When we had to close the doors to the library’s physical branches temporarily in mid-March 2020 in response to the COVID-19 outbreak, it was impossible to predict what the next year would bring or how the library’s services and spaces might need to change to best serve our campus community. What followed confirmed how well-positioned UBC Library was for this pivot, facilitated by our move towards an e-preferred acquisitions model since 2015 and the availability of so many of our experts through remote service options.

To ensure access to our collections, we participated in the HathiTrust Emergency Temporary Access Service (ETAS) which provided access to in-copyright digitized items from the library’s print collections, allowing students, faculty and staff, studying worldwide, to be able to access materials in our print collection digitally. We acquired more electronic materials and licenses as we mobilized to provide electronic materials to support online courses. We developed our Materials Pick-up Service, which launched in July 2020, to provide access to those physical resources not available in electronic formats.

In September 2020, we opened the Irving K. Barber Learning Centre (IKBLC) to UBC students, faculty and staff, one of the only safe study spaces available on campus.

We also developed a host of new services, increasing the already robust programming offered, and provided new offerings designed to support students, faculty and staff with the challenges of remote teaching and learning.

We also renewed our commitment to Equity, Diversity and Inclusion. Our leadership participated in a series of workshops offered by DeEtta Jones & Associates to ensure a baseline of skills and tools as we move forward and I look forward to working with our EDI in Recruitment and Retention Working Group to provide appropriate future training to all UBC Library faculty and staff.

I am immensely proud of the ways in which the faculty and staff of UBC Library have met so many of the challenges of this past year with flexibility and tenacity and that the needs of our campus community have remained at the centre of our decision-making. The past year has demonstrated, perhaps as no other, that the expertise, collections and programmed spaces offered by UBC Library are indispensable in supporting the missions of teaching, research and learning that are the heart of UBC.

– Dr. Susan E. Parker

Dr. Susan E. Parker,
University Librarian, UBC Library
Advance research, learning and scholarship

01 / OPEN-SOURCE GEOSPATIAL DATA DISCOVERY TOOL GEODISY LAUNCHES

The UBC Library Research Commons launches Geodisy, an open-source tool that allows users to search online for Canadian research data through map-based discovery. With funding awarded by CANARIE in November 2018, the Research Commons team works in collaboration with several partners to create a more robust version of their originally proposed tool. The resulting software meets the increasing demand from researchers across disciplines for a map-based search alternative.
In March 2020, many research projects are put on hold or delayed as UBC labs close and fieldwork is paused due to physical distancing requirements, prompting researchers in healthcare and other related disciplines to switch their focus to systematic reviews or other knowledge synthesis projects. UBC Library acquires an institutional subscription to Covidence, a web-based systematic review management software platform to help UBC faculty, staff and student researchers accelerate the review process and improve their overall experience.

Pixellating, a monthly Digital Humanities mixer debuts two new workshop series in collaboration with UBC Okanagan Library and other partners, strengthening connections with groups like the Public Humanities Hub, UBC Advanced Research Computing (ARC) and others to further digital scholarship at UBC.

In March 2020, many research projects are put on hold or delayed as UBC labs close and fieldwork is paused due to physical distancing requirements, prompting researchers in healthcare and other related disciplines to switch their focus to systematic reviews or other knowledge synthesis projects. UBC Library acquires an institutional subscription to Covidence, a web-based systematic review management software platform to help UBC faculty, staff and student researchers accelerate the review process and improve their overall experience.

Helping Researchers Build Core Skills in Digital Scholarship

The UBC Library Research Commons offers a robust set of workshops to provide researchers with support in using digital scholarship tools including web scraping, creating a Git repository or using APIs. A six-part GIScience series, funded as a small Teaching and Learning Enhancement Fund (TLEF) Innovation Project introduces participants to technologies relevant to geographic information systems, a skill set that has become increasingly relevant among UBC students across disciplines.

Library Training Course for Indigenous Teacher Candidates

X̱w̱̓q̱̓əy̱q̱ə Library launches a new Canvas course for students in NITEP, the Indigenous Teacher Education Program in the Faculty of Education at UBC. Students can self-enrol in the course to remotely access a comprehensive introduction to UBC Library, prepared for Indigenous teacher candidates, with five modules that cover topics like library resource searching, citing sources, and using research guides. The course is also an important new resource for students at NITEP’s three field centres around British Columbia.
The UBC Open Access Fund for Humanities and Social Sciences Research supports the costs of making books or journal articles openly accessible by assisting UBC faculty members who wish to publish in Open Access books and journals that require payment for associated fees. The fund, which provides approximately $75,000 CAD annually, is a pilot program administered by UBC Library under the auspices of the Vice-President, Research & Innovation and the Provost and Vice-President Academic, UBC Vancouver.

