

UBC LIBRARY

2004-2005

Report of the **University Librarian**
to the **Senate**

UBC
LIBRARY

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The UBC Library will be a provincial, national and international leader in the development, provision and delivery of outstanding information resources and services that are essential to learning, research and the creation of knowledge at UBC and beyond.

Mission Statement: *The Library is an active and integral partner with students, faculty and staff in realizing the mission of the University. Library staff develop, organize and manage the infrastructure, services and access to knowledge, ideas and information that are critical in a University dedicated to distinctive learning, outstanding teaching and leading-edge research. The Library serves and collaborates with a large and diverse community: first, the students, faculty and staff of UBC, and, as resources allow, individuals and institutions throughout British Columbia, Canada and the rest of the world.*

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LIBRARY STAFF HAVE WORKED diligently during the past year to translate this vision statement into concrete results for all users of the Library. To be sure, much work remains but many encouraging steps have been taken to reinforce and enhance UBC's reputation as one of Canada's leading academic research institutions.

For example, in 2004, UBC Library ranked 22nd among members of the Association of Research Libraries (ARL), up from 36th in 2001; this is the highest rank ever achieved by UBC Library. ARL is a group of 123 North American research libraries whose mission statement says that the group "influences the changing environment of scholarly communication and the public policies that affect research libraries and the communities they serve." While residing in the top quartile of this influential and respected association is an honour for UBC Library, it is also one we do not take for granted, as we continually strive to improve our collections and services.

Another significant achievement during this reporting period was the preparation for the opening of phase one of the Irving K. Barber Learning Centre. As its Statement of Purpose and Charter of Principles affirms, the Centre "will be a revolutionary and evolutionary facility dedicated to the intellectual, social, cultural and economic development of people in British Columbia." Mr. Barber, whose gift of more than \$20 million in 2002 led to the creation of the facility, envisions it as a "21st-century learning centre for British Columbians and, indeed, the world."

Certainly, the Centre is well-equipped for the modern-day challenges facing research libraries. Technology is a key theme of the Centre, and one of the highlights of phase one is the automated storage and retrieval system (ASRS). This is the first installation of an ASRS – which has been referred to as a “library robot” – in a Canadian library, and is the largest such installation in North America.

The ASRS includes four robotic cranes that retrieve stainless steel bins, filled with books and other physical items such as maps, from a racking system measuring approximately 45 feet high, 60 feet wide and 160 feet long. Users can retrieve materials by making a request via the Library’s online catalogue from anywhere in the world, and the entire process takes less than one minute.

Aside from its impressive size and speed, the ASRS brings other benefits to UBC Library and B.C. in general. With a capacity of 1.8 million volumes, the system will provide the Library with much-needed growth space for its physical collection. We are also examining how the ASRS can assist other libraries and organizations throughout the province to meet their needs for archival-quality space to house their collections.

In addition, the Library was busy preparing for the highly anticipated opening of UBC Okanagan, scheduled for July 2005. This undertaking – which builds on the achievements of Okanagan University College – will result in an institution that brings many new students to the region, and the Library has a key role to play in that effort. Part of the preparation for UBC Okanagan Library included migrating its collection and services to Voyager, the integrated library system implemented at UBC Vancouver last year. Planning also began to ensure the provision of collections and services to support new and expanded programs at UBC Okanagan for 2005 and into the future. These major tasks and others were completed successfully thanks to the considerable efforts and contributions of many staff from both institutions and the leadership of MacMillan Librarian Lorna Adcock.

This reporting period was a demanding yet fulfilling time. The many contributions of our staff and the support from our users – both at UBC and beyond – are critical to our success and an inspiration for the work that remains to be done.



CATHERINE QUINLAN
University Librarian

PEOPLE

UBC Library recognizes that its staff are its most important resource in supporting research and learning. It places a high priority on providing an environment conducive to effective study, learning and community building.

PEOPLE

UBC recognizes that its staff - librarians, management & professional staff, support staff and student staff - are its most important resource in supporting the research and learning needs of the UBC community. The Library is committed to attracting and retaining excellent staff at all levels, and to providing them with the training and development they need to fulfil their responsibilities. It is also committed to providing for its users the physical facilities conducive to an effective learning and study environment and to maintaining and upgrading these. Through a series of faculty and departmental advisory committees, through periodic surveys and through an online feedback system, the Library listens and responds to the concerns of its primary users - the students, faculty and staff of UBC.

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THE IRVING K. BARBER LEARNING CENTRE continued to be a major focus during this reporting period. Watching the progress of phase one and participating in tours led by the construction site superintendent and the University Librarian were highlights for many of the staff as well as members of the Library's various advisory committees. Main Library staff attended monthly information sessions chaired by the University Librarian and all of them were engaged in the move and occupancy planning processes. In preparation for moving into phase one (the north wing), staff completed numerous tasks, from the methodical weeding of reference collections and the detailed planning with user groups of which materials should be placed in the automated storage and retrieval system, to the completion of barcoding for all Main Library materials. The flexibility and hard work of Main Library staff and their colleagues across the Library ensured that all of the tasks associated with moving into phase one were completed while still meeting the day-to-day requirements of Library users.

The integrated library system, Voyager, was implemented in 2004. During the past year all Library staff continued to improve their knowledge of this system by attending a wide variety of training sessions. At the same time, many staff trained UBC students, staff and faculty – as well as community users – in the use of the new system. The capabilities of the Voyager system allowed the Library to improve its operations by allowing the creation of online orders and the delivery of shelf-ready monographs (i.e. with a record added to the online catalogue and fully processed for shelving). It

is anticipated that this increased functionality will reduce backlogs and allow information resources to be available for Library users more quickly.

These changes required significant training and modifications to existing workflows, particularly in Technical Services. There, staff were engaged in ensuring that the new workflows supported the timely and effective acquisition and distribution of the many information resources acquired by the Library to support the work of the UBC community. At the same time, the acquisition of shelf-ready products from the Library's European and Asian vendors were explored; vendors in Asia have been very active in developing these services for library use.

The Library experienced major changes to its organizational structure in the past year. With the departure of a significant number of staff from the Information Services Division, its future and that of the Library's Systems Division were discussed with the staff most directly affected. As a result, the Information Services and Systems divisions were merged to create a new unit: Library Information Systems & Technology. While many of the divisions' staff moved to this unit, a few were asked to move to other divisions in the Library where their expertise was more immediately needed. It is hoped that this new unit will allow the Library to provide a more responsive and cohesive service to Library staff and users.

The Library's senior administrative team, the Administrative Group, continued their twice-yearly reviews of the implementation of the Library's 2004-2007 strategic plan. During these meetings, a number of new positions were created to support the implementation of the plan including: Science Collections Librarian, Digital Initiatives Librarian and Records Manager.

In the development of the 2004-2007 strategic plan, the need for ongoing training and development of Library staff – particularly as they work in an increasingly electronic environment – was identified as one of the Library's top priorities. During this reporting period, almost \$100,000 was expended for staff training. Training sessions were provided by a number of Library suppliers including Voyager, Coutts and EndNote. Library staff also attended training sessions provided by the Association of Research Libraries, UBC's Organizational Training and Development unit, and the Centre for Teaching and Academic Growth (TAG) as well as many regional, national and international professional organizations.

During the past year the Library worked collaboratively with the School of Library, Archival and Information Studies to present seven speakers in the SLAIS/UBC Library Distinguished Speaker Series. These talks provided an excellent opportunity for Library staff as well as SLAIS faculty, staff and students to learn about emerging issues in the field of information management.

A concerted effort was made during the past year to recognize the many achievements of the Library and its staff. The University Librarian hosted a tea for those staff joining UBC's Twenty-Five and Thirty-Five Year clubs as well as a reception for staff retiring from the Library. A spring staff barbecue, held to celebrate the Library's implementation of Voyager in record time, will become an annual event by popular demand.

COMMUNICATIONS

The Library continued to develop its communications strategy, which included the distribution of announcement cards about new Library services and resources as well as the Library's first-year report on the implementation of its 2004-2007 strategic plan. The distribution of information about new hires in the Library was discontinued based on feedback received from the Library's users. Staff continued to attend departmental and faculty meetings as well as participate in the work of a wide variety of Library advisory committees.

