Ask - Explore - Discover
SFU Library Annual Report 2012-13
ON THE COVER:
A scene from "Convocation Mall", by Joanne Hastie, which SFU presented in November 2011 to Ryan Beedie in celebration of his family’s $22-million gift to the business faculty, subsequently renamed the Beedie School of Business.
Message from the University Librarian

During 2012-13, the SFU Library continued to expand its support of SFU’s research, learning and community engagement agendas. More than 30 activities aligned with the library’s 2011-2016 strategic plan are moving forward. Some highlights of these activities are outlined in this annual report. I hope you will find it enlightening and inspiring.

I invite you to learn more about our activities. There are many ways to stay connected to the SFU Library:
• Sign up for our e-newsletter, at www.lib.sfu.ca/whats-new/newsletter.
• Follow us on social media including Facebook at www.facebook.com/SFULibrary and Twitter at @sfu_library.
• Visit us in person at one of our three campus library locations.

Chuck Eckman
University Librarian and
Dean of Library Services
Research Services

COLLECTIONS
Collections received a $100,000 budget increase this year to meet serial price increases and programming growth. The increase, combined with a continued strong Canadian dollar, enabled the library to renew all current subscriptions, but it was not large enough to allow increases to book allocations.

NEW RESOURCES
- Alternative: An International Journal of Indigenous People (print and online).
- The Benezit Dictionary of Artists (database).
- Cartographica (current e-journal and archive).
- IBISWorld (database).
- International Historical Statistics, 1750-2010 (database).
- London Review of Books (online).
- Medieval and Early Modern Sources Online (database).
- Nature Climate Change (e-journal).
- Nature Reviews Neurology (e-journal).
- Nature Reviews Rheumatology (e-journal).
- PsycTESTS (database).
- Standard and Poor's netAdvantage (database).
- Sustainable Organization Library (database - includes e-books and e-journals).

CATALOGUING
This year, the library digitized more than 6,000 postcards focusing on British Columbia between 1900 and the Second World War. The collection is the first to include latitude and longitude data as well as place-name data for each item. It can be accessed at http://i.sfu.ca/nxwJel.

In 2011, the library acquired more than 2,500 documentary films collected over some 30 years when the legendary Kitsilano video-rental store Videomatica closed its doors. This year, we catalogued about half the collection, which includes about 2,300 DVDs and 500 VHS tapes.

PUBLISHING AND DIGITIZATION SERVICES
This is the third year of the library's Scholarly Digitization Fund. In 2012-13, it awarded more than $34,000 to 10 projects to digitize material for deposit in Summit, the library's open-access institutional repository. They include:
- Peter Anderson (Communication): Digitization of Prof. Anderson's policy studies, government submissions, conference papers and other material, most of which chronicle the early use of communication systems for community development and other social applications.
- Bill Reid Centre for Northwest Coast Art Studies: Digitization of the George F. Macdonald Field Photography collection of photographs from 1966-75.
documenting archaeological digs and the monumental art of the Tsimshian and Gitxsan peoples of British Columbia.


- Andrea Geiger (History): Japanese Canadian Oral History Digitization Project. The continuation of a 2011 project to digitize the Japanese Canadian Oral History Collection held by the Japanese Canadian National Museum in Burnaby. SFU will host these digitized oral histories including more than 400 tapes of 1-2 hours each. The collection includes interviews with Japanese Canadians on topics ranging from early immigration to their participation in various industries before the Second World War including fishing, farming and forestry, and internment during the Second World War.

- Gerontology Research Centre: Money awarded to offset part of the cost of producing a web-ready video of selected portions of the 21st John K. Friesen conference “Innovations in Home Care: A Public Policy Perspective.”

- Margaret Linley (English): SFU Lake District Collection scholarly digitization project to create a digital archive of the university’s rare 18th- and 19th-century editions of English Lake District travel and landscape books held in SFU Library’s Special Collections. The project will overhaul the original online bibliography and substantially expand access to the collection. The funding will cover Phase 1 of the three-phase project.

- Alexis Ohman (Archaeology): Digitization of “Codrington Papers: West Indies Correspondence” from microfilm. This project will create a digital archive of the Codrington family’s West Indies correspondence. The Codringtons held numerous estates throughout the Caribbean and the archive will be of value to historians, archaeologist and other researchers in plantation studies.

