

# Library FRIENDS

FALL/WINTER 2008/09



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*Interact and connect: scenes from the Irving K. Barber Learning Centre.*

**THE BIG PICTURE**

## The Space Age

**“Libraries are not made, they grow”**

- Augustine Birrell

**Indeed, UBC Library** – one of the first buildings to appear on the Point Grey campus so many years ago – continues to evolve in the 21st century. As a result, the Library’s physical spaces are transforming as it strives to balance ever-expanding collections, new technologies and a broad range of user needs.

“One way or another, just about everything we do depends on having the space to deliver services,” says Leonora Crema, Head of Borrower Services and a co-sponsor (along with Anne-Marie Fenger, UBC’s Assistant Dean of Arts) of the Library’s Master Space Plan.

The last time UBC Library instituted such a plan was more than a decade ago. Today, collaboration is more of a watchword. In addition, library spaces have tended to transform from individual, opaque settings into ones that are more social and transparent.

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## The Space Age

*continued from page one*

### Information to interaction

"I've heard it said that we're moving from an information age to an interaction age," says Crema, who was also part of the group that worked with renowned Canadian architect Arthur Erickson on the construction of UBC's Koerner Library. "So you need to create spaces for people too, to have those interactions."

With its open plan and bustling atmosphere, the Irving K. Barber Learning Centre is an apt example. "For students, the Learning Centre is still their drop-in spot on campus, it is their office while they're here, especially for a large commuter campus," says Crema.

"And it's more than just study space – it's also social space, it's space to connect through informal learning, and it offers amenities like food service."

These sorts of observations will help inform upgrades to other spaces throughout the UBC Library system. The Master Space committee is examining next steps, aided by a group of about 10 that includes Library staff along with UBC department, faculty and student representatives.

### Next steps

Crema says the committee aims to have a report completed by early 2009 that will, in part, examine how the Learning Centre has impacted the student experience and how other UBC Library branches can refurbish their spaces. The goal is to identify issues and next steps for the new University Librarian (a candidate search is underway).

Although it's early in the process, some likely nominees for space renewal include the Koerner, Woodward and Asian libraries.

In the shorter term, smaller-scale changes could be implemented, such as the installation of flexible furniture to promote group work, or upgrades resulting in videoconference hubs and "smart classrooms" that extend beyond chalk and a blackboard. Spaces are also being designed for events and programs that connect UBC with the wider community. "Technology and collaboration continue to be our solutions – as they always have been," says Crema.

In the meantime, there's no shortage of innovative and inspiring models to consult. One that sticks out for Crema is the Seattle Central Library, designed by genre-bending architect Rem Koolhaas. She admires the way the building features vibrant public spaces that expose users to ideas, images – and ultimately, other people – that they wouldn't normally encounter.

"And that, I think, is partly what we've tried to do in the Learning Centre, by providing a gathering place where people can just come to be and see and connect with others." ■

*UBC Library's Leonora Crema in the restored Chapman Learning Commons.*



## In good company



**Peter Ward**  
University Librarian  
pro tem

Ultimately, UBC Library is about people. Without users, we wouldn't have much reason to run a world-class research library. And without the talented staff who work at the Library, we wouldn't be able to provide our array of valuable resources and services.

In this issue of *Friends*, we introduce you to a handful of some of the individuals who help make UBC Library tick.


Recently, we've had two new faces join our ranks, and I'd like to take a moment to introduce them. Jo Anne Newyear-Ramirez joined UBC Library in April as the Associate University Librarian of Collections and Scholarly Communication. She arrived from Texas, loves Vancouver and is keen to make the Library's vast collections as accessible as possible.

Meanwhile, Sandra Singh began as the Director of the Irving K. Barber Learning Centre at the beginning of November. She replaces Jan Wallace, who did an excellent job as the Learning Centre's Interim Director and remains the Head of the David Lam Management Research Library.

Now that the Learning Centre is well and truly open to all, we're excited about the next steps – providing

innovative resources, programs and services for users at UBC and throughout the province. We've already made good progress, and we look forward to Sandra's enthusiasm and experience helping us shape future paths and offerings. For more on Jo Anne and Sandra, please see pages 5 and 6.

