulate in many cases that the MRDF in question may only be used by the UBC academic community. In the future it may be possible

to engineer joint membership/subscription arrangements with the University of Victoria and Simon Fraser University in such consortia as ICPSR, Roper Center, CRSP, and COMPUSTAT, but possible arrangements have thus far been hampered by the lack of sufficiently strong interest from these institutions.

The past seven years has seen the growth of the Data Library staff from one part-time research assistant to the present complement of one full-time programmer, one full-time library clerical, and one part-time administrative and reference librarian. The present staff size allows us to fulfill most service functions and internal housekeeping functions, but is not adequate to allow for extensive cleaning of MRDF, codebook preparation - etc.

The physical facility has also grown, from a small room on the fourth floor of the Civil Engineering building, to a large room on the main floor of the Computing Sciences building (same building, different name) in close proximity to keypunch machines, terminal room, student terminal area and the Computing Centre information desk. The increased space has allowed for the expansion of the codebook collection, the installation of a computer terminal, and a user consultation area where non-circulating codebooks and supplementary documentation can be perused at leisure.

Because data archives and libraries are a new phenomenon, those administering data files have not yet developed the kinds of universal policies and procedures that one finds in libraries, nor the uniformity of professional training that librarians receive, nor the tools for acquisition that libraries use. All these functions, now formalized and standardized in libraries, are still in data archives and libraries performed at the 'old boy network' or invisible college' level. Thus extra-institutional relationships are very important for finding requested MRDF, for following policy, procedural, and professional developments in the field, for maintaining contact with data file producers, and to collectively act as a lobbying group to persuade the academics and other producers of MRDF that the production of an MRDF should also be geared to the requirements of a potential secondary user, in the same way that any published book, magazine article, recording, or film, is produced with the needs of a wider audience in mind.

Data Library is a member not only of international data disseminating organizations such as ICPSR, Roper Center, and the now defunct Canadian Consortium for Social Research, but also of national and international professional and policy organizations such as IASSIST and the International Federation of Data Organizations. Information on holdings is contributed to the s s data, a newsletter which lists the new acquisitions of selected major archives, and previously to the now defunct Data Clearing House for the Social Sciences in Canada. Further, copies of the

catalogue are exchanged with other data archives in North America and Europe.

Crane Library

Although Crane Library as such is entering its twelfth year of service, it joined the library system in the Fall of 1969, and thus is closing out a decade as one of the more unusual university branch libraries in North America.

Founded on the donation to the University of the private collection of scholarly books and materials in braille of the late Charles Allen Crane - a deaf-blind Vancouver resident who devoted his life to reading and scholarship - and intended originally only as a reading room for blind students, this branch has grown into a complex and far-reaching operation. Significant developments along the way over the last ten years were the addition of recorded 'talking books' during the first year as a branch library. This was to aid the increasingly large number of blind students who had lost their eyesight later in life and did not have a sufficient command of braille to be used as primary means of reading, and to provide faster and less costly access for all non-print readers to current books and materials. One year later our own sound recording facilities were added to record books on the premises and to offer what has become one of the main functions of this library, - the transcription on demand of student textbook and research material. The addition later of a small high speed duplicating machine permitted us to share materials with other libraries and institutions by making copies of our own master recordings available. This has led to an ever increasing amount of inter-library lending, locally, nationally and internationally.

Talking books were read primarily by dedicated volunteers. In 1972 however, the first paid staff readers were employed on grant projects supported by the federal Local Initiatives and Youth Employment programs. Two years later, the University administration received a special budgetary disbursement and added these positions plus technical and clerical staff to the regular payroll. A Librarian to oversee the collection growth and to provide special reference services in braille and talking book materials was also added. In 1975, the number of loans processed by this Division to our on-campus users and lent to other libraries and institutions exceeded 50,000 items. One year later a capital grant from the Provincial Ministry of Education provided for the purchase and installation of computerized recording equipment and a high speed duplicating facility, which made this one of the most modern and advanced talking book centres in Canada. In addition to the original collection of braille materials and the recorded 'talking books' - which by now account for almost 70% of the total collection, Crane Library also developed a small but significant print collection of books and journals on blindness and the blind. This collection is used by students and researchers in many campus disciplines. Also, with the generous support of many off-campus organizations and individuals, a working collection of electronic, mechanical and optical aids and appliances for the blind were assembled. The estimated worth of this collection is nearly \$45,000,

and items are both on display and in daily use by library patrons.

1978-79 has provided the greatest progress yet in the relatively short history of this branch. A fund raising project, resulting in nearly \$60,000, and a generous grant from the University provided for the purchase and installation of four sound-proof prefabricated recording studios and the renovation and conversion of a basement area in Brock into the Crane Library/Faculty of Arts Recording Centre. Two more recording studios with associated electronic equipment belonging to the Faculty of Arts, were placed under our management in the same area, providing six highly sophisticated spoken word and group recording locations and a complete sound recording laboratory for the combined task of recording books for blind students and a variety of materials for the Faculty of Arts. The Recording Centre was opened formally on December 15, 1978. The Facility is also used on a fee-for-service basis for on and off-campus organizations such as the Centre for Continuing Education and the Open Learning Institute. Since the beginning of the year, the Ministry of Education has contracted with the Crane Library for the production of talking text books for blind and handicapped students in the K-12 education system.

A fund drive in February 1979 brought in grants (totalling \$85,000) from the 1979 Graduating Class, the Hamber Foundation in memory of Dr. Walter Gage, and the Provincial Lotteries Fund. These funds will be used to install three more recording studios with appropriate commercial recording equipment and to expand the duplicating and editing facilities in our sound laboratory to meet increased demands for talking book materials. Part of the funds will pay for renovation and reconstruction of the premises to accommodate the additional structures and equipment. This is the last possible physical expansion in that area.

This year also saw great progress in making this unique collection more readily available to individuals and institutions off campus. Inter-library lending of materials to schools was facilitated by grants from the Ministry of Education. Lending to print-handicapped individuals in the community via public libraries was improved when the Provincial Library Services Branch (Ministry of the Provincial Secretary) assumed the function of clearing house for materials from Crane. An agreement was reached which provided access to Crane materials for blind and handicapped students attending other post-secondary institutions in B.C. by allowing loans of special media materials to be processed and charged to the same NET inter-lending program as is used for print materials. A new Extra Mural Library Card, exclusively for use at Crane Library and valid for one year from the date of purchase will make borrowing easier for blind and handicapped persons in the community who wish direct service. This year also saw an important move toward user participation in the affairs of this library with the creation of a Crane Library Advisory Board, with representatives from the major user constituencies advising the Crane Librarian on administrative matters and long range planning.

It is difficult to predict what future developments will take place, since much

of the growth of this library and its services has been determined in the past by demand from increasing numbers of on and off-campus users who require service. A major objective is to make off-campus services viable to the point where costs are fully recovered. At some point, consideration should also be given to relocation of the library and recording facilities in space adequate to permit both functions to be reunited.

Reading Rooms Division

The Reading Rooms Division came into being on July 1, 1969

Five years earlier, the President's Committee on Academic Goals suggested in its report, Guideposts to Innovation, that "Departmental reading rooms contribute to the intellectual life of the department and improve the conditions for student discussion and study."

Provision was made in the Library's 1969/70 budget to establish a Reading Rooms Division to assist academic departments with the operation of their reading rooms and to provide funds with which to enhance their collections of books and periodicals. The initial complement of staff was comprised of a librarian at the Division Head level and four Library Assistants III. This establishment has, over the years, evolved to the point where the Division Head now supervises three Library Assistants IV and three Library Assistants II. In addition, indirect supervision and advice is provided to approximately twelve (the number fluctuates) departmental employees whose primary responsibility is the operation of the reading room.

The Reading Rooms Division functions as a liaison between the departments and the Library System, processing orders, seeing to the cataloguing of materials as they arrive, expediting snags in the processing divisions and either performing such housekeeping operations as circulation, periodical check-in and binding preparation where a room is too small to have its own staff, or providing advice and guidelines on these functions to available departmental staff.

At the outset, 35 reading rooms had received Senate recognition as being worthy of Library support. This number has since grown to 45, and there are other such facilities which may wish to apply some day.