Regular meetings continued to keep Main Library staff involved and engaged in the development of the Irving K. Barber Learning Centre. The Learning Centre's website and newsletter served as major sources of information, and visits to the Centre's construction site allowed staff and users a first-hand look at the Centre's progress and gave them a sense of their future work and study areas. The green space between Koerner Library and the Irving K. Barber Learning Centre is scheduled for significant changes to provide a more direct link between the two buildings; the Learning Centre Gardens has been suggested as the name for this revitalized space. A special session in March 2005 was held for Library staff to meet with the planners and landscape architects and provide feedback on these plans.

Again this year the Library put a great deal of effort into two guides: one for faculty and one for students. The UBC Library Guide for Faculty and the UBC Library Guide for Students were substantially updated to reflect the changes to the Library's collections and services. The latter reached a wide audience thanks to support from the UBC Bookstore, which made copies available at points where students obtained UBCcards, and the Alma Mater Society, which included the guides in its Imagine UBC kits.

The University Librarian facilitated a session for all staff in order to report on the first year of the strategic plan and accompanying implementation plan. This session was well-attended and staff were given an overview of progress made and the directions for the next year. Through the University Librarian's Advisory Council (ULAC), the University Librarian invited ongoing communication on all strategic planning issues and concerns. ULAC also provides a forum for broader discussion and an opportunity for input to University-wide initiatives such as the development of Trek 2010.

After last year's extensive review and revision of the Library's committee structure, the committees began their work in earnest. This has not been without some discomfort as the structure, relationship and mandates of the committees are tested and understood. The University Librarian made herself available to meet with any committee to discuss their mandate and how their activities would best support the Library's operations and its strategic plan. New committees established this year included: Collections Advisory Committee, Human Resources Committee, Reference and Instruction Committee, Serials Subcommittee, Staff Professional Development Committee, the Library/Irving K. Barber Centre Liaison Group and the Technical Services Advisory Committee.

The Library's advisory groups continued to provide support and advice for the Library. These groups discuss many issues and advise the Library on topics ranging from the development of the collection to Library opening hours. The frank discussions and input from faculty and students are essential to improving the Library's collection and services and in supporting the strategic visions of the Library and the University. The advisory committees for the Agricultural Sciences Learning Centre, Asian Library, Biomedical Branch Library, Education Library, Eric Hamber Library, Faculty of Arts, Faculty of Commerce, Faculty of Law, Life Sciences libraries, St. Paul's Library, School of Music, Science and Engineering, and University Archives and Records Management have all made significant contributions to the Library's operation. In addition, the Senate Library Committee and the President's Advisory Council on the University Library continued to provide advice and support on how best to meet the many challenges facing academic research libraries today.

The University Librarian and the President's Office co-hosted the 15th Annual UBC Authors' Reception. The 165 authors who produced works in more than 40 disciplines and 15 languages were invited to the Life Sciences Centre, West Atrium to be honoured for their achievements and to visit a display of their works. A Library website and physical display were developed to showcase the scholarly activities of UBC's faculty and staff.

A redevelopment of the Library staff intranet, featuring improved navigation and updated content, began in Spring 2005. The revised intranet will be based on a content management system that supports easy and regular maintenance.

LIBRARY STAFF

UBC Library experienced a number of staffing changes due to retirement or by taking advantage of the Library-funded Early Retirement Program for Library CUPE 2950 staff. A retirement reception was held in March 2005 to recognize and honour their many and significant contributions to UBC Library.

During the reporting period, a number of new positions were established and existing ones reconfigured, including: Director of Development, Administration; Digital Initiatives Librarian, University Archives; eHelp Virtual Reference Librarian, Irving K. Barber Learning Centre; HR and Organizational Development Manager, Administration; HR and Payroll Coordinator, Administration; Library Information Systems & Technology Manager, Administration; Office and Circulation Manager, Main Library; Science Collections Librarian, Collections; Secretary, Administration; Senior Executive Assistant, University Librarian's Office; and University Records Manager, University Archives.

Staff members who retired or took early retirement during this reporting period included: Seonaid Lamb - Humanities and Social Sciences; Helen Lo - Asian Library; and Jennifer Rogers - Technical Services.

Library staff recognized for their long-term service to the University through their induction into the 25 Year Club or Quarter Century Club included: Keith Bunnell, Puran Gill, Seonaid Lamb, Debbie Lim, Anne Miele, Mary Mitchell, Brian Owen, Francis Wong, Winnie Wong and Suzan Zagar.

Staff inducted into the 35 Year Club or the Quarter Century Club – Tempus Fugit (35 years) included: Janice Austin, Marlene Hamakawa, Judy Lee, Susanne Lester, Mary Luebbe, Richard Moore, Leona Polonich, Beverly Richards, Karen Shaw, Jane Shinn and Richard Welch.

Further details about staff changes are listed in Appendix A: Library Staff.

The Library and user communities were saddened by the deaths of two long-term staff members: Dagmar Bonkowski, Library Assistant, Law Library; and Diana Cooper, Librarian, Fine Arts.

STAFF TRAINING AND DEVELOPMENT

Library staff continued to participate in a wide variety of training sessions to ensure that the capabilities of the Voyager system would be fully utilized. Key staff were trained and they in turn instructed others on Voyager's different modules. Building on the many courses presented last year, 81 additional sessions were presented – mostly by Library trainers – for a total of 205 teaching hours. Staff members averaged four hours of learning each for a total of 2,624 participant hours. This formal training was followed by many hours of informal instruction in acquisitions, cataloguing, circulation and serials functions. Nine sessions totalling 15 teaching hours were presented in-house on the online ordering system. Fifty staff members averaged two hours each to learn EDI (electronic data interchange) and the Coutts iApprove system.

Staff continued to take advantage of other in-house training opportunities on topics such as e-resources, institutional repositories, the future of libraries, information literacy, reference and instruction, and supervisory skills, totalling 77 teaching hours and reaching 633 participants in 49 sessions. Another 177 participants attended staff development opportunities on campus through Continuing Studies, the Centre for Teaching and Academic Growth, and other units; 151 participants attended off-campus sessions.

The Library streamlined its application and funding-approval processes for staff development and training. The amount of funding devoted to these activities increased significantly and funds previously administered separately were consolidated. In addition to local funding, the Library is often successful when staff apply for grants from outside agencies such as the BC Scholars to China Travel Grant Program.

Kimberley Hintz, a librarian in the Humanities and Social Sciences Division, received the Diana Lukin Johnston Award for 2004/05. This award was established by Derek Lukin Johnston, a long-term benefactor of the Library, in memory of his wife, who was an avid reader and supporter of libraries. The purpose of the award is to enable professionals or those studying to become professional librarians to take advantage of professional development opportunities. Ms. Hintz applied her award towards the cost of attending the Association of College and Research Libraries conference held in Minneapolis in April 2005.

Mary Mitchell, Associate Law Librarian, was honoured at the May 2004 meeting of the Canadian Association of Law Libraries in Québec City for outstanding service to the Association and her enhancement of the profession of law librarianship. For her achievements, especially her work as compiler of *Periodicals in Canadian Law Libraries: A Union List*, Ms. Mitchell received the Denis Marshall Memorial Award for Excellence in Law Librarianship.

HEALTH, SAFETY AND SECURITY

The Library continued to emphasize the importance of health and safety in the workplace and to offer programs to staff that support personal wellness. Health and Safety groups met regularly to review the physical work environment, and recommend improvements aimed at eliminating the potential for accident and injury, in an effort to continue the Library's low rates of accidents and time lost due to injury. Many staff continued to participate in the UBC-sponsored Health Symposium and various fitness initiatives, including yoga and Tai Chi. In November 2004, the Library offered its first flu shot clinic, with 42 staff participating.

At the request of staff in the Asian and Math libraries, cordless phones were installed to enhance security during night and weekend hours of opening. UBC Library collaborated with the Alma Mater Society to install a Safewalk phone in Koerner Library. Security issues were addressed in the David Lam and Woodward libraries with the installation of key card readers.

Ergonomic risk assessments continued for staff workstations across the Library. Recommendations were implemented for improving workstations and the work environment, particularly in Woodward Library.