So many people at the Library harbour unique talents. Indeed, in this issue, you'll also meet Joan Betty Stuchner, a long-time Library employee who also happens to be a prolific children's author. Joan recently had her fifth children's book published – entitled *Josephine's Dream* – and she is busy writing others. She's yet another example of the creative, inspired people who make the Library what it is, and you can find out more on page 4.

Welcome, then, to the latest issue of *Friends* – and welcome to the UBC Library community. 

### CRKN SURGE FOR UBC LIBRARY



Deb deBruijn,  
CRKN's Executive  
Director, speaks  
at the Learning  
Centre event.

UBC Library's collections received a big boost recently thanks to a major licensing initiative. The project involves the Canadian Research Knowledge Network (CRKN), a partnership of Canadian universities dedicated to expanding digital content for academic research.

In June, UBC and other participants gained an array of humanities and social science (HSS) materials, following successful negotiations and a \$47-million investment by the Canada Foundation for Innovation, eight provinces and 67 universities. The official announcement was made at the Irving K. Barber Learning Centre. As a result, users at UBC and beyond can now access major humanities and social science additions (community and alumni users are welcome to visit any UBC Library branch to do so).

Highlights include eight collections from Adam Matthew Digital; the Theatre in Video collection from Alexander Street Press; and the Canadian Publishers

Collection, which includes e-book titles from major Canadian university presses, such as UBC Press. Thousands of e-books are also on offer from Taylor & Francis, Oxford University Press and Cambridge University Press.

The sciences are also well-represented thanks to earlier CRKN licensing arrangements. For example, Elsevier ScienceDirect features more than 2,000 journal titles in science, technology and medicine, with topics ranging from Agricultural and Biological Sciences to Veterinary Science and Medicine. Other resources include more than 450 e-journals from Springer, citation databases from Web of Science and additional e-journals from Wiley Interscience.

## LIBQUAL+

## Steps to success



### We've heard the concerns, and we're responding.

In early 2007, for the first time, UBC Library undertook a survey entitled LibQUAL+ to gain a better understanding of its users and their needs.

While much of the feedback was encouraging, respondents also highlighted areas for improvement, including the Library website, collection gaps, customer services and more. The keyword was improving "findability" – making it easier to find resources, information, people and places.

During 2008, the Library has worked to address the issues raised by LibQUAL+. New and important acquisitions have been made for collections, including a range of e-resources gained through successful negotiations via the Canadian Research Knowledge Network (CRKN). Some of the collections added through this effort include thousands of e-book titles from Taylor & Francis, Cambridge University Press and Canadian Publishers Collections (for more on the CRKN developments, please see page 3).

In terms of the website, the OneSearch feature located on the home page improves the findability of resources. Meanwhile, MetaLib, a tool that simulta-

neously searches multiple databases, has also been implemented.

Other Web plans are afoot, including the creation of a usability lab to help the Library test a range of features. The longer-term goal is a re-conceptualization of the entire Library site.

The Library has been busy addressing the frustrating issue of missing books, a big irritant for many LibQUAL+ respondents. In Koerner Library, for example, the turn-around time for shelving returned titles has improved. The process of shelf-reading – a meticulous review of all shelved books in Koerner to ensure their correct order – will be done twice yearly. And items that are used in-house are consistently re-shelved within a day.

Some valuable input has also come from outside sources. At the beginning of May, Jim Self and Steve Hiller – Visiting Program Officers from the Association of Research Libraries – came to UBC Library to offer a presentation on effective library assessment and to consult on next steps. An ensuing report recommended the importance of ongoing assessment at the Library, the set-up of a formal working group and the development of an assessment plan and program.

In response, UBC Library recently established its own working group (chaired by Assessment Librarian Margaret Friesen), which began formulating a two-year plan/program in October. **E**

### A LOVE FOR CHILDREN'S LIT

The cover of Josephine's Dream.



#### What do Joan Betty Stuchner and Josephine Baker have in common?

They never gave up on their dreams.

Baker, a black American born into poverty, went on to live in Paris, become an adored entertainer, work with the French Resistance in World War II, adopt 12 children and join Martin Luther King during the famed March on Washington.