Collections development

In 1970, the aggregate reading rooms collection consisted of some 40,000 volumes, of which 26,000 were uncatalogued. During the decade, this has increased to 98,932 catalogued volumes (net, taking weeding into consideration) through the inventory of 1978 and will undoubtedly surpass the 100,000 mark upon completion of 1979 inventories. There is very little significant uncatalogued material. Periodical subscriptions numbered 1,459 in 1970; the Library now pays for 1,668 titles, and

many others are received free or at the expense of the department. The cost of periodicals has risen from approximately \$35,000 annually to the neighbourhood of \$100,000.

Book budgets have been less linear in their growth. The allocation for 1969/70 was \$35,525, while that for 1979/80 is \$44,300; the amount had fallen as low as \$27,000 for the year 1974/75. A degree of austerity in the middle of the decade was one reason for this, but another factor was a change in the nature of purchasing from hole-filling in the early days to maintenance of reasonably satisfactory collections in recent years. The current level of expenditure reflects not so much an increase in the requirements of the maintenance function but the difficulties created by inflation and an unfavourable foreign exchange situation.

Services

Reading rooms operate under a variety of service situations. Most permit circulation; some do not. Some have full-time attendants who can provide information services; other do not. Some are very restrictive as to who may use their collections; others are not. It is therefore difficult to generalize about circumstances in the entire system. However, a few comparisons can be made as follows: The volume of circulation in the Architecture, Commerce and Geography reading rooms compares favourably with that of some branches in absolute terms; in relative terms, given their smaller collections and clientele, many other reading rooms would compare favourably with branches. As for information services, Anthropology/Sociology, Civil/Mechanical Engineering, Architecture, Commerce, Economics/History, Geography and Geology compare favourably with branches. In relative terms, several others would compare favourably as well.

Three reading rooms are presently receiving SDI lists based on profiles reflecting the interests of the user groups concerned.

The advent of the COM catalogue and other bibliographic tools is of particular significance to reading rooms. Given the limited collections which exist within the departments, any tool which provides readily available information on what is held elsewhere on campus is especially valuable and we look forward to the completion of the conversion of the card catalogue and further developments of the networks now in the nascent stage.

Physical space

By and large, the space situation is satisfactory. Although there are some locations where crowding is a problem, in most cases both the quality and amount of space is at least adequate. Of the 35 reading rooms originally endorsed by Senate, 18 are now in different locations. Two more will be relocated when new buildings for Psychology and Home Economics are completed. Most departments recognize the need for good reading room space and react accordingly.

Relationships

It is important to remember that the reading room is the main contact with and source of impressions about the Library system for a great many users. It was therefore encouraging to note that, in response to a questionnaire which attempted to assess user perceptions of the adequacy of their reading rooms, the great majority were well pleased. The questionnaire, which was circulated in March of 1978, received responses from 32 departments, of which 20 considered the fulfillment of goals to be better than adequate, 8 considered it to be adequate and only 4 considered it to be less than adequate.

We have also received numerous laudatory comments about the work and helpfulness of the staff. It is fair to say that, to a great degree, the hopes which were held out for this Division a decade ago have been realized and, although the resources are never sufficient to do everything that could be done, what we have is a useful and appreciated service.

CHAPTER V

TECHNICAL SERVICES

The technical processing operations of the Library are responsible for acquiring information in all its published forms, for physically integrating books, serials and other materials into the existing collections, and for developing and maintaining a system of records to enable users to gain access to those collections. There are at present one hundred and forty-seven persons employed in the centralized Processing Divisions. Additional numbers of employees in the Divisions and Branches also engage in processing work on a full or part-time basis. Thus the business of obtaining library materials and arranging for their eventual use occupies the time of about half the staff of the Library.

Collections development policy, and the actual selection of materials, are the responsibility of the Assistant Librarian for Collections, his staff of bibliographers, the reference librarians, and faculty. Processing responsibilities follow upon the act of selection. The primary objectives for the Processing Divisions are to acquire wanted materials quickly, at an acceptable cost, and to integrate receipts into the collection and catalogue as soon as possible, also at an acceptable cost and product quality. The collections budget of approximately three million dollars results in the addition of about one hundred thousand volumes each year, and additional quantities of such items as microforms, pictures, phonographic records, audio tapes, maps and computer tapes.

Although there have been a number of organizational changes within the Divisions over the past ten years, the functional organization of work has not changed significantly. There are three major areas of work: procurement, cataloguing and classification, and the physical processing of materials and records.

Procurement is a specialized purchasing operation, now organized as two separate divisions, Acquisitions and Serials, the former being responsible for all unique orders, mainly for monographs, and the latter for standing orders and subscriptions.

Cataloguing and classification is mainly the intellectual process of describing the library holdings, and placing materials physically in the collections according to the applicable subject classifications. Physical processing involves the labelling of books and other materials, the addition of card pockets and ownership plates, the producing and filing of cards in various files, and the maintaining of the catalogues provided for library patrons, now computer-produced and appearing on computer-output-microfiche, or COM.

In the following pages the four divisions, Acquisitions, Serials, Catalogue Records and Catalogue Products, report on the current situation, and some special trends and developments. These reports will provide an overview of what these divisions

do, why they do it, and why the results, at times, are not as good as we or our patrons would like them to be.

One fundamental truth about the processing of library materials is that it is not possible to keep costs at a reasonable level and to provide perfect services at the same time. The struggle between quantity and quality compromises is constant. Thus the overall objective becomes the provision of an acceptable level of service with the resources available.

Methods for processing library materials have changed significantly over the past decade, mainly as a result of technological development. As new equipment and techniques became available or economically viable, these have been introduced. For example, modern photocopy machines were used to produce catalogue cards, better methods were introduced for sharing with other libraries the intellectual effort of cataloguing, the public card catalogue was reorganized and guide cards were added to reduce the time and cost of maintenance. Many small routine internal improvements were made which are collectively significant. The computer, however, is the single most important technology to affect library processing activities, as well as other aspects of library service.

From the early seventies, most record management systems relating to processing have been automated to some extent, and the trend has been to use the computer for more and more functions. One exception, until recently, was the central record for the Library, namely the card catalogue, which remained as a manually produced record until 1978.

U.B.C. closed its card catalogue in 1978 and implemented an automated catalogue system, in company with all other B.C. university, college and institute libraries. Under the name of the B.C. Union Catalogue, this major and important development was made possible by special funding provided by the Ministry of Education. The government's interest in a union catalogue of library holdings is related to its programme of extending educational opportunity throughout the province, and to its understanding that the sharing of library resources is essential to the success of this programme.

This revolutionary change in library operations and records management has already had an impact on U.B.C. as a resource library, as indicated elsewhere in this report. But participation in such a project does introduce demands on the time of staff, and changes the decision making processes for some policies and operations, most notably those of cataloguing. Previously each post-secondary library operated independently of others in respect to catalogue policies and procedures. Now there are common standards to be determined, maintained and used. In the short term, U.B.C. Library devotes considerable time and effort as a key participant in this far-reaching development. However, in the long term this work will yield such important benefits as a reduction in duplication of cataloguing work among

institutions, faster processing, more current records, on-line access to records, and the rationalization and sharing of collections everywhere in the province. Ultimately, the advantages will accrue to the user, and that is as it should be.

Acquisitions Division

The Acquisitions Division is a centralized processing operation responsible for the procurement of monographs and other library materials that do not need to be ordered on a standing basis. The great majority of items in this category flow through the Division, although some ordering is carried out through the Law Library, the Woodward Library and the Government Publications Division. The Gifts & Exchanges Division, and in fact almost all divisions and branches, also receive unsolicited materials. The Acquisitions Division maintains a central accounting record for all spending on collections, including that involving other units. It also manages the Mail Room for the Library Processing Centre, and oversees the Prebindery and contract binding arrangements.

A computer-based system is used for the ordering and accounting functions; the identical system is used by all library divisions when they place orders. The system produces purchase order forms, claim forms, reports on the status of outstanding orders, and accounting statements. In addition, the system keeps track of materials which have been received but remain uncatalogued; all such information about books on order and in process is made available throughout the library system on COM lists. This computer-based system was implemented in 1968 to replace a manual system which was unable to cope with greatly increased spending within a decentralized network of libraries.

