

UBC LIBRARY

2006-2007

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

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MESSAGE FROM THE UNIVERSITY LIBRARIAN

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.

Peter Ward, University Librarian *pro tem*



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.*

FURTHERING LEARNING AND RESEARCH
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THIS WAS AN EVENTFUL YEAR for UBC Library, one that was highlighted by major changes and developments. Near the end of January, Catherine Quinlan – the University Librarian and Managing Director of the Irving K. Barber Learning Centre – announced that she would step down in mid-March, having accomplished many goals. On behalf of all UBC Library staff, I would like to thank Catherine for her unstinting work and dedication since she became University Librarian in 1997.

At the request of UBC's Vice President Academic & Provost, I agreed to serve as the University Librarian *pro tem*, having previously served as the Interim Deputy University Librarian.

Other themes during this reporting period included UBC's budgetary challenges. The University has had to deal with a substantial deficit in General Purpose Operating Funds,

much of it recurring. Academic units across campus were asked to make permanent cuts to operating budgets and the Library was no exception, incurring a \$1.6 million reduction. Various steps will be taken by the Library to address budgetary requirements (please see Future Directions for more information).

On a brighter note, collaboration emerged as a key topic for the Library, both internally and externally. At my request, working groups wrote papers about UBC Library's future in terms of research, teaching and learning, and the e-library environment. In addition, library staff from UBC, Simon Fraser University and the University of Victoria collaborated in various ways (further details are provided in this report) and we look forward to continuing such efforts.

Finally, progress on the Irving K. Barber Learning Centre continued, with the second and final phase of the building taking shape. When phase two opens in the coming year, the Learning Centre will feature nearly 250,000 square feet of new and renovated space, and will be dedicated to providing resources and services to promote lifelong learning for users at UBC, throughout the province and further afield. This will be a major accomplishment for UBC Library, the University and British Columbia.

A handwritten signature in black ink that reads "Peter Ward". The signature is written in a cursive, slightly slanted style.

PETER WARD
University Librarian pro tem

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.



UBC Library staff at Cecil Green Park House, June 2007.

PEOPLE ARE THE HEART AND SOUL of any organization, and this is certainly true at UBC Library. Library staff continued to provide exceptional service during a busy and challenging year – one that included significant changes to the Library’s administration and structure, the planning of a new building, budget cuts, staffing changes, planning for two branch closures, an expansion of document delivery and interlibrary loan services, the production of working papers on the Library’s future and more.

COMMUNICATIONS

Staff communication was a major focus of the Library’s Human Resources group. The Library continued to build on the internal communication plan, and the staff intranet was redesigned to provide a more inviting forum for Library-wide information.

Meanwhile, bi-weekly updates from the office of Peter Ward, the University Librarian *pro tem*, kept staff informed about Library developments and themes, as did regular town halls on topics including the cultural audit, working papers and the Library’s budget. In addition, notes from weekly meetings of the Library Operations Management Group were sent to all employees.

Regular newsletters from the Library and the Learning Centre highlighted staff achievements and changes, while events celebrated new employees, retirements and other special occasions.

The shift to electronic resources, and the dominance of the Internet, has had a profound impact on the ways information is accessed and used. In addition, the development of social software tools such as blogs and wikis are significantly changing the Library's interactions with users.

The Library formed working groups to consider its future directions in three areas: teaching and learning; scholarly research; and the digital library. Papers on each topic were thoughtful and provocative, resulting in excellent discussions among staff and at town halls (please see Future Directions for more information).

LIBRARY STAFF

More than 300 full-time equivalent employees work in the UBC Library system, and their efforts are the real reason behind the organization's success.

The Library continued to devote much time to enhancing the work environment. A variety of programs and initiatives were introduced, focusing on leadership and development, management practices, collaboration, cooperation and mutual respect. Weekly updates from Human Resources kept the Library's employees informed about staffing developments.

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.

FURTHERING LEARNING AND RESEARCH
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Changes occurred within the Library's administration, including the successful recruitment of an Assistant University Librarian for Library Systems & Information Technology and the appointments of Acting Assistant University Librarians for Systems/Technology and the Science Libraries. Other appointments included Interim Director of the Irving K. Barber Learning Centre and Peter Ward as University Librarian *pro tem*.

In order to represent Library interests more effectively and welcome fresh perspectives, the Library Operations Management Group expanded to include the Interim Director of the Learning Centre and the Head of Borrower Services.

New staff training and development guidelines were introduced, along with individual branch funding to support development opportunities. Budgetary responsibilities were also moved to the unit level.

For more on staffing details, please see Appendix A: Library Staff.

STAFF TRAINING AND DEVELOPMENT

In the rapidly changing research library environment, training and professional development are crucial. During this reporting period, many Library employees took advantage of opportunities to improve skills and acquire new competencies. The Library's teaching and learning program for staff totalled 1,559 participants in individual and group sessions.

In total, 132 requests for individual activities were approved, including:

- 78 approvals for librarians;
- 45 for library assistants;
- nine for management and professional staff.

Library commitments for these totalled \$72,687 and Job Skills Training Program funds worth \$8,941 were approved. The programs funded:

- 60 events involving travel;
- 66 local conferences/workshops;
- six online/webcast courses.