- annie ross (First Nations Studies): Making Due with Us, Justice: Community and Homeland. This project will make available Aboriginal oral testimonies. These are
video interviews with B.C. people with first-hand experiences concerning social and environmental justice, such as Ernie Crey, Lori-Ann Ellis and Jamie Lee Hamilton, and concerning freedom of speech and wild salmon with Alexandra Morton and Don Staniford, among others.

• Gary Teeple (Sociology): Canadian Farmworkers Union Project. Phase 2 of the Canadian Farmworkers Union (CFU) Project, an SFU online resource. It will include digitizing and preserving CFU multimedia assets held by SFU Library’s Special Collections and making them available online. The assets include three videos produced by the union, 30 oral history interviews with CFU principals and recently acquired 35mm negatives and photos of CFU activities in the 1980s.

• SFU Women’s Centre: SFU Women’s Centre Live and Digitized. Selected publications and records of the SFU Women’s Centre will be digitized for this project to show the work of the centre since its inception in 1974.

SFU’s Central Open Access Fund has also been in existence for three years. In 2012, the fund supported 58 SFU-authored papers publishing in open access journals. The fund covered article-processing charges for faculty and graduate student authors totaling $63,600. Recipients included authors from the faculties of Applied Sciences, Arts and Social Sciences, Education, Environment, Health Sciences and Science.

The library also extended its one-year pilot subscription to lynda.com, the online software training website, to an unlimited number of users. Our past subscription for six simultaneous users was frequently exceeded.

Fraser Library added numerous tools including handsaws and digital calipers to its collection for School of Interactive Arts and Technology students.

RESEARCH COMMONS
SFU’s Research Commons (RC) marked its first full year in 2012 supporting the university community’s research endeavors, particularly graduate students, during all stages of the research lifecycle.

Highlights included expansion of the Read-Ahead writing service, recommendations for qualitative analysis support, a new webpage—www.researchcommons.sfu.ca—and a streamlined thesis formatting and support service, now situated within the Research Commons.

The RC offered numerous workshops and presentations on a wide range of topics at all three campuses, reaching more than 650 graduate students. Topics included: thesis template and resources, Refworks, time management, finding statistics, writing and researching a literature review, author rights and choosing citation management software.

The Dean of Graduate Studies Office and the RC also co-hosted workshops supporting entrants in the university’s inaugural 3-Minute Thesis (3MT) competition and a session entitled “Getting the most out of the graduate student-supervisor relationship”.

Requests for Read-Ahead more than doubled over the previous year, from 57 to 120 students. The service pro-
vides intensive and extended support for graduate students writing theses and other pieces with a longer deadline.

The new RC webpage showcases the student research services available through the Research Commons, SFU Library, the Student Learning Commons, SFU generally and beyond.

The RC acquired a campus license beginning in 2013 for NVivo, a leading qualitative data-analysis software package, to support student and faculty researchers working with non-numerical, very rich text-based and/or multimedia information. In the coming year, we will establish support and training for the software and qualitative data analysis in general.

The RC assumed responsibility for the Theses Office in 2012 and made significant revisions to its website to streamline information and instruction on thesis formatting and submission. Between September 2012 and March 2013, the office provided more than 450 graduate student appointments.

The library moved ahead with plans for a collaborative Research Commons space in 2012, to be located temporarily in the southeast corner of the Bennett Library’s 7th floor (formerly Maps). The new facility will open for students during the spring 2014 term.

DOCUMENT DELIVERY AND MEDIA RESOURCES
While the library handles the majority of its interlibrary loan requests domestically, more than 13 per cent must be filled internationally, up from 11 per cent only three years ago. These requests are either of greater complexity or for harder to obtain materials. For example, the interlibrary loans unit routinely obtains material—both published and unpublished—from Oceania, the United Kingdom, Germany, France, Italy and Eastern Asia for our patrons. We also conduct extensive communications for single requests on behalf of SFU scholarly research projects. Document Delivery staff now also receive theses—work that was previously done in the library management office.

The Media Resource Centre (MRC) continues to be busy. All patrons can now borrow from the collection, which was previously restricted to current SFU faculty, students and staff. This year, staff also began adding the Videomatica documentary collection to the circulating MRC collection.

LIAISON LIBRARIAN PROGRAM
In addition to participating in daily operations at their respective branches, liaison librarians work with one or more departments where they develop subject-specific expertise to provide guidance and support for learning, research and teaching. SFU liaison librarians are organized into five functional teams—information services, instruction, collections, scholarly communication and eBranch. The information services team was closely involved in planning for the co-located service desk with Loans staff during the ongoing Bennett renovation.