Fundraising for the future

Donor support enables the library to enhance student learning, help researchers find answers and advance knowledge to its fullest potential. Donations can help build spaces, connect ideas, and allow the library to provide a margin of excellence beyond what public dollars provide.

INBOUND CHANNELS

<table>
<thead>
<tr>
<th>Channel</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Personal solicitation</td>
<td>6%</td>
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<tr>
<td>Phone</td>
<td>48%</td>
</tr>
<tr>
<td>Mail</td>
<td>27%</td>
</tr>
<tr>
<td>Web</td>
<td>19%</td>
</tr>
</tbody>
</table>

*Numbers reflect the fundraising efforts for UBC Library’s Vancouver campus only

TOTAL FUNDS RAISED*

- $2.6M

NUMBER OF GIFTS

- 593

FUNDS RAISED

- $1.26M Outright donations
- $560K Gifts-in-kind
- $524K Pledges
- $260K Realized bequest

*Numbers reflect the fundraising efforts for UBC Library’s Vancouver campus only.
The Downtown Eastside Research Access Portal (DTES RAP) launches to provide access to research and research-related materials relevant to Vancouver’s Downtown Eastside through an easy-to-use public interface. The portal is part of the Making Research Accessible Initiative (MRAi), a sustained collaboration launched in 2015 between the UBC Learning Exchange and UBC Library’s Irving K. Barber Learning Centre, and in consultation with DTES residents and community organizations through focus groups and user experience testing.

An innovative use case for UBC’s open access digital repository cIRcle, the portal relies on cIRcle’s infrastructure and services for content processing and reuse permissions. Serving a variety of purposes both within the UBC community and beyond, the DTES RAP serves as an instructional tool, as a way for researchers to amplify the reach and impact of their work, and as a reliable, primary information source for the DTES community.
A CONVERSATION WITH DR. ROBIN WALL KIMMERER

Xwi7xwa Library and Woodward Library present, in partnership with UBC Forestry and the Simon K. Y. Lee Global Lounge and Resource Centre, an immensely popular virtual event with Dr. Robin Wall Kimmerer. The acclaimed author of *Braiding Sweetgrass: Indigenous Wisdom, Scientific Knowledge and the Teachings of Plants* is joined by moderators, Dr. Ayesha S. Chaudhry and Corrina Sparrow to discuss the author’s influence on multidisciplinary understandings of her work and how readers can integrate this into our connections with land and each other through our respective disciplinary lenses. The conversation goes live to 1925 viewers and the post-event recording is viewed more than 8,600 times.

CLIMATE RESEARCH MADE REAL

The UBC Library Climate Act Team (L#CAT) presents Climate Research Made Real: Practical Applications of Research for Better Futures, a special event featuring four panelists from diverse disciplinary backgrounds engaging in a conversation about the climate crisis and work to be done in the here and now. Topics include environmental policy, environmental modelling and air pollution, community planning in First Nations communities, and environmental poetics.

FEBRUARY 1-12

CLIMATE RESEARCH MADE REAL

LOVE DATA WEEK

The library celebrates Love Data Week along with many other universities across Canada and throughout the world. The online workshop series, dedicated to spreading awareness about the importance of research data, covers topics including designing dashboards with Tableau, an introduction to visual tools for text analysis such as Voyant, and software such as R and RStudio, Github and NVivo.
Create and deliver responsive collections

As part of the library’s efforts to make collections more accessible during the COVID-19 outbreak, UBC Library joins the HathiTrust Emergency Temporary Access Service (ETAS). The service provides UBC students, faculty and staff access to nearly 750,000 digitized items from the library’s print collections, as well as continued access to more than 6.7 million public domain and Creative Commons-licensed works in the HathiTrust Digital Library.

Working to supplement the library’s robust electronic collections

While physical branches are temporarily closed, making the print collection inaccessible, the library works to source electronic versions of print materials for teaching and research to supplement its robust e-collections. The library acquires more electronic materials and licenses and increases its streaming media budget threefold to support online courses and course reserves. 92% of the collections budget is spent on electronic resources, up 10% from previous fiscal year.

Taking a dual approach that includes purchasing large e-book packages from some publishers and using an Evidence-Based Acquisitions (EBA) model with others, the library provides a deep collection of content that allows e-book purchases to be made based on usage data. This approach helps the library better forecast and budget plan, while maintaining a balance between e-journal and monograph acquisition across disciplines.

