

UBC LIBRARY

78TH YEAR

**REPORT OF
THE UNIVERSITY
LIBRARIAN
TO THE SENATE**

1992/93

CONTENTS

Preface	1
Library Services	2-5
Library Organization & Communication	6
Collections	7
Automation & Technology	8
Technical Services	9
Library Space & Equipment	10
Preservation	11
University Archives	12
Human Resources	13-14
Budget	15-17
Development & Community Support	18-19
Goals & Plans for 1993/94	20-23
Appendices	25-44



PREFACE

It is with great pride and pleasure that I present to you the many accomplishments of the talented, committed and productive Library staff.

The vision of the 'Electronic Library' and the focused priorities of our Strategic Plan have kept us moving ever forward in the improvement of our services to support UBC students, faculty and staff, as well as the broader community, in their pursuit of learning, teaching and research.

Highlights of the past year include:

- ◆ Continued integration of electronic services into all parts of the Library's information services.
- ◆ Continued efficiency and improvement of services through streamlining and integration resulting from a review of all services.
- ◆ Continued annual review and cancellation of serial subscriptions in light of devaluation of the Canadian dollar and substantial price increases for serials.
- ◆ Progress on all objectives of the second year of the five year technology plan: redevelopment of the circulation system, and online public access catalogue upgrade.
- ◆ Continued detailed planning and preparation for Phase I of the new Central Library.

Challenges for next year include:

- ◆ Accelerated progress towards the 'Electronic Library'.
- ◆ Continued improvement in organizational performance, effectiveness and responsiveness.
- ◆ Meeting rising expectations from users with constant or declining resources.

My thanks to all the Library staff, the many advisory committees, especially the Senate Library Committee, and the University Administration, especially Dr. K. D. Srivastava, Vice-President Student and Academic Services, for engaging in monumental efforts to achieve the Library's mission: To provide outstanding access to the universe of recorded knowledge and information.

A handwritten signature in black ink, reading "Ruth J. Patrick".

Ruth J. Patrick, Ph.D.
University Librarian





*Electronic
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LIBRARY SERVICES

The Electronic Library

The Library continued to add electronic resources, to develop and enhance new services, and to redesign service points as part of the move toward the 'Electronic Library' of the future as envisioned in the Library's Strategic Plan. Electronic services are integrated into all parts of the Library's information services. Bibliographic CD-ROM and online databases are now the main focus of reference service and teaching in the Library. Other electronic sources available range from large numeric and imaging databases to full-text literary works to remote access to other library catalogues and commercial document delivery systems.

UBCLIB

UBCLIB, the Library's online catalogue/information system, was introduced in 1988 and continues to grow. Users can search UBCLIB at workstations located in all branches and divisions or from their home or office computers. UBCLIB provides access to all Library holdings acquired since 1977 and to many older holdings. It also provides access to items on order, index and abstract files, B.C. union databases for media, serials and archives, specialized bibliographies, other library online catalogues, document delivery systems, *ViewUBC* (UBC's campus-wide information system) and the Internet.

UBCLIB provides a common search interface to all local and index and abstract files. The system also links UBC holdings records to circulation information so users can

determine if a book or journal is available before making a trip to the shelves.

Gateway, a new facility added to UBCLIB during the reporting year, takes the enquirer from UBCLIB to remote locations, simply and directly. The database and document supply services *Uncover* and *Citadel's Ei Page One* (Engineering Index) are available, as well as the online library catalogues and networked index and abstract databases at Simon Fraser University and the University of Victoria.

ViewUBC, the campus-wide information system, was added to the UBCLIB menu in September 1993. UBC Library users are now patrons of the 'Virtual Library' and can search the catalogues of hundreds of libraries around the world. *ViewUBC* lets users connect to any Internet site in the world and read and/or search databases at these locations.

UBCLIB Statistics

- ◆ Total connect time by users outside the Library 18,000 hours/year
- ◆ Online public access terminals in the Library 115
- ◆ Public print/download workstations in the Library 14
- ◆ Simultaneous users of UBCLIB 150-200

PlusNet2 & CD-ROMs

PlusNet2 supports *Medline* and a number of other health sciences databases on a networked information system which supports remote access for up to 20 simultaneous users. The service permits students, faculty and staff from the teaching hospitals and



on campus to search from their offices and laboratories. This platform will soon be used to support databases in the physical and social sciences.

CD-ROMs now form the core of reference services in many parts of the Library. The discs which can hold more than 550 megabytes of information contain journal indexes and abstracts, full texts of newspapers and dictionaries, statistical data, maps, and graphics. Over seventy-five CD-ROM and online databases available in the Library are listed in *Appendix H*, replacing the data on mediated computer searching which are no longer a meaningful reflection of search activity in the Library. CD-ROM workstations and databases were introduced into the Fine Arts Library and the Music Library this year.

Library Instruction

Over 11,700 UBC students, faculty and staff received instruction in the Library during the reporting year. Teaching sessions focused on the use of electronic resources. The program to teach students how to use UBCLIB and CD-ROM databases continued, using graduate students employed with funds from the Teaching and Learning Enhancement program. Daily drop-in sessions for UBCLIB were offered in Sedgewick Library and tutorial sessions on CD-ROM databases were given in the Education Library, Woodward Library, Sedgewick Library, the Humanities and Social Sciences Division, and the Science and Engineering Division. Use of the Internet has been integrated into many subject specific instruction sessions as a major information resource. Student evaluations are very positive.

Circulation

Using UBCLIB, users can now renew books themselves and list materials they have signed out. A new fines policy approved in April 1993 requires late return fees to be levied on all overdue items, not just those called in by another borrower. The new policy is intended to improve availability of books at a time when the Library is experiencing increasing demand for materials but is buying fewer copies.

Circulation patterns in *Appendix D* reflect changes in the organization and location of collections. The Marjorie Smith Social Work Library was integrated into the Main and Woodward Libraries in April 1992 resulting in increased circulation in those locations. Main Library and Fine Arts Library circulation were integrated in spring 1993. Integration of Wilson Recordings Collection with the Sedgewick Library and the reorganization of Sedgewick Library's collection in preparation for the building program will result in further adjustments during the coming year. Circulation statistics for the Government Publications Division have been excluded from *Appendix D* because they reflect internal use within the Main Library building, reducing the total by approximately 100,000 transactions.

In 1992/93 the number of items borrowed from the UBC Library's collections was close to 2 million. Current samples suggest that for each volume circulated, two are used in the Library. If the sample is accurate, the total use of the collection may be as high as six million.





*In June 1993
the Senate
Library
Committee
approved the
proposal for the
Lam Library to
become a branch
of the UBC
Library system*

Focus on Users

The Library continues to focus on users to ensure that information services and library access are consistent with user needs. Liaison programs are being developed in each of the Library's public service units to ensure closer collaboration with students and faculty. Librarians meet with faculty to discuss their information needs, changes in Library policy and collection development. Library Faculty Advisory Committees have been established for most of the faculties, and meetings with the Graduate Student Society have begun.

Science Outreach

ScInfoNet, the Science and Engineering Outreach Library service, was introduced in September 1992 to improve use and awareness of science information resources. The ScInfoNet Librarian works in several reading rooms and delivers services electronically to users located long distances from the Science and Engineering Division in Main Library. Services include online searches, CD-ROM training, assistance with current awareness and classroom instruction. The current awareness service has been an outstanding success. In the first year of operation, over 2,700 profiles have been delivered electronically to over 130 faculty and graduate students. Users report that the service saves time and helps them find information that would not have been found through other means.

Branch Libraries

In June 1993 the Senate Library Committee approved the proposal for the Lam Library to become a branch of the UBC Library system. The Lam Library was established by the Faculty

of Commerce and Business Administration in 1985 with a \$1 million endowment from David Lam, Lieutenant Governor of British Columbia. Through a successful fundraising campaign, the Faculty of Commerce raised the money to expand the Library and construct the David Lam Management Research Centre which opened in May 1992. In the summer of 1993, over 25,000 volumes from the Main Library's commerce collections were integrated with 16,000 volumes from the Lam Library.

Construction began on the new Education Library during summer 1993 and is expected to be complete by the fall of 1994.

The Data Library moved from the Computer Sciences building to the south wing of Main Library in December 1992. Since its inception in 1972, the Data Library has been jointly administered by the UBC Library and University Computing Services (UCS). During the reporting year, the Library and UCS agreed to transfer responsibility for the Data Library to the UBC Library. The Library is committed to continuing support of the Data Library as a core information service.

Crane Memorial Library celebrated its 25th anniversary in 1993.

In preparation for the Phase I building, the Fine Arts Library Circulation and the Main Library Circulation Division were integrated. Fine Arts Library users now go to Main Circulation for traces, holds, overdue and requests for rush cataloguing.



Sedgewick Library's two-hour reserve was changed to a self-service facility in the summer of 1993. Circulation services in the Wilson Recordings Collection were merged with Sedgewick's and the CD collection was moved to the Sedgewick Reserve area. These changes will reduce operating costs and provide access to recordings over longer hours.

The Extension Library, which serves distance-education students, moved from Sedgewick Library to the seventh floor of the Main Library in order to free space for Phase I construction.

Resource Sharing

UBC Library remains committed to resource sharing within the province and elsewhere as the most cost effective means to ensure that UBC faculty, students and staff have access to the information required.