LIBRARY FACILITIES

The Library continued to improve facilities to support users and Library staff. During the past year, the staff area of MacMillan Library and the journal reading and general study areas in Hamber Library were upgraded. Compact shelving units were installed in the Law Library, which doubled the shelving capacity in a large area that was formerly outfitted with fixed units. Earlier runs of law journals, along with some lower-usage materials, were moved to compact shelving to create room for current journals and new books. These publicly accessible electronic compact shelving units are easy to use and freed up much-needed space while allowing the Law Library to keep important materials on site.

The Education Library underwent a significant renovation of its study areas including upgraded computer stations. The reference area was repositioned, four more full-service computer stations were added and all standard online public access catalogue stations were moved into new work carrels, along with new seating. Study tables in both the course reserves and lower-level juvenile fiction areas were replaced with round 10-seat tables and new chairs, while new chairs were installed in the newspaper area and in the Canadian Children's Books Collection. An extra study table was added to the microfiche section. The Faculty of Education assisted with the funding for these upgrades, purchasing three new workstations for the Library's lower level.

New chairs were provided for Woodward Library's Sherrington Reading Room. The original chairs (circa 1973) were replaced with lightweight ergonomic models on casters. Facility renewal plans were completed for the David Lam and MacMillan libraries, and design work for relocating the Biomedical Branch Library to the Academic Ambulatory Care Centre was finished. The entrance to the Music Library was modified to provide easier access for wheelchair users.

UBC Library is committed to supporting the learning and research needs of its users through the acquisition of information resources and ensuring access to resources beyond the campus. It provides instruction and training to help them develop the information seeking and critical thinking skills required to succeed in their studies and as members of a knowledge intensive society.

LEARNING & RESEARCH

THE LIBRARY SUPPORTS learning and research in many ways. It provides staff to answer questions at reference and information desks, respond to e-mail enquiries, engage users in live electronic chat, create electronic and in-person tutorials in response to user requests and needs, and provide ongoing Library instruction. The goal is to give Library users the skills needed to find information efficiently and evaluate it critically.

Over the past five years, there has been a steady increase in the size of the UBC community. While there has been a 14% increase in the number of full-time equivalent students and faculty, there has been a 20.5% increase in the number of people these full-time equivalents represent. In addition, the Library serves a growing community of users registered in certificate programs, distance education programs, executive programs, continuing studies programs and other initiatives.

During 2004/05, Library staff answered more than 245,400 questions in person, by telephone or by e-mail. This figure represents a decrease of approximately 3.6% from the previous year. At the same time the Library offered information skills instructional programs, both on and off campus. More than 24,000 participants attended almost 1,300 classes.

UBC Library is committed to supporting the learning and research needs of undergraduate students, graduate students, faculty and staff. It does so through the acquisition, provision and preservation of information resources locally, in print, electronic and other formats, and through access to information resources beyond the campus. It provides instruction and training (e.g. individual, group, Web-based) to help students develop the information seeking and critical thinking skills required to succeed in their studies and as members of a knowledge intensive society. It works with faculty, students and staff to find, develop and effectively use the information resources they require for the creation and transmission of knowledge. In addition, the Library provides the infrastructure and technology to support and deliver information resources, it provides bibliographic access to and information about them through its online catalogue and other indexes, and it manages the physical flow of resources to and from Library users, whether on campus or at a distance.

In November 2003, the Library launched the eHelp Virtual Reference Pilot Project, an online reference service that allows users to chat with Library staff, co-browse research databases and websites, and send and receive documents. Using software originally developed for commercial purposes, students, staff, faculty and community users can access expert assistance online without leaving their computers anytime the service is available. Hours during the Fall 2004 and Winter 2005 terms were 11 a.m. to 9 p.m. during the weekdays and noon to 5 p.m. on weekends. During this period eHelp answered more than 4,000 questions from UBC and community users. A generous donation from the Sutherland Foundation allowed for the further development of eHelp, including the hiring of two eHelp librarians and increased hours of operation. With the support of a 2004/05 Teaching and Learning Enhancement Fund (TLEF) grant, eHelp launched the online term paper research clinics in October 2004. Undergraduate students booked appointments and received one-to-one assistance for term paper research. More than 100 students participated and the program will grow in the coming year.

The Library continued to use various approaches to ensure that information literacy skills are acquired by novice and advanced researchers. These approaches included tutorials using WebCT, the use of class assignments and instruction within specific courses. David Lam Library staff developed and presented a skit to second-year business students about the research tools and help available in the Library. Staff also collaborated with the Sauder School of Business Career Centre to assist MBA students with the development of job applications for specific companies and industries. Additional Viewlet tutorials were prepared for several databases, including PsycInfo and Eric.

Beyond the Library, staff presented at a Spring 2004 event sponsored by the Centre for Teaching and Academic Growth. The 4th Annual UBC TAG Learning Conference focused on course objectives, models and best practices for information literacy. Library staff also participated as facilitators in TAG seminars about electronic library services. As well, the Library collaborated with the Faculty of Arts in offering EndNote workshops to help students and others learn about this bibliographic management software.

The Library continued to examine ways to determine the effectiveness of its information literacy programs through ongoing participation in the Association of Research Libraries' Project SAILS (Standardized Assessment of Information Literacy Skills), phase III. During the past year the Library contributed to the development of a Canadian version of the questionnaire and participated in a panel presentation on SAILS at the Canadian Library Association Conference, held in Victoria in June 2004.

As the Library's collection of e-resources continued to grow, listings and accessibility via the Library's website became increasingly important. During the past year, the knowledge base used to support UBC eLink was mined for an additional 3,000 database records, which were added to UBC's list of electronic journals. Links were also made from Google Scholar to UBC eLink to enable access to proprietary resources licensed by UBC. The Library developed a process to add records systematically to the online catalogue for e-books. This year thousands of records were added to the Library's catalogue for Early Canadiana Online, heightening the title's visibility and resulting in increased usage. A broad range of other titles will be added in the coming year, highlighting the Library's commitment to e-resources.

The Library introduced MultiSearch, Voyager's metasearch tool, to allow multi-database searching of topical areas such as business through the pre-selection of relevant databases. With this software, users have the opportunity to search simultaneously up to six databases that they choose from a selected list.

Microform records for the Canadian Institute for Historical Reproductions and Microlog were added to the Library catalogue. This resulted in significantly increased use of these resources. Microform materials from Fine Arts, Science and Engineering, Main Library and David Lam Library were consolidated in the Koerner Library microforms area. New microform reader equipment was purchased to provide improved access and digital functionality. It is now possible for researchers to scan from a microfiche or film to a laptop computer drive, CD-ROM or diskette, or to send the data as an e-mail message.

Library hours of opening, particularly around exam time, was a matter of concern to the Senate Library Committee. Gina Eom, a Student Senator and member of the Senate Library Committee, spearheaded the initiative for extended hours. In response to her hard work, funding was supplied by the Provost's Office to allow the Library to extend its opening hours for Koerner, Main and Woodward – the three largest Point Grey campus libraries – during the exam period in Spring 2005. This funding commitment is in place to December 2006. This service was well-used by students, mainly for studying. Extended hours for the May exam period were available to students at the Biomedical Branch Library, thanks to funding from the Faculty of Medicine.

The Library improved its ability to provide unmediated service through the addition of several forms to its website, including faculty and staff library card applications, fines appeals, media bookings and personal information changes. The Library's participation in the UBC Consolidated Billing Project allowed students to pay fines online. Installation of a new self-service checkout machine in Koerner Library increased self-checkout by 25%.

Several displays were presented in the Library. In support of the W. Kaye Lamb Lecture – given by Ian Wilson, the Librarian and Archivist of Canada – a display on early Victoria newspapers with a particular reference to the Cariboo Gold Rush was featured. In conjunction with the Vancouver International Writers Festival, a display focusing on Canadian and B.C. authors was exhibited in Koerner Library. In honour of the 35th anniversary of the Shastri Indo-Canadian Institute, book covers representing titles recently received through the Institute's Library Programme were displayed in Koerner Library.