The eBranch team developed a plan for an SFU Library Facebook page in 2012, which the library’s social media team launched in February 2013.

The instruction team’s activities included working with Loans and recruitment (Student Services) staff to streamline inter-
Some of the undergraduate students who work as part-time peer writing/learning facilitators in the Student Learning Commons, which offers services at all three campuses.

national baccalaureate school visits and workshops, conducting re-imagined Discover Your Library workshops and adapting a popular plagiarism tutorial for Canvas, SFU’s new learning management system.

The collections and scholarly communications teams focused mainly on operational tasks and planning for major projects this year.

The former marketing and outreach team was disbanded in 2012 and members were assigned to other teams that were then asked to designate one member each to a new marketing roundtable that includes a new library communications manager.

SPECIAL COLLECTIONS

During 2012-13, Special Collections acquisitions included the Emily McWhinney collection of some 2,600 rare books and the MayWorks, Trade Union Research Bureau and Betty Krawczyk archives. Additions to existing collections include the Thesen and Beaulieu papers, the Jim Rimmer printing collection, Doukhobor materials and the Canadian Farmworkers Union papers.

Other additions supplemented SFU’s Sir Arthur Conan Doyle materials, Daryl Duke papers, a large Persian book collection and editorial cartoons from Greg Harrop and Ingrid Rice. Displays in 2012-13 included Reg Lissel paste papers, Alcuin Society Design Award winners, a display acknowledging 2012 gifts/donors and another entitled “I Never Knew You Had That”. Several publications acknowledged Special Collections research during the year.

Teaching and Learning

STUDENT LEARNING COMMONS

The Student Learning Commons (SLC) was involved in three major program launches and expansions this year:

- WriteAway, a new service in B.C. giving students at participating institutions including SFU the opportunity to receive online writing assistance, which engaged students in seven SFU courses during the Spring 2013 pilot.

- Academics First, a program that promotes academic success among first-year student athletes through a suite of activities including a workshop series, 30 small-group success teams and 12 hours per week of supported study hall. Graduate facilitators delivered most of the activities with training and support from SLC staff that also trained nine varsity athletes to serve as peer learning coaches for more junior athletes.

- The Academic Enhancement Program was expanded to the School of Engineering Science, with support from the Faculty of Applied Sciences, after receiving a grant from the Teaching and Learning Centre. The SLC was successful in securing funding from the university’s English as an
Additional Language (EAL) implementation project to expand undergraduate writing support for EAL students. This funding allows for the hiring of an additional writing services coordinator and additional graduate facilitators for 2013-14 and 2014-15, as well as an assessment of the impact of the expanded services.

The SLC continued to be one of the major partners in SFU’s Back on Track (BOT) program. The three-semester program offers students who have been required to withdraw from the University a second chance to achieve academic success in an environment offering a high level of support and accountability. The SLC BOT team delivered 709 learning plan consultations in 2012-13.

INFORMATION AND INSTRUCTION
Information and instruction highlights this year included:
• Planning for co-located service desk with Loans, as part of the Bennett Library renovations. This included a re-evaluation of our print reference collection—a select portion of which will move to the new, more visible and easier-to-access location—and gathering more data on reference questions.
• Continuing our long-time service philosophy of going to where the users are by putting more and better self-help materials on the library’s public webpages and increasing support to online and virtual services, such as text/SMS.
• More convergence between information and instruction services, as researchers can use more library learning materials from any location, any time.
• Launch of the library’s Facebook page and evolution of the Twitter team into the social media team.

User Experience

ACCESS SERVICES
The use of our physical collection declined slightly this year (see table, p.18). The one exception was reserves lending which saw an increase of close to five percent. This year a self-checkout workstation was moved into the Reserves area and it proved to be very popular with patrons so the increase in activity was absorbed with current staffing levels.

The library added 18 more laptops for loan, with 73 laptops now available on loan at the checkout counter. In the fall and spring terms we experienced long line-ups of people waiting to borrow returned laptops. We hope these...
honoured Yosef Wosk, whose donation made the beautiful new space possible.

Library use remained high in 2012-13 with more than 183,000 people coming into the library and 33,520 user contacts, an increase of three per cent over the previous year. The library is more welcoming and open and activity more visible because of the renovations to the main floor, upgrades to workstations and new features such as powered laptop counters.

We doubled the number of lending laptops to 16 and added phone chargers to the equipment students can borrow. Both have proven very popular, with equipment lending up almost 50 per cent over last year.