In addition, staff development and training programs sponsored several group events, including a course from the Association of Research Libraries Management Institute and sessions focused on communications, human resources and library trends.

Teresa Lee, Reference and Liaison Librarian for the Faculty of Pharmaceutical Sciences, received the Diana Lukin Johnston Award for 2006/07. This award – which supports professional development opportunities – was established by long-time Library benefactor Derek Lukin Johnston in memory of his wife, an avid reader and supporter of libraries.

HEALTH, SAFETY AND SECURITY

The Library continued to enhance health and safety workplace initiatives and offer staff programs for personal wellness. Library groups met regularly to review the physical work environment and recommend improvements aimed at eliminating the potential for accident and injury. Many staff participated in the UBC-sponsored Health Symposium, the UBC Safety Week program and various fitness initiatives. Fifty staff took part in the Library's annual flu shot clinic.

The Library successfully implemented recommendations from a health, safety and environmental compliance audit. In addition, UBC Library funded the extension of UBC Campus Security bus-operating hours to provide safe rides to residence and parking areas.

An orientation program for new student employees was delivered to 117 new student employees during the beginning of the 2006/07 academic year.

LIBRARY FACILITIES

Construction continued on the Irving K. Barber Learning Centre, a facility that will extend the Library's resources and services throughout B.C. and beyond. The expected completion date is early 2008 (please see the Learning Centre and Future Directions sections for more information).

The Library Processing Centre was renovated to integrate staff on one floor, which streamlined processing and improved technical services support. The David Lam Management Research Library and the Woodward Biomedical Library were also renovated. Woodward's re-design and re-configuration resulted in more study space.

The Biomedical Branch Library moved to the Gordon and Leslie Diamond Health Care Centre in August 2006. The new Library is collocated with classrooms supporting the Undergraduate Medical Program. In addition to stacks, study carrels and computer workstations, the new space also includes bookable study rooms and an atrium.

Compact shelving was installed in the Koerner and Xwi7xwa libraries to house growing collections onsite and increase available study space. A meeting room in Koerner was refurbished with furniture and equipment for teaching and learning.

More than 100 computers at public workstations, which provide Library and Internet access, were updated through the Academic Equipment Fund.

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



UBC Library staff answered hundreds of thousands of questions in 2006/07.

LEARNING AND RESEARCH SUPPORT are core to UBC Library's mission, and this support takes many forms. Staff members answer questions at reference and information desks, respond to e-mail enquiries, engage users in live electronic chat and instant messaging, create electronic and in-person tutorials, and provide ongoing Library instruction.

During January and February, UBC Library conducted a survey called LibQUAL+, which polled students and faculty about their perceptions and expectations of service quality. UBC Okanagan (UBCO) Library conducted its own LibQUAL+ survey to establish a baseline assessment of its services (please see the UBC Okanagan entry below for more information). More than 700 responses were received by UBC Library from undergraduates, graduates and faculty members. More than half of the respondents also provided written comments. Such feedback is invaluable to the Library for improving services and focusing on user needs.

During 2006/07, Library staff answered 199,127 questions in person, by telephone or by e-mail. This figure represents a decrease of approximately 11.8% from the previous year. Yet at the same time, more than 1.7 million visits were made to the Library's website for information. In addition, Library staff presented 1,506 sessions on a variety of library-related resources and services to 28,795 students, faculty and non-Library staff (for further information on service statistics, please see Appendix B).

The Library conducted extended-hours pilot projects in Woodward and Koerner libraries in support of the April and December exam periods, an initiative that was originally spearheaded by Gina Eom, a Student Senator and member of the Senate Library Committee. Special commitments from the Vice President Academic's Office funded the program, which has been popular with students. The Library will consider options for its continuance.

UBC OKANAGAN

Two themes dominated at UBC Okanagan Library: growth and advocacy. UBCO Library is expanding to keep pace with increasing enrolments and new faculty appointments, the introduction of new programs and the launch of an ambitious graduate program. Fortunately, UBCO's Learning Services bolstered the Library's budget, enabling growth on all fronts.

Growth is best described as enriched collections, better access, longer hours and more service. In 2006/07, the Library received additional one-time funding to boost acquisitions and ongoing funding for one FTE support staff. Acting on student suggestions and aided by increased staffing, the Library extended opening hours.

Access to resources is a top priority. Thirty-five full productivity workstations have been added as a result of financial support for an expansion to the Learning Commons. A laptop-lending program was launched when Interior Savings Credit Union donated funds to buy 10 laptops. With campus-wide wireless access, laptops are popular and allow students to create their own study spaces anywhere on campus.

New acquisition funds were directed mainly to new programs and research areas on the Okanagan campus. More than 10,000 monographs and almost 800 audiovisual materials were purchased. Additionally, enriched backfiles of online journals published by Oxford University Press and Blackwell Publishing were acquired and licensed for the entire UBC community. More specialized resources, such as management e-journals, humanities e-books and digital spoken word archives, were also purchased. A \$20,000 gift was received to expand mathematics and physics collections.

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.

Although the Library building was slated for extensive expansion, capital funding commitments have shifted on the Okanagan campus. However, a renovation to the existing Library building is certain and a phased expansion is possible in the future. In the interim, the Library has made some enhancements to student space. Soft seating, soft lighting and living room-styled lounges appeared on the second floor. A donation for an extensive refurbishment of the external study room was received and planning is underway. Construction for a coffee shop adjacent to the Library proceeded, with a proposed opening date for fall 2007.

