



Report

From Lynn Copeland, University Librarian (Pro Tem)

With the approach of mid-term, the Library is buzzing with activity. Workstations and carrels are fully occupied, and the Reference Desk is busy. We are happy to welcome our new library staff, new faculty and students.

Over the past few months I have been impressed by the devotion to the Library felt by many SFU faculty, staff and students. Yet for each of us, the measure of the collection's success is how closely it satisfies our individual requirements. In measuring its success, the Library uses other comprehensive universities as measures of comparison, but to a library user, it is often the large research collection that is the referral point.

With this caveat, it is noteworthy that, among Canadian comprehensive university libraries, SFU Library spends the highest percentage of its budget on collections. At the same time, we rank first or second among the top five comprehensive libraries in net volumes added, collections expenditures, materials borrowed from other libraries, computer database expenditures, collection usage, instruction, and number of reference questions answered.

These indicators suggest that SFU Library is focused on collections funding and direct service support. Our services and resources are relatively well used. While we lack the breadth of collection of a large research library, we are providing effective access to these materials through Interlibrary Loans.

Despite these indicators, we know that we can always do better. We appreciate hearing your suggestions or comments.

Collections Policy Planning

Under the direction of Todd Mundle, Head of Collections Management, the Library has begun two ambitious and intertwined projects: producing an updated collections policy and reallocating budget dollars. The main goal is to ensure the Library is collecting to meet current curriculum and research needs.



It has been some years since budget allocations have been set and 25 years since the last collection policy was written. Since then, new departments have been created, "many of which have been chronically underfunded" notes Mundle.

January 1, 2000 is the target completion date for a draft collection policy with the reallocation to be applied to the 2001/2002 budget year. Upon completion, the policy will be reviewed regularly to ensure the collection is responsive to curriculum and research changes.

Mundle will develop the overall collection principles and coordinate the policy's development. Liaison librarians will write the subject specific components of the policy, through consultation with their departmental representatives. In addition, liaison librarians will revise approval plan profiles for their subject areas.

The biggest problems regarding the budget lie with the continual increase in serials costs and the Canadian dollar value.

Mundle has chosen not to use the NCIP (National Catalogue Inventory Project) approach to the collection policies and ultimately the budget reallocation as it is fairly subjective, takes a tremendous amount of time, and "focuses on what has been done before rather than how we are doing now." Objective criteria will be adhered to as much as possible but in some cases it is too costly to obtain. For instance, since SFU journals do not circulate, information regarding usage is not available however, snapshot tracking will be undertaken.

Noting there has already been both support and concern expressed by faculty over the reallocation, Mundle is determined to make it as open a procedure as possible "to make sure all the faculty have an opportunity to have their say." Known for his collaborative approach to problem-solving, Mundle sees part of his role as that of referee working with a limited amount of dollars toward "what's best for the university collection as a whole."

New Places for Familiar Faces

Elaine Fairey, formerly SFU Business and Economics Liaison Librarian has been appointed Head of Reference as of June. While Liaison Librarian, Fairey was Acting Head of Belzberg Library for two semesters. Prior to her liaison work, Fairey was Head of Interlibrary Loans for two years. Her experience on the SFUFA executive gives her "a broader view of university needs and interactions beyond the library." Most recently, Elaine worked on the Library's new MOSST software, which reinforces the content delivery in the instructional development modules with self-assessment quizzes.

Communication between the reference division, other library departments, and the SFU community is a priority for Elaine who still maintains a regular shift at the reference desk and teaches some library classes to keep in contact with users. Fairey holds an M.A. in history, a B.A. in French, and an Master of Library Science from UBC.

Sylvia Roberts has been appointed Head of the Library's newly formed Information Services Unit (ISU). Roberts retains her liaison responsibilities to the Schools of Communication and Resource & Environmental Management.

Prior to coming to SFU as a science liaison librarian, Roberts was a reference librarian in the Science and Technology Division of the Vancouver Public Library and was involved in a variety of planning projects, including a province-wide Virtual Reference Desk now being implemented. Most recently at SFU, Roberts initiated a library program for SFU's "TA Day" and chaired the Library's Web Site Redesign Committee. Roberts completed a B.A. in English at the University of Saskatchewan and a Master of Library and Information Science at the University of Western Ontario.