As part of the virtual campus infrastructure project, we installed mobile video-conference equipment in the SLC. The equipment has already facilitated inter-campus meetings and communication and will provide opportunities to deliver library, SLC and RC workshops to all three campuses.

FRASER LIBRARY
Library use remained steady within 2012-2013 with more than 317,000 people coming into the library. During fall and spring terms, Fraser Library is consistently full with every seat and team room in use. The library remained open for extended hours during April and December exam periods, receiving exceedingly positive feedback from students and Surrey campus partners. Liaison librarian Holly Hendrigan wrapped up Fraser Library’s successful Txt Us pilot project and presented her recommendation to expand the service to library administration. Fraser librarians and media coordinator Adrian Bisek created a library promotion video, viewable on YouTube at http://i.sfu.ca/xbgLe.

BELZBERG LIBRARY
Belzberg Library renovations were finally completed with the opening of the Wosk Student Learning Commons (SLC), a collaborative student space and home for academic writing, learning and research support services. The glass-enclosed room features moveable furniture and whiteboards, comfortable lounge seating and a cozy fireplace. A celebration on Oct. 31

BENNETT LIBRARY RENEWAL
The Bennett Library used soft funds to paint several interior walls requiring refreshed surfaces. The university architect’s office selected a palette of colours and the work proceeded over two months. The new appearance drew many positive comments from students and faculty. The library proposed two renovation projects for funding from university priorities funds: 1) A major renovation of the third floor services to create additional student study space and consolidate information and circulation services points in the centre; and 2) A project to create a Research Commons space on the seventh floor. Both project proposals were approved and work will take place during the 2013-14 fiscal year.
Community Engagement

Fraser Library head Baharak Yousefi coordinated SFU Library’s contribution to the first SFU Public Square Community Summit by organizing “Big ideas for libraries in communities”, which attracted an overflow crowd at the Vancouver campus. Belzberg Library supported the “Alone Together” summit with a book display and online resource list on combating isolation in our communities. Belzberg Library head Karen Marotz participated on the planning committee for the TD National Reading Summit hosted by the SFU Library and held at the Vancouver campus in May 2012.

The library’s social media team launched the SFU Library Facebook page in early 2013. The library’s Twitter feed @sfu_library had more than 1,200 followers at last count. It provides a fast and effective means of two-way communication with library users and a powerful tool for collecting feedback that allows us to improve service.

Other highlights of community engagement:
- Small Business Accelerator: Mark Bodnar worked with partners at UBC and Vancouver Public Libraries and others to build and promote this resource.
- National Novel Writing Month: The Bennett Library provided space for weekly “write-ins” by on-campus participants.

PUBLIC KNOWLEDGE PROJECT (PKP)

The PKP’s Open Journal Systems software currently supports publishing of more than 8,000 scholarly journals in more than 20 languages on every continent except Antarctica. With the September 2012 release of the Open Monograph Press software, PKP now promises to dramatically transform humanities and social science publishing and provide critical technical support for open textbook initiatives.

B.C. ELECTRONIC LIBRARY NETWORK

Through consortial licensing, resource sharing and coordination of collaborative services, the B.C. Electronic Library Network (BC ELN) enables partner libraries to collectively offer their learners far more than what each library could offer alone. For BC ELN, 2012 was a year of strengthening existing resources and services and exploring exciting new initiatives emerging in the post-secondary sector. Highlights included:
- A 133-per-cent increase in learner resources offered.
- An expanded range of learner resource formats, including more e-book packages, streaming videos and more open-access resources.
- Answering more than 22,000 learner questions on the AskAway post-secondary virtual reference system.
- Conducting a proof-of-concept trial of the WriteAway online writing support program in summer 2012 and launching a successful pilot of the service in spring 2013 with five participating institutions. They include SFU, the College of the Rockies, Douglas College, Kwantlen Polytechnic University and the University of British Columbia.
- Participation in provincial open education meetings concerning digitization and scholarly communication initiatives.

Food for Fines month at the Fraser Library.
Donations
We are grateful for all donations to the library, but due to limited space only gifts of $100 or more are listed here.