It is expected that during 1979/80 it will be possible to redevelop this system so that it can provide more bibliographic information and additional statistical and accounting reports. Recently some large book vendors have been developing systems whereby order information may be transmitted from computer to computer, resulting in a saving of time and labour, and in more prompt reporting on the availability of items. The linking of local, national and international systems will hopefully enable us to serve the University better, and to make the best use of funds. The world of acquisition is a complex one: the Library is currently dealing with publications from six thousand eight hundred publishers, spread around the globe. Most of these are publishers of periodicals; there are about four hundred and sixty book publishers providing most of the monographs of interest to the University.

However, since we usually order only one copy of a book, we are precluded from ordering directly from a publisher, and must rely on specialized vendors upon whom we can depend to deliver items reliably, quickly and at a competitive price. Some ninety such vendors supply us with about 72% of our books.

Approval and blanket programmes are a means whereby libraries ensure a timely and effective coverage of current scholarly publications, of national imprints or in specific subject areas. The vendor selects the books in accordance with designated subject profile criteria drawn up by the Library. The books are received, final selections are made and processed into the system. In 1978 the approval/blanket programmes were increased in number from twenty to twenty-four. These programmes now cover imprints from the following countries: Canada (including English and French), United States, Great Britain, the Netherlands, France, Germany, Italy, Spain, Portugal, Russia, Czechoslovakia, Yugoslavia and India (through the University's participation in the Shastri Indo-Canadian Institute). Subjects range all the way from medicine to musical scores to juvenile books. Under these programmes we received 15,485 titles in 1978/79.

The approval/blanket programmes are a useful guide to current book prices and the increase in prices from year to year, the average prices reflecting the cost of a typical trade book of scholarly interest. The following table shows those prices and increases over the past four years:

	<u>1975/76</u>	<u>1976/77</u>	<u>Increase</u>	<u>1977/78</u>	<u>Increase</u>	<u>1978/79</u>	<u>Increase</u>
U.S. Titles	\$ 9.80	\$12.02	22.7%	\$14.36	19.5%	\$16.90	17.7%
British Titles	13.55	14.27	5.3%	15.13	6%	19.29	27.5%
Canadian Titles	7.90	8.28	4.8%	8.90	7.5%	9.62	8.1%
German Titles	15.38	15.16	- 1.4%	16.61	9.6%	23.41	41%
Over all Blanket	10.29	11.13	8.2%	12.70	14.1%	13.89	9.4%

The dramatic increase in the costs of British and German publications was reflected in last year's statistics, although the rise actually began in the last months of 1977, continued through 1978 and is continuing in 1979.

Expenditures on collections rose throughout the seventies, but most rapidly in recent years, as inflation and currency devaluation took their toll.

<u>Fiscal Year</u>	<u>Collections Expenditures</u>
1970/71	\$1,341,807
1971/72	\$1,432,902
1972/73	\$1,463,130
1973/74	\$1,513,856
1974/75	\$1,629,797
1975/76	\$1,741,021
1976/77	\$1,954,121
1977/78	\$2,473,368
1978/79	\$2,722,614

The actual budget for 1978/79 was \$2,510,556, an increase of 4.6% over the previous year. The difference between budget and expenditures is accounted for by purchases from grant, donated and other special funds.

In the fiscal year 1978/79 the Acquisitions Division received and processed 59,227 titles in 68,945 volumes. Over three thousand of these were received as gifts or exchanges.

In 1968/69 the Division processed 40,739 titles in 50,718 volumes. Thus the Division received 45.4% more titles than it did at the beginning of the decade.

The increase in titles and volumes over 1977/78 was 12.7% and 14.9% respectively. Considering that the budget increase was less than the inflation/devaluation rate, there would appear to be an anomaly. The explanation lies in the Library's approach to dealing with a situation which became general among academic libraries in the middle seventies. The rate of inflation in the cost of periodicals increased suddenly, and more steeply than in the case of books. Projecting this trend, libraries foresaw that unless periodical budgets were vastly increased, or unless expenditures on periodicals were restrained, there would be less and less money to spend on books. The library chose the only possible, immediate course of action. The subscription lists were reviewed, many titles were cancelled, and a quid-pro-quo policy was established, whereby no new subscription was placed unless one of equivalent value were cancelled. The effects of these measures, after five years, were to ensure that the University's need for monographs was met, while expenditure for periodical subscriptions, including duplicates, was curtailed. Roughly half of the collections budget is spent on periodicals, a low percentage compared to many libraries which did not deal in a direct way with the situation. On the other hand, the percentage spent on books is higher. Since the inflation rate is still higher for periodicals and lower for books, the outcome is that the number of titles of monographs acquired has grown, while the number of periodical subscriptions has increased only slightly. This has had an impact on other divisions of the Library, most directly on the cataloguing divisions.

It has also had an impact on binding operations, as has the general growth of the collections programme. The Library has a need not only to bind the journal issues it receives, but to bind paperback books (increasingly common), to rebind worn books and journals, and to protect a diversity of materials ranging from pamphlets to music scores. All materials are prepared by the Prebindery Section, where issues are collated, indexes added, and binding instructions prepared for each item; the material must be checked again upon its return from the bindery, and routed to the proper destinations. Since 1972 the Library has contracted out all of its binding work to the commercial sector. In that year, because of rising unit costs, the need to replace worn out and antiquated equipment, and the unavailability of appropriate space, the University was forced to close its own Bindery after twenty years of operation.

The significant increase in the Library's acquisition programme which began in 1966/67 with the MacMillan gift had an immediate effect on the binding requirement, as reflected in the increase in the number of items bound from about 17,000 in

1965/66 to 28,316 in 1966/67. The volume increased annually until a peak was reached in 1973/74 of 47,000 units. Volume then levelled off at about 39,000 units, but is rising again, having reached 41,481 units in 1978/79, consisting of 17,540 bound journals, 17,162 books in buckram, 5,682 books in plastic laminate, 977 theses and 120 volumes requiring special binding. An additional 8,500 items were encased in pamphlet folders. The total amount spent on binding was \$184,223

Serials Division

The keywords one should use to describe the Serials Division in the seventies are "growth" and "change". Records which used to be maintained by an early punched card system are on the verge of being handled on-line. Expenditures on subscriptions have increased dramatically. So have the numbers of subscriptions, but less markedly. All of the staff in the various positions have changed at least once; in fact, only two staff members have been in the Division throughout the seventies. The Division has had four different heads during the decade, a contrast with the tenure of Roland Lanning, who served as head for forty-two years until his retirement in 1968.

Expenditures on periodical subscriptions roughly tripled between the beginning and end of the decade, whereas in the same period the number of subscriptions less than doubled, attaining 22,981 last year. The effect of inflation, a declining dollar, and higher postal rates are well enough known to individual subscribers that they can readily understand what their impact would be on an institution committed to maintaining so many subscriptions.

These factors were responsible for a mid-decade crisis in the Library's operations, when it became clear that there would not be enough money in the budget to pay the bill for periodicals. A freeze on new orders was required, accompanied by a cut-back in active subscriptions and a rationing programme in relation to new subscriptions. These measures, plus massive budget increases in succeeding years, rescued the Library from a serious predicament, and has enabled it to continue a balanced collections programme. However, new titles continue to be published, and if the University is to keep abreast of developments in all disciplines, the subscriptions list must continue to grow. It is interesting to note that many of the titles cancelled in 1975/76 are being ordered again in 1978/79.

Over the past ten years, the serials record file has naturally grown. It is a very large file, and one that is in a constant state of revision as new issues arrive, at the rate of about 135,000 per year. This file began its life as a current unbound file of receipts within the Serials Division. It has now been expanded to include serial publications received in three other locations: the Law Library, the Woodward Library and the Government Publications Division. Records of titles which are no longer published, but which the Library holds, are now included. The objective of this expansion is to create a true central serials register, to include

all information, including holdings, costs, payments, vendors, about all publications of a serial or continuing nature. The advantage is obvious: ultimately there will only be one place to look for information about periodicals. Initially this will be in COM format, but eventually anyone with access to a computer terminal will be able to inspect the record. This development too is related to the B.C. Union Catalogue project, referred to elsewhere in this report. Our present list, although it is incomplete and imperfect, is widely distributed within the province, and across Canada and the U.S., to aid in interlibrary sharing.