Meanwhile, Stuchner – who works as a Library Assistant in Technical Services at UBC Library

## Reaching out



**Sandra Singh,**  
the new Director of  
the Irving K. Barber  
Learning Centre.

### Collaborate, don't isolate – that's one of the key messages from the new Director of the Irving K. Barber Learning Centre.

"I believe that social institutions – whether educational or otherwise – provide better services and experiences when we work closely with the communities we are mandated to serve, rather than holding ourselves apart," says Sandra Singh, who began her directorship on November 1.

"I firmly believe that my mandate is not to impose my view of what should be done, but rather to work with all my partners, including users, to figure out how to best achieve the Learning Centre's vision."

Singh, 35, succeeds Jan Wallace, the Interim Director who led the Learning Centre through its second phase of construction and the grand opening last April. Jan remains Head of the David Lam Management Research Library.

Singh is excited about the Learning Centre's prospects. "I think the potential is there to do some really amazing things, both within the UBC community and more broadly with non-UBC communities."

She comes to UBC from the Vancouver Public Library (VPL), where she was the Director of Systems and Special Projects. Previously, she was the VPL's Director of Branches East and Outreach Services, and the Manager of Library Services for the Port Moody Public Library.

Early in her library career, Singh – who was born in Fiji and grew up in Canada – was a Cataloguer and Reference Librarian for Abilene Public Library in Abilene, Texas. "I loved it," recalls Singh. "The community members were diverse and interesting, our colleagues were open and inviting, it was a busy system, and we were able to experiment."

Although she's coming to an academic institution following years of experience in the public realm, Singh notes that the two settings share much in common.

"We all care deeply about the communities we serve – whether it be the general public, students, staff, faculty – and we all really want to provide relevant experiences or services," she says.

Singh is no stranger to this campus, however, having earned her Bachelor of Arts and Master of Library and Information Studies degrees at UBC.

"I really appreciate and respect UBC as an educational institution and believe the role of the public university – from education to research – is critical to Canadian society," she says. ■



Joan Betty Stuchner  
reads from her book  
at a UBC Library  
event.

– has written a children's book on Baker. Entitled *Josephine's Dream*, it also features gorgeous illustrations by Chantelle Walther and is published by Silverleaf Press.

*Josephine's Dream* is actually Stuchner's fifth children's book. Her first title, *A Peanut Butter Waltz*, came out in 1990. Since then, she's continued to pursue her love of writing children's literature.

"I just have stories that come into my head," she says. "Eventually I started writing stuff down."

For her latest book, Stuchner was particularly inspired by Baker's enthralling life story. "I had always admired her. She was so versatile,

she was so funny," she says. "She really lit up an audience."

Stuchner has been selected as a touring author for the Canadian Children's Book Centre, and promoted *Josephine's Dream* during a week-long November stint in Ontario. She recently participated in another event at the Vancouver Public Library for the Children's Writers and Illustrators of British Columbia, and has also presented her book to UBC Library staff.

She certainly has no shortage of additional projects – indeed, she's currently working on three other children's books.

Stuchner joined UBC Library in 1971 and has been with the organization ever since, occasionally taking off time to travel the world and obtain a Bachelor of Arts in English literature and an education diploma. She teaches Hebrew and Jewish studies twice a week at a synagogue.

"I've worked with the most amazingly talented group of people at the Library," she says, noting that her cohorts have included artists, musicians, dancers, writers, poets, singers – and even marathon runners. "It's always been a very creative environment."



*Jo Anne Newyear-Ramirez, Associate University Librarian, Collections and Scholarly Communication, UBC Library.*

**PROFILE: JO ANNE NEWYEAR-RAMIREZ**

## Collections conductor

### Jo Anne Newyear-Ramirez hadn't always planned to be a librarian.

**Indeed,** Ramirez had originally aimed to teach high school biology and history (she received her undergraduate degrees in both subjects at the University of Texas at Austin).

But then she landed a job at the Austin Public Library, and her calling was kick-started. "I loved the interaction with people, trying to help them find something they were desperate to know," recalls Newyear-Ramirez, who became UBC Library's Associate University Librarian for Collections and Scholarly Communication last April.