As well as providing the means to access collections and services, the Library's website supports a number of virtual displays, locally developed databases and digital collections. This year the Library continued to develop the British Columbia Sheet Music website and the Historical Chinese Language Materials in British Columbia digital collection. Portraits of UBC chancellors and governors were also digitized and made available via the Library's website.

THE CHAPMAN LEARNING COMMONS

Since its inception in 2002, the Chapman Learning Commons has been heavily used. The number of visitors to Main Library increased by 1,000 per day shortly after the opening of the Learning Commons and has remained at that level, despite the disruption due to the construction of the Irving K. Barber Learning Centre. The loan period for laptops was extended to allow students to use them for class presentations and group work in other campus locations. From April 2004 through March 2005, there were 10,650 requests for loaner laptops.

Students hired through the Peer Assistant Program helped staff the information desk in the Chapman Learning Commons and answered some of the 20,060 queries received in 2004/05. As well, peer assistants initiated and coordinated several programs, including Library in Residence/Peer Assisted Research, Roving the Web at the UBC Learning Exchange and the Chapman Discussion Series. For the second year, a Freedom to Read Week event was held in the Suzanne Cates Dodson and Earl D. Dodson Reading Room, and featured readings by a number of UBC faculty.

In addition to hosting community events and learning skills workshops, the Dodson Room continued to host Music at Main, now in its sixth year. This program of noon-hour recitals showcases the talents of UBC School of Music students and faculty.

The Chapman Learning Commons as well as the Dodson Room and the Chung Collection will close in July 2005 to allow for the construction of phase two of the Irving K. Barber Learning Centre. They will reopen in a new and refurbished space in Fall 2007 when the construction of the Learning Centre is complete.

INFORMATION RESOURCES AND COLLECTIONS

A key initiative this year was the acquisition of a number of full-text online resources. Although the Library did not receive an increase to the acquisitions budget, several factors allowed the Library to identify funding for these purchases (e.g. the higher value of the Canadian dollar compared to the U.S. dollar throughout the year; lower than projected increases to the cost of subscription renewals; the Library's Transition to Online project).

The Library acquired two key full-text resources in the English language: Early English Books Online (EEBO), which covers all publications in English up to 1700, and The Eighteenth Century Collections Online (ECCO). The Library also acquired *The Making of Modern Law*. Work is underway to place records in the Library's catalogue for each work in these sets, allowing users to click through to the online version.

Other full-text resources were acquired, such as The Times (London) Digital Archive, Oxford Dictionary of National Biography, SPIE Digital Library (optics and imaging) and several encyclopedias in the fields of science, medicine, law, philosophy and social sciences. Some of this material is also in the Library's print or microform collections; increasingly, however, the online material is unique and much appreciated by users.

Earlier online coverage was acquired for several indexes, including CAB Abstracts (1910-1973), Humanities and Social Sciences Index Retrospective (1907-1984), Legal Periodicals Retrospective (1918-1981) and the Readers' Guide Retrospective (1890-1982).

Asia is fast catching up with the West in terms of digital material, and the Asian Library continues to be at the forefront of North American libraries in expanding its digital holdings. Titles acquired this year included China Online Journals in Arts and Humanities, Dissertations of China, JapanKnowledge and the Korea Academic Database with full text.

In Fall 2004, a week-long trial of the full-text version of ProQuest Digital Dissertations proved so popular that the vendor closed it early, assuming that data was being illegally downloaded. The database – which covers theses published since 1997 – was purchased, and provides better service for users than requesting dissertations via Interlibrary Loan. Prior to the full-text version, users downloaded an average of 50 theses (restricted at that time to UBC theses) per month. The new average is more than 2,000 downloads per month.

The Library ventured into new areas with the acquisition of two streaming-audio databases – the Classical Music Library and the Naxos Music Library – and RefWorks,

a web-based bibliographic management tool. With RefWorks, researchers can easily format bibliographies in their style of choice, be it APA, MLA, Chicago or hundreds of others. An advertising campaign was launched by the Library to promote the use of this software.

Microfilm remains a reliable format for research materials. Koerner Library acquired a selection of U.S. government documents on health and human services from 1982; Ruskin & Victorian Intellectual Life: Manuscripts of John Ruskin (1819-1900) from the Ruskin Library, University of Lancaster; Korean Republic (1953-1965); Part 4 of Japan through Western Eyes: Manuscript Records of Traders, Travellers, Missionaries and Diplomats (1853-1941); and Catalogue Général des Manuscrits des Bibliothèques Publiques de France.

Rare Books and Special Collections added a number of extraordinary items to its collection during this reporting period including 160 titles on or by Robert W. Service, helping to develop the Library's already significant collection on this popular poet. Two versions (1859 and 1861) of the rare pamphlet by J.S. Helmcken entitled *To the Electors of Esquimalt* were purchased, along with an exceptional broadside entitled *Japanese Agents Control Local Radio Stations* (Vancouver, 1938). The acquisition of a collection of invoices from early Victoria newspapers starting in 1863 illuminates the complex early history of Victoria printing and publishing. Meanwhile, a file of correspondence between Lee Straight of the Vancouver Sun and Roderick Haig-Brown is an important addition to the study of ecological consciousness in British Columbia. In addition to its rarity, *The Mining News* (Victoria, 1864) is notable as the earliest newspaper devoted to the stock and real estate market in B.C.

As well as purchasing materials, Rare Books and Special Collections received many remarkable gifts. One of the most significant during this reporting period was the Dr. Claude Dolman collection of 456 rare medical books acquired for the Woodward Memorial Room. Harvey Burt lived next door to Malcolm Lowry at Dollarton, and the family's collection of documents, books and photographs related to Lowry was donated to UBC Library, courtesy of the Estate of Harvey Burt. Roy Miki, Professor of English at Simon Fraser University, donated his fonds on Japanese redress. The personal diaries of Okanagan fruit grower Mr. Denbei Kobayashi cover the years 1913 through 1940. Public access to the diaries is restricted until the passing of the last of Mr. Kobayashi's children but the diaries will eventually provide a rich resource on the Japanese-Canadian experience in British Columbia. Phil Thomas donated 357 books this year to bring the Philip J. Thomas Popular Song Collection to more than 8,500 items.

Encouraged by their libraries, various North American universities have produced statements supporting open access and the scholar's retention of copyright for their published materials. UBC Library has supported these initiatives, and will continue to do so in the coming year. Several open access offerings were added to the collection, including Project Euclid (math journals based at Cornell), BioMed Central's Biology Collection and images.MD, the Stanford Encyclopedia of Philosophy, and Nucleic Acids Research from Oxford University Press.

The Library continued to receive funding support for information resources from faculties and departments across campus. Assistance was received from the Children's & Women's Health Centre of British Columbia, Centre for Korean Research, Department of Asian Studies, Department of Classical, Near Eastern and Religious Studies, Department of English, Faculty of Arts, Faculty of Education, Department of History, Department of Metals and Materials Engineering, Department of Microbiology & Immunology, Faculty of Medicine, ITServices and Sauder School of Business. Such assistance is greatly appreciated.

UNIVERSITY ARCHIVES AND RECORDS MANAGEMENT SERVICES

University Archives continued its commitment to expand and enhance access to its traditional archival holdings as well as digitized materials. Recognizing the growing importance of its web page as the primary means of accessing information about its holdings and digitized copies, University Archives staff undertook a major website revision to better organize its information resources and update its appearance.

Last year, University Archives oversaw the development of the UBC Publication Digitization Project, which resulted in the digitization of approximately 53,000 pages from the University's three primary publications – The Ubyyssey, UBC Reports and Alumni Chronicle. The value of this new resource was significantly enhanced when indexing software, capable of searching simultaneously across many thousands of PDF files, was added. The new search facility can be found at stikine.library.ubc.ca/archives.html. Indexes were also created for other digitized resources, including Senate minutes (1915-1991), UBC President's Reports (1929-2003), University Librarian's Report to Senate (1920-2004), sections from UBC Calendars (1915-1960) and all HTML pages on the University Archives website. Researchers can now enter a character string and search specific indexes or across all indexes. As a result, users not only have remote access to all back copies of these University publications, but they have a means of finding specific information located anywhere in more than 75,000 pages of PDF files.