The Library continues to participate in the Association of Research Libraries' reciprocal agreements which provide interlibrary loans at minimal cost. Through the Council of Prairie and Pacific University Libraries, UBC participated in a federated membership in the Inter-University Consortium for Political and Social Research which provides machine-readable data files of primary research information in the social sciences at a significant saving over past years. Through COPPUL, UBC is also involved in two collections rationalization projects: physics journals and health sciences/medicine journals. While these projects are focusing initially on journals, it is envisaged that eventually

inter-institutional collections policies will be developed which incorporate all formats of materials.

Negotiations are complete for UBC to participate in DOCLINE, a North American document delivery management system amongst health sciences libraries. Operated by the U.S. National Library of Medicine, DOCLINE allows automatic routing between partner libraries based on regional agreements. Implementation is planned for the coming year.

The Library is an active partner in the development of the B.C. Electronic Library Network. Databases mounted at UBC and accessible to B.C. post-secondary institution libraries include *ERIC* and *PsycInfo*. Databases mounted at other institutions include *ABI/Inform*, the Wilson indexes and *Canadian Business & Current Affairs*. The *Uncover* database and document delivery service is available to all members of ELN including UBC at a lower cost than would be possible through a single institution subscription. Access to the online, networked *CANSIM* (Canadian Socio-economic Information Management) database is a joint project of the SFU and UBC data libraries. The project permits UBC researchers to access Canadian socio-economic time series online from Statistics Canada's *CANSIM University Base* mounted at SFU.

The Library will continue to focus on resource sharing agreements to ensure fast and economical access to print and electronic information required by UBC students and scholars.





The review encompassed all public, technical, and support services in the Library

LIBRARY ORGANIZATION & COMMUNICATION

Review of Services

The Library conducted a review of all services during the fall of 1992. The review was designed to help the Library set priorities by addressing some basic questions: What are our current services? What is most important? What should we enhance or continue doing? What should we change or stop doing? What new services should we provide?

The review encompassed all public, technical, and support services in the Library. Four task groups worked on the review: Circulation, Shelving, Space and Preservation Task Group; Collections Development and ILL Task Group; "From Order to Patron" Processing Task Group; and Information Services Task Group.

The review assisted the Library Administration in developing proposals to provide more budget flexibility and identified 6% of the Library's budget for reallocation over two years to meet budget shortfalls and to introduce new programs and services.

Recommendations of the Task Groups were reviewed by the Library Planning and Management Council and most recommendations were accepted. Implementation teams were appointed for each major focus of the review recommendations: Access Services (focusing on document delivery), Core Services/User Categories/Fees for Service, Library Processing Reorganization, and Service Points Reorganization. Implementation priorities are reflected in the accomplishments and goals for the Library.

Collections Management Council

In addition to the Library Planning and Management Council, which was established in 1991/92, the Library has set up a second internal management group: the Collections Management Council. The Council will broaden the base of decision-making in collections. It is responsible for dealing with policy and planning issues regarding the Library's acquisition program. During the initial months it was chaired by Tony Jeffreys, the Assistant University Librarian for Collections (who is retiring at the end of 1993). In the future the Council will be chaired by Janice Kreider, the new Coordinator of Collections. Membership includes members of the Library Administration and the heads of the larger divisions and branches.

COLLECTIONS

In the fall of 1992, with the devaluation of the Canadian dollar and substantial price increases for serials, the Library announced that up to \$1 million worth of subscriptions might have to be canceled over the following two years in order to hold serials expenditures at \$4.25 million (65% of the collections budget). This prediction was based on the possible situation of a rise of 20% in serials prices and assumed no budget increases in each of two years. The magnitude of the potential problem the Library was facing needed to be discussed widely within the University community.

Extensive consultation took place between the Library and faculty members, student groups, the University Administration, and the Senate Library Committee. In March, the Senate Library Committee unanimously approved a proposal to address the shortfall in the collections budget for serials.

Improvements in exchange rates allowed for an assumption of a 10% increase in costs in 1993/94 rather than the 20% which had been experienced in 1992/93 and predicted for 1993/94. A revised budget increase formula was adopted for Library acquisitions which resulted in a 5% to 6% annual increase for 1993/94, including components for inflation, exchange rate changes, and new materials. In addition, \$77,000 was transferred permanently from the binding budget to the collections budget, and one-time funding from the Library's Acquisitions Stabilization Fund was authorized to be used in 1992/93 and 1993/94 as

needed to offset serials costs. These changes allowed the Library to keep the serials cancellations to \$200,000.

There was a detailed review of serials subscriptions in all subject areas, and consultation with users about those being considered for cancellation. The dollar value of the cancellations was weighted toward the science, medicine and law areas because cost increases in the last few years have tended to be greatest amongst these subjects.

The Library continues to support the work of the Association of Research Libraries (ARL) in seeking changes to the serials publishing process which will limit the large cost increases which have been a hallmark of the last decade. The means of achieving this goal are likely to be the increased use of electronic publishing and greater involvement of non-profit agencies as publishers. The Library and the Senate Library Committee will be seeking to heighten discussion of this issue on campus.

There has been an improvement in access to serials from remote sources, both by membership in commercial document supply services such as *Uncover* and *Citadel*, and by pilot programs of cooperation between libraries.

Work on the development of collections policies continued during the reporting year. Policies have been completed for Humanities and Social Sciences, Science and Engineering, Special Collections, Life Sciences, Education Library and Data Library.





*A new version
of UBCLIB
with improved
searching options
and a merged
catalogue
inquiry file
was introduced
in January
1993*

AUTOMATION & TECHNOLOGY

Progress was made on all objectives in the second year of the Five Year Technology Plan.

Redevelopment of the circulation system was the major focus of activity. Several new features were implemented by September 1993 including a self-service renewal feature on UBCLIB, the Library's online catalogue. The Asian Library and David Lam Library were also converted to the new circulation system.

Work continued on the Online Public Access Catalogue upgrade project. A new version of UBCLIB with improved searching options and a merged catalogue inquiry file was introduced in January 1993. In April, a Gateway facility was added to UBCLIB. Gateway provides direct access to two online commercial services, *Uncover* and *Citadel*, and two B.C. online library catalogues, Simon Fraser University and the University of Victoria.

In September 1993, a Gopher client was implemented to provide access from UBCLIB to *ViewUBC*, the UBC campus-wide information service. The UBCLIB Gopher client allows UBC students and faculty to access the Internet from terminals in the Library or from their home or office computers, without specialized equipment or software.

Additional UBCLIB inquiry stations were installed bringing the number of stations to just over one hundred. Print/download workstations were also installed in all

major branches and divisions. In conjunction with University Computing Services, the Library introduced a "pass through" facility for UBCLIB on the campus network's dial-in system. Subsidized by the Library, this facility allows users to continue to have free dial-in access to the Library's system.

The migration of the LDMS system to the UNIX operating environment continued during the reporting year. Systems staff fine tuned the support for the new circulation system and the new version of UBCLIB, and started work on the migration of the Library's other major applications. The Library's software is performing efficiently and effectively on the UNIX computers; UBCLIB is operated on a single machine and comfortably supports between 170 and 200 simultaneous users. Response time has improved dramatically.

Two more UNIX computers were acquired bringing the total complement to five. One of these machines was purchased by the B.C. Electronic Library Network (ELN) and had the Library's software and databases installed on it. This machine is intended for use by other ELN members, especially for databases with shared user licenses. It has reduced the load on the Library's computers and also serves as a backup for UBCLIB.



TECHNICAL SERVICES

During the reporting year, selected staff in Technical Services spent a considerable amount of time participating in the review of services. The organization of central processing, workflows, and priorities were reviewed in order to determine if Technical Services could reallocate staff to achieve improved services. Several initiatives are now underway based on recommendations from the Library Services Review Task Groups.

Library Processing Centre Reorganization

During the summer of 1993, staff from the Catalogue Records Division, Catalogue Products Division, and Order Division were reorganized into two processing divisions: the Catalogue Division and the Order Division.

The Catalogue Records Division and staff from the Catalogue Maintenance Unit in the Catalogue Products Division were merged to form the new Catalogue Division. Staff from the Book Preparations Unit of the Catalogue Products Division joined the Order Division.

The new organizational structure centralizes cataloguing activities in one division, augments staffing in high priority areas, and makes more effective use of management staff.

The Collections Accounting and Budget Division now reports to the Library's Financial and Budget Manager.

Books to Branches Project

Planning for the Books to Branches Project was completed. The

project will relocate part of the uncatalogued backlog from the Library Processing Centre to selected divisions and branches. Selected incoming material will be prepared for circulation by the Book Preparations Unit directly after receipt and sent to the appropriate branch until it is recalled for cataloguing.

The Books to Branches Project will allow self-service use of our newest material in a timely manner, adjustment of priorities within the Catalogue Division without increasing workloads on staff, more efficient production from Catalogue Division staff due to anticipated reduction in "rush" traces for uncatalogued material, and continuation of the practice of waiting for MARC catalogue copy. Implementation of the project will begin in 1993/94.

Catalogue Division Reorganization

A Task Group has reviewed the organization and workflow of the Catalogue Division. Recommendations included reorganizing the unit structures, reviewing job descriptions of the senior Library Assistants, and upgrading a number of Library Assistant positions in accordance with cataloguing priorities established during the review. Work on the reorganization will continue during the coming year.