At the beginning of 2007, UBC Okanagan Library conducted a LibQUAL+ user survey to gather data and permit comparisons with similar campuses across Canada and the United States. UBC Okanagan Library was one of five libraries internationally to receive a grant from the Association of Research Libraries to participate in the survey. Almost 900 faculty and students provided valuable feedback on Library services, collections and space. Based on preliminary analysis, two immediate areas for improvement were identified: collections and facilities.

INFORMATION RESOURCES AND COLLECTIONS

For the fourth year in a row, the collections budget remained flat; however, the favourable exchange rate prevented further cutbacks. Year-end funding allowed the purchase of new print, microform and online resources, many of which were requested by faculty.

The Canadian Research Knowledge Network (CRKN) took over a number of publisher packages formerly handled by the Council of Prairie and Pacific University Libraries (COPPUL) and negotiated several new resources – including the Taylor and Francis e-journals, which many UBC users had requested. Although changing to CRKN from COPPUL does not usually result in significant savings, the Library benefits from three-year agreements with guaranteed low price increases.

The Library's e-book collection has increased during the last several years, particularly medical texts, early imprints and reference books. A total of 6,596 e-books were added to UBC Library's collections. From digitized historical texts to born-digital technical reports and current monographs, this growing collection of more than 261,000 e-volumes offers exciting new research possibilities. The key development during this reporting period was the acquisition of all current imprints of books published by Springer. Other publishers are following Springer's lead in offering their front-list online, which should have a major impact on the marketing of books and user satisfaction.

The Library also purchased a large set of Chinese books containing more than 5,200 titles on pre-modern China and East Asia.

An increasing number of faculty members now publish in open access journals (indeed, 80 published in BioMed Central journals during the past year). Such journals are available without subscription fees, with publishing costs being borne by the institution, the Library or the researchers.

Users of the libraries at UBC Vancouver and UBC Okanagan benefited from collections that are purchased and shared by the respective campuses.

UNIVERSITY ARCHIVES AND RECORDS MANAGEMENT SERVICES

Digitization, which involves scanning analogue items (such as books, photographs and audio recordings) and transforming them into digital objects, is an increasingly important undertaking for research libraries. During the past year, University Archives continued to develop its digitization program and expand access to its holdings.

The past year saw a significant growth of the UBC digitized photograph collection to about 35,000 images, and the University Publications material to about 60,000 pages. University Archives staff developed new virtual exhibits and digitized collections including the UBC Student Yearbook Photograph Collection and the UBC Archives Audio Visual Collection.

University Archives collaborated with other Library units to create digitized collections, including:

- world-class holdings of early Japanese maps, the Japanese Canadian Photograph Collection, and photographs and posters from both World Wars (with Rare Books & Special Collections);
- the correspondence of Florence Nightingale and Charles Darwin (with Woodward Biomedical Library);
- a webcast repository (with the Irving K. Barber Learning Centre).

Projects were also developed that featured digitally created material. These pilots included electronic theses and dissertation submissions, an institutional repository and an e-journal hosting service. Archives staff played a key role in the development and implementation of the Learning Centre's new B.C. History Digitization Program (please see the Learning Centre section for more information).

University Archives continued to spearhead the management of institutional information by providing services to campus units, including the development of a global records schedule and initiating discussions to establish a University records storage facility.

Archives collections gained notable acquisitions, including the papers of Laura Holland, Lyle Creelman, Juda Quastel and elements from *The Corporation*, the Canadian award-winning documentary (please see Friends, Donors and Alumni for further details on gift-in-kind donations). Detailed finding aids for these and more than 400 other archival collections are available online.

COLLECTION USE AND ACCESS TO MATERIALS AT OTHER LIBRARIES

The total recorded use of the Library's printed resources during this reporting period decreased by more than 10% to about three 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.

However, the use of electronic resources has grown exponentially. E-journal collections expanded to 40,600 in 2006/07 from 22,082 in 2003/04 – an increase of 84%. E-book and electronic database collections also grew. In addition, the Library's website experienced heavy usage, recording more than 1.7 million unique visitors and more than 21 million page requests.

UBC Library participated in the AskAway Provincial Collaborative PostSecondary Virtual Reference Service in its inaugural year, and provided the most staffing hours of any participating library.

The Library joined reciprocal borrowing agreements with the Council of Post Secondary Library Directors, British Columbia and the interlibrary loan agreement of the Council of Prairie and Pacific University Libraries and Ontario Council of University Libraries. The aim is to increase access to materials from other academic libraries for UBC students and faculty, and to share UBC Library's rich resources with users elsewhere.

TECHNOLOGY INFRASTRUCTURE

The Library implemented a major upgrade to its Voyager integrated library system, providing the ability to display Chinese, Japanese, Korean and many other non-roman characters in the vernacular – a development that benefits both users and cataloguers. During the past year, the Library added links for records to external services, including UBC Press, UBC Bookstore, online bookstores and more.

In collaboration with Simon Fraser University Library and University of Victoria Library, UBC Library implemented a new interlibrary loan system called RELAIS, which results in faster service delivery.