Concurrently with the centralizing of serials data we maintain decentralized processing and access. This is accomplished by standardizing work in the various check-in locations in the system, using common coding for information to be entered into the file. Future plans call for 'translation' programmes to enable the computer to pass information, once coded, to and from our local systems, such as the acquisitions system and the catalogue system, thus reducing some of the duplicate effort that must be expended now on the maintenance of our files. These principles of automation and the drive for standardization are extended throughout the post-secondary libraries in B.C. The end result of this work will be a union catalogue of periodical holdings in the university, college and institute libraries.

During the seventies, the staff of the Serials Division grew in number from fourteen to twenty. However, the effective growth was only three positions, since the other three were added in the past year, along with their duties, as part of a reallocation of work from another division. In terms of staff numbers only, the increase was 21%. In contrast, the number of subscriptions processed by the staff has increased in the same period by 77%. To complicate this picture, in recent years the staff of the University has won for itself through collective bargaining substantial time benefits in terms of shorter work weeks and longer vacations. Taking these elements into consideration, it was to be expected that backlogs & other processing problems would develop. It remains to restore processing services to an acceptable level.

Catalogue Records Division

1978 was a year of many changes in the cataloguing divisions, the product of developments that began in the early 1970's and even before.

The most noticeable change, as far as the library user was concerned, was the introduction of the 'microcatalogue' in September 1978 as the space- and labour-saving continuation of the rapidly-expanding card catalogues. Like the card catalogues, the computer-output-microform (COM) microcatalogue is comprised of author/title, and subject sections. A classified section, arranged by call number, has been proposed, but not yet implemented. Until January 1979, the microcatalogue contained only 1978 imprints, while earlier imprints continued to be processed for the card catalogue. Early in 1979, the card catalogue was closed; all titles catalogued

thereafter, regardless of imprint date, are listed in the microcatalogue. In addition, card sets are still produced for East Asian materials and reading room holdings.

The change from cards to COM was the visible effect of a massive change in processing procedures to adapt to an automated on-line cataloguing system based in Toronto (UTLAS), and participation in a network of B.C. Libraries (the B.C. Union Catalogue Project) to build a provincial union catalogue using that system. COM was not new to UBC; circulation lists, lists of books in process, and lists of serials were all converted from paper print-outs to COM during the 70's, before the microcatalogue was introduced. The idea of a COM catalogue was not new either, having been proposed first in 1973. The impetus to start the COM catalogue was provided by a multi-million dollar grant from the B.C. Ministry of Education to convert the catalogues of the province's universities, colleges and institutes into machine-readable form, so that a union catalogue of library resources in the province could be produced. This funding, spread over an extended period, covers retrospective conversion of UBC's existing catalogue of 5-6 million cards, as well as support for the transition from manual to automated procedures.

The transition process involved the planning and implementation of revised procedures for virtually all the processing operations, and the training of nearly 100 people in MARC coding and/or new work routines. It includes the conversion of the card typing backlog that existed when the card catalogue was closed. The typing backlog contains nearly all of the cataloguing done on the manual system during 1978 (all pre-1978 imprints) and it is expected to take a year to clear it using extra staff. Meanwhile, this material is listed by author and title on a separate microfiche set. Cataloguing productivity suffered as a result of the training and reorganization of procedures, but surprisingly, not as much as we feared. The total new titles catalogued during 1978/79 was 57,039, down only 7% from the previous year's production. Two extra temporary staff members were hired in January to help us over this aspect of the transition, and productivity has returned to, and slightly exceeded, the norm for the proceeding years. The two-millionth volume was added to the collection early in 1979, only 10 years after the addition of the one-millionth volume, and the collection is growing at the rate of approximately 100,000 volumes per year.

Despite our return to a normal processing output, the amount of material to be processed is growing and backlogs have developed, to the continuing annoyance and frustration of library users and staff alike. It is also taking an increasing amount of time to arrange, control, and retrieve the backlogged material, and this can only lead to lower productivity and the faster growth of the backlog. As a phenomenon, the backlog is not new to cataloguing, here or elsewhere. We entered the seventies with a backlog of approximately seventy thousand volumes, most of which constituted the existing collections of the departmental reading rooms, then recently added to the library system. We leave the seventies with a backlog of

similar proportions, but most of this backlog is composed of recently acquired material, a majority of items being current imprints urgently needed for teaching and research. Two trends in the seventies have played a part in the development of the current backlog.

First, the amount of time available for cataloguing has been reduced. In the middle of the decade the Library was attempting to deal with a crisis in its collecting programme, arising out of intersecting pressures of inflation and fluctuations in the value of currencies. This occurred at the same time that the University was restraining its own growth. It was assumed that the rate of accession would decline. Thus the staff was reduced in size, from ninety-nine in 1969/70 to eighty-six in 1978/79; and of these, five were transferred to cataloguing from the Asian Studies Division, when the Cataloguing Division assumed responsibility for processing Asian language materials in 1973/74. In terms of staff members alone, the reduction amounted to 18%. It should also be noted that these same staff members work fewer hours per week and per year than they did in 1970.

Second, the anticipated decline in the number of titles to be catalogued did not take place. The rate of increase in serial titles did diminish, as a result of collections policies; but serials, as a rule, require cataloguing only once, when the first issue is received. On the other hand, the same collections policies did result unexpectedly in an increased number of monograph titles, each requiring individual cataloguing. Also contributing to the backlog were additional items received by other divisions, such as the Government Publications Division. Clearly, the work-to-worker ratio is out of balance, and is becoming increasingly disproportionate every year.

The organization of the cataloguing function underwent several changes during the seventies. In 1969/70 there was one large Cataloguing Division, comprised of three subdivisions: Original Cataloguing, LC/Searching, and Preparations. In 1970/71, the subdivisions were granted Division status, with a cataloguing administration group to coordinate their efforts. In 1973/74, the Added Copies Section moved from Original Cataloguing to LC/Searching, allowing more variety in the work performed by the derivative cataloguers and increased flexibility in the assignment of duties to cover shifting workloads of pre-order searching, cataloguing, and adding. 1978/79, the Year of Change, saw two more reorganizations of cataloguing staff. In April 1978 the LC/Searching and Original Cataloguing Divisions were combined to form the Catalogue Records Division, with responsibility for the intellectual content of the catalogue.

The former Catalogue Preparations Division became Catalogue Products Division, with responsibility for the physical catalogue and preparation of materials for the shelves. Catalogue closure in January 1979 resulted in more changes: the transfer of monograph holdings maintenance to Catalogue Products Division; the transfer of serials holdings maintenance to Serials Division; the reassignment of card catalogue

maintenance staff to Catalogue Records Division to undertake the extra coding work required for the automated system; and the creation of a RECON (retrospective conversion) unit as the fourteenth cataloguing unit in Catalogue Records Division.

The working conditions for processing staff were a matter of much concern during the decade. The seventh floor of the Main Library, where Processing resided during most of the sixties and seventies, was designed for bookstacks, not people, and it was simply not large enough to accomodate adequately the processing operations and staff. While planning for new space proceeded slowly and with many setbacks, we eased the situation a little by moving the Preparations Division to the first floor of the Main Library. Eventually a site for a Library Processing Centre was approved and planning for the new facility began in earnest. There was (and still is) concern on the part of both the Main Library and processing staff that communication and consultation will be impaired by the physical separation between the LPC and the Main Library. In April 1979 we moved into our new quarters, a happy conclusion to nearly a decade of planning, and the final change in a year of changes.

We look toward the eighties with the hope that they will bring steady development of, and improvement in the services we can obtain from our automated catalogue. Specifically, we look forward to automated authority control, an area not covered by the system at present, and on-line access to the catalogue and holdings records. We hope to see the RECON project brought to a successful conclusion. And we hope that a balance can again be struck between the acquisition and processing rates, so that we can maintain reasonable currency in cataloguing new materials for the Library system.

Catalogue Products Division

A recent but major event for the library during the seventies was the closing of the card catalogue and start of a computer-produced catalogue. This event had special significance for the Catalogue Products Division because the work of over 75% of the staff positions was related to the card catalogue. The seventies are best divided into two periods: the first was preoccupied with the solution of the card catalogue problems; and the second, the development of a superior catalogue in terms of currency and fullness of information, cost and size.

In 1969, the division had thirty-one full-time people working on the card catalogue - typing, sorting, filing, revising the cards filed, and making corrections to the cards. And yet, it had a tremendous backlog in work. There was a card production backlog of over 45,000 card sets and a filing backlog of several years; maintenance work was also behind. Because it was so out-dated, the effectiveness of the card catalogue as a bibliographic tool was adversely affected.