During the reporting year, the cataloguing backlog was reduced from 75,022 to 62,509 titles. Cataloguing efficiency was improved by assigning priority to English language materials which led to a decrease in rush traces (from 5,488 to 4,296).





*Library staff
worked
intensively on
planning the
organization
of the
new space*

**LIBRARY SPACE
& EQUIPMENT**

During the reporting year, the Predesign Report for Phase I of the new Central Library and the Design Development Report were completed. Work then began on the architectural details, schedules, and specifications, due in early autumn of 1993. Phase I is scheduled for completion in September 1995.

Library staff worked intensively on planning the organization of the new space. Since Phase I will not be large enough to accommodate the humanities and social sciences collections which are presently housed in the Main Library, many compromises have had to be made to ensure that the new building functions as effectively as possible until the construction of Phase II provides the additional space needed to house the collections in their entirety.

In December 1992, the Data Library moved into the Main Library and the budget for the programmer/analyst position was transferred into the Library's budget. During the summer of 1993, approximately 25,000 volumes were moved from the Main Library to the new David Lam Library. In anticipation of the construction of Phase I, temporary office space was built in Sedgewick Library and the Extension Library was moved to the Main Library.

Installation of an emergency lighting system in the Main Library was completed by the end of 1992. Compact shelving has been installed in the Library Processing Centre. This provides more than 2,500 additional shelves and allows various locations

throughout the Library system to store overflow materials.

Work on bracing stacks to withstand seismic activity continued in several areas of the Library system. A project to provide workstations for the new circulation system equipment is still in progress, and is expected to be completed in late 1993.



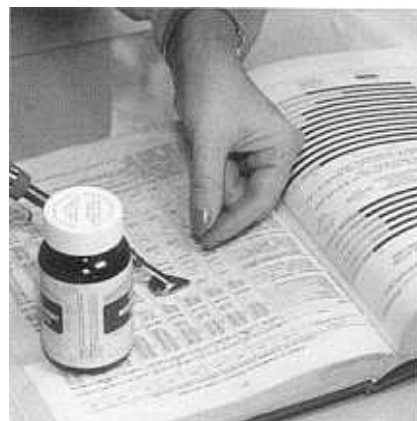
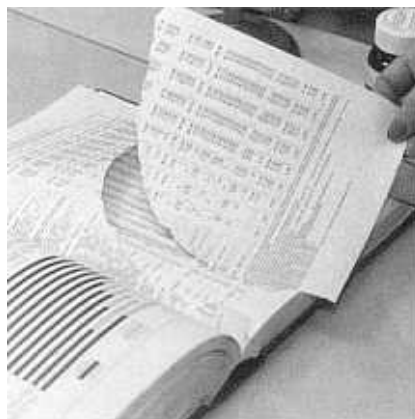
PRESERVATION

The Canadian Cooperative Preservation Project, funded by a grant from the Andrew W. Mellon Foundation, ended in June 1993. The Library's share of the Mellon grant amounted to \$175,000. The project produced 413 reels of 35mm preservation microfilm, consisting mainly of British Columbia government and University publications.

A preservation project to microfilm the British Columbia Sessional Papers is now underway in the Library. This project, which is being done on a cost recovery basis, has been funded in part from a private grant, with the remainder of the costs to be recovered from sales of the set.

The Library Assistant 3 in the Mendery received further training and equipment. Increased staff expertise allows the Library to restore and preserve volumes in their original bindings. This capability is especially important for volumes with ornate bindings where in past years our options would have been either to send an item out for restoration by a private conservator or to rebind the text block, thus destroying the original binding.

As part of Library preservation activities, the Facilities and Preservation Manager organized staff sessions on disaster preparedness, fire extinguishers, and security.





*In the summer
of 1993,
the Advisory
Committee
developed a
preliminary
draft of a
records
management
policy for UBC*

UNIVERSITY ARCHIVES

Over the past year the University Archives, in conjunction with the University Archives Advisory Committee, prepared proposals for coordinating the development and implementation of a general institutional information management program, as specified in the recommendations of the University Archives Advisory Committee's report *Toward an Integrated Records Management Program at UBC*. The recommendations included conducting a survey of the University's administrative records, developing an institutional records management policy, and hiring a Records Management Coordinator. The Committee was successful in realizing these objectives.

The Library received funding for the records survey which was conducted between July 1992 and March 1993. The survey revealed that the University's administrative records total almost 35,000 feet and expand at a rate of approximately 4,000 feet per year. In the absence of general guidelines for records retention, there is a large number of records of questionable value being retained as well as duplication throughout the system. Moreover, permanently valuable records have not been identified and preserved in any systematic manner and, as a consequence, there are gaps in the institution's documentary record.

In the summer of 1993, the Advisory Committee developed a preliminary draft of a records management policy for UBC. The draft policy will be circulated for

discussion by the University community before its presentation to the UBC Board of Governors for approval.

The University approved funding for the position of Records Analyst/Archivist which will be filled early in the fall of 1993. During the summer of 1993 the Archives sponsored a summer practicum student from the Master of Archival Studies program.

The University Archivist started working with members of the University Administration to develop a policy on the Freedom of Information and Protection of Privacy legislation which will be extended to the University in the fall of 1994.



HUMAN RESOURCES

Staff Establishment

Budget reductions and reallocations at the conclusion of the 1992/93 fiscal year resulted in the loss of over 11 full-time equivalent positions (3.16%) from the Library's current staff establishment, plus 2 additional positions left vacant by early retirements. A new professional position was added to the establishment in the Special Collections and University Archives Division in recognition of the Library's new responsibility for coordinating the management and retention of the University's administrative records. At the conclusion of the reporting year the Library's staff totalled 344 positions: 90 librarians, 7 management and professional (M & P), and 247 support staff and technicians. Ten positions are funded through cost recoveries and grants.

All position reductions were achieved without layoffs through a policy of leaving the positions that fell vacant during the year unfilled. One-time savings from these vacancies prior to year-end were reallocated to the purchase of ergonomic furniture and equipment for staff and other urgent needs.

Staff Training & Development

The Staff Training and Development Committee completed its first year of active operation, implementing the comprehensive plan developed in 1991/92. Following the advice of Susan Jurow of the Association of Research Libraries' Office of Management Services, the major emphasis of the program this year was to address the first three

phases or levels of training: orientation/socialization, core skills training (computer, supervisory & management, and ergonomics awareness), and enhancement of learned skills (customer service). Some programs also addressed the fourth and fifth phases: training for changing or new roles, and career development. In all, the 171 courses or sessions attracted about 678 attendees.

The Library, in cooperation with the University's Department of Occupational Health and Safety, sponsored several workshops for staff on repetitive strain injuries. The sessions were designed to provide information to help staff prevent these injuries.

Professional Staff

Organizational changes brought new responsibilities to a number of librarians. Lee Perry, History of Medicine Librarian in the Woodward Library, became the Life Sciences Bibliographer. In preparation for the retirement of Tony Jeffreys, Nadine Baldwin added the responsibilities of Assistant University Librarian for Technical Services to those of her existing position as Head of the Order Division for a two-year term. Janice Kreider was appointed Coordinator of Collections (half-time). She will continue her position as Science Bibliographer (half-time) in addition to her new assignment. Nick Omelusik became Head of the newly unified Catalogue Division. Elizabeth Caskey was appointed Head of the new David Lam Library for a two year period starting September 1, 1993.

Two librarians were granted confirmed appointments during the reporting year: Lynne Redenbach,





Three valued members of the support staff with over 61 years of service to the Library among them retired during the year

Circulation Division and Extension Library; and David Reimer, Head of the Music Cataloguing Unit, Catalogue Division.

Judith Thiele, reference librarian, teacher, and co-founder of the Crane Library, passed away in April 1993. She is sadly missed by her students, patrons, and colleagues.

Joyce Davidson, Head, Collections Accounting and Budget Division, returned from a professional leave during which she examined factors affecting relationships between libraries and book vendors. Erik de Bruijn, Assistant University Librarian for Administrative Services, began a professional leave to continue his research related to automation and its effect on human resource utilization in academic libraries. Jeanie Ku, Human Resources Generalist, carried out day-to-day personnel activities in Erik's absence. Joseph Jones, Reference Librarian, Humanities and Social Sciences Division, began a professional leave to complete a guide to reference materials for Canadian literature in English.

Support Staff

The support staff severance rate returned to 17% after falling to 15% in 1991/92. The turnover rate (the percentage of positions which change hands during the year, as compared to the establishment) fell from 46% to 30% as many vacancies were left unfilled. Organizational changes resulted in new duties or work locations for several support staff. When circulation activities in the Fine Arts Library were transferred to the Main Library Circulation Division, three positions moved with

them. The amalgamation of the Wilson Recordings Collection with Sedgewick Reserve in preparation for construction of Phase I of the new Central Library allowed one of the Wilson positions to be reassigned to the Law Library to replace a vacant position.

Three valued members of the support staff with over 61 years of service to the Library among them retired during the year: Branko Blazicevic, Library Assistant 4 in the Slavic Cataloguing Unit of the Catalogue Division; Janice Ray, Library Assistant 2, Woodward Library; and Joyce Harries, Library Assistant 5, Main Library Circulation Division. In addition, a 25-year employee, Brian Varty, Library Assistant 4 in the Main Library Circulation Division, took Long Term Disability leave in August 1993.