UBC Library collaborated with the Faculty of Graduate Studies to run a pilot for electronic thesis submission, and the target of 30 theses was quickly reached. This pilot will be a cornerstone of the UBC Institutional Repository (IR) project, which launched in early March. The IR implementation team began developing submission guidelines, policy and practices related to author rights, communication strategies, metadata submission processes and material recruitment strategies.

In the past year, there was faculty concern that the server supporting RefWorks, a citation management tool, was located in the United States and was therefore subject to the Patriot Act. As a result, UBC Library, along with most Canadian universities, moved to a server located at the University of Toronto.

The Library's Humanities and Social Sciences staff introduced the use of clicker technology to information literacy classes in English 112. This technology engages students in a new way of learning, enabling immediate feedback from the learner and a timely response from the instructor.

BIBLIOGRAPHIC CONTROL, CATALOGUING AND ORDERING

Changes this year involved different types of integration – the most obvious one being the consolidation of the Library Processing Centre onto one floor, which has helped improve communications and workflow.

In 2005 the Library implemented shelf-ready service for its supply of English-language books from its major vendor, Coutts. This was modified in 2006, with the Library taking back responsibility for the physical processing of books and customizing of catalogue records, a cost-saving measure.

The integration of Asian-language materials processing into Technical Services, completed the previous year, resulted in significantly reduced backlogs and standardized procedures. The Law Library began to convert its collection from the Moys classification system to Library of Congress, resulting in consolidation of materials by jurisdiction.

Careful work behind the scenes is required to ensure consistent access to the University's large e-resources collection. In the fall, Serials Solutions was implemented to display the Library's e-journal list in a more comprehensive and timelier manner. In addition, the Library used Voyager's Meridian software to manage e-resources, including licensing data, subscription details and more. The Library's transition to online resources continued, extending to e-books and additional journals.

COMMUNITY AND INTERNATIONALIZATION

UBC Library is committed to co-operating 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



Collaboration is key at UBC Library.

UBC LIBRARY continued to participate as a member of many consortia and library associations during the reporting period, including the Association of Research Libraries, the British Columbia Electronic Library Network, the Canadian Association of Research Libraries, the Canadian Research Knowledge Network (CRKN), the Council of Prairie and Pacific University Libraries, the Electronic Health Library of B.C. and the Pacific Rim Digital Library Alliance.

The Library also continued to work with a variety of local, regional and national consortia for the purchase and renewal of electronic resources, including the significant expansion of e-journal holdings and participation in the CRKN Digital Content Initiative for the Humanities and Social Sciences. This latter project was made possible through co-operative funding involving the provincial government, a Canada Foundation for Innovation grant and contributions from 66 participating universities. Content will come online in 2008.

COMMUNITY ACCESS

UBC Library held management retreats with Simon Fraser University Library and the University of Victoria Library, which led to the launch of the B.C. Research Libraries lecture series. A retreat was also held with the Vancouver Public Library.

The Library contributed to the Great Northern Way campus partnership involving UBC, Simon Fraser University, the British Columbia Institute of Technology and the Emily Carr Institute of Art + Design.

Both the Library and the Irving K. Barber Learning Centre received media coverage in various publications on topics ranging from digitization projects to unique gift-in-kind donations.

INTERNATIONAL INITIATIVES

The activities and strategic plans of UBC Library continued to interest many local, national and international organizations. The Library and Learning Centre hosted visitors from various institutions, including the Aga Khan University in Karachi, Pakistan; Seoul National University; Ritsumeikan University in Japan; University of Texas Health Science Center at San Antonio; the University of Missouri-Kansas City; the University of California, Davis and the Harvard-Yenching Library.

A team of UBC librarians was the only Canadian group to attend the Scholarly Communications Workshop at the University of California, Los Angeles. Members of the Asian Library attended the meeting of the Korean Collections Consortium of North America and began discussions on membership of the North American Consortium of the Korea Foundation.

FRIENDS, DONORS AND ALUMNI

Each year, the generosity of friends, donors and alumni helps UBC Library and the Irving K. Barber Learning Centre preserve and present knowledge for scholars.

UBC Library and the Learning Centre are grateful for the 1,790 gifts received from dedicated friends, donors and alumni. Valued at \$1,962,415, these included gifts-in-kind, cash donations and pledges made to various endowments or projects.

UBC Library is firmly committed to co-operating 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.

A major highlight in this year's giving was the Hamber Foundation's \$125,000 gift to Rare Books and Special Collections. This significant and timely gift will be used to help catalogue thousands of maps, early British Columbia pamphlets and other historical materials.

A generous gift from the Sze Cheung Shiu King Foundation allowed the Asian Library to begin the digitization of *Ming Pao*, one of B.C.'s major Chinese-language newspapers.

Two funds were created during this reporting period to support the development of innovative services for information distribution. The Learning @ the Library Fund was

established to help the Library upgrade equipment and learning spaces. UBC Library will bolster this fund by matching the first \$200,000 raised. Meanwhile, parents offered enthusiastic support for the Parents Innovation Fund, with more than \$61,000 raised through a telephone campaign.