University Archives staff spent a significant amount of time preparing for their move to the Irving K. Barber Learning Centre planned for July 2005. This preparation

included reviewing the backlog of unprocessed material and arranging and describing as much material as possible, as well as barcoding boxed materials that will be housed in the automated storage and retrieval system. The barcodes, along with the capabilities of Voyager, will improve efficiency in the retrieval of requested material and provide better information about the use of archival materials. University Archives staff will be temporarily located on the second floor of phase one of the Learning Centre. When phase two of the Learning Centre is complete in 2007, they will share space with Rare Books and Special Collections on the first floor.

Over the past few years, Archives has been active in establishing the groundwork for an institutional records management program for the University. This first involved carrying out a records survey of all records-creating units within the institution. This initiative was followed by the creation of a schedule that provides guidelines for the retention of all records generated at the University. This document prescribes the length of time that each class of record needs to be retained and stipulates the ultimate disposition of records. A contractor working on the development of the records schedule also carried out a number of fee-for-service projects for various offices. The Library, as part of its strategic planning process, has created the position of University Records Manager, which will be filled early in 2005/06. This position is the critical first step in developing and implementing an institutional records/information management program for UBC.

PRESERVATION AND DIGITIZATION

The preservation microfilming project produced a total of 38 reels and 2,900 fiche, concentrating on preserving B.C. and UBC materials. The B.C. Directories project, which attracts enough of a market across B.C. to recover its costs, was continued with the filming of the years 1973 to 1976. The other projects consisted of UBC-related publications: 10 years of UBC calendars, undergraduate and graduate theses, and papers on B.C. history, forestry and education.

COLLECTION USE AND ACCESS TO MATERIALS AT OTHER LIBRARIES

The total recorded use of Library resources during this reporting period decreased by nearly 34% to 3.86 million transactions. This figure includes circulation, renewals, borrowing and lending transactions for interlibrary loans, and internal document delivery services to the UBC community and teaching hospitals. This decrease was mainly due to changes in the operation of self-service renewals in the Voyager system and the lengthening of graduate students' loans from four to eight weeks, resulting in the need to renew books less often.

This year the Library borrowed 23,666 items from other libraries, a 15% drop in borrowing activity compared to the previous year. This decrease can partly be explained by the growth in the depth and breadth of the Library's collection of full-text e-resources. Lending to other libraries also decreased by almost 22%, from 30,626 items to 23,903. While there was an overall decline in the document delivery numbers, CISTI – the Canada Institute for Scientific and Technical Information – provided 48% of all documents obtained from other Canadian libraries, an increase of 7% over last year. As was the case last year, there is an expectation that this downward trend will continue as resources are increasingly available locally due to the increased collection of full-text electronic resources.

The lending of UBC Library materials to libraries outside of Canada and the United States was introduced during this reporting period. The Interlibrary Loan division also piloted a project called ILL Express, which allows ILL staff to purchase materials published recently, rather than trying to borrow them from other libraries. As a result, requestors received the material in half the time (10 days instead of 20), and, when returned, the items were catalogued and added to the collection. With some minor revisions this pilot project will be formalized and added to the Library's collection of services.

TECHNOLOGY INFRASTRUCTURE

The introduction of Voyager provided the Library with a sound technological foundation and was key for the establishment of the UBC Okanagan Library. This effort included migrating UBC Okanagan to Voyager in a way that minimized user disruption, while enhancing services and information resources available at the UBC Okanagan and UBC Vancouver libraries. The groundwork for the migration took place during the reporting period and will be substantially completed before July 1, 2005.

The Library's desktop environment was upgraded, as new units using the XP operating system replaced remaining NT workstations. This Library-wide upgrade should enhance access to the Library's rich collection of information resources.

The Library embarked on a consolidation and modernization of its small-server environment. Previously, the Library operated more than 40 aging small servers with various operating systems and the attendant security, operating environment and upgrade concerns. A needs assessment was carried out with the assistance of IT Services. As a result, it was determined that a phased migration from the existing environment to a utility-computing model supported by IT Services using virtual machine software (VMWare) would best meet the Library's needs. VMWare allows a single server to house multiple applications, which simplifies maintenance, reduces costs and allows the Library to add new applications without having to add new servers.

The purchase and implementation of ENCompass for Resource Access, new federated database search software, was completed during the year. This provides another means of accessing UBC Library's electronic serials collection. Initial steps were taken to provide systems support for the development of digital library collections using ContentDM, dtSearch and ENCompass for Digital Collection software.

Library Information Systems & Technology initiated or supported a wide range of software- and hardware-dependent activities during the year. These included using a content management system called Plone to redevelop the staff intranet and purchasing an e-resource management system called Meridian to track the steadily increasing number of electronic resources, as well as working with ITServices on the implementation of the Campus Wide Login authentication method for access to Library resources and services available through the online catalogue.

BIBLIOGRAPHIC CONTROL, CATALOGUING AND ORDERING

The implementation of the Library's strategic plan had a significant impact on Technical Services during 2004/05. Major changes included the introduction of Voyager; a consolidation of the purchase of English-language books to one vendor; the creation of several new approval plans; the receipt of materials with EDI and vendor-supplied catalogue records; the introduction of iApprove; the implementation of ENCompass; and preparation of Main Library materials for the ASRS located in phase one of the Learning Centre.

Early in the year a Workflows Issues Group was created that included supervisors and key persons from each technical services area in the Library Processing Centre. With the introduction of vendor-supplied catalogue records for current materials, the Library's cataloguing workforce can focus on reducing the cataloguing backlog of older materials as well as address the projects identified by the Technical Services Advisory Committee. During this period, Technical Services units across the Library catalogued 42,872 titles and processed 60,039 items, including 1,487 UBC theses and 4,160 non-book materials. Serials staff were busy with the tasks of cancelling print journals, upgrading order records and creating check-in records on Voyager, and moving standing orders to the new vendor. Book-processing procedures were changed significantly as a result of the capabilities of Voyager, allowing these procedures to be dispersed across Technical Services units.

COMMUNITY AND INTERNATIONALIZATION

UBC Library is committed to cooperating with academic institutions, government and industry to support learning and research and to further the transfer and preservation of knowledge. It is part of a network of information resources that extends around the world.

COMMUNITY & INTERNATIONALIZATION

THE LIBRARY continued to participate as a member or officer in many consortia and library associations during the reporting period, including the Academic Business Library Directors, Association of Research Libraries, Association of Faculties of Medicine of Canada, Bibliographical Society of Canada, British Columbia Electronic Library Network, British Columbia Library Association, Canadian Association of Law Libraries, Canadian Health Libraries Association, Center for Research Libraries, China National Knowledge Infrastructure for Canadian Institutions, Committee on Research Materials on Southeast Asia, Council on East Asian Libraries, Council of Prairie and Pacific University Libraries, Music Library Association, Pacific Coast Slavic and East European Library Consortium, Pacific Rim Digital Library Alliance, RLG (formerly Research Libraries Group), Shastri Indo-Canadian Institute, Committee on Libraries and Documentation, South Asian Microform Project and Southeast Asia Consortium-West.

The Canadian National Site Licensing Project completed its work but the group supporting this initiative believed that there was still significant work to be done in the area of national licensing for e-resources. This led to the establishment of the Canadian Research Knowledge Network. The Library joined this new entity, which negotiated for two additional resources near the end of the fiscal year: the Royal Society of Chemistry backfiles (1841-1996) and Kluwer online journals (now part of Springer).

The Library continued to work with a variety of local and regional consortia in the purchase of expensive electronic resources such as Academic Search Premier, ABI/Inform,

UBC Library is firmly committed to cooperating with other academic libraries and institutions, government and industry in order to support learning and research and to further the transfer and preservation of knowledge. As a community resource, it plays a key role in the intellectual, social, cultural and economic growth of the Vancouver region and British Columbia. It is part of a network of information resources that extends around the world, and which strengthens British Columbia's and Canada's links to the international community.

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Blackwell journals, Elsevier ScienceDirect journals, IEEE/IEE Electronic Library, INSPEC, Kluwer journals, LexisNexis Statistical Universe, ProQuest Historical Newspapers, PsycINFO, SciFinder Scholar and Wiley InterScience journals.