Three staff members were reclassified to reflect increased job responsibilities: LA 1 to LA 2 (Copy Service); LA 2 to LA 3 (Humanities and Social Sciences Division); and LA 3 to LA 4 (Special Collections and Archives Division).

Student Employment

The Library's regular budget of \$1.2 million for student assistants and hourly staff was again supplemented by funding from the Work Study and Challenge student employment programs. The Library is one of the major employers of students on campus, providing over 94,000 hours of paid employment annually.



BUDGET

The Library's 1992/93 Operating Budget allocations continued the established pattern of 63% for salaries and wages. Funding for Collections slipped from 32% to 31%, and the portion designated for supplies, services and equipment increased from 5% to 6% as \$400,000 in one-time funding was directed to the Library Automation Project. No funding was available to cover non-salary inflation for any university unit, but the Library did receive increases to its Collections budget for new materials and to offset the effects of foreign exchange fluctuations.

The financial situation for the University became increasingly difficult during the year, with the result that most faculties and service units, including the Library, had budget cuts for the 1993/94 fiscal year. The Library's portion of the cut was \$525,000 (2.41% of its operating budget). In anticipation of the shortfall, a university-wide hiring freeze went into effect in January. Nine vacant support staff positions and four vacant librarian positions (over 11 FTE in all) were lost permanently.

The initial Operating Budget for 1993/94 indicates that restraint and reallocation of resources will continue to be the order of the day. Partial funding for the new Archivist's position was returned to the Library. The Collections Budget's formula-based increase provided a permanent addition of \$367,000 (5.7%) to the base budget. And \$205,000 in one-time funding was designated for completion of the Library Automation Project. On the other

hand, there was again no general increase to cover inflation on supplies, services and equipment, and the amount of increase required to cover librarians' salaries is uncertain pending the outcome of an arbitrated settlement between the University and the Faculty Association.

Salaries & Wages

Salaries and wages were under-expended as positions were held vacant during the year. Some one-time savings from these positions went to purchase much needed ergonomic furniture, computer workstations, and booktrucks for staff. Difficulties in implementing the new Integrated Human Resources Information System (IHRIS) in the Human Resources and Financial Services Departments of the University led to many payroll problems for Library employees which had to be investigated and resolved during the year. Internal systems were established to control and report on expenditures from the student assistant budget and savings from staff vacancies.

Collections

The Collections budget had a difficult year, with the prospect of massive serials cancellations being required to cover serials price increases, inflation, and unfavourable exchange rates. A combination of some cancellations, funding reallocations, fine revenues, and improved exchange rates kept expenditures within bounds.

Supplies, Services, & Equipment

Expenditures on supplies, services and equipment were up substantially over 1991/92 as a result of the one-time spending on the Library





*The Library
seeks grant
funding to
supplement its
Operating
Budget
whenever
opportunities
arise*

Automation Project, replacement of obsolete library security equipment and one of the Library's two 14 year-old delivery vans, and the salary savings redirected to equipment for staff.

Cost Recoveries

Gross cost recoveries increased 12% over 1991/92. Approximately 60% of this increase came from the PATSCAN service revenues, which were transferred permanently to the Operating Budget along with their associated expenditures. Increased Copy Service revenues account for most of the remaining increase, and these too were offset by increased expenditures for the higher volume of service.

As a result of changes in the University's Financial Services area, the Library took on responsibility for processing its own accounts receivable, and verification of cash deposits to Library accounts had to be centralized in the Librarian's office.

Grant Funding

The Library seeks grant funding to supplement its Operating Budget whenever opportunities arise. Benefits from successful applications over the past year include:

**Teaching & Learning
Enhancement Fund**

- ◆ Funding to continue and enhance the UBCLIB and CD-ROM teaching program.
- ◆ CD-ROM equipment for the Fine Arts Library, Music Library, the Humanities and Social Sciences Division, and the Science and Engineering Division (through a grant

awarded to the Faculty of Graduate Studies and the Graduate Student Society).

- ◆ CD-ROMs dealing with occupational health and safety, and associated equipment (through a grant awarded to the Occupational Hygiene program in the Faculty of Graduate Studies).

Graduating Class Gifts

- ◆ Closed-captioned decoder, video player, and carrel for the use of hearing-impaired patrons in the Sedgewick Library (from the 1991/92 Graduating Class).
- ◆ Electrically-adjustable computer table for the use of patrons in wheelchairs in the Sedgewick Library (from the 1992/93 Graduating Class).
- ◆ *Perseus* multimedia CD-ROM and videodisc workstation for the Sedgewick Library (from the 1992/93 Graduating Class).

**National Library of Canada, Adaptive
Technology for Libraries Program**

- ◆ Closed-circuit television and optical character recognition system for the assistance of visually-impaired patrons in the Sedgewick Library.

National Library of Canada

- ◆ Continued operation of the Cataloguing-In-Publication program.

**Province of B.C. College
Partnership Grant**

- ◆ ARIEL scanner for document facsimile transmission, and programming time to further



develop the UBCLINC interlibrary loans system.

Networks of Centres of Excellence

- ◆ Enhancement of PlusNet2, a networked information system for the Life Sciences Libraries.
- ◆ Support for Science Outreach Librarian position.

Canadian Cooperative Preservation Project (Mellon Foundation Grant)

- ◆ Preservation microfilming.

B.C. Ministry of Advanced Education, Training & Technology

- ◆ Continued operation of the PATSCAN service.

Canadian Council on Archives

- ◆ Academic Internship Program grant.
- ◆ Backlog Reduction of Archival Collections grant.

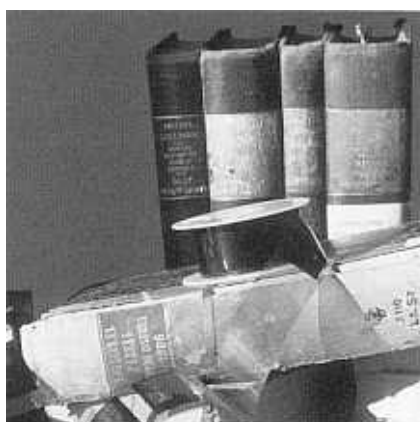
UBC Capital Funding

Library Automation Project

- ◆ Funding for the third and final year of this \$1.5 million project to complete development of the new circulation system introduced in September 1992.
- ◆ Further upgrading and expansion of the Online Public Access Catalogue.

Minor Capital Projects

- ◆ Compact shelving for material in storage in the Library Processing Centre basement.
- ◆ Renovations to accommodate equipment for the new circulation system in various public service areas.





*The Library
was the
recipient of
three gifts from
the 1992 and
1993 UBC
Graduating
Classes*

**DEVELOPMENT AND
COMMUNITY SUPPORT**

The Library benefited from the University's Teaching and Learning Enhancement Fund for the third consecutive year. Over \$16,000 was received to continue and enhance the UBCLIB and CD-ROM teaching program in the Library. The Faculty of Graduate Studies and Graduate Student Society secured over \$21,000 to purchase CD-ROM equipment for the Fine Arts Library, Music Library, Humanities and Social Sciences Division, and Science and Engineering Division. The Occupational Hygiene program in the Faculty of Graduate Studies and the Library received \$15,000 through a joint proposal to acquire several CD-ROMs in occupational health and safety for Woodward Library.

The Library was the recipient of three gifts from the 1992 and 1993 UBC Graduating Classes. Sedgewick Library received a close-captioned decoder, video player, and carrel for the use of the hearing impaired; an electrically-adjustable computer table for the use of those in wheelchairs; and the hardware to run *Perseus*, a multimedia interactive CD-ROM and videodisc of texts and images relating to ancient Greece.

In April 1993, over one hundred UBC faculty and staff were honoured at the third Annual UBC Authors' Reception, sponsored by the President and the University Librarian.

The Library continued to work with the University's Development Office in fundraising for Phase I of the new Central Library.

Charitable Donations

The Library benefits from donations large and small from individuals, corporations, and organizations. All are gratefully received. The Library wishes to take this opportunity to acknowledge the following special supporters, who contributed \$1,000 or more during the year under review.

Cash Donations for Gifts to:

The Friends of the Library Fund

Alma Mater Society
Cyril Bryner
Noel Owens
Bruno Schober

The Crane Library

Katherine Block
Dorothy Jackson
James Phelps
William Read
Marjorie Sing

The Gage Memorial Fund

in support of the Crane Library

John MacDonald
Paul Thiele

The Friends of Special Collections Fund

W. Kaye Lamb

The Friends of MacMillan Library Fund

Joseph Gardner

The Friends of the

Fine Arts and Music Libraries Fund

Barbara Sivertz

The Dr. Stanley Pech Memorial Fund

Vera Pech

The Judaica Fund

Endowment Fund of the Jewish
Federation of Greater Vancouver



The Preservation Microfilming Fund

Earl Dodson

Suzanne Dodson

Gifts-in-Kind

The most notable gift to the Special Collections and University Archives Division was the personal papers of Harvey Reginald MacMillan. The Division also received the papers of the Canadian Association of Industrial, Mechanical and Allied Workers Union, Joy Kogawa, and Michael Bullock.

The Library expresses its thanks to the following donors for donations to the book collections of various library units:

David F. Aberle

Ivan Avakumovic

Mrs. F. C. Bell

Stephen Carey

Max S. Cynader

Melva J. Dwyer

Ronald A. Jobe

Margaret E. Leighton

Frank S. Stevens

Philip A. Thomas

Elsbeth Webster



Special Purpose Gifts

The Library also expresses its thanks to the following special supporters:

VanCity Savings Credit Union, to promote through the Library's PATSCAN service the development of inventions which contribute to the solution of environmental problems.