After nearly two decades of library work, Newyear-Ramirez's enthusiasm hasn't waned, even as her roles have become more complex. At UBC Library, she oversees the management of print and digital resources that the Library licenses and acquires.

#### Dreams and challenges

"This is a position that anybody would dream to have," she asserts. "The breadth and depth of the collections and the scope of digital resources is really fabulous. The biggest challenge is trying to make all those resources as accessible as possible."

As she notes, different users utilize the Library in different ways – and meeting these various needs is an ongoing endeavour.

Newyear-Ramirez is keen to digitize more holdings of the Library's legacy print collections and special collections. "I think that's going to be one of our priorities," she says.

And that goal ties into the "scholarly communication" part of her title. That open-ended phrase describes the shifting landscape of academic scholarship and publishing in the digital age. It also encompasses a broad range of issues for UBC Library, from the role of open access journals to the development of cIRcle (<https://circle.ubc.ca>), a digital repository for UBC's scholarly and administrative material.

#### From Texas to the Wet Coast

Newyear-Ramirez brings a wealth of experience to her role. She was born in Tucson, Arizona and grew up in Corpus Christi, Texas. She gained her undergraduate and Master of Library and Information Science degrees at the University of Texas at Austin.

Newyear-Ramirez moved on to hold various library positions at the University of Texas, culminating in the role of Assistant Head of the Research Services Division, where she assisted with collections management.

In 2007, she came to Vancouver and UBC, where her husband Rue Ramirez began as the Associate University Librarian of Library Systems and Information Technology. Shortly after her arrival, she served as the Co-ordinator for the Electronic Health Library of British Columbia, where she stayed for close to a year before moving to UBC.

Since arriving, she's also enjoyed discovering Vancouver ("a gardening paradise") with her family. "It's a big city, but it's very community-oriented," she says.

So far, she's kept a positive attitude toward her new abode – even though a black bear has already kicked over the fence at her North Vancouver home. Newyear-Ramirez isn't even phased about the approaching wet winter weather. "You know what, I love rain!" she says. **15**

## Insure your legacy

### Life insurance can offer an attractive way for you to make a substantial donation to UBC Library.

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You can use a life insurance policy to make a donation to the University in one of several ways:

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**Above:** Lori and Brad Field at UBC Okanagan Library.  
**Left:** Associate Professor Bryan Ryley's painting adorns a Field Reading Room wall.

#### UBC OKANAGAN UPDATE

## UBC Okanagan (UBCO) Library may only have opened a few years ago, but it isn't too young for a partial facelift – much to the delight of students, staff and faculty.

**Thanks** to a generous \$104,000 donation from long-time Kelowna residents Brad and Lori Field, the Library is now the proud home of the Field Reading Room, modelled after the Ridington Room located in the Irving K. Barber Learning Centre on UBC's Point Grey campus.

Previously, the Field Reading Room had been an external and underused study space. The recent makeover, however, has transformed the area into a gem in the Library's crown. "It's been incredibly well-received," says Melody Burton, Head of UBCO Library.

The room – which features six cherry wood tables and seats 52 – is the first installation on campus that incorporates the new UBCO design

palette, which is inspired by the local landscape and features yellow for grasses, green for sage brush and blue for lakes.

Indeed, the hues proved so popular that they now extend throughout the Library's entire main floor. "One of the things we hear from students is that the colours are very warm and calming," Burton says.

The Field Reading Room was officially launched in April, with the Fields, Doug Oworm (Deputy Vice Chancellor) Gwen Zilm (Associate Vice President, Learning Services) and other guests in attendance.

The Fields are the founders of Pacific Safety Products, and have many community roles. They also

have direct UBC Okanagan connections – Lori works at the Department of Health and Wellness, and their daughter attends the University.

Another recent donation – a painting from Bryan Ryley entitled *Interference IV (Book)* – graces one of the Field Room's walls. Ryley is an Associate Professor of Visual Arts in the Faculty of Creative and Critical Studies at UBCO.

Despite the activity, more upgrades are planned. Burton hopes that new carpeting for the main floor will be installed by Christmas, and the first phase of a Library expansion is scheduled to begin next summer. **LE**

## FRIENDS

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