During the following years, all possible measures were attempted to battle the crises: extra typists and revisers were added, card production methods mechanized and card preparation procedures streamlined. Also, the entire technical processing staff was called upon to share the sorting, filing and filing revision workload. Finally in 1974, the backlogs were cleared.

However, by that time, the Library had already begun to recognize that it could afford neither the staff time nor the physical space to maintain a card catalogue permanently. In addition, there was a growing desire among the B.C. libraries to develop a provincial union catalogue for the purpose of collections sharing and rationalization. In 1974, the Catalogue Project Task Group, composed of both public and technical services members, was formed to design a computer-output-microform (COM) catalogue. Representatives from B.C. university and college libraries began working together, as an ad hoc pressure group called the B.C. Catalogue Action Group, to obtain funding from the Provincial Government to build a computerized union catalogue and to convert retrospectively the card catalogue to machine-readable form.

Further developments in the following years made the closing of the catalogue a necessity rather than an option. First, due to budgetary restrictions, the division had to give up several staff positions although the volume of work had not decreased. As a result, a typing backlog started accumulating again. Second, a new Library Processing Centre was being planned, and with its completion the entire technical processing staff would be physically separated from the card catalogue. The prospect of having over seventy people travelling to the Main Library to do filing and filing revision was considered unworkable.

In 1977, the B.C. Union Catalogue project was formed with funding assistance from the Ministry of Education and decided to use the University of Toronto Library Automation System (UTLAS) facility for a catalogue support system. UBC Library, as a key participant to this project, implemented a catalogue closure and started to use the UTLAS system in 1978 along with the other B.C. universities and colleges. Immediately, local card production was halted for works published in 1978 and these were catalogued on U.T.L.A.S. Instead of cards these records would be listed in a computer produced microfiche catalogue supplied by U.T.L.A.S. The design of this "Micro-catalogue" was based on the recommendations made by the Catalogue Project Task Group in 1974. The public saw the first issue of the Microcatalogue in September 1978.

In October, the long-awaited provincial funding, required to finance the retrospective conversion of the existing catalogue, finally came through. During the following months, the Catalogue Products staff worked ferociously towards the closing of the catalogue. Finally, in March 1979, the card catalogue was officially declared closed, which meant that no more cards are to be filed.

Unfortunately, the closing of the card catalogue did not solve card production problems immediately. We still had to deal with a card typing backlog of over 15,000 card sets. A transitional unit, supported with the special funding from the B.C. Ministry of Education, was set up to edit and input these manual catalogue records into the automated catalogue. We are very anxious to eliminate this backlog with the least delay. However, with the existing staff and equipment, this project will take the better part of a year to complete.

The Retrospective Conversion Project (RECON) will take more than five years to complete and until then, a library user will need to refer to several catalogues and listings before he can establish whether a work he needs has been catalogued or not. Also, the closed card catalogue will become more and more out of step with the new microcatalogue since no catalogue maintenance work will be done to the Author/Title and Subject Files.

However, these can be viewed as temporary problems. We must look forward to the day when there is one central catalogue file stored on a computer which contains the complete record of the Library's holdings. This catalogue data base can be used to generate microcatalogues and also to provide on-line access to information about library holdings. Since COM is compact in size and inexpensive to duplicate, it will be possible for all branches, reading rooms and even departmental offices to have a copy. As on-line access becomes economically viable and more terminals become available throughout the campus, the Library's holdings will be accessible using this technology.

The replacement of the card catalogue with the microcatalogue has had immediate impact on our division's staff requirements and organization. From the Card Preparation Unit, we were able to transfer eight typist positions to the RECON effort, retaining only four typists to keyboard original catalogue records into the automated catalogue system and type Asian-language cards. The Catalogue Maintenance staff was also reduced from twelve to five, again transferring staff from card-related operations to the new computer-based catalogue development. The staff required for the corresponding functions in 1969 was 31, which is 21 people more than the existing staff. Our division also gained a new unit of ten members, the Added Copies/Volumes Section, transferred as part of the organizational change for the new catalogue. This unit is responsible for maintaining the monograph holdings record, a function formerly performed in the Catalogue Records Division.

The closing of the card catalogue is a significant event not only in the history of the U.B.C. Library but also in the development of library service in British Columbia. Without the support of an enlightened government, our Library could not have accomplished a project of such magnitude with such confidence and speed. We hope this is the beginning of a long history of co-operation between the provincial government and the B.C. libraries in improving the library services for the people of B.C.

Systems Division

The last half of the sixties was a period of rapid systems development for the library, implementing three major records management systems: for circulation control, book and periodicals ordering, accounting and inventory control. As well, a number of small applications were implemented. Development continued through the seventies beginning with some major changes in approach early in the decade, partly because of the burden for maintenance of the conventional computer software developed in the sixties but also to begin using state-of-the-art methods and to begin preparing for anticipated on-line operations. The beginning of this change was the installation of mini-computers in the library to provide a facility primarily for data collection.

The mini-computer approach was chosen because it would provide a powerful facility which would be used to support many library data entry applications and also provide a base to prepare for on-line operation. There has been continued expansion to add more applications of data entry as well as to implement comprehensive data communications links to a number of different 'host' computers. As of this writing there are nearly a hundred remote terminals of various kinds attached to the library mini-computers, and through the mini these terminals can and do connect to computers on-campus, in Toronto, Ottawa, Washington, D.C., and California.

During the early seventies the library was also faced with a major conversion of application systems from one make of computer to another, when the Data Processing Centre replaced Honeywell computers with an IBM 370 system. This conversion, in retrospect, was non-productive in that it necessitated the adapting of programs written for the Honeywell to operate on the IBM system. The process took over a year, and the end result was the same old programs; the time could have been better spent developing new and better systems, taking advantage of the facilities of the IBM 370 system.

This process, however, forced some re-assessment of software development generally, and it was determined that some changes to the design and architecture of applications software should be made.

Following a comprehensive study of Data Base Management Systems, which at the time proved to be inadequate for bibliographic data bases, the decision was taken to develop in-house support for managing the growing number of bibliographic data bases. With the prospect of a Data Management approach also came two general-purpose programs, one for file maintenance called General Input (GI), and another for report production called DMReport. These general purpose packages were intended to replace the many separate and custom programs developed for each of the various library records management applications. The transition to these new facilities has been largely completed, and the payoff is significant. Demands on time to maintain systems has been sharply reduced, and there is a great deal more flexibility

in all of the applications now on the new facilities. The transition from batch computer operations to on-line is also beginning to emerge as a reality, and the foundation of Data Management and generalized software is beginning to be more fully realized.

Another significant change brought about by the decision to install mini-computers, was the move to replace keypunch machines and paper tape typewriters with Cathode Ray Tube (CRT) terminals directly connected to the mini-computer. These CRT's were installed in the various operating divisions of the library, and the central pool of operators was transferred with the new equipment, effectively decentralizing the data entry process and placing the responsibility and function at the source. This approach has continued to be successful and the data entry function has become solidly integrated with the regular operation of each part of the library. The next phase, already begun and expected to continue into the eighties, is to introduce more on-line enquiry and operations within each library division.

As the number of library applications continued to grow, the number of printed pages of information also expanded, and at an alarming rate. When the price of paper increased sharply during one rather short period in the mid seventies, the Library took steps to 'leap' into a relatively new method, at least for libraries, that of Computer Output Microfilm or COM. The transition was made with some boldness, converting virtually all printouts at once. Almost a hundred microfiche readers were installed and COM introduced nearly overnight. There were some traumatic pre-implementation jitters, but the installation went smoothly and was surprisingly (to some) accepted by everyone with hardly any hesitation. There are still those that don't 'like' COM, but most acknowledge that it is usable. Some points in favour of COM are its potential for wider availability of information at more locations, and the easier-to-read formats which would have been prohibitively expensive on paper. COM continues to be a mainstay for distributing information about library holdings and operations.