Variety Club, Tent 23, for assistance with the installation and development of the PlusNet2 system for the Life Sciences Libraries.





To continue to review services in response to the Library's strategic plan, user feedback, and declining staff resources

GOALS AND PLANS FOR 1993/94

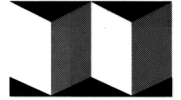
1. Services

- ◆ To continue development of the 'Electronic Library' including beginning the migration of the Data Library from MTS to Unix by mounting *CANSIM* on Unix in the Library, adding more full-text resources, participating in the further development of *NetInfo* and *ViewUBC*, enhancing faculty and student use of the Internet, and investigating the digitization of UBC theses.
- ◆ To continue to review services in response to the Library's strategic plan, user feedback, and declining staff resources.
- ◆ To review performance measures for Library services and further develop strategies for involving Library users in planning for new services and changing or discontinuing existing services.
- ◆ To reduce the cost and increase the speed of delivery of material not available in the Library's collections through special resource sharing agreements, access to commercial document supply services and organizational change.
- ◆ To continue to evolve and develop the service model for Phase I of the new Central Library and the units remaining in the Main Library Building.

- ◆ To implement a document delivery service and a document retrieval service to the UBC community on a cost recovery basis.
- ◆ To continue to increase and upgrade equipment needed to access information including photocopiers, microform readers and microcomputers.
- ◆ To improve the security for Fine Arts materials and to develop a plan to install a security system for the Main Library's collections.
- ◆ To prepare to move the Education Library into new facilities in the fall of 1995 and to transfer education research and children's literature material from the Main Library to the Education Library.
- ◆ To review the resources and services of the Crane Library and develop new directions.

2. Library Organization & Communication

- ◆ To continue implementation of the services review recommendations by introducing revised policies on levels of service, fee structures, and services to non-UBC users.
- ◆ To continue to implement new roles for librarians.



3. Collections

- ◆ To broaden the base of decision-making in the collections area in conjunction with the Collections Management Council.
- ◆ To complete the initial round of collections policy writing.
- ◆ To begin planning for the increased acquisition of materials in electronic format as major new funding becomes available in 1994/95.
- ◆ To review the acquisition of material in traditional formats in light of the cost increases and exchange rates during 1993/94.
- ◆ To monitor the establishment of new chairs, programs, centres and courses at the University to ensure that the collection is adequate for the new areas.

4. Automation & Technology

- ◆ To continue with the third year of the Five Year Technology Plan. The emphasis will continue to be on the migration to the UNIX environment and the extension of the Library's new communications network. Migration work on the major processing systems will also commence.
- ◆ To complete the redevelopment of the circulation system.
- ◆ To complete the installation of additional inquiry workstations and other OPAC-related

equipment as the final round of the OPAC upgrade project.

- ◆ To provide support for the new 'Electronic Library' collection project that has been made possible through additional funds in the Collections budget.
- ◆ To migrate the PlusNet2 system that supports *Medline* and other health sciences databases to a UNIX computer and TCP/IP based communications support.

5. Technical Services

- ◆ To follow through on making uncatalogued material more accessible to Library patrons.
- ◆ To reorganize the Catalogue Division.
- ◆ To continue to review processing workflow and priorities.

6. Library Space & Equipment

- ◆ To continue work on the Phase I building, including the furniture, and the schedule of moves and relocations before and during the construction.
- ◆ To consider the installation of additional compact storage as a means of further easing the Library's space needs.
- ◆ To complete the renovations needed to accommodate the new circulation system equipment.





To address the safety concerns of people working in the Library, and in particular the Main Library where environmental and structural problems are numerous

7. Preservation

- ◆ To complete the first preservation microfilming project to be done on a cost recovery basis and to seek further projects which can be done in the same way.
- ◆ To continue to develop the Library's disaster preparedness plan, with an emphasis on special areas of concern.
- ◆ To continue to work on the Library's preservation plan, with the help of a library-wide committee.
- ◆ To address the safety concerns of people working in the Library, and in particular the Main Library where environmental and structural problems are numerous.
- ◆ To monitor digitization projects.
- ◆ To participate in the development and implementation of Freedom of Information and Protection of Privacy policies at the University.
- ◆ To coordinate an inventory of the University's electronic records which were not included in the 1992/93 University Records Survey.
- ◆ To develop formal policies and procedures governing all aspects of the University Archives' operations.
- ◆ To examine options (i.e. optical disk, digitization) for providing access to the University Archives' extensive photographic collection.
- ◆ To negotiate transfer of those records identified by the University Records Survey that would help to fill in existing gaps in the holdings of the University Archives.

8. University Archives

- ◆ To coordinate and develop a general records management program for UBC which will ensure the identification and preservation of the University's permanently valuable records and to contribute to the overall management of campus information.
- ◆ To work with staff at the Simon Fraser University Archives and the University of Victoria Archives to develop a generic records schedule for administrative records.
- ◆ To develop a program to identify and re-appraise nitrate negatives in the photographic collection and arrange for appropriate storage and/or transfer of images to a more stable format.
- ◆ To begin to develop brochures and other publications to promote awareness of the University Archives and its services.

9. Human Resources

- ◆ To continue the Library's strong commitment to staff development and training through further implementation of the Staff Training and Development Plan.
- ◆ To modify the Library's organizational structure to meet service requirements identified in the services review.
- ◆ To promote a safe and healthy workplace for staff.

10. Financial Management

- ◆ To continue revising the Library's accounts and budgets as required to reflect changes in organizational structure and services arising from the services review.
- ◆ To review procedures for handling cash prior to deposit, and tighten controls where necessary.
- ◆ To develop financial reports to assist managers of Library book funds in decision-making and control.
- ◆ To review accounting procedures for interlibrary loans and develop procedures to accommodate the introduction of document delivery as a fee-based service.
- ◆ To continue the training of managers in the use and interpretation of financial data.







APPENDICES CONTENTS

A	Size of Collections — Physical Volumes	27
B	Growth of Collections	28
C	Library Operating Expenditures	29
D	Recorded Use of Library Resources	30
E	Interlibrary Loans	31
F	Health Sciences Library Network	32
G	Reference & Information Questions Answered	33
H	CD-ROM & Online Databases	34-35
I	Orientation Tours & Instructional Sessions	36
J	Cataloguing & Pre-Order Searching	37
K	Library Organization	38-39
L	Library Advisory Committees	40
M	Standing Library Committees	41
N	Library Services Review	42
O	Senate Library Committee	43
P	President's Advisory Council on the University Library	44



Appendix A

SIZE OF COLLECTIONS — PHYSICAL VOLUMES

	MARCH 31/92	ADDITIONS	DELETIONS	MOVED TO STORAGE	MARCH 31/93
Asian Library	256,843	13,328	0	4,671	265,500
Biomedical Branch Library	35,558	1,272	354	0	36,476
Catalogue Division	5,949	99	0	0	6,048
Crane Library	11,613	2,054	1	0	13,666
Data Library	927	34	0	0	961
Education Library	123,258	9,423	712	500	131,469
Fine Arts Library	131,573	9,223	0	0	140,796
Government Publications	14,241	2,723	0	0	16,964
Hamber Library (CGSH)	12,942	823	0	180	13,585
Humanities & Social Sciences Division	69,641	2,646	276	168	71,843
Law Library	158,505	6,786	105	0	165,186
MacMillan Library	66,033	3,362	47	134	69,214
Main Library	1,093,591	48,389	567	1,653	1,139,760
Map Library	10,140	335	0	0	10,475
Mathematics Library	34,860	1,414	0	347	35,927
Music Library	63,402	1,696	2	0	65,096
St. Paul's Library (SPH)	9,897	598	16	0	10,479
Science & Engineering Division	32,522	983	78	0	33,427
Sedgewick Library	198,628	4,281	2,467	0	200,442
Special Collections Division	99,546	1,983	0	0	101,529
Woodward Biomedical Library	361,086	10,013	147	4,281	366,671
SUBTOTAL	2,790,755	121,465	4,772	11,934	2,895,514
Storage Collections	322,737	0	0	11,934	334,671
TOTAL	3,113,492	121,465	4,772	-	3,230,185

Appendix B

GROWTH OF COLLECTIONS

	MARCH 31, 1992	NET GROWTH	MARCH 31, 1993
Serial Subscriptions ¹	26,899	-1,093	25,806
Volumes - Catalogued	3,113,492	116,693	3,230,185
Documents - Uncatalogued	769,682	24,382	794,064
Microfilm (reels)	101,150	1,981	103,131
Microcards (cards)	111,680	0	111,680
Microprint (sheets)	1,087,670	0	1,087,670
Microfiche (sheets)	2,710,878	81,797	2,792,675
Aperture Cards	2,589	0	2,589
Films	918	0	918
Filmstrips	2,845	0	2,845
Slides (sets)	31,374	30	31,404
Slide/Tape Shows	111	1	112
Transparencies (sets)	1,481	1	1,482
Video Tapes ²	3,732	765	4,497
Videodiscs	2	3	5
Photographs	316,443	4,250	320,693
Pictures ³	65,051	380	65,431
Maps	189,749	2,086	191,835
Manuscripts (metres)	2,830	44	2,874
Sound Recordings	115,967	7,068	123,035
Computer Tapes	797	34	831
Microcomputer Discs	573	98	671
CD-ROM Discs	179	145	324
Air Photos	1,042	0	1,042
Large Print & Braille Volumes	8,890	0	8,890

¹ Includes periodical subscriptions, monographic series and sets. 19,721 are purchased; 6,085 are gifts or exchanges.