UBC Library also revised the reciprocal interlibrary loan agreement with Interlink public libraries in the Lower Mainland.

COMMUNITY ACCESS

Visits outside the Lower Mainland by the University Librarian and Irving K. Barber continued to be an important way of informing communities beyond UBC about the mandate and activities of the Irving K. Barber Learning Centre and its partnership with UBC Library. Providing access to the Library's rich collection of resources and services for the citizens of British Columbia is one of the pillars of the Library's strategic vision, and the Irving K. Barber Learning Centre is pivotal in this outreach initiative. The visits and discussions across B.C. helped determine how the Centre could best serve the needs of users throughout the province. A report on these visits has been distributed and feedback is being sought regarding the development of programs and services for the Learning Centre. Thus far, recommendations from community groups have focused on improving access to information resources and support for areas such as business development and education.

During the past year, the Irving K. Barber Learning Centre continued to offer webcasts of events, including the visit of His Holiness the XIV Dalai Lama. This featured an honorary degree ceremony and keynote address at the Chan Centre. Also webcast was a roundtable dialogue between the Dalai Lama and fellow Nobel Laureates Archbishop Desmond Tutu and Professor Shirin Ebadi, along with Rabbi Zalman Schachter-Shalomi and Dr. Jo-ann Archibald of the First Nations community. The roundtable was moderated by Bishop Michael Ingham of the Diocese of New Westminster.

Other webcast events included the George Woodcock Memorial Lecture (co-sponsored by UBC's Program in Canadian Studies) entitled Civil and Uncivil Society and delivered by J. Edward Chamberlin, a former Vancouverite and current University Professor of English and Comparative Literature at the University of Toronto; a musical performance from the S.K. Lee Enchanted Evening Concert Series; and an interactive public forum on diabetes research in conjunction with the Faculty of Medicine and the Canadian Diabetes Association.

Funding for the digitization of BC Reports was provided by the Notary Foundation of the Society of Notaries Public of B.C., with additional support from the British Columbia Courthouse Library Society, UBC Law Library and UBC Archives. This project will be completed and publicly available by January 2006.

The Library also sponsored the W. Kaye Lamb Lecture to honour Mr. Lamb, whose titles included University Librarian at UBC, Provincial Librarian and Archivist of British Columbia, and Dominion Archivist and National Librarian of Canada. The timely lecture, entitled *Roles and Responsibilities of Major Canadian Archives and Libraries in the Emerging Social, Political and Technological Environment*, was delivered by Ian Wilson, the current Librarian and Archivist of Canada.

The Faculty of Medicine undergraduate distributed education program began in Fall 2004 with students starting studies at the University of Victoria and the University of Northern British Columbia in January 2005. Working collaboratively with staff at these sites, UBC Library ensured that the needed curriculum resources were available through print reserve and e-reserve collections, negotiated extensions to e-resource licenses, extended the CISTI loan agreement and ensured adequate document delivery procedures were in place. Student orientation included instruction on how to access UBC Library at a distance as well as connecting with library staff and services at the distributed sites. UBC librarians provided a training program for library staff and faculty at the partner sites, and a website was developed to facilitate collaboration amongst the three institutions' libraries. Planning continues regarding the development of programs for collaborative virtual reference and information literacy.

The Library renewed its agreements with the Provincial Health Services Authority, Vancouver Hospital, Providence Health Care and Children's & Women's Health Centre of British Columbia regarding collaborative database licensing. The Library participated on the Request for Proposal and Business Plan working groups, along with other members of the library community and the BC Academic Health Council, to expand access to electronic resources for health sciences students, faculty and professionals in British Columbia. A one-time funding award was received from the Ministry of Health to facilitate the participation of health authorities; governance and funding models are being developed.

The Library, in collaboration with the Alma Mater Society, successfully repeated the Food for Fines program in November 2004, which is held to support the Greater Vancouver Food Bank. This program resulted in the collection of 62 boxes of food, while fines totalling more than \$4,300 were waived.

As part of Asian Heritage Month, the Asian Library hosted an open house, called ExplorASIAN, in April 2004. Librarians demonstrated various databases and conducted tours. The event was a community collaboration, featuring dance and music along with displays from the many cultures represented in the Asian Library.

Other community events included Robson Square Library collaborating with the UBC Bookstore to host the Robson Square Reading Series. Meanwhile, education librarians participated in the BC Teacher-Librarians' conference by presenting information on web resources, focusing on free-versus-fee services and the development of criteria to determine the validity and quality of information resources.

INTERNATIONAL INITIATIVES

Many local, national and international organizations and institutions are interested in the activities and strategic plans of UBC Library and visit the Library to discuss various initiatives. During this reporting period, UBC Library welcomed senior administrators from many institutions, including: Brock University, St. Catharines; the Chinese Historical Society of America, San Francisco; the Chinese University of Hong Kong; Daegu University, Korea; East China Normal University; Foreign Affairs & Overseas Chinese Affairs of Kaiping City, China; Fudan University, China; Guangdong Local Chronicle Office, China; National Sciences and Technology Library, China; Office of Chorography of the Dongguan Municipal People's Government, China; Peking University, China; Renmin University of China; Sungkonghoe University, Korea; the University of California, Berkeley; the University of California, Los Angeles; the University of Hong Kong; the University of Melbourne Library; the University of New South Wales, Australia; the University of Queensland, Australia; the University of Tokyo; University of the Witwatersrand, Johannesburg; Wuyi University, China; Xinjiang University, China; and Yukon College.

UBC Library was involved in a number of international initiatives, including a trip to China to learn about local archival materials and to create awareness of research and the website of historical Chinese-language materials in B.C. UBC Library was selected as the new home for the Pacific Rim Digital Library Alliance Secretariat (PRDLA) for 2005/06-2008/09, assuming this responsibility from the University of Hong Kong. As part of this responsibility, the University Librarian assumes the Chair of the PRDLA Steering Committee. UBC Library also continued to participate in PRDLA's Metadata Project Management Database Registry task group. Such collaboration, and UBC's continued involvement in the Universitas 21 network, will challenge the Library to become increasingly global in its approach and to increase its participation on provincial, national and international fronts.

Music Library staff were heavily involved with organizing the Music Library Association Conference, which brought music librarians to Vancouver from all over North America.

UBC Library hosted the Pacific Northwest Forestry Librarians meeting in Fall 2004. MacMillan Library staff participated in the development of the International Union of Forestry Resources Online Directory.

FRIENDS, DONORS AND ALUMNI

UBC Library continued to receive excellent support from its friends, donors and alumni. The Library is committed to reaching users at UBC and in the broader community, and its reputation as a pre-eminent research library is enhanced by the support it receives from its many constituents. This support was a valuable source of funding and inspiration, as Library friends – including alumni, parents, students, faculty, staff, companies and other sources – provided nearly 2,500 gifts.

A telephone campaign focused on the parents of UBC students resulted in contributions totalling more than \$83,000. The money was used to support projects such as the Wireless Library @ UBC and the Library's various endowments. Other popular areas for support included the Library Gift in Kind Fund, UBC Library Collection Enrichment Fund and the Harry Hawthorn Foundation Endowment.

Gifts-in-kind play an important role in the development of the Library's collection. While these gifts are far too numerous to list, one of the highlights was the Dr. C.E. Dolman Collection of more than 400 books on infectious diseases. This collection ranges from the 16th to the 20th centuries, and includes a number of rare British and colonial government reports that are important in the study of medical mapping. This remarkable gift was acquired for the Woodward Memorial Room. The Estate of John Brockington, who was the head of UBC's theatre department for 22 years, donated a collection consisting of 1,959 videotapes, DVDs and compact discs of operas, Broadway musicals and vocal recitals. Other generous gifts-in-kind were received from donors including George Wallace Bluman, the Japan Publications Trading Co., Ronald Rothwell, Jacqueline Tupper, Caroline Warner and Anne Whitla.

In honour of Diana Cooper, a long-service reference librarian at UBC Library, the Diana M. Cooper Endowment Fund was established. Ms. Cooper worked in the Fine Arts Division from 1965 until 2004, and contributed greatly to the development of the fine arts collection. Income from the endowment fund is used to buy materials supporting the study of creative and/or fine arts.