The equipment initially installed for library circulation control, the IBM 1030 card/badge readers, were of fifties vintage and mainly electromechanical devices with moving switches, gears, and circuits. When new, they were reliable and accurate but with age they became less reliable and eventually unsatisfactory. A search for an alternative met with little success; nothing better was readily available. At the point of contracting for some custom hardware, contact was made with a local company which had plans to develop and market a comprehensive data collection system. Over a period of two years UBC Library and Epic Data were closely associated with their development of the system now used in the UBC Library, from prototypes to first production models, to replacing the initial production units with the newest model complete with bar-code scanners and much improved hardware and firmware (proprietary software). The association with Epic was time consuming but very worthwhile. UBC obtained facilities to meet its requirements and at the same time participated with a local company in entering a high technology

industry, one of the very few in B.C. to do so. The Epic terminals are now used in the libraries at both Simon Fraser and Victoria and for many other data collection applications in industry.

Continued development of the library mini-computer facility and recent innovations in computers and communications have resulted in a number of interesting applications. The various terminals in the library can be used to access remote data base systems, with circuit switching and other communications linking taken care of by the mini-computers. The Library has at present the only UBC computer connection to Datapac, and also to some packet communication facilities in the United States, including Tymnet and Telenet.

As part of the Ministry-sponsored demonstration project of the ANIK-B satellite, the Library mini-computer provided the facility to operate several terminals located in the B.C. interior with simultaneous displays of data from a computer located in California; this allowed viewers to watch video transmitted by satellite while an experienced operator in Vancouver provided instruction in the searching of remote data bases. A brief test/demonstration was arranged with the Library mini-computer whereby the data communications were transmitted by satellite, to obtain some assessment of the method as well as to measure the inherent delay in satellite transmission.

Systems development continues to be an important support service for the Library's operations, and there is a growing queue for both new as well as modified applications. The computer, with its ability to maintain records management functions and to provide access to information, is expected to become even more important to library operations and services as budget restraints continue, as the collections grow in size and complexity, and as demands for service mount, on campus and off campus.

CHAPTER VI

TRENDS FOR THE EIGHTIES

The division of historic time into decades is arbitrary. Developments themselves do not begin and end conveniently in ten-year periods. Thus the trends which underlay events in the Library's history during the seventies will undoubtedly continue into the eighties.

What some have called the age of information shows no sign of coming to an end. On the contrary, every discipline exhibits signs of activity and ferment, and man's creative and inventive impulses give rise to an ever-increasing flow of new works. Virtually all of these, at some point, assume recorded form. Since it is the Library's responsibility to collect, organize and provide access to knowledge in recorded form, it would seem that its continued growth is inevitable.

Predictions that the physical book would vanish as a means of recording and transmitting information have yet to be realized. It remains one of the most practical and convenient means for dealing with some kinds of information, and for its use in certain ways. However, the use of other formats will become more prevalent for many kinds of information. It is safe to predict that the Library will be acquiring even more material in the shape of microform, machine-readable tapes, and even video tapes. It may opt not to acquire some information, but to provide access to it through computer terminals.

More information in more formats can only lead to a more complex Library, from the point of view of users. A higher level of training of the Library's users will be needed; instruction in information retrieval may become a component of undergraduate courses in all fields. But even if users can be taught how to contend with the literature of their respective disciplines, it will fall upon the Library to provide increasingly sophisticated reference services in all fields. The very size of the Library's present collection already imposes on staff the need for academic specialization.

The role of the computer in supporting and enhancing Library services will continue to increase. On-line access to massive centralized records of holdings will be provided. The advent of home mini-computers and of retrieval and display systems based on such technological developments as lasers and microprocessors may extend access to U.B.C.'s holdings. Community expectations will be raised, and the University must seek the means to satisfy them. Relationships among libraries in the province, in the nation and abroad, will become better defined and more significant.

The simple projection of current trends does not always lead to the correct interpretation of the future, so these guesses must be taken for what they are. There

are other factors at work, relating to depleting natural resources, strained national economies, and political and social instabilities, that could change radically the future of libraries, of this Library and the University. Undoubtedly, there are additional factors that now hide from view or have yet to come into being, which could bring about unforeseen events.

This being the case, perhaps it is best to draw a lesson from nature, which shows us that those species that adapt to growth and change survive. What the eighties will require of the Library and its staff is a flexible approach to unexpected novelty. What the users can reliably expect, based on a simple projection from the seventies and all the decades before, is a continued determination on the part of the staff to provide the highest standard of service possible within available resources.

Appendix A

SIZE OF COLLECTIONS - PHYSICAL VOLUMES

	<u>March 31/78</u>	<u>Additions</u>	<u>Withdrawals</u>	<u>March 31/79</u>
<u>Main Library</u>				
General stacks ¹	764,899	29,024	1,250	792,673
Asian Studies	92,296	8,456	15	100,737
Fine Arts	71,257	3,766	14	75,009
Humanities & Social Sciences Reference	40,673	2,281	45	42,909
Science Reference	14,578	366	178	14,766
Special Collections	48,612	1,619	2	50,229
SUBTOTAL	1,032,315	45,512	1,504	1,076,323
<u>Branches & Reading Rooms</u>				
Animal Resource Ecology Library	13,859	303	17	14,145
Biomedical Branch Library	19,355	1,084	31	20,408
Crane Library	6,783	245	--	7,028
Curriculum Laboratory	44,214	7,250	2,909	48,555
Law Library	108,830	3,689	29	112,490
MacMillan Library	38,076	1,976	102	39,950
Marjorie Smith Library	11,606	544	41	12,109
Mathematics Library	19,457	879	13	20,323
Music Library	27,717	1,671	81	29,307
Reading Rooms ²	108,991	5,072	1,006	113,057
Sedgewick Library	147,848	7,930	993	154,785
Woodward Library	221,636	7,683	30	229,289
SUBTOTAL	768,372	38,326	5,252	801,446
TOTAL	1,800,687	83,838	6,756	1,877,769
Storage	141,096	--	--	141,096
GRAND TOTAL	1,941,783	--	--	2,018,865

Notes: 1. Includes some minor Main Library collections

2. Includes the Data Library and new material for the Library Processing
Centre

Appendix B

GROWTH OF COLLECTIONS

	<u>March 31, 1978</u>	<u>Net Growth</u>	<u>March 31, 1979</u>
Volumes - Catalogued	1,941,783	77,082	2,018,865
Documents - Uncatalogued	497,572	27,938	525,510
Microfilm (reels)	57,513	7,842	65,355
Microcards (cards)	111,976	--	111,976
Microprint (sheets)	986,750	24,000	1,010,750
Microfiche (sheets)	844,725	124,996	969,721
Films, Filmloops, Filmstrips & Video Tapes	3,073	87	3,160
Slides & Transparencies	24,337	1,522	25,859
Pictures & Posters	74,539	6,256	80,795
Maps	119,449	6,563	126,012
Manuscripts*	3,817 l.f.	250 l.f.	4,067 l.f.
Sound Recordings	66,817	13,263 ^x	80,080
Computer Tapes ⁺	287	33	320
Air Photos	70	--	70

* Thickness of files in linear feet.

x Includes some acquisitions from 1977/78 not previously reported.

+ The tapes were converted to 6,250 bpi during the year. The year-end figure of 320 represents tapes in this mode.

Appendix C

LIBRARY EXPENDITURES

Fiscal Years, April/March

<u>Year</u>	<u>Salaries & Wages</u>	<u>Collections</u>	<u>Binding</u>	<u>Supplies & Equipment</u>	<u>Totals</u>
1969/70	2,204,115	1,127,291	112,709	428,873	3,872,988
1970/71	2,584,069	1,214,875	126,932	482,787	4,408,663
1971/72	2,896,602	1,286,401	151,501	346,378	4,680,882
1972/73	3,178,630	1,308,537	154,593	350,455	4,992,215
1973/74	3,522,626	1,348,775	165,081	373,302	5,409,784
1974/75	4,263,647	1,502,317	127,480	428,391	6,321,835
1975/76	5,344,412	1,741,021	144,266	428,696	7,658,395
1976/77	5,755,893	1,954,121	154,043	752,810	8,616,867
1977/78	6,303,582	2,473,368	177,253	518,360	9,472,563
1978/79	6,515,980	2,722,613	184,223	976,638	10,399,454