$1,000 OR MORE
Santa Aloi
Marilyn Baker
Peter Bartl
Derek Beaulieu
Stephen Bett
Gloria Chu
D and M Publishers Inc.
Cathy Daminato
Anne-Marie Dekker
Charles Eckman
Edward and Emily McWhinney Foundation
Alan Fotheringham
Raoul Grossman
Graham Harrop
Brian Hayden
Bill Jeffries
Marilyn Kansky
Bradley Keith
Nora Kelly
Allan Kiss
Betty Krawczyk
Don D. Kugler
Chun-Chun Lam
Hugh Lindsay
Don MacLachlan
Laura Marks
Ralph Maud
Thomas McGaulay
Ted McWhinney
Jim McWilliams
Robert Miles
Leigh Milroy
M.F. Theresa Mulligan
Catherine Murray
Eleanor Nichol
Adrian Raeside
James Rainer
Ingrid Rice
Alan Rudrum
William Rueter
Sandra Shreve
June Sturrock
Eric Swanick
Sharon Thesen
Madeleine Thien
Videomatica Inc.
Trish Webb
Richard Welch
Michael Wilkie
Marnie Worbets
Darrell Zarn
Jerry Zaslove

$100-$999
Predrag Acimovic
The Alcuin Society
Judith Alexander
Margery Allen
Richard Allen
Keith Antonelli
Neal Baldwin
Aidan Ballantyne
James Barbour
Norbert Bartels
Sylvia Bell
Ron Belvedere
Gwen Bird
Pat Blunden
Noreen Bollerup
Christopher Bond
James Boothroyd
Lisa Bourgault
Ronald Brinen
Michelle Brisebois
Donna Bulmer
Barbara Campbell
Canadian Centre of Science and Education
Lynn Capling

David Cender
Liny Chan
Habib Chaudhury
Colin Chisholm
Janine Chow
Percy Chryson-Quao
Susan Clark
Sharon Clements
Shaughn Clements
Gordon Coleman
Audrey L. Cook
Lynn Copeland
Irwin Cotler
Barbara Coughlin
Brian Coyle
Jodi Cristall
Dallas Cristofoli
Yichun Dai
Michael Davis
Russell Day
Byron Dolan
Candace Donaldson
Heather Dumka
Alan Eastwood
Claudia Edwards
Electronic Arts (Canada) Inc.
Amanda C. Emery
Howard Exner
Elizabeth Farmer
Don Faulkner
Patrick Field
Guy Flavelle
Gail Fleming
Susanna Fok
Donna Francis
Norman Fraser
Nicole Frohloff
Kira Furman
Patty Gallilee
Robert Garnett
Timothy Garrish
Leah George-Wilson
Cornelia Gerhardt
Jason Gigliotti
John Gilson
John Gives

Vera Godavari
Leah B. Gordon
Helena Gottschling
Nelson Grant
Zilong Guo
Gloria Gutman
Rob Halliday
Patricia Harris
Christine Hearn
Brian Hollington
Paul Houle
David Howden
Karen Hsu
David Hylands
Jean Illingworth
Jackie Ing
Leonard Jang
David W. F. Jang
Wayne Janzen
Patricia Johnson
Toni Jones
Stan Kanehara
Kari Karlsbjerg
Michael Kassian
Kathleen Kellett-Betsos
Michael Kenny
Steve Kloster
Linda Knutsen
Marc Koehn
Selena Kongpreecha
Charles Krieger
Eva Kuchar
Susana Lam
Tommy Lau
Deanna Lee
Man Lee
Alfred Leung
Thomas Lewis
Sheng Li
Mark Lianza
Imogene Lim
Janet Litke
Edison Liu
Wei Liu
Lillian Lo
Christopher Locke
A ‘cat beard’ poster advertises the library’s subscription to video-training website lynda.com.

Learn software from anywhere

with SFU Library’s 1-year pilot subscription to lynda.com.
Staff Highlights

NEW HIRES
• Ania Dymarz (Mar. 2013 - Information and Instruction)
• Charlee Jennings (Feb. 2013 - Fraser Library)
• Sarah Acres (Jan. 2013 - Management)
• Katie Gunther (Jan. 2013 - Information and Instruction)
• Ashley Van Dijk (Jan. 2013 - Information and Instruction)
• Michael Chang (Dec. 2012 - Fraser Library)
• Susie Smith (Dec. 2012 - Library Management)
• Tommy Chung (Dec. 2012 - Document Delivery Services)
• Melanie Hardbattle (Oct. 2012 - Special Collections)
• Cindy Olsen (Oct. 2012 - Cataloguing)
• Travis Walker (Sept. 2012 - Access Services)
• Jody Spink (Sept. 2012 - Access Services)
• Sandi Morrison (Sept. 2012 - Access Services)
• Baharak Yousefi (Jul. 2012 - Fraser Library)