Claire Williams, Rare Books and Special Collections, categorizing items from a collection

Claire Williams, Rare Books and Special Collections, categorizing items from a collection

HATHITRUST EMERGENCY TEMPORARY ACCESS SERVICE

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WORKING TO SUPPLEMENT THE LIBRARY’S ROBUST ELECTRONIC COLLECTIONS

While physical branches are temporarily closed, making the print collection inaccessible, the library works to source electronic versions of print materials for teaching and research to supplement its robust e-collections. The library acquires more electronic materials and licenses and increases its streaming media budget threefold to support online courses and course reserves. 92% of the collections budget is spent on electronic resources, up 10% from previous fiscal year.

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Claire Williams, Rare Books and Special Collections, categorizing items from a collection

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01 / HATHITRUST EMERGENCY TEMPORARY ACCESS SERVICE

As part of the library’s efforts to make collections more accessible during the COVID-19 outbreak, UBC Library joins the HathiTrust Emergency Temporary Access Service (ETAS). The service provides UBC students, faculty and staff access to nearly 750,000 digitized items from the library’s print collections, as well as continued access to more than 6.7 million public domain and Creative Commons-licensed works in the HathiTrust Digital Library.

10,838

ITEMS

RENEWED

4,134

UNIQUE ITEMS

ACCESSED
UBC Library acquires 28 series from the 2021 e-book frontlist collection published by Classiques Garnier, featuring select digital editions of French and Francophone literature, to ensure that UBC faculty, staff and students have seamless remote access to key French scholarly materials. The purchased series encompass nearly 200 titles across several centuries of French literature from the Middle Ages up to the 20th century.

The library purchases temporary electronic access to approximately 200 titles in LWW Health Library, an online portal to meet the new demand for remote teaching and learning materials for use in health sciences courses at UBC. The subscription provides continuity for library users in disciplines spanning medicine, nursing, pharmacy, physical therapy, occupational therapy, audiology, speech sciences and more.
Library users can seamlessly access UBC Library subscriptions from anywhere on the web, thanks to a new Library Access browser extension. Once installed, the extension automatically detects when users are on a website that contains content the library subscribes to and allows access without having to visit the library website first. If the content is not accessible, the extension automatically checks for open access versions.

Statement of revenue & expenditures
VANCOUVER CAMPUS
FISCAL YEAR APRIL 1, 2020 - MARCH 31, 2021

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<thead>
<tr>
<th>Item</th>
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<tr>
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<tr>
<td>Salaries</td>
<td>17,108,839</td>
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<td>3,809,596</td>
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<tr>
<td>Other</td>
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<tr>
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<tr>
<td>Gifts</td>
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<tr>
<td>Project</td>
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<tr>
<td>Total</td>
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<table>
<thead>
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<tr>
<td>Other</td>
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<tr>
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<table>
<thead>
<tr>
<th>Library expenditures</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Collections</td>
<td>41%</td>
</tr>
<tr>
<td>Salaries</td>
<td>40%</td>
</tr>
<tr>
<td>Benefits</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
</tbody>
</table>
As one of the only study spaces open at UBC, the Irving K. Barber Learning Centre (IKBLC) becomes an essential campus destination after reopening on September 8, 2020, for currently-registered students, faculty and staff with a valid UBC card. Rigorous safety and cleaning protocols, physical distancing measures, and an active security presence make it possible to provide this essential space. Study space bookings top nearly 41,000 between September 2020 and March 2021.
**02/ PRINTING PICK-UP SERVICE**

The Printing Pick-up Service launches in October, using the Pay-for-Print platform already in place, and adding a service layer where print jobs are retrieved by student staff and brought to the front door of the Irving K. Barber Learning Centre, without students having to make a booking. This service enables over 1,000 students to print more than 7,500 pages.

**03/ VIRTUAL REFERENCE HOURS**

Virtual reference support helps bridge an essential service gap for students seeking research help and specialized support in their subject area. The David Lam Management Research Library is the first branch to offer drop-in reference hours and appointments on Zoom in March 2020, after the library’s physical branches close temporarily. Woodward Library begins offering the service soon afterward, followed by Koerner Library in January 2021.

**04/ MATERIALS PICK-UP SERVICE**

After the library’s physical locations close temporarily, the Materials Pick-up Service launches in July 2020 to provide library users a way to access those physical resources that are not available in electronic formats. Through the service, thousands of requests are sent through the online library catalogue, processed within seven business days and held for two weeks at the main entrance to Koerner Library on UBC Vancouver campus. Materials in the Humanities and Social Sciences collection account for 43% of all requests submitted.