² Statistics vary from those given in 1991/92 Report as figures were revised.

³ Variation in statistics from previous years reflects reorganization and reclassification of Education Library collection.



Appendix C

LIBRARY OPERATING EXPENDITURES

FISCAL YEARS APRIL/MARCH

YEAR	SALARIES & WAGES	COLLECTIONS	BINDING	OTHER	GROSS EXPENDITURES	COST RECOVERIES	NET EXPENDITURES
1989/90	11,478,225 (59.85)	5,575,211 (29.07)	219,007 (1.14)	1,904,516 (9.93)	19,176,959	826,133	18,350,826
1990/91	12,706,989 (61.64)	5,898,405 (28.61)	244,422 (1.19)	1,765,675 (8.56)	20,615,491	944,463	19,671,028
1991/92	12,730,853 (61.13)	6,111,422 (29.34)	267,970 (1.29)	1,716,095 (8.24)	20,826,340	1,019,300	19,807,040
1992/93	13,502,655 (58.45)	6,735,336 (29.16)	258,481 (1.12)	2,604,148 (11.27)	23,100,620	1,296,117	21,804,503

- ◆ Expenditures from grant and trust funds are not included. Collections expenditures from grant and trust funds in 1992/93 amounted to \$161,301.
- ◆ Percentage figures in parentheses relate to total spending independent of Cost Recoveries. For 1992/93 Cost Recoveries were:

Internal	\$114,405
External	1,048,499
Fines	133,213
- ◆ Collections expenditures for years prior to 1992/93 are shown net of fines revenues, as published in the Reports for those years. Gross fine revenues in those years were:

1989/90	\$104,454
1990/91	92,923
1991/92	136,252
- ◆ "Other" expenditures include non-recurring equipment acquisitions which vary considerably from year to year.



Appendix D

RECORDED USE OF LIBRARY RESOURCES YEARS ENDING JUNE 30

	1990/91	1991/92	1992/93	% INCREASE/ DECREASE VS 1991/92
GENERAL CIRCULATION				
MAIN LIBRARY				
Main Stacks, Fine Arts & Government Publications	709,602	737,369	679,174 *	
Extension	9,300	6,025	6,671	
Maps	12,305	14,833	18,229	
Reserves	21,027	**	**	
Special Collections	18,453	16,869	20,234	
SUBTOTAL	770,687	775,096	724,308	-6.55%
BRANCH LIBRARIES				
Asian	27,323	29,606	29,792	
Biomedical Branch	26,440	21,861	24,950	
Crane	2,738	2,240	2,352	
Education	142,846	146,196	167,538	
Hamber	34,423	32,606	34,413	
Law	99,917	101,072	104,046	
MacMillan	42,593	41,240	46,404	
Marjorie Smith	26,498	18,591	***	
Mathematics	25,157	26,212	26,710	
Music	56,012	55,808	59,277	
St. Paul's	23,060	20,286	24,018	
Sedgewick	281,546	298,252	293,477	
Woodward	189,308	187,714	201,667	
SUBTOTAL	977,861	981,684	1,014,644	+3.36%
USE OF RECORDINGS & DATA FILES				
Data Library tape mounts	3,872	3,862	4,812	
Wilson	202,302	183,027	88,480 ****	
Music	51,674	50,386	50,462	
SUBTOTAL	257,848	237,275	143,754	-39.40%
DOCUMENT DELIVERY				
Health Sciences Network	48,477	46,679	51,966	+11.33%
INTERLIBRARY LOANS				
To Other Libraries	28,210	30,993	32,915	
From Other Libraries	14,879	12,497	14,470	
TOTAL INTERLIBRARY LOANS	43,089	43,490	47,385	+8.96%
GRAND TOTAL	2,097,962	2,084,224	1,982,057	-4.90%
(GENERAL CIRCULATION & INTERLIBRARY LOANS)				

* Circulation for Main Stacks, Fine Arts and Government Publications were merged during the year.

** Reserves moved to Sedgewick Library in 1991/92.

*** Marjorie Smith Social Work Library was integrated into Main and Woodward Libraries in April 1992.

**** Up to 1991/92 use of recordings was based on estimate only.



Appendix E

INTERLIBRARY LOANS YEARS ENDING JUNE 30

	1990/91	1991/92	1992/93	% INCREASE/ DECREASE VS 1991/92
TO OTHER LIBRARIES				
ORIGINAL MATERIALS				
General	10,187	11,307	11,357	
Federation Information Network	600	698	577	
B.C. Post-Secondary Library Network	3,919	4,272	3,996	
Bamfield Marine Station	39	27	65	
SUBTOTAL	14,745	16,304	15,995	-2%
FILMS	407	313	313	0%
TAPED BOOKS	193	206	195	-5%
PHOTOCOPIES				
General	3,934	4,006	5,252	
Federation Information Network	210	214	170	
B.C. Post-Secondary Library Network	8,330	9,772	10,754	
Bamfield Marine Station	391	178	236	
SUBTOTAL	12,865	14,170	16,412	+16%
TOTAL INTERLIBRARY LENDING	28,210	30,993	32,915	+6%
FROM OTHER LIBRARIES				
ORIGINAL MATERIALS				
General	5,235	3,230	4,190	+30%
FILMS	281	259	215	-17%
TAPED BOOKS	68	18	39	+117%
PHOTOCOPIES	9,295	8,990	10,026	+12%
TOTAL INTERLIBRARY BORROWING	14,879	12,497	14,470	+16%



Appendix F

HEALTH SCIENCES LIBRARY NETWORK

JULY 1992 - JUNE 1993
INTERBRANCH LOANS

	ORIGINAL MATERIAL	PHOTOCOPIES	TOTAL	% INCREASE VS. 1991/92
TO OTHER BRANCHES				
Woodward	9,075	32,266	41,341	
Biomedical Branch	821	3,106	3,927	
Hamber	395	1,372	1,767	
St. Paul's	506	1,006	1,512	
Other UBC Libraries	1,805	1,614	3,419	
TOTAL	12,602	39,364	51,966	+11.35%
(1991/92)	(8,926)	(37,743)	(46,669)	
FROM OTHER BRANCHES				
Woodward	653	2,026	2,679	
Biomedical Branch	2,631	11,784	14,415	
Hamber	2,921	15,100	18,021	
St. Paul's	1,945	8,924	10,869	
Other UBC Libraries	4,452	1,530	5,982	
TOTAL	12,602	39,364	51,966	+11.35%
(1991/92)	(8,926)	(37,743)	(46,669)	



Appendix G

REFERENCE & INFORMATION QUESTIONS ANSWERED

JULY 1992 - JUNE 1993

	DIRECTIONAL QUESTIONS	REFERENCE QUESTIONS	RESEARCH QUESTIONS	TOTAL QUESTIONS	% INCREASE DECREASE VS. 1991/92
MAIN LIBRARY					
Fine Arts	6,541	7,739	1,679	15,959	
Government Publications	999	23,616	1,121	25,736	
Humanities & Social Sciences	1,778	33,506	2,835	38,119	
Information Desk	20,863	38,249	1,887	60,999	
Maps	1,408	3,484	408	5,300	
Patscan	0	0	798	798	
Science & Engineering	810	8,498	667	9,975	
Special Collections	6,077	12,617	3,532	22,226	
SUBTOTAL	38,476	127,709	12,927	179,112	+3.15%
(1991/92)	(36,049)	(128,141)	(9,450)	(173,640)	
BRANCH LIBRARIES					
Asian	1,683	7,009	978	9,670	
Biomedical Branch	6,597	15,662	233	22,492	
Crane	1,048	1,294	561	2,903	
Data	343	965	317	1,625	
Education	8,541	23,438	1,673	33,652	
Hamber	5,470	5,818	4,343	15,631	
Health Sciences Network	0	3,939	0	3,939*	
Law	8,167	9,076	4,026	21,269	
MacMillan	2,755	8,158	1,954	12,867	
Mathematics	1,604	1,078	394	3,076	
Music	3,385	10,121	103	13,609	
St. Paul's	6,075	20,257	950	27,282	
Sedgewick	10,059	18,439	248	28,746	
Wilson	965	5,906	614	7,485	
Woodward	7,573	29,227	6,596	43,396	
SUBTOTAL	64,265	160,387	22,990	247,642	+1.91%
(1991/92)	(66,038)	(155,687)	(21,281)	(243,006)	
GRAND TOTAL	102,741	288,096	35,917	426,754	+2.43%
(1991/92)	(102,087)	(283,828)	(30,731)	(416,646)	

Health Sciences Network was integrated into Woodward Library in 1993.