Appendix D

RECORDED USE OF LIBRARY RESOURCES

September 1978 - August 1979

	<u>1975/76</u>	<u>1976/77</u>	<u>1977/78</u>	<u>1978/79</u>	<u>% Increase/ Decrease over 1977/78</u>
GENERAL CIRCULATION					
<u>Main Library</u>					
General Stack Collection	427,094	454,310	425,211	442,606	+ 4.1%
Reserve Circulation	19,657	16,775	17,401	15,080	- 13.3%
Extension Library	4,356	5,764	5,943	8,450	+ 42.2%
Asian Studies Division	17,943	23,003	17,856	18,183	+ 1.8%
Fine Arts Division	88,359	97,055	96,747	95,700	- 1.1%
Government Publications	149,975	109,430	141,013	128,760	- 8.7%
Map Collections	9,928	12,503	11,824	10,870	- 8.1%
Special Collections	19,051	17,667	17,651	19,164	+ 8.6%
SUBTOTAL	736,363	736,507	733,646	738,813	+ 0.7%
<u>Branch Libraries &</u>					
<u>Reading Rooms</u>					
Animal Resource Ecology	8,447	9,773	11,178	11,441	+ 2.4%
Crane Library	31,293	52,700	51,713	46,219	- 10.6%
Curriculum Laboratory	225,261	252,129	254,022	209,155	- 17.7%
Law Library	142,628	153,440	138,942	140,087	+ 0.8%
MacMillan Library	41,193	42,956	44,503	47,334	+ 6.4%
Marjorie Smith Library	12,603	14,017	19,251	18,694	- 2.9%
Mathematics Library	19,251	19,283	19,504	18,388	- 5.7%
Medical Branch Library (V.G.H.)	27,469	30,390	32,554	36,559	+ 12.3%
Music Library	33,624	38,279	40,029	42,735	+ 6.8%
Reading Rooms	83,907	78,642	76,824	73,170	- 4.8%
Sedgewick Library	377,882	367,927	344,561	339,805	- 1.4%
Woodward Library	195,110	183,053	191,575	187,425	- 2.2%
SUBTOTAL	1,198,668	1,242,598	1,224,656	1,171,012	- 4.4%
<u>Use of Recordings</u>					
Wilson Recordings Collection	261,278	280,150	312,375	331,756	+ 6.2%
Music Library Record Collection	38,976	40,756	45,672	52,393	+ 14.7%
SUBTOTAL	300,254	320,906	358,047	384,149	+ 7.3%

Appendix D
(continued)

					% Increase/ Decrease over 1977/78
INTERLIBRARY LOANS*	<u>1975/76</u>	<u>1976/77</u>	<u>1977/78</u>	<u>1978/79</u>	
<u>To Other Libraries</u>					
Original Materials	8,094	7,884	11,533	10,940	- 5.1%
Photocopies	8,263	6,609	11,705	13,258	+ 13.3%
TOTAL INTERLIBRARY LENDING	16,357	14,493	23,238	24,198	+ 4.1%
<u>From Other Libraries</u>					
Original Materials	3,184	3,274	3,243	3,521	+ 8.6%
Photocopies	2,661	3,502	3,549	4,131	+ 16.4%
TOTAL INTERLIBRARY BORROWING	5,845	6,776	6,792	7,652	+ 12.7%
GRAND TOTAL (General Circulation & Interlibrary Loans)	2,257,487	2,321,271	2,346,379	2,325,824	- 0.9%

* Interlibrary Loans are presented in greater detail in Appendix E.

Appendix E

INTERLIBRARY LOANS¹

<u>To Other Libraries</u>					Increase (Decrease) from 77/78
- Original Materials	<u>1975/76</u>	<u>1976/77</u>	<u>1977/78</u>	<u>1978/79</u>	
General ²	3,078	1,941	2,132	1,979	(7.2)
Federated Information Network ³	1,314	1,459	1,477	1,331	(9.9)
B.C. Medical Library Service	2,298	2,975	3,466	2,479	(28.5)
Simon Fraser University ⁴	987	1,090	---	---	
University of Victoria	364	306	---	---	
B.C. Institute of Technology ⁴	53	100	---	---	
B.C. Post-Secondary Library Network ⁵	1,404	1,496	4,428	4,198	(5.2)
Bamfield Marine Station ⁶	---	13	30	31	3.3
SUBTOTAL	8,094	7,884	11,533	10,018	(13.1)
- Photocopies					
General ²	3,591	1,412	2,012	1,977	(1.7)
Federated Information Network ³	571	736	797	843	5.8
Simon Fraser University ⁴	2,446	1,875	---	---	
University of Victoria	1,245	1,307	---	---	
B.C. Institute of Technology ⁴	178	766	---	---	
Colleges of B.C. ^{4,2}	142	428	---	---	
B.C. Post-Secondary Library Network ⁵	4,011	4,376	8,860	10,313	16.4
Bamfield Marine Station ⁶	90	85	36	125	247.2
SUBTOTAL	8,263	6,609	11,705	13,258	13.3
TOTAL INTERLIBRARY LENDING	16,357	14,493	23,238	23,276	0.2

From Other Libraries

- Original Materials					
General	2,020	2,580	2,453	2,961	20.7
B.C. Medical Library Service	1,164	694	790	117	(85.2)
- Photocopies	<u>2,661</u>	<u>3,502</u>	<u>3,549</u>	<u>4,131</u>	<u>16.4</u>
TOTAL INTERLIBRARY BORROWING	5,845	6,776	6,792	7,209	6.1

- ¹ Because of the number of significant changes in interlibrary loan activity in British Columbia in the years covered by this table meaningful comparisons are difficult and sometimes impossible.
- ² Until 1977-78 loans to public colleges in B.C. were included under the heading "General" for both originals and some photocopies. Other photocopies were handled through the SFU unit at UBC and counted separately.
- ³ FIN, a network of public libraries operating since December 1974 under the aegis of the Greater Vancouver Library Federation. It provides access to the UBC collections for its own members and for some B.C. Government libraries in Victoria.
- ⁴ Prior to September 1977 loans were handled by the special Simon Fraser University Library unit at UBC.
- ⁵ NET, a network of B.C. public university and college libraries, since September 1977.
- ⁶ BMS loans were handled by the SFU unit until September 1977, since then by UBC via the FIN telephone line.

Appendix F

REFERENCE STATISTICS

September, 1978 - August, 1979

	<u>Directional Questions</u>	<u>Reference Questions</u>	<u>Research Questions</u>	<u>Total</u>	<u>Percentage Increase/ Decrease</u>
<u>Main Library</u>					
Asian Studies	1,776	2,701	2,549	7,026	
Fine Arts	9,906	11,556	1,220	22,682	
Government Publications	632	27,651	923	29,206	
Humanities	1,818	8,970	705	11,493	
Information Desk	11,686	59,517	--	71,203	
Map Collection	250	3,336	116	3,702	
Science	519	6,612	1,831*	8,962	
Social Sciences	819	16,114	935*	17,870	
Special Collections	1,305	9,304	481	11,090	
	<u>28,711</u>	<u>145,761</u>	<u>8,762</u>	<u>183,234</u>	+ 1.9%
(1977/78)	(27,809)	(144,211)	(7,838)	(179,858)	
<u>Branch Libraries</u>					
Animal Resource Ecology	3,237	3,061	501*	6,799	
Crane Library	2,242	2,346	590	5,178	
Curriculum Laboratory	10,387	18,644	98	29,129	
Law Library	2,713	3,763	1,701*	8,177	
MacMillan Library	3,170	7,183	576*	10,929	
Marjorie Smith Library	562	2,269	248	3,079	
Mathematics Library	1,182	1,191	271	2,644	
Medical Branch Library (V.G.H.)	4,072	8,055	998*	13,125	
Music Library	2,405	7,918	871	11,194	
Sedgewick Library	12,824	13,726	156	26,706	
Woodward Library	5,053	27,604	3,322*	35,979	
	<u>47,847</u>	<u>95,760</u>	<u>9,332</u>	<u>152,939</u>	+ 10.1%
(1977/78)	(42,304)	(89,889)	(6,773)	(138,966)	
GRAND TOTALS	76,558	241,521	18,094	336,173	+ 5.4%
(1977/78)	(70,113)	(234,100)	(14,611)	(318,824)	

46,746 questions (48,537 in 1977/78) in Reading Rooms are not included in Appendix F

* Patrons served through computer-assisted bibliographic searches are included in the reference statistics under "research questions". A separate table showing the numbers of computer searches is provided in Appendix G.