During 2004/05, the Library introduced a number of major changes, all with the intent of improving services and resources for the Library's community of users. Undoubtedly, the next year will bring more of the same.

FUTURE DIRECTIONS

THERE ARE A NUMBER of important goals on our horizon for the next reporting period, including the opening of phase one of the Irving K. Barber Learning Centre, preparation for the construction of phase two and the continued implementation of our 2004-2007 strategic plan. As we undertake these activities and many more, I am confident that the Library's past successes will help inform our approach to future challenges.

However, new initiatives require adequate support. With the growth in UBC's research and learning activities come increased demands on the Library's collections and services. Without a first-class library, UBC will be hard pressed to maintain its international stature and recognition as a successful research-intensive university.

While new sources of funds have emerged over the past few years (e.g. indirect costs of research, increased tuition revenue), the Library's allocation of these monies has stayed the same or decreased. For example, in 2002/03, UBC received \$13.75 million for indirect costs of research. Of that amount, \$647,000 was allocated to the Library. Since then, the overall funding for indirect costs of research received by UBC has risen by about 24% to \$17.1 million, while UBC Library's allocation has remained at approximately \$600,000.

Vision Statement: *The UBC Library will be a provincial, national and international leader in the development, provision and delivery of outstanding information resources and services that are essential to learning, research and the creation of knowledge at UBC and beyond.*

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The Library is also serving a growing student population. With the planned opening of UBC Okanagan in September 2005, UBC's total student population is projected to increase by more than 3,000. The acquisitions budget for UBC Okanagan Library is less than that which was provided for the Okanagan University College Library. As a result, UBC Vancouver will need to help UBC Okanagan meet the information needs of its users, while UBC Vancouver grapples with meeting the needs of its growing user population with no funding increase. It appears that the budgetary pressure on the Library will only continue to grow.

With the opening of phase one of the Irving K. Barber Learning Centre, UBC Library is poised to expand its services to users at UBC and throughout B.C. As Mr. Barber notes in the Centre's Statement of Purpose and Charter of Principles, the facility is a "21st-century learning centre for British Columbians and, indeed, the world." The support received thus far – such as the provincial government's annual provision of \$1 million in targeted funding to support the Learning Centre's goals and the annual matching funds promised by UBC – is much appreciated. But given the Centre's broad mandate and the increased demand resulting from UBC's growth in research activities and a larger student population, further funding will be necessary to enable the Learning Centre to partner with the Library to improve services for UBC and B.C. communities in a timely and effective manner.

Mr. Barber's ongoing support continues to be invaluable. His donation of more than \$20 million – granted in 2002 and complemented by funding from UBC and the provincial government – has enabled the construction of the Irving K. Barber Learning Centre. Then, in Fall 2004, Mr. Barber endowed \$3 million to establish the Irving K. Barber Learning Centre Interface Program. The revenue from this endowment will help ensure that the innovative activities undertaken at the Irving K. Barber School of Arts and Sciences at UBC Okanagan as well as elsewhere across B.C. are publicized and used to encourage creativity in B.C. and beyond.

These and other efforts highlight the ways in which UBC Library and the Irving K. Barber Learning Centre are supporting the goals of Trek 2010, UBC's strategic plan. As that document's vision notes, "The University of British Columbia, aspiring to be one of the world's best universities, will prepare students to become exceptional global citizens, promote the values of a civil and sustainable society, and conduct outstanding research to serve the people of British Columbia, Canada and the world." As the Library and Learning Centre continue to promote lifelong learning and reach out to communities both near and far, they are helping make this vision a reality.

LIBRARY STAFF*(April 1, 2004 - March 31, 2005)*

DURING THE REPORTING PERIOD the Library's staff complement (including GPOF and non-GPOF budget positions) of full-time equivalent (FTE) positions consisted of 73.15 librarians, 20.01 management & professional (M&P) staff, and 180.80 support staff for a total of 273.96 FTE positions. This figure compares with a total of 285.39 FTE positions in 2003/04, and represents an overall decrease of about 4%. In addition, the Library's student and temporary hourly staff complement totalled 35.63 FTE positions. The total FTE positions in 2003/04 was 324.69 and in 2004/05 was 309.59, a decrease of 4.65%.

Staff members who retired or who took early retirement: Seonaid Lamb - Humanities and Social Sciences; Helen Lo - Asian Library; Jennifer Rogers - Technical Services.

Library staff joining the 25 Year Club or Quarter Century Club: Keith Bunnell, Puran Gill, Seonaid Lamb, Debbie Lim, Anne Miele, Mary Mitchell, Brian Owen, Francis Wong, Winnie Wong and Suzan Zagar.

Library staff joining the 35 Year Club or Quarter Century Club - Tempus Fugit (35 years): Janice Austin, Marlene Hamakawa, Judy Lee, Susanne Lester, Mary Luebbe, Richard Moore, Leona Polonich, Beverly Richards, Karen Shaw, Jane Shinn and Richard Welch.

New appointments, extensions of appointments or changes in appointment: Ryan Allworth, appointed as term Reference Librarian, David Lam Management Research Library; Susan Atkey, appointed as term eHelp Virtual Reference Librarian, Irving K. Barber Learning Centre; Darrell Bailie, appointed as Acting Manager, Library Information Systems & Technology; Carolyn Casenas, appointed as term Project Archivist, Rare Books and Special Collections; Yvonne Chan, appointed as Web Coordinator, Library Information Systems & Technology; Catharine Chang, appointed as Manager, Human Resources and Organizational Development, Administration; Alan Doyle, extended as term Archivist, University Archives; Ann Doyle, granted study leave for one year; Melanie Eng, appointed as Senior Executive Assistant, University Librarian's Office; Paula Farrar, appointed as term Reference Librarian, Science and Engineering; Margaret Friesen, appointed as Head, Humanities and Social Sciences (term); Lynne Gamache, appointed as Acting Head, Xwi7xwa Library; Ellen George, extended as term Reference Librarian, Humanities and Social Sciences; Dan Heino, returned from leave; Kathryn Hornby, granted study leave for two years; Katherine Kalsbeek, appointed as Reference, Literature and Conservation and Map Librarian, Rare Books and Special Collections; Amber Lannon, started maternity leave for one year; Teresa Lee, appointed as term

Librarian, Woodward Biomedical Library and term Librarian, Humanities and Social Sciences; Kevin Lindstrom, extended as Acting Head, Science and Engineering; Gary Liu, appointed as term User Services Advisor, Library Information Systems & Technology; Jo-Anne Naslund, granted study leave for six months; Anne O'Shea, appointed as term eHelp Virtual Reference Librarian, Irving K. Barber Learning Centre; Lucia Park, extended as part-time term Reference Librarian, Asian Library; Celeste Pelc, appointed as term Acting Director, Human Resources, Administration; Leeane Romaine, extended as part-time term Reference Librarian, Humanities and Social Sciences; Leeta Sokalski, appointed as Office and Circulation Manager, Main Library; Bonita Stableford, returned from leave; Deborah Taylor, appointed as Human Resources and Payroll Coordinator, Administration; Tricia Yu, appointed as Librarian, Eric Hamber Library; Megan Zandstra, appointed as term Reference Librarian, Humanities and Social Sciences.

New or reconfigured positions: Coordinator, UBCO Transition (Library, term); Director of Development, Administration; Digital Initiatives Librarian, University Archives; eHelp Virtual Reference Librarian, Irving K. Barber Learning Centre; HR and Organizational Development Manager, Administration; HR and Payroll Coordinator, Administration; Library Information Systems & Technology Manager, Administration; Office and Circulation Manager, Main Library; Science Collections Librarian, Collections; Secretary, Administration; Senior Executive Assistant, University Librarian's Office; University Records Manager, University Archives.

Staff members who moved to other departments: Kenny Chow to UBC Financial Services, Trust Accounting; Kele Fleming to Office of Learning Technology.