Appendix H

CD-ROM & ONLINE DATABASES AVAILABLE IN THE UBC LIBRARY

SCIENCES

GENERAL & MULTIDISCIPLINARY

Bibliographies (Dates vary)
Canadian News Index (1982-)
Directory of Statistics in Canada (1985-)
Dissertation Abstracts (1861-)
Expanded Academic Index (Current 3 years)
SciDex (1948-) Indexes Scientific American articles
NTIS National Technical Information Service (1980-)
Oxford English Dictionary
UNCOVER (Fall 1988-) Multidisciplinary index to 10,000+ journals

AGRICULTURE

AGRICOLA Agricultural online access (1970-)
AGRIS (1975-) Index to FAO publications
CABCD (1984-) International forestry & agriculture publications

ENGINEERING & TECHNOLOGY

Applied Science & Technology Index (1983-)
Compendex Plus (1986-)
Current Contents on Diskette: Engineering, Technology & Applied Sciences (Current 2 months)
Ei Page One (1986-) Engineering
INSPEC (1989-) Electrical Engineering, Physics & Computer Science
Metadex (1985-) Metals & Materials
MINIFILE B.C. mineral deposit data

FORESTRY

CABCD (1984-) International forestry & agriculture publications
TREECD (1932-92) Forestry & the forest industry

LIFE SCIENCES

Biological Abstracts (1900-)
CINAHL: Cumulative Index to Nursing & Allied Health Literature (1983-)
Current Contents: Life 1200 (Current 10 issues)
HaPI Health and Psychosocial Instruments (1985- with many earlier measures)
Health (1975-)
Medline (1966-)
Waves (1800-)

MATHEMATICS

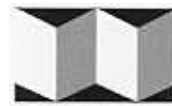
Math/Sci (current 10 years)

PATENTS

APS: Micropatent (1979-) US Patent abstracts
CASSIS (1970-) US patent titles and abstracts
FIRST (1990) European patent abstracts
FullText/PatentImages (1990-) Full text US patents with images

PHYSICAL SCIENCES

Current Contents on Diskette - Physical, Chemical & Earth Sciences (Current 2 months)
Enviro/Energyline Abstracts Plus (1971-)
GEOREF - Bibliography & Index of Geology (1985-)
INSPEC (1989-) Electrical Engineering, Physics & Computer Science
Meteorological & Geophysical Abstracts (1974-)
Water Resources Abstracts (1967-)

**HUMANITIES AND SOCIAL SCIENCES****GENERAL**

AV Online (1900-)
 Bibliographies (Dates vary)
 Canadian News Index (1982-)
 Directory of Statistics in Canada (1985-)
 Dissertation Abstracts (1861-)
 Expanded Academic Index (Current 3 years)
 Oxford English Dictionary
 Termium French/English bilingual dictionary
 UNCOVER (Fall 1988-) Multidisciplinary

BUSINESS

ABI/Inform (1984-)
 Canadian Business and Current Affairs (1982-)
 Compustat Corporate Text (1987-)
 Compustat PC Plus (1970-)
 Corporate and Industry Research Reports (1979-1991)
 NTDB: The National Trade Data Bank (1990-)
 World Trade Database (1980-1991)

EDUCATION

Canadian Education Index (1985-)
 Children's Reference Plus (1992)
 Compton's Multimedia Encyclopedia (1991)
 Current Index to Journals in Education CIJE (1969-)
 Distance Education Database (Demo)
 ERIC (1983-) Equivalent of RIE and CIJE
 ONTERIS Educational Research reports from OISE (1969-1991)
 Resources in Education RIE (1966-)

HUMANITIES

Art Index (1984-)
 Columbia Granger's World of Poetry (1974-)
 Linguistics and Language Behavior Abstracts (1974-)
 MLA International Bibliography (1981-)
 Oxford English Dictionary
 Perseus (Ancient Greek history, literature and art)

LAW

Index to Legal Periodicals (1981-)
 LegalTrac (Early 1980s-)

SOCIAL SCIENCES

Bibliography of Native North Americans
 British House of Commons Parliamentary Papers Index (1991/92)
 Canadian Politics Bibliography (Part of Bibliographies file)
 E-Stat (Canadian Statistical Data)
 EconLit (1969-)
 Electromap World Atlas (1989)
 Linguistics and Language Behavior Abstracts (1974-)
 PC Globe and PC USA: World Statistical Information
 PCensus: Desktop Demographics (From 1981 and 1986 Censuses of Canada)
 PCensus-USA (1990 Census)
 PsycLIT (1974-)
 PsycInfo (1980-)
 Social Work Abstracts Plus (1977-)
 Sociofile (1974-)
 SportDiscus (1972-)
 Statistical Masterfile (Various dates)
 Street Atlas USA (1991)

Appendix I

ORIENTATION TOURS & INSTRUCTIONAL SESSIONS

JULY 1992 - JUNE 1993

	UBC STUDENTS, FACULTY, STAFF			COMMUNITY GROUPS	
	Tours	Participants*	Instructional Sessions	Participants*	Tours/ Sessions
MAIN LIBRARY					
General	40	712	-	-	-
Fine Arts	4	72	16	277	10
Government Publications	-	-	7	151	6
Humanities & Social Sciences	3	30	264	1,629	-
Maps	2	2	1	25	3
Science & Engineering	6	106	27	211	-
Special Collections	12	36	5	57	7
SUBTOTAL	67	958	320	2,350	26
(1991/92)	(65)	(820)	(136)	(2,299)	(17)
BRANCH LIBRARIES					
Asian	-	-	8	26	127
Biomedical Branch	-	-	55	135	-
Crane	13	24	4	20	24
Data	-	-	7	99	-
Education	35	348	100	1,112	9
Hamber	11	14	145	233	7
Law	6	255	39	2,611	9
MacMillan	30	153	2	6	-
Mathematics	4	9	-	-	-
Music	16	103	2	51	-
St. Paul's	-	-	32	338	5
Sedgewick	-	-	181	1,807	-
Woodward	31	297	224	776	1
SUBTOTAL	146	1,203	799	7,214	182
(1991/92)	(203)	(1,841)	(913)	(8,285)	(175)
GRAND TOTAL	213	2,161	1,119	9,564	208
(1991/92)	(268)	(2,661)	(1,049)	(10,584)	(192)

* Estimated number of participants



Appendix J

CATALOGUING & PRE-ORDER SEARCHING

April 1992 - March 1993

UNIT	1	2	3	4	5	6	7
Administration	1,009	9	1,018	142	1,160	15	0
Asian English	16	0	16	7	23	0	0
Chinese	2,973	1,208	4,181	124	4,305	98	604
Education/Sedg.	7,527	318	7,845	3,456	11,301	309	1,500
English	7,628	174	7,802	499	8,301	102	1,835
European	6,136	507	6,643	689	7,332	203	1,841
Indic/Law	6,716	168	6,874	346	7,220	92	1,333
Japanese	2,187	722	2,909	86	2,995	74	1,739
Korean	276	20	296	4	300	0	108
Music/Fine Arts	6,716	55	6,771	769	7,540	1,494	1,203
Sciences	14,181	403	14,584	1,873	16,457	123	1,299
Serials/AV	8,379	974	9,353	468	9,821	2,946	1,109
Slavic	1,945	247	2,192	60	2,252	25	708
Other (Theses)	0	0	0	0	0	0	0
TOTAL	65,689	4,805	70,484	8,523	79,007	5,481	13,279

Column definition:

- 1 Derived cataloguing
- 2 Original cataloguing
- 3 Total new titles catalogued
- 4 Added copies and volumes
- 5 Total titles catalogued
- 6 Revisions
- 7 Pre-order searching

**Appendix K****LIBRARY ORGANIZATION**
1992/93**ADMINISTRATION**

Patrick, Ruth J.	University Librarian
Baldwin, Nadine	Assistant University Librarian for Technical Services (from May 1993) (<i>half-time</i>)
de Bruijn, Erik	Assistant University Librarian for Administrative Services (LOA September 1992-August 1993)
Jeffreys, Anthony	Assistant University Librarian for Collections (to December 1993)
	Assistant University Librarian for Collections and Technical Services (to April 1993)
Keate, Heather	Assistant University Librarian for Public Services
Dodson, Suzanne	Facilities and Preservation Manager
Kreider, Janice	Coordinator of Collections (from July 1993) (<i>half-time</i>)
Owen, Brian	Systems Manager
Turner, Ann	Financial and Budget Manager

ASIAN LIBRARY

Joe, Linda	Head
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CATALOGUE DIVISION

Omelusik, Nick	Head
----------------	------

CIRCULATION DIVISION

Crema, Leonora	Head
----------------	------

COLLECTIONS ACCOUNTING & BUDGET DIVISION

Davidson, Joyce	Head (LOA July 1992 - June 1993)
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CRANE LIBRARY

Thiele, Paul	Head
--------------	------

DATA LIBRARY

Colenbrander, Hilde	Head
---------------------	------

EDUCATION LIBRARY

Hurt, Howard	Head
--------------	------

FINE ARTS LIBRARY, MUSIC LIBRARY, MAP LIBRARY AND SPECIAL COLLECTIONS & UNIVERSITY ARCHIVES DIVISION

Burndorfer, Hans	Head
------------------	------

GIFTS & EXCHANGE DIVISION

Elliston, Graham	Head
------------------	------

HUMANITIES & SOCIAL SCIENCES DIVISION AND GOVERNMENT PUBLICATIONS & MICROFORMS DIVISION

Godolphin, Jocelyn	Head
--------------------	------

INTERLIBRARY LOAN DIVISION

Friesen, Margaret	Head
-------------------	------

LAM LIBRARY

Caskey, Elizabeth	Head
-------------------	------

**LAW LIBRARY**

Shorthouse, Tom	Head
-----------------	------

LIFE SCIENCES LIBRARIES

Biomedical Branch Library (VGH)	
Hamber Library (Children's, Grace, Shaughnessy Hospitals)	
St. Paul's Hospital Library	
Woodward Biomedical Library	
van Reenen, Johann	Head