The Library is grateful for the support of individuals who choose to establish endowments and funds. Suzanne Dodson, a former UBC Librarian and long-time supporter of the Library, donated to establish the Suzanne Dodson Professional Development Award Endowment Fund, which will help Library Assistants pursue professional development opportunities.

The year also included a touching commemorative gesture. UBC alumnus Ernest Taylor approached UBC Library to establish the Mary M. Taylor Book Endowment in memory of his first wife, an avid reader. Endowment income will help the Library acquire much-needed books and journals across a range of disciplines.

Gifts-in-kind often come in the form of collections and fonds, which provide the Library with unique resources and research materials. In 2006/07, the Library received 122 gift-in-kind donations, which had a value of \$1,467,345. Highlights included:

- Juda Quastel fonds, donated by Susan Quastel. Dr. Quastel is remembered for important scientific research contributions in cancer, soil metabolism, cell metabolism and neurochemistry.
- *The Corporation* fonds, donated by Mark Achbar, director of the Canadian documentary *The Corporation*. This donation included documents, photographs, video and audio tapes used to create the film.
- The Messerschmidt collection, donated by Henry Messerschmidt. This is a 55-item set that concentrates on vernacular and Latin editions from German printers from the 15th century to the 18th century.
- Elitha Peterson Productions fonds, donated by Dominic Ierullo. Based in Toronto, Elitha Peterson Productions developed projects for television, stage and radio including *In the Key of Oscar*, a documentary on the life and music of jazz pianist Oscar Peterson.
- William H. New Collection, donated by Dr. New, University Killam Professor Emeritus, including books and materials used to compile and edit the *Encyclopedia of Canadian Literature*.
- The Sam Martz Collection, donated by Sam Martz. This is a gift of almost 5,000 books about golf and its cultural significance, and forms one of the most extensive research collections on golf in North America.

IRVING K. BARBER LEARNING CENTRE

The Irving K. Barber Learning Centre's vision integrates learning, outreach and research support, innovative programs and flexible spaces. During this reporting period, construction continued on the second and final phase of the Learning Centre, which is scheduled to open in January 2008.

LEARNING CENTRE



The Irving K. Barber Learning Centre supports lifelong learning for the students of today and tomorrow.

LEADERSHIP

IN FEBRUARY, Jan Wallace agreed to serve as an Interim Assistant University Librarian and assumed the duties and responsibilities of the Director of the Irving K. Barber Learning Centre. This was in addition to her position as Head of the David Lam Library within the Sauder School of Business. Since her appointment, Jan has worked closely with Learning Centre staff to develop programming and services in preparation for the facility's opening.

AUTOMATED STORAGE AND RETRIEVAL SYSTEM

UBC Library was the first Canadian library to install an automated storage and retrieval system (ASRS), which began operating in June 2005. The ASRS features four robotic cranes that retrieve galvanized steel bins, filled with books and other items, from a racking system measuring about 45 feet high, 60 feet wide and 160 feet long. With a capacity of 1.8 million volumes, this system provides years of valuable growth space for UBC Library's physical collection.

During this reporting period, more than 23,500 items were requested from the ASRS, or up to 120 items per day.

ACCESS

Enhanced access for users at UBC and throughout British Columbia continued. This reporting period marked the second year of a program, supported by Learning Centre funding, that focuses on the reduction or elimination of interlibrary loan fees involving public, health and post-secondary libraries.

WEBCASTS

In 2003, the Learning Centre began webcasting special lectures and events on its website. Since then, lectures, forums, concerts and symposia have been webcast, with many archived and indexed on the Multimedia Repository.

Highlights included a live webcast in October of UBC Library's inaugural Health Sciences Lectureship Series, featuring Professor Michael Bliss, one of Canada's most distinguished historians. The following month, Dr. Lilly Koltun, Director General of the Portrait Gallery of Canada, spoke at the annual W. Kaye Lamb Lecture. A webcast of this event – named after UBC Library's second University Librarian and subsequent Dominion Archivist of Canada – is archived on the Learning Centre's website.

In March, two other events were webcast, including The Heart of Diabetes Research Forum at UBC's Life Sciences Centre, presented by the Faculty of Medicine and the Learning Centre with the support of numerous organizations. This event focused on the cardiovascular complications of diabetes.

Shortly after, the Managing Forgetfulness and Aging Successfully public forum was held at UBC's Life Sciences Centre. This event, which was sponsored by the Learning Centre, attracted 1,600 attendees and featured top researchers from UBC's Brain Research Centre speaking about memory loss and its management.

PARTNERSHIPS

Partnering with other organizations to promote community outreach and lifelong learning is an important goal for the Learning Centre. This reporting period marked the second year of the three-year Physiotherapy Outreach Project, a partnership with the Physiotherapy Association of British Columbia that is generously supported by the Sutherland Foundation. The Physiotherapy Outreach Librarian continued to provide resources and services to B.C.'s professional physiotherapy community. Various forms of technology – including a blog, a search engine and RSS feeds – were used to serve this community, and training workshops were held throughout the province.

A partnership between the Learning Centre and the Archives Association of British Columbia (AABC) helped support the preservation of B.C.'s heritage. The Learning Centre agreed to provide \$125,000 in funding over five years to help AABC members provide access to B.C.'s rich documentary heritage.