Main responsibilities of the ISU include co-ordinating print and on-line library publications, general library instruction, staff orientation and training, and developing an information desk for the library's 6th floor. In addition, the ISU produces the Library's new Occasional Lecture Series for the SFU community.

Roberts is very positive about the ISU's future because "the SFU Library uses resources really effectively to maximize user services...at



Todd Mundle, Sylvia Roberts, and Elaine Fairey.

SFU, you have the freedom to accomplish things."

Todd Mundle, former Head of Interlibrary Loans, was appointed Head of Collections in June. Mundle has obtained wide recognition for his innovative ILL work at SFU. The experience gave him a view into "how we may be able to use resources beyond the way that we are doing right now."

Prior to SFU, Mundle was Collections Reference Librarian for three subject areas at the University of Regina where he reported to both the collections and reference divisions. Todd received his B.A. in Canadian History, teaching certificate and Master of Library Science from University of British Columbia.

Mundle is currently focused on maintaining and opening up levels of communication within the library and between the library and the SFU community. The biggest and most immediate challenge for the division is developing a new collections policy and reallocating the collections budget.

Quick Contacts

SFU Library web site	http://www.lib.sfu.ca	
Dial-up access to the SFULIB network	291-5947 faculty	291-4721 students
Library systems problems "Ask A Librarian"	291-4706	libask@sfu.ca
	Bennett	Belzberg
Book Renewals	291-4345	291-5050
Reference & Information	291-5735	291-5051
Fines & Recalls	291-4345	291-5050

Library Lecture Series

The Library will launch its occasional Lecture Series on Information, Technology, and Scholarship with Jerome McGann presenting "Electronic Scholarship and Its Discontents. Comp[lu/e]ting Editorial F[u/ea]tures" (4:30-6:00, November 4, MPX Room 7618). The Department of English will host an open reception immediately following to celebrate the launch of the M.A. specialization in Print Culture 1700-1900.

Widely known for his use of digital technology in humanities archive research, (most notably the Dante Gabriel Rossetti Digital Archive), McGann will discuss the current state and future prospects of scholarly

computing in humanities in the context of the current debates, among them, the relative powers and capacities of books versus computers.

This lecture is co-sponsored by the SFU Library, Department of English, Vice-President, Research, and the Social Sciences & Humanities Research Council of Canada.

The next lecture "Scholarly Publishing and the Library: An Update to the 1997 Policy Conference" is scheduled for December 2.

For further information or to be put on the mailing list, contact Sylvia Roberts (sroberts@sfu.ca/291-3681).

Three New Librarians Join SFU Library



Mark Bodnar, Gwen Bird, and Natalie Gick by the SFU Library

A reorganization of responsibilities at SFU Library has facilitated the hiring of three new librarians over the summer.

Gwen Bird, incoming Interlibrary Loan & Telebook Bird replaces Todd Mundle. Bird comes to SFU from her position as College Librarian at Nicola Valley Institute of Technology (NVIT), Merritt, B.C. As the first professional librarian appointed to NVIT, Bird instituted ILL arrangements and agreements with various resource sharing networks, made services and databases more widely available, and implemented NVIT's first integrated library system.

Bird was attracted to SFU because "it is an innovator in this field, SFU has lead the way in unmediated end user ILL." Future plans include implementing a new ILL Management System that will streamline services, provide real-time updates, and allow users to check their ILL request status through the web. Bird has a B.A. in English at Cornell University and a Master of Library and Information Science at UBC.