By November, the library is able to increase staffing levels to keep up with demand, extend pick-up hours and provide expanded access to include additional user groups.
05 / TRANSITIONING TO ONLINE PROGRAMMING

David Lam Library works in collaboration with the Canaccord Learning Commons to create CLC: Online, a Canvas course to which all UBC Sauder School of Business undergraduates are automatically added. This service provides information about online workshops, remote access to financial databases and more.

The Chapman Learning Commons opens a virtual office that offers drop-in hours via video, voice-only and text chat, with student peers trained to answer academic support and UBC learning technology questions. The team creates new workshops that address how to manage specific aspects of the new remote learning environment, including time management, online communication skills and self-care.

The Research Commons begins offering online programming, including one-on-one consultations, workshops and webinars.

The Centre for Writing and Scholarly Communication offers online one-on-one writing consultations and workshops and launches two new online writing communities to help mitigate social isolation and help the UBC community stay motivated and connected. Every week students, researchers and faculty gather for a few hours to write alone—together.

06 / OFFERING NEW AND EXPANDED SUPPORT THROUGH SUBJECT LIBRARIANS

UBC subject librarians supporting students, faculty and staff in the Medical and Allied Health Sciences see an increase in demand for their expertise as researchers move away from lab or practice-based research to systematic and literature reviews. Librarians provide asynchronous and synchronous lectures to support research courses that have been moved ahead in the academic year.

07 / PROVIDING TIMELY SUPPORT TO MAKE COURSE MATERIALS AVAILABLE ONLINE

The library provides support in making course materials available through the Library Online Course Reserves (LOCR) system, which is integrated with Canvas, ensuring appropriate copyright considerations and licensing permissions. UBC librarians help instructors think differently about accessibility and pivoting into blended learning in classes with guidance on alternative open access options for course materials.
MEETING INCREASED DEMAND FOR WEB ARCHIVING AND DEPOSITS INTO CIRCLE

The work at cIRcle, UBC’s institutional digital repository, not only increases but takes on a new level of importance for UBC faculty, staff and students as conferences are cancelled due to the COVID-19 outbreak. With an abundance of research activity that suddenly has no outlet, cIRcle meets the increased uptake in deposit submissions and celebrates a major milestone with 70,000 open access items now available in their collections.

HELPING FACULTY AND INSTRUCTORS PUBLISH OPEN TEXTBOOKS

The demand for open educational resources increases as most UBC classes move online, and new opportunities arise to develop open access textbooks for scholarship and instruction. UBC Library offers a service that guides faculty and instructors through the entire process of open educational resource publishing, helping with copyright standards, Creative Commons licensing, metadata and more using online publishing platform PressBooks, with access provided by BCcampus. The library’s catalogue of hosted open textbooks expands to cover a wide range of subject matter from chemistry to French language studies.

REMOTE ACCESS TO COMPUTER LABS

Students, faculty and staff gain remote access to more than 80 desktop computer workstations for academic instructional use across four UBC Library labs. Access to these workstations, which include PCs and Macs, is critical to those who require specialized software and high-performing machines to pursue their research. By providing these virtual machines, the library continues to offer technology-rich spaces that enable experimentation and encourage creative approaches for faculty and students at UBC.
In alignment with UBC’s Inclusion Action Plan, leaders in the library participate in a series of Equity Toolkit workshops beginning in January 2021. Delivered by DeEtta Jones & Associates, the training serves to further our education in and commitment to principles of Equity, Diversity, and Inclusion at the library and ensure a baseline of skills and tools. Plans are developed in conjunction with the EDI in Recruitment and Retention Working Group to provide appropriate future training to all UBC Library faculty and staff.
ELIMINATING DAILY OVERDUE FINES ON SELECT MATERIALS

Following the temporary closure of all library locations in March 2020, late fines are temporarily suspended. In September 2020, the library eliminates daily overdue fines on books, journals and audio-visual materials for all library users. The decision to make the fines suspension permanent is driven by the library's decision making around COVID-19, helping users make the most of the library’s extensive physical collections without the added worry of incurring fees on items that aren’t in immediate demand.