Heads of branches and divisions: Asian Library - Eleanor Yuen; Borrower Services - Leonora Crema; David Lam Management Research Library and UBC Library at Robson Square - Jan Wallace; Education Library - Christopher Ball; Humanities and Social Sciences - Margaret Friesen (term); Information Services - Martha Whitehead (until July 2004); Law Library - Sandra Wilkins; Music Library - Kirsten Walsh; Rare Books and Special Collections - Ralph Stanton; Science and Engineering - Kevin Lindstrom (acting); Technical Services - Maniam Madewan; University Archives - Chris Hives; Woodward Biomedical Library - Rita Dahlie.

Library Administrative Group: University Librarian - Catherine Quinlan (chair); Assistant University Librarian, Arts, Humanities and Social Sciences - Tim Atkinson; Assistant University Librarian, Collections and Technical Services - Janice Kreider; Assistant University Librarian, Professional Schools and Operations - Sandra Wilkins (term); Assistant University Librarian, Science Libraries - Lea Starr; Facilities, Finance and Budget Manager - Darrell Bailie; Human Resources Director - Deborah Austin; Special Projects Administrator - Dwight Tanner; Systems Manager - Brian Owen (until August 2004).

LIBRARY STATISTICAL SUMMARY 2004 - 2005

COLLECTIONS	
Total Volumes ¹	5,068,686
Volumes Added 2005 ²	316,121
Current Subscriptions	51,553
Microforms	5,062,390
Electronic resources ³	41,333
SERVICES	
Total Recorded Use of Library Resources	3,856,268
Document Delivery (Internal) ⁴	22,409
Interlibrary Loan - Lending ⁴	24,718
Interlibrary Loan - Borrowing ⁴	23,666
Instruction Classes/Orientation - Number of Sessions	1,280
Instruction Classes/Orientation - Number of Participants	24,068
Total Questions Answered	245,433
Reference Questions	133,077
Directional Questions	112,356
STAFF (FTE)	
Librarians	73.15
Management and Professional (M&P)	20.01
Support Staff	180.80
Subtotal	273.96
Student	35.63
Total FTE All Staff	309.59

¹Includes Volumes Added 2005

²Includes 230,605 e-books

³Databases, e-journals, CD-ROMs, numeric files (excludes e-books)

⁴Included in Total Recorded Use of Library Resources

APPENDIX C

GROWTH OF COLLECTIONS

	March 31, 2004	Growth	March 31, 2005
VOLUMES¹	4,752,565	316,121	5,068,686
SERIAL SUBSCRIPTIONS²	46,695	4,257	50,952
OTHER FORMATS:			
Archives (<i>meters</i>)	3,642	17	3,659
Artifacts	1,826	0	1,826
Audio (<i>cassettes, CDs, LPs</i>)	81,744	1,083	82,827
Cartographic	206,917	647	207,564
Electronic resources:			
Bibliographic and full-text databases	531	70	601
CD-ROMs	3,766	252	4,018
E-books	0	230,605	230,605
E-journals ³	22,082	4,785	26,867
Numeric databases: sets (<i>913</i>), files (<i>9,847</i>)	7,268	2,579	9,847
Total electronic resources ⁴	33,647	238,291	271,938
Film and video:			
Graphic (<i>photographs, pictures, etc.</i>)	12,775	552	13,327
	487,087	150	487,237
Microforms:			
Microfiche (<i>incl. mcard, mprint</i>)	4,909,652	27,335	4,936,987
Microfilm	124,492	911	125,403
Total microforms	5,034,144	28,246	5,062,390

¹Includes 230,605 e-books

²Includes print, electronic, standing orders, monographic series, memberships

³E-journals included in serials above

⁴Includes 230,605 e-books

LIBRARY EXPENDITURES

LIBRARY OPERATING EXPENDITURES

(Fiscal Years April - March)

Year	Salaries & Wages	%	Collections	%	Binding	%	Other	%	Gross Expenditure
1999/00	13,870,137	49.61	11,666,649	41.73	164,438	0.59	2,259,511	8.08	27,960,735
2000/01	14,127,769	48.31	11,973,519	40.95	205,260	0.70	2,934,980	10.04	29,241,528
2001/02	15,071,483	45.13	13,462,749	40.31	189,571	0.57	4,671,900	13.99	33,395,703
2002/03	15,475,493	47.53	13,484,356	41.42	186,937	0.57	3,409,498	10.47	32,556,284
2003/04	15,239,447	45.72	14,427,449	43.29	176,511	0.53	3,487,222	10.46	33,330,629
2004/05	14,549,770	45.15	14,256,384	44.24	183,579	0.57	3,234,138	10.04	32,223,871

From 1999/00 to 2000/01, only expenditures from the Library’s GPOF budget were included in the above. Excluded were:

- Faculty of Commerce expenditures in support of the David Lam Library
- Fee for Service
- Grant, Project and Trust Funds
- Expenditures for library materials by other campus units, for example departmental reading rooms

From 2001/02 all sources of funds are included except benefits paid through the central UBC benefits project grant.

“Other” expenditures include non-recurring costs that vary considerably from year to year. In 2001/02, \$879,764 was spent on the Chapman Learning Commons.

APPENDIX E

DONOR AND GIFT RECOGNITION

DONATIONS

UBC Library continued to foster relationships with alumni, friends, parents, students, faculty, staff, foundations, government, corporations and other groups. Together, these donors made 2,420 gifts to the Library in the 2004/05 fiscal year, totalling \$1,076,562.

Gifts ranged from gifts-in-kind to cash donations or pledges towards endowments or Library projects. With the support of many donors, the Library was able to improve services and collections and support UBC's goal of being one of the best universities in the world (Trek 2010). The Library is extremely grateful for the continued interest and support of its many Friends.

GIFTS-IN-KIND

Throughout its history, the Library has benefited immensely from generous donations of gifts-in-kind from the public, faculty, staff and students.

Gifts-in-kind contribute directly to the Library's academic mission. They enhance and expand the Library's collections, fill gaps in journal back-runs, replace out-of-print titles and provide resources in specialized areas. During the 2004/05 fiscal year, UBC Library received 105 gifts-in-kind donations.

IRVING K. BARBER LEARNING CENTRE

Phase one of the Irving K. Barber Learning Centre, scheduled for its official opening in Fall 2005, will feature wireless internet access, Canada's first library installation of an automated storage and retrieval system, a fireproof and climate-controlled vault for rare and valuable collections, and other innovations that support access to a wealth of knowledge for all British Columbians. During this reporting period, Mr. Barber established the Irving K. Barber Learning Centre Interface Program with a \$3-million endowment.

ALUMNI APPEALS

Parents of UBC students continued to give generously to the Library during 2004/05. Campaigns conducted by mail and telephone raised a total of \$103,444, and the money was used to support projects such as the Wireless Library @ UBC, which aims to expand the wireless environment first implemented in the Chapman Learning Commons in Main Library.

A second campus-wide mailing in January 2005 focused on raising funds for two projects: the Wireless Library @ UBC and the Collection Endowment Fund. Nearly \$24,000 was raised by the end of the fiscal year.

We have made every effort to ensure the accuracy of the list of donations received between April 1, 2004 and March 31, 2005. Please direct any inquiries to the Library's Development Office at 604-822-8926.

**FRIENDS OF THE
LIBRARY 2004/05**

The following donors
generously contributed gifts
between April 1, 2004 and
March 31, 2005.

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(\$250,000 and above)**

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Duke Energy Corporation
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**CHANCELLOR'S CIRCLE
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APPENDIX F

GRANT FUNDING

With increasing costs in all budgetary sectors, grants play an increasingly important role in funding services and projects that would otherwise be beyond the Library's means. Benefits from successful applications during 2004/05 include:

B.C. MINISTRY OF ADVANCED EDUCATION

Minor Capital Projects

\$399,743 for compact shelving projects

\$32,700 for Law Library renovations

Networks of Centres of Excellence, Information Infrastructure

\$6,471 to support reference assistance in the life sciences

SUTHERLAND FOUNDATION

\$100,082 for continued support of the Electronic Reference Project

UNIVERSITY OF BRITISH COLUMBIA

Academic Equipment Fund

\$150,000 for the replacement of equipment and furniture.

Teaching and Learning Enhancement Fund

\$56,807 for the Electronic Reference Project

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University Librarian

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Glenn Drexhage

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