Appendix G

COMPUTER-ASSISTED REFERENCE SEARCHES

September, 1978 - August, 1979

Division	Patrons Served	(1977/ 1978)	"Student Special" Searches	Other UBC Searches	Non-UBC Searches	Total Data Files Searched	Current Awareness Profiles & Reports
Ecology Library	32	(45)	13	18	1	34	---
Law Library	100	(121)	37	17	46	247	---
MacMillan Lib.	72	(59)	38	33	1	135	---
Medical Branch (V.G.H.)	165	(---)	1	164	---	457	---
Science Div.	164	(154)	33	102	29	249	9
Social Sciences Division	188	(184)	98	63	27	253	3
Woodward Library	932	(716)	63	845	24	1,562	553 ^(d)
TOTALS	1,653	(1,279)	283 ^(a)	1,242	128 ^(b)	2,937 ^(c)	565

(a) "Student Special" searches are limited searches provided to UBC students at a flat fee of \$5.00. The relatively low number done in the Woodward Library results from the exclusion of MEDLINE searches, which are normally inexpensive, from the special rate.

(b) Full costs, including staff time, for computer-assisted searches are charged to patrons not associated with the University. The number of searches is therefore relatively low, although the searches that are done for non-patrons tend to be complex and often require the use of several data files.

(c) A single reference search may involve the use of more than one data file (i.e. MEDLINE and Psychological Abstracts). Depending on the particular combination of data files required, this may involve a substantial amount of additional staff time.

(d) Figure represents the number of monthly updates distributed to patrons. Current awareness (SDI) profiles are included in the "patrons served" total only when they are initially established or subsequently revised.

Appendix H

LIBRARY ORGANIZATION

ADMINISTRATION

Stuart-Stubbs, Basil	University Librarian
Bell, Inglis F.	Associate Librarian
MacDonald, Robin	Assistant Librarian - Technical Processes and Systems
McInnes, Douglas N.	Assistant Librarian - Public Services
Mercer, Eleanor	Assistant Librarian - Collections
Watson, William J.	Assistant Librarian - Physical Planning and Development
de Bruijn, Erik	Assistant Librarian - Administrative Services

ACQUISITIONS

Harrington, Walter	Head
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ANIMAL RESOURCE ECOLOGY LIBRARY

Nelson, Ann	Head
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ASIAN STUDIES

Ng, Tung King	Head
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BIBLIOGRAPHY

Cole, John	Bibliographer - Science
Elliston, Graham	Bibliographer - Serials
Forbes, Jennifer	Bibliographer - English Language
Jeffreys, Anthony	Bibliographer - Life Sciences
Johnson, Stephen	Research Bibliographer
McIntosh, Jack	Bibliographer - Slavonic Studies
Shields, Dorothy	Bibliographer - European Languages

BIOMEDICAL BRANCH LIBRARY (V.G.H.)

Freeman, George	Head
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CATALOGUE RECORDS

Turner, Ann	Head
Bailey, Freda	Deputy Head & Bibliographic Control Librarian

CATALOGUE PRODUCTS

Joe, Linda	Head
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CIRCULATION

Butterfield, Rita	Head
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Appendix H
(continued)

CRANE LIBRARY

Thiele, Paul Head

CURRICULUM LABORATORY

Hurt, Howard Head

DATA LIBRARY

Ruus, Laine Head

FINE ARTS

Dwyer, Melva Head

GIFTS & EXCHANGE

Elliston, Graham Head

GOVERNMENT PUBLICATAIONS & MICROFORMS

Dodson, Suzanne Head

HUMANITIES

Forbes, Charles Head

INFORMATION & ORIENTATION

Sandilands, Joan Head

INTERLIBRARY LOAN

Friesen, Margaret Head

LAW LIBRARY

Shorthouse, Tom Head

MACMILLAN LIBRARY

Macaree, Mary Head

MAP DIVISION

Wilson, Maureen Head

MARJORIE SMITH LIBRARY

de Bruijn, Elsie Head

MUSIC LIBRARY

Burndorfer, Hans Head

Appendix H
(continued)

READING ROOMS

Omelusik, Nicholas Head

SCIENCE DIVISION & MATHEMATICS LIBRARY

Brongers, Rein Head

SEDGEWICK LIBRARY

Erickson, Ture Head

SERIALS DIVISION

Baldwin, Nadine Head

SOCIAL SCIENCES DIVISION

Carrier, Lois Head

SPECIAL COLLECTIONS DIVISION

Yandle, Anne Head

Selby, Joan Curator, Colbeck Collection

SYSTEMS DEVELOPMENT

Dennis, Donald Systems Analyst

Dobbin, Geraldine Systems & Information Science Librarian

WILSON RECORDINGS/COLLECTION

Kaye, Douglas Head

WOODWARD LIBRARY

Leith, Anna Head

Appendix J

LIBRARY SUPPORTED READING ROOMS

AS OF AUGUST, 1979

Adult Education	Room 20 5760 Toronto Road
Agricultural Economics	Ponderosa Annex D Room 105
Anthropology-Sociology	Anthropology-Sociology Building Room 2314
Applied Science/Mechanical Eng.	Civil & Mechanical Engineering Bldg. Room 2050
Architecture	Frederick Lasserre Building Room 9B (Basement)
Asian Studies	Buchanan Building Room 2208
Audiology	James Mather Building Fairview Crescent, Room 205
Chemical Engineering	Chemical Engineering Building Room 310
Chemistry	Chemistry Building Room 261
Classics	Buchanan Building Room 2218
Commerce	Henry Angus Building Room 307
Comparative Literature	Buchanan Building Room 227
Computing Centre	Computer Sciences Building Room 302

Appendix J
(continued)

Creative Writing	Brock Hall, South Wing Room 204
Economics-History	Buchanan Tower Room 1097
Electrical Engineering	Electrical Engineering Building Room 428 (Enter by Room 434)
English	Buchanan Tower Room 697
Extended/Acute Care	Health Sciences Centre Room M40, Extended Care Unit
French	Buchanan Tower Room 897
Geography	Geography Building Room 140
Geology	Geological Sciences Building Room 208
Geophysics	Geophysics Building, 2nd Floor, South
Hispanic-Italian	Buchanan Building Room 2220
Home Economics	Home Economics Building Room 210
Institutional Analysis & Planning	Main Mall N. Administration Building Room 140
Library School	Main Library, North Wing 8th Floor, Room 831
Linguistics	Buchanan Building Room 0210

Appendix J
(continued)

Metallurgy	Metallurgy Building Room 319
Microbiology	Wesbrook Building Room 300
Mineral Engineering	Mineral Engineering Building Room 201
Pharmacology	Medical Sciences Building Block C, Room 221
Pharmacy	Cunningham Building Room 160
Philosophy	Buchanan Building Room 3270
Physics	Hennings Building Room 311
Physiology	Medical Sciences Building Block A, Room 201
Political Science	Buchanan Building Room 1220
Psychiatry	Room 22, Health Sciences Centre 2255 Wesbrook Road
Psychology	Henry Angus Building Room 207
Rehabilitation Medicine	Hut B2 Room 26-27
Religious Studies	Buchanan Building Room 2250
Slavonic Studies	Buchanan Building Room 2251

Appendix J
(continued)

Theatre

Frederick Wood Theatre
Room 211

Transportation Studies

Auditorium Annex
Room 100

Appendix K

SENATE LIBRARY COMMITTEE

1978/79

Rev. P.C. Burns
Mr. R.T. Franson
Ms. P. Gouldstone
Mr. A. Hedstrom
Dr. F.R.C. Johnstone
Dr. L.D. Jones
Dr. H.C. Knutson
Dr. P.A. Larkin (Chairman)
Mr. F. Lee
Rev. J.P. Martin
Dr. Harvey Mitchell
Mr. J.D. McWilliams
Mr. P.H. Pearse
Mrs. A. Piternick
Dr. S.O. Russell
Dr. G.G.E. Scudder
Dr. M. Shaw
Dr. O. Sziklai

EX-OFFICIO

Chancellor J.V. Clyne
President D. Kenny
Mr. J.E.A. Parnall
Mr. B. Stuart-Stubbs

Terms of Reference:

(a) To advise and assist the Librarian in:

- (i) formulating a policy for the development of resources for instruction and research;
- (ii) advising on the allocation of book funds to the fields of instruction and research;
- (iii) developing a general program of library service for all the interests of the University; and
- (iv) keeping himself informed about the library needs of instructional and research staffs, and keeping the academic community informed about the library.

(b) To report to Senate on matters of policy under discussion by the Committee.