SHOW AND TELL: SELECTIONS FROM OUR PERSONAL ARCHIVES AND LIBRARIES

Rare Books and Special Collections launches a new blog series in which archivists, librarians and library staff share items from their personal collections of documents, books and ephemera. The series, inspired by the Museum of Anthropology’s “Museum of Me: Stories from our Homes” initiative, is a journey through heirloom recipe books, salvaged wallpaper, childhood sketches, World War II diaries and many more items of deeply personal significance.

ASIAN LIBRARY CELEBRATES 60 YEARS

The Asian Library celebrates its 60th anniversary with an online exhibit that explores the history and development of the branch. The exhibit details the spaces, collections, research, learning and teaching, community engagement and people of the Asian Library through stories written by the library’s faculty, staff and student staff. An interactive timeline shares snapshots of key events throughout the branch’s history.
Dr. Susan E. Parker, University Librarian, is appointed as a Board member on the Association of Research Libraries (ARL) Board of Directors, serving a three-year term (2020-2023) to govern and represent the interests of ARL member libraries in directing the business of the Association and representing the Association to the community. The Canadian Association of Research Libraries (CARL) also appoints Dr. Parker as Director (Western Region Representative) to their Board of Directors, responsible to the CARL membership at large, and with formal legal responsibility for the organization.

Dr. Susan E. Parker, University Librarian, UBC Library

05 / UNIVERSITY LIBRARIAN ELECTED TO THE CARL AND ARL BOARDS OF DIRECTORS

The Council of Prairie and Pacific University Libraries (COPPUL) recognizes Sarah Dupont, Head of Xwi7xwa Library, with its 2019 Outstanding Contribution Award, given annually to an individual or team working in a member library for exemplary contributions to the consortium. Dupont is recognized for the Making Meaning Symposium, which has made an impact throughout the region.

Sarah Dupont, Head, Xwi7xwa Library

06 / HEAD OF XWI7XWA LIBRARY WINS THE 2019 COPPUL OUTSTANDING CONTRIBUTION AWARD

The Canadian Association of Research Libraries (CARL) presents Eugene Barsky, Head of the UBC Library Research Commons, with the CARL Award of Merit which recognizes an individual who has made an outstanding local, regional, or national contribution within an area of research librarianship and whose contribution has had broad and beneficial impact within the CARL community. Barsky is recognized for his contributions to and impact in advancing research data management (RDM) in Canada and internationally.

Eugene Barsky, Interim Head, Research Commons

07 / HEAD OF UBC LIBRARY RESEARCH COMMONS WINS THE 2020 CARL AWARD OF MERIT
The launch of the new Student Learning Hub in Fall 2019 brings together the expertise of the Library and the Student Services portfolio in a new, student-centred library space and delivery model uniting writing and language learning, math/science tutoring, and Supplemental Learning programs in one easily-accessible location for students on the Okanagan campus. Other highlights include a funding award to develop modules guiding students in foundational information literacy skills, advancement of the bi-campus strategic move toward Open Science through institutional launch of the Open Science Framework platform, introduction of a Kootenay/Columbia pilot project and community newspaper digitization initiative within the context of Digitized Okanagan History, the unveiling of a new Okanagan Library website, acquisition and exhibition of key special collections, and significant cross-campus advances in records management.

Acknowledgements

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

- Dr. Susan E. Parker
  University Librarian

PRODUCED BY

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Canada V6T 1Z1

DESIGN AND PRODUCTION

Phoebe Chan
Library Communications and Marketing
August 2021

PHOTOGRAPHY CREDITS

COVER
Phoebe Chan, Library Communications and Marketing

PAGES
1-4,7,9,10,13,16,17,20,22,23,25,26,29,32-34: Library Communications and Marketing
3: "sʔi:ɬqəy̓  qeqən (Double-Headed Serpent Post)" Brent Sparrow Jr., Musqueam at UBC Vancouver Campus (Hover Collective, UBC Brand & Marketing)
3,36: Exterior view of the Commons at UBC Okanagan (UBC Okanagan Communications and Marketing)
10: Students in Irving K Barber Learning Centre during 2020 (Paul Joseph, UBC Brand & Marketing)
12: UBC Vancouver Campus (Hover Collective, UBC Brand & Marketing)
14: Dr. Robin Wall Kimmerer (Dale Kakkak, Photographer)
15: Students in the AMS Nest during 2020 (Paul Joseph, UBC Brand & Marketing)
18,27,31: Students in Irving K Barber Learning Centre during 2020 (Paul Joseph, UBC Brand & Marketing)
30: UBC Vancouver Campus (Hover Collective, UBC Brand & Marketing)
35: Sarah Dupont and Eugene Barsky (Paul Joseph, UBC Brand & Marketing)