DIGITIZATION

A major initiative was the launch of the British Columbia History Digitization Program. This program provides matching funds to organizations undertaking digitization projects that provide free online access to the province's unique historical material.

The program provides total annual funding of up to \$200,000 for projects, and features three funding categories: \$1,000 to \$4,999; \$5,000 to \$9,999; and \$10,000 to \$15,000. Private and public organizations that have the preservation of historical British Columbia material as part of their mandate are eligible.

The first round of 17 successful program applicants was selected early in 2007. The submissions covered an array of intriguing subject material, including oral histories, museum artifacts, photos, multimedia items, local newspapers, city directories and architectural drawings.



The Irving K. Barber Learning Centre will be a revolutionary and evolutionary facility dedicated to the intellectual, social, cultural and economic development of people in British Columbia. By providing and enhancing access to information, knowledge and innovative teaching through the support of learning and research on an interactive basis with people in British Columbia and throughout the world, the Irving K. Barber Learning Centre will provide the opportunity for future generations to be at the forefront of learning.

THE IRVING K. BARBER LEARNING CENTRE
STATEMENT OF PURPOSE AND CHARTER
OF PRINCIPLES

WEBSITE

The Learning Centre's website was redesigned to improve and enhance access to information about programs and services. The website's launch also featured the debut of the Multimedia Repository, which hosts a complete suite of Learning Centre webcasts.

FUTURE DIRECTIONS

During 2006/07, 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



UBC Library: dedicated to serving users across the spectrum.

ON A CHALLENGING NOTE, UBC Library will need to account for its share of the University's budget shortfall. Steps will combine collections cuts, two branch closures (involving the MacMillan and Mathematics libraries) and various other cost reductions. Staff will work closely with faculty and students to ensure that these developments have a minimal impact on research and learning activities. Services will be reviewed on a recurring basis.

During the reporting period, Library staff were invited to prepare papers on key issues facing UBC Library. These papers and the discussion process provide a short-term focus, yet also help inform UBC Library's new operational plan for the next few years. This plan will deal with major topics such as space planning, services, staff planning and development. Working teams will develop concepts and recommendations for Library and University-wide discussions.

Peter Ward, the current University Librarian, occupies this role on an interim basis. The search for a new University Librarian to lead the organization will need to be undertaken, and planning for a successor is expected to begin in the coming year.

In the coming fall period, UBC Library will conduct a follow-up staff survey to measure changes and progress since Einblau & Associates conducted the last survey in 2005.

This is an exciting period of growth for UBC Okanagan Library. Although it is one of the newest libraries in the UBC system, activity levels consistently place it among the top five busiest sites. For 2007/08, the Library has received funding for additional staffing, including a learning services librarian (research) and a \$500,000 increase to base funding for acquisitions.

The libraries at UBC Vancouver and UBC Okanagan have received preliminary results from the LibQUAL+ survey. Further analysis of user comments and comparison with other participants from the Canadian Association of Research Libraries will occur in the next reporting period. The information gained from the survey will focus the Library's attention on priority areas for improved services.

The Library will implement MetaLib, a federated search tool, to improve access to subject indexes/abstracts and full-text resources.

A major step for UBC Library and the University will be the completion of the Irving K. Barber Learning Centre's second and final phase, scheduled for early 2008. A week

of events celebrating the opening of the complete facility is planned to take place in spring 2008. Phase two will feature a refurbished core of the historic Main Library and a range of innovative and flexible learning spaces, including:

- a refurbished Chapman Learning Commons that offers learning support services and programs, along with access to a range of multimedia and other technologies;
- new, permanent homes for Rare Books and Special Collections, University Archives and the Chung Collection;
- a 157-seat lecture theatre with breakout rooms that allow for smaller group learning;
- a 110-seat classroom theatre;
- a 50-seat parliamentary classroom with tiered seating that can be used for debate-oriented events;
- and a videoconferencing room that will be accessible to the UBC community.

The Learning Centre's services will develop in keeping with its vision – to be as inclusive as possible, serving users at UBC, throughout the province and beyond.

Vision Statement: *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.*

FURTHERING LEARNING AND RESEARCH
2004-2007, p.4

LIBRARY STAFF*(April 1, 2006 – March 31, 2007)*

DURING THE REPORTING PERIOD the Library's staff complement (including GPOF and non-GPOF budget positions) of full-time equivalent (FTE) positions was 301.98 – a decrease of 14.41 FTE positions from 2005/06, or a 4.6% overall decrease. UBC Okanagan Library's total FTE was 16.72 for the first full year of its operation (compared with 12.72 FTE for a nine-month period in 2005/06). UBC Okanagan Library's FTE figures are included in the total.

Staff and Faculty members who retired: Lotte Illichmann, Collections Accounting and Budgeting, Library Administration; Bonita Stableford, Science and Engineering Division.

Library staff joining the 25 Year Club: Eloisa Anton, MacMillan Library; Maureen Bennington, Music Library; Mira Blazicevic, Rare Books & Special Collections; Ann Chatwin, Education Library; Mae Chiu, Copy Services; Robin Dutton, Technical Services; Leslie Field, University Archives; Teresa Komori, Math Library; Winnie Kwok, Technical Services; Carol Linney, Eric Hamber Memorial Library; Leslie McAuley, Music Library; Tom Nicol, Library Systems & Information Technology; Caroline Yamamoto, Library Systems & Information Technology; Sharon Yee, Technical Services.