MACMILLAN LIBRARY

Brongers, Lore	Head
----------------	------

ORDER DIVISION

Baldwin, Nadine	Head
-----------------	------

SCIENCE & ENGINEERING DIVISION AND MATHEMATICS LIBRARY

Stableford, Bonita	Head
--------------------	------

SEDGEWICK LIBRARY AND WILSON RECORDINGS COLLECTION

Stevens, Julie	Head
----------------	------

SYSTEMS DIVISION

Dennis, Donald	Head
----------------	------



Appendix L

LIBRARY ADVISORY COMMITTEES

Archives Advisory Committee

Asian Library Advisory Committee

Data Library Advisory Committee

Faculty of Agricultural Sciences Library Committee

Information Resources and Services Committee (Education Library)

Faculty of Arts Library Advisory Committee

Faculty of Law Library Advisory Committee

Life Sciences Libraries Advisory Committees

Biomedical Branch Library Advisory Committee (VGH)

Hamber Library Advisory Committee

St. Paul's Hospital Library Advisory Committee

Campus Programmes Advisory Committee

School of Music Advisory Committee

Science & Engineering Division Library Advisory Committee

Senate Library Committee

Social Work Advisory Council



Appendix M

STANDING LIBRARY COMMITTEES

1992 - 1993

CIRCULATION LIAISON GROUP STANDING COMMITTEE

Chair: Leonora Crema

Members: Maureen Adams, Alannah Anderson, Eloisa Anton, Judy Atkinson, Darlene Bailey, Ursula Borejsza, Hilde Colenbrander, Erin FitzPatrick, Joyce Harries, Linda Hilts, Howard Hurt, Trudy Korth, Carol Linney, S.C. Liu, Pat Lysyk, Leslie McAuley, Ruth McLaren, Deborah Newstead, Tip Placzek, Sheila Porter, Lynne Redenbach, Antoinette Sabatini, Barbara Saint, Joanne Savory, Jane Shinn, Alfred Tse, Shui Yim Tse, Philomena Vacheresse, Sara Vergis, Martha Whitehead, Patrick Willoughby, Frances Wong, Judy Wright.

COLLECTIONS MANAGEMENT COUNCIL

Chair: Tony Jeffreys

Members: Nadine Baldwin, Hans Burndorfer, Jennifer Forbes, Jocelyn Godolphin, Linda Joe, Heather Keate, Janice Kreider, Lee Perry, Tom Shorthouse, Bonita Stableford, Ann Turner, Johann van Reenen.

HUMANITIES & SOCIAL SCIENCES COLLECTIONS DEVELOPMENT COMMITTEE

Chair: Jennifer Forbes

Members: Keith Bunnell, Hilde Colenbrander, Graham Elliston, Jocelyn Godolphin, Joe Jones, Les Karpinski, Mary Luebbe, Jack McIntosh, Dorothy Martin, Julie Stevens.

LIBRARY PLANNING AND MANAGEMENT COUNCIL (LPMC)

Chair: Ruth Patrick

Members: Nadine Baldwin, Jocelyn Godolphin, Howard Hurt, Tony Jeffreys, Heather Keate, Nick Omelusik, Brian Owen, Tom Shorthouse, Bonita Stableford, Julie Stevens, Ann Turner, Johann van Reenen.

PUBLIC CATALOGUES TASK GROUP

Chair: Brenda Peterson

Members: Sheryl Adam, Susan Andrews, Nadine Baldwin, Ann Doyle, Jocelyn Godolphin, Dan Heino, Janice Kreider, Kat McGrath, Nick Omelusik, Brian Owen, Tim Ross, Kirsten Walsh, Martha Whitehead, Joan Whitney, Patrick Willoughby, Deb Wilson.

PUBLIC SERVICES HEADS

Chair: Heather Keate

Members: Lore Brongers, Hans Burndorfer, Diana Chan, Hilde Colenbrander, Leonora Crema, Nancy Forbes, Margaret Friesen, Jocelyn Godolphin, Howard Hurt, Linda Joe, Pat Lysyk, Barbara Saint, Tom Shorthouse, Bonita Stableford, Julie Stevens, Paul Thiele, Johann van Reenen.

STAFF TRAINING & DEVELOPMENT COMMITTEE

Chair: Margaret Friesen

Members: Sheryl Adam, Elizabeth Caskey, Leonora Crema, Heather Keate, Peggy Ng, Pamela Niblock, Margaret Price, Hélène Redding, Johann van Reenen, Nancy Wyatt.

SYSTEMS CHANGE CONTROL BOARD

Chair: Ruth Patrick

Members: Nadine Baldwin, Leonora Crema, Don Dennis, Jocelyn Godolphin, Heather Keate, Brian Owen, Brenda Peterson.



Appendix N

LIBRARY SERVICES REVIEW

Library Services Review Committees

PROCESS MANAGEMENT TEAM

Ruth Patrick

Members: Heather Keate, Brian Owen, Johann van Reenen.

CIRCULATION, SHELVING, SPACE AND PRESERVATION TASK GROUP

Chair: Tom Shorthouse

Members: Judy Atkinson, Leonora Crema, Suzanne Dodson, Antoinette Sabatini, Jane Shinn, Rick Welch, Martha Whitehead, David Winter.

COLLECTIONS DEVELOPMENT AND ILL TASK GROUP

Chair: Jennifer Forbes

Members: Keith Bunnell, Hans Burndorfer, Wila Busza, Pia Christensen, Patrick Dunn, Margaret Friesen, Dan Heino, Tony Jeffreys, Kevin Lindstrom, Nick Omelusik, Beverley Scott.

“FROM ORDER TO PATRON” PROCESSING TASK GROUP

Margaret Price

Members: Nadine Baldwin, Judy Bond, Leah Gordon, Theresa Iverson, Linda Joe, Joe Jones, Brian Owen, Jim Sharpe.

INFORMATION SERVICES TASK GROUP

Chair: Bonita Stableford

Members: Sheryl Adam, Susan Andrews, Margaret Friesen, Heather Keate, Mary Mitchell, Bev Richards, Julie Stevens, Cindy Swoveland, Deb Wilson.

Library Services Review Implementation Teams

ACCESS SERVICES, FOCUSING ON DOCUMENT DELIVERY

Co-chairs: Heather Keate, Margaret Friesen

Members: Hilde Colenbrander, Leonora Crema, Jocelyn Godolphin, Dan Heino, Allen Soroka.

CORE SERVICES/USER CATEGORIES/FEEs FOR SERVICE

Co-chairs: Julie Stevens, Johann van Reenen

Members: Lee-Ann Bryant, Diana Kent, Kat McGrath, Hélène Redding, Jane Shinn.

LIBRARY PROCESSING REORGANIZATION

Co-chairs: Nadine Baldwin, Nick Omelusik

Members: Leah Gordon, Matt Hartman, Margaret Price.

SERVICE POINTS REORGANIZATION

Co-chairs: Howard Hurt, Bonita Stableford

Members: Mary Mitchell, Beverley Richards, Beverley Scott.



Appendix O

SENATE LIBRARY COMMITTEE

1992/93

Mr. D. Adler
Dr. A.F.J. Artibise
Mr. J.A. Banfield
Mr. B. Burgess
Ms. E.A. Carty
Dean J.R. Grace
Dr. S.E. Grace (Chair)
Dr. K. Haycock
Dr. J.A. McLean
Mr. J. Olynyk
Ms. B.M. Peterson
Dr. P. Resnick
Dr. G.G.E. Scudder
Dean N. Sheehan
Vice President K.D. Srivastava
Ms. N.E. Woo

EX-OFFICIO

Dr. R.J. Patrick
Chancellor L.R. Peterson
Dr. R.A. Spencer
President D.W. Strangway

Terms of Reference

1. 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 informed about the library needs of instructional and research staffs, and keeping the academic community informed about the Library.
2. To report to Senate on matters of policy under discussion by the Committee.
3. To recommend to the Senate with respect to rules on the management and conduct of the Library.

Appendix P

PRESIDENT'S ADVISORY COUNCIL ON THE UNIVERSITY LIBRARY

1992/93

Dr. Wallace Chung (from January 1993)
Dr. Joanne Euster
Mr. Haig de B. Farris
Ms. Heather Keate
Ms. Carole R. Moore
Dr. Ruth J. Patrick
Dr. P.R. Sandwell (Chair) (to December 1992)
Dr. K.D. Srivastava
Ms. Sally Reukauf Warren (to December 1992)
Dr. Jonathan Wisenthal

HONORARY MEMBERS

Sir Frederick Dainton
Dr. Cecil H. Green
Dr. Neal Harlow
Dr. Walter C. Koerner
Dr. W. Kaye Lamb

Terms of Reference

The President's Advisory Council on the University Library assists the University President's office and the University Librarian in their efforts to strengthen and promote established areas of Library excellence and to build new strengths in support of developing university programs.

- i To examine, review and constructively criticize the Library's progress and plans.
- ii To represent the Library to the community, based on an understanding of its operation and plans for the future.



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Brenda Peterson, UBC Library

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