NEW ROLES
• Sandra Wong (Mar. 2013 - interim supervisor, serials unit)
• Frances Dodd (Mar. 2013 - interim supervisor, acquisitions unit)
• Don Taylor (Mar. 2013 - copyright officer, Collections)
• Alex Lee (Jan. 2013 - library assistant, Access Services)
• Andrea Cameron (Dec. 2012 - assistant head and liaison librarian for business and criminology, Fraser Library)
• Soo Oh (Nov. 2012 - loans and equipment supervisor, Fraser Library)
• Enrique Cruz (Nov. 2012 - cataloguing and technical assistant, Cataloguing)
• Carmel Richter (Oct. 2012 - library secretary, Library Management)
• Chuk Goodin (Sept. 2012 - loans supervisor, Access Services)
• Patrick Wong (Sept. 2012 - fines processor, Access Services)

GOODBYES
• Thyra Mulder (Mar. 2013 - Access Services)
• Leslie Rimmer (Jan. 2013 - Information and Instruction)
• Brenda Anderson (Dec. 2012 - Library Receiving)
• Ron Gill (Aug. 2012 - Cataloguing)
• Geoff Barnes (Jul. 2012 - Cataloguing)
• Rachelle Marcha (Jul. 2012 - Library Management)
• Tasmin Tanghe (Jun. 2012 - Information and Instruction)
• Yasmin Jamal (Jun. 2012 - Information and Instruction)
• Lynette Dookie (May 2012 - Acquisitions/Serials)
• Todd Mundle (Apr. 2012 - Collections)

ACTIVITIES
Moninder Bubber

Mark Jordan


Karen Marotz

Brian Owen

Ashley Van Dijk
Van Dijk, A. (2013, March). *Mentor.* 3rd Annual Speed Mentoring Workshop organized in collaboration by the University of the Fraser Valley Library and Information Technology Alumni and Student Association, Abbotsford, B.C.

Baharak Yousefi
Yousefi, B. (2012, September). *Oh the Places We’ll Know: Big Ideas for Libraries in Communities.* Symposium organized for SFU Public Square Community Summit, Vancouver, B.C. http://i.sfu.ca/mQgtbS.

PRESENTATIONS
Marcus Barnes

Mark Bodnar


Charles Eckman


Elaine Fairey


Fairey, E. and Benn, L. (2012, May). *Taking the Commons to the Students – the B.C. WriteAway Initiative.* Presentation
Holly Hendrigan

Mark Jordan


Calvin Mah

Donna McGee-Thompson

Sunni Y. Nishimura

Brian Owen

Owen, B. (2012, September). *Transforming Scholarly Publishing: From a Closed Book to an Open Digital Platform* Speaker at TRUTH (Teaching and Research Using Technology in the Humanities) Symposium, University of Victoria, B.C.


Shane Plante
Sylvia Roberts

Penny Swanson

Nicole White


Ashley Van Dijk

Sandra Wong


PUBLICATIONS
Gordon Coleman

Mark Jordan


Brian Owen

Baharak Yousefi
# Library Statistics

## PHYSICAL COLLECTION

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<th>2011/12</th>
<th>2012/13</th>
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<tr>
<td>Physical Volumes</td>
<td>2,944,292</td>
<td>2,979,175</td>
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<tr>
<td>Print subscriptions</td>
<td>3,872</td>
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<tr>
<td>Usage</td>
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<td>687,440</td>
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## DIGITAL COLLECTIONS

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<td>Online items</td>
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<td>Electronic subscriptions</td>
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<td>Usage</td>
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## SERVICES

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<td>29,241</td>
<td>26,109</td>
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<tr>
<td>Number of instructional sessions</td>
<td>977</td>
<td>898</td>
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<tr>
<td>Number of consultations</td>
<td>5,796</td>
<td>5,893</td>
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<tr>
<td>In Person visits</td>
<td>2,076,898</td>
<td>1,910,298</td>
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<td>Website visits</td>
<td>3,609,118</td>
<td>3,294,649</td>
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## STAFF (FTE)

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<th></th>
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<th>2012/13</th>
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<td>Librarians</td>
<td>41.80</td>
<td>44.74</td>
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<tr>
<td>Administrative and Professional</td>
<td>14.00</td>
<td>15.00</td>
</tr>
<tr>
<td>Support Staff</td>
<td>81.32</td>
<td>79.54</td>
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<td>Student employees</td>
<td>10.50</td>
<td>8.56</td>
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