Library staff joining the 35 Year Club: Penne Huggard, Technical Services; Nancy Wyatt, Technical Services.

Faculty Librarians joining the Quarter Century Club: Dr. Lee Perry, Woodward Biomedical Library.

New appointments and changes in appointment: Eugene Barsky, appointed as Physiotherapy Outreach Librarian (term), Irving K. Barber Learning Centre; Hilde Colenbrander, appointed as Institutional Repository Coordinator (term), University Archives; Rita Dahlie, appointed as Acting Interim Assistant University Librarian, Science Libraries; and appointed as Head, Woodward Biomedical Library; Linda Dunbar, appointed as Reference Librarian, Education Library; Paula Farrar, appointed as Reference Librarian, Fine Arts Division; Aleteia Greenwood, appointed as Head, Science and Engineering Division; Margaret Friesen assumed additional responsibilities as Statistics and Assessment Librarian; Helen Kim, appointed as

Korean Reference Librarian, Asian Library; Kimberley Lawson, appointed as Reference Librarian, Xwi7xwa Library; Alexia Lee, appointed as Finance Manager, Library Administration; Anna Lee, appointed as Manager, Information Technology, Irving K. Barber Learning Centre; Gary Liu, appointed as User Services Advisor, Library Systems & Information Technology; Lea Starr, appointed as Acting Interim Assistant University Librarian, Library Systems & Information Technology; Tara Stephens, appointed as Reference Librarian (term), Humanities & Social Sciences Division; Bill Tee, appointed as Director, Finance and Facilities, Library Administration; Edward Vasquez, appointed as Programmer/Analyst, Library Systems & Information Technology; Jan Wallace, appointed as Interim Director, Irving K. Barber Learning Centre; Peter Ward, appointed as University Librarian *pro tem*.

New or reconfigured positions: Administrative Librarians; Assistant University Librarian, Library Systems & Information Technology; Coordinator, Information Technology, Irving K. Barber Learning Centre; Director, Finance & Facilities; Facilities Coordinator, Facilities; Finance Manager, Library Administration; Human Resources Payroll Clerk; Interim Director of Library Systems & Information Technology; Library Assistant G (Indic Cataloguer), Technical Services; Reference Librarian, Fine Arts Division; Reference Librarian, Xwi7xwa Library; User Services Advisor, Library Systems & Information Technology; Web Assistant, Library Systems & Information Technology.

Library Operations Management Group: Interim Deputy University Librarian (April 1, 2006 to March 17, 2007) and University Librarian *pro tem* – Dr. Peter Ward; Assistant University Librarian, Arts, Humanities and Social Sciences Division – Tim Atkinson; Assistant University Librarian, Collections and Technical Services – Janice Kreider; Assistant University Librarian, Science Libraries – Lea Starr; Interim Acting Assistant University Librarian, Science Libraries – Rita Dahlie; Interim Assistant University Librarian, Library Systems & Information Technology – Lea Starr; Director, Finance & Facilities – Bill Tee; Director, Human Resources – Deborah Austin.

LIBRARY STATISTICAL SUMMARY 2006 - 2007

COLLECTIONS	
Total Volumes ¹	5,489,983
Volumes Added ²	109,070
E-books	261,557
Current Subscriptions (includes e-databases)	65,852
Microforms	5,205,041
Electronic resources ³	65,825
SERVICES	
Total Recorded Use of Library Resources ⁴	2,971,834
Document Delivery (Internal) ⁵	42,903
Interlibrary Loan – Lending ⁵	28,417
Interlibrary Loan – Borrowing ⁵	23,269
Instruction Classes/Orientation - Number of Sessions	1,506
Instruction Classes/Orientation - Number of Participants	28,795
Instruction WebCT (four sessions) - Number of Participants	2,487
Total Questions Answered	199,127
Reference Questions	111,733
Directional Questions	87,394
Gate Count	2,957,508
Library Website – Unique Visitors ⁶	1,718,453
Library Website – Page Requests ⁶	21,078,266
STAFF (FTE)⁷	
Librarians	80.00
Management and Professional (M&P)	25.63
Support Staff	167.25
Subtotal	272.88
Student	29.10
Total FTE All Staff	301.98

¹ Includes Volumes Added 2006/07, includes 261,557 e-books

² Includes 6,596 new e-books in 2006/07

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

⁴ Includes 2,897 maps, 4,880 microforms, 1,065 music CDs/scores

⁵ Included in Total Recorded Use of Library Resources

⁶ Estimated (based on partial data)

⁷ Includes UBC Vancouver and UBC Okanagan

APPENDIX C

GROWTH OF COLLECTIONS

	March 31, 2006	Growth	March 31, 2007
VOLUMES¹	5,380,913	109,070	5,489,983
SERIAL SUBSCRIPTIONS²	55,682	9,400	65,082
OTHER FORMATS:			
Archives (<i>meters</i>)	3,770	91	3,861
Artifacts	1,844	11	1,855
Audio (<i>cassettes, CDs, LPs, DVDs</i>)	85,189	1,088	86,277
Cartographic	210,078	1,307	211,385
Electronic resources:			
Bibliographic and full-text databases	699	71	770
CD/DVD-ROMs	2,412	-1,031	1,381
E-books	254,961	6,596	261,557
E-journals ³	31,133	9,467	40,600
Numeric databases: sets (<i>1,040</i>), files (<i>23,074</i>)	22,610	464	23,074
Total electronic resources	311,815	15,567	327,382
Film, video, DVD:	25,558	1,241	26,799
Graphic (<i>photographs, pictures, etc.</i>)	487,789	10,956	498,745
Microforms:			
Microfiche (<i>incl. microcard/ microprint</i>)	5,041,175	31,791	5,072,966
Microfilm	130,053	2,022	132,075
Total microforms	5,171,228	33,813	5,205,041

¹ Includes 6,596 new e-books

² Includes print, electronic, standing orders, monographic series, memberships
(excludes 770 e-databases)

³ E-journals included in Serial Subscriptions

UBC LIBRARY STATEMENT OF EXPENDITURES**(Fiscal Years April – March, in thousands of dollars)*

Year	Salaries	(%)	Collections	(%)	Others	(%)	Total
2002/03	14,927	47.14	12,530	39.57	4,209	13.29	31,666
2003/04	14,499	45.40	12,756	39.94	4,682	14.66	31,937
2004/05	13,892	45.14	12,233	39.75	4,652	15.12	30,777
2005/06	13,836	44.64	13,179	42.52	3,982	12.85	30,997
2006/07*	14,928	44.77	14,671	43.99	3,748	11.24	33,347

*Includes UBC Vancouver and UBC Okanagan

Scope of Financial Information

The funds included in this financial report consist of the following:

- General Purpose Operating Funds
- Fee for service funds
- Specific purpose funds
- Endowment funds

The capital expenditure was \$18 million during the year and was managed by UBC Properties Trust.

Management Discussion

For the year ended March 31, 2007, General Purpose Operating Funds for UBC Vancouver decreased by \$0.5 million from the initial funding of \$30.9 million. Total funding to the Library decreased by 1.2% to \$32.2 million from \$32.6 million.

Expenditures for UBC Vancouver increased by 0.6% to \$31.2 million from \$30.9 million for the previous year. Strong cost containment resulted in expenditures growing at less than the inflationary rate. In spite of the decrease, the following programs were initiated:

- Implementation of an institutional repository pilot
- Repatriation of thousands of titles from offsite storage to the automated storage and retrieval system
- Participation in a library service improvement initiative through LibQUAL+
- Grassroots participation in discussions on the future role of the Library in scholarly research, in teaching and learning, and in the development of the virtual library
- Funding of two Co-op SLAIS positions
- Voyager upgrade to display Asian scripts
- Promotion of decentralized fiscal management by rolling out operating decisions to Library branches

While this has been a challenging year, it is a precursor to a larger reduction in University funding and a reflection of increasing student and faculty demands on the limited resources allocated to the Library. The Library looks forward to increasing its efficiency and effectiveness, both on and off campus.

APPENDIX E

FRIENDS OF THE LIBRARY AND THE IRVING K. BARBER LEARNING CENTRE 2006/07

The following donors generously contributed gifts between April 1, 2006 and March 31, 2007.

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(\$250,000 and above)

Mr. Dominic Ierullo
Mr. Sam A. Martz

CHANCELLOR'S CIRCLE

(\$25,000 to \$249,999)

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Dr. Sam T.M. Kwauk

We have made every effort to ensure the accuracy of the list of donations received between April 1, 2006 and March 31, 2007. Please direct any inquiries to the Library Development Office at 604-827-4112.

Ms. Jinny Ladner
Mrs. Jean Graham Lane
Mr. Peter Lannon
Mrs. Juanita G. Manning
Ms. Norah McCloy
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Mr. Morris Stephen Panych
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United Way of Greater Victoria
Mr. Earl Warner
Dr. Harry Winrob

GRANT FUNDING

With increasing costs in all budgetary sectors, grants play an increasingly important role in funding services and projects. Benefits from successful applications during 2006/07 include:

UBC VANCOUVER

HAMBER FOUNDATION

Rare Books and Special Collections Cataloguing

\$25,000 for the first of five instalments for backlog cataloguing.

ROLAND WHITTAKER CHARITABLE TRUST FOUNDATION

\$11,175 for the acquisition of materials.

SZE CHENG SHIU KING FOUNDATION

Digitization of Ming Pao Project

\$11,000 for newspaper digitization.

UNIVERSITY OF BRITISH COLUMBIA

Teaching and Learning Enhancement Fund

\$10,545 for international collaboration.

B.C. MINISTRY OF ADVANCED EDUCATION

Training and Technology Funding

\$6,471 for administrative support.

UNIVERSITY OF BRITISH COLUMBIA

Academic Equipment Fund

\$135,000 for the acquisition of equipment for academic advancement.

UBC OKANAGAN

ASSOCIATION OF RESEARCH LIBRARIES

US\$2,850 to participate in the LibQUAL+ survey.

ACKNOWLEDGEMENT

I would like to thank the many contributors to this report and those who aided in its development and production.

PETER WARD

University Librarian pro tem

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Glenn Drexhage

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UBC
LIBRARY

Our **Ninety Second Year**



The Library