Mark Bodnar, the new Liaison Librarian for the Faculty of Business Administration and the Department of Economics replaces Elaine Fairey. Bodnar brings a variety of experience to SFU; as an ESL

teacher, a researcher for The Alberta Library, an information resource specialist in a Calgary corporate library, and most recently as Business and Science Reference Librarian at the Abilene Public Library, Texas. Bodnar was drawn to SFU's atmosphere of open communication, and enjoys the enhanced liaison role of SFU librarians. An immediate goal for Bodnar is a newsletter to keep faculty and grad students in touch with key resources. With a B.B.A. from SFU, a Master of Library and Information Science from UBC, Bodnar says he "is happy to be home" once again at SFU.

Natalie Gick has been appointed Science Liaison Librarian responsible for the Departments of Biological Sciences and Chemistry, the Institute of Molecular Biology and Biochemistry, and the School of Kinesiology.

Prior to SFU, as Science and Technology Librarian at Vancouver Public Library Gick was responsible for reference and collection development of engineering and technical standards. In addition, Gick taught internet courses and managed the recent revision of VPL's web site. Gick holds a B.Sc., the first year of which was completed at SFU, and a Master of Library Science, both from UBC. Natalie was attracted to SFU's progressive nature saying "SFU goes beyond simply subscribing to commercial databases. They are doing great value added things...making things more seamless for the user."

Liaison Librarians

Archaeology	Heather Ann Tingley	291-3315	<i>tingley@sfu.ca</i>
Biological Sciences	Natalie Gick	291-4173	<i>ngick@sfu.ca</i>
Business Administration	Mark Bodnar	291-3044	<i>mbodnar@sfu.ca</i>
Chemistry	Natalie Gick	291-4173	<i>ngick@sfu.ca</i>
Communication	Sylvia Roberts	291-3681	<i>sroberts@sfu.ca</i>
Computing Science	Marjorie Nelles	291-3269	<i>nelles@sfu.ca</i>
Contemporary Arts	Carole Goldsmith	291-3268	<i>wisdom@sfu.ca</i>
Criminology	Jack Corse	291-4359	<i>corse@sfu.ca</i>
Earth Sciences	Marjorie Nelles	291-3269	<i>nelles@sfu.ca</i>
Economics	Mark Bodnar	291-3044	<i>mbodnar@sfu.ca</i>
Education	Percilla Groves	291-3139	<i>groves@sfu.ca</i>
Engineering Science	Marjorie Nelles	291-3269	<i>nelles@sfu.ca</i>
English	Heather-Ann Tingley	291-3315	<i>tingley@sfu.ca</i>
Executive MBA	Karen Marotz	291-5054	<i>marotz@sfu.ca</i>
French	Aleksandra Zielinski	291-3510	<i>zielinsk@sfu.ca</i>
Geography	Cindy Swoveland	291-4656	<i>swovelan@sfu.ca</i>
Gerontology	Nina Smart	291-5051	<i>nsmart@sfu.ca</i>
History	Jack Corse	291-4359	<i>corse@sfu.ca</i>
Humanities	Carole Goldsmith	291-3268	<i>wisdom@sfu.ca</i>
Interdisciplinary Studies: Languages	Aleksandra Zielinski	291-3510	<i>zielinsk@sfu.ca</i>
Kinesiology	Natalie Gick	291-4173	<i>ngick@sfu.ca</i>
Liberal Studies	Mike McIntosh	291-5051	<i>mmcintos@sfu.ca</i>
Linguistics	Aleksandra Zielinski	291-3510	<i>zielinsk@sfu.ca</i>
Mathematics & Statistics	Marjorie Nelles	291-3269	<i>nelles@sfu.ca</i>
Molecular Biology & Biochemistry	Natalie Gick	291-4173	<i>ngick@sfu.ca</i>
Philosophy	Gene Bridwell	291-4626	<i>bridwell@sfu.ca</i>
Physics	Marjorie Nelles	291-3269	<i>nelles@sfu.ca</i>
Political Science	Jack Corse	291-4359	<i>corse@sfu.ca</i>
Psychology	Percilla Groves	291-3139	<i>groves@sfu.ca</i>
Publishing	Nina Smart	291-5051	<i>nsmart@sfu.ca</i>
Reference Desk		291-5735	
REM	Sylvia Roberts	291-3681	<i>sroberts@sfu.ca</i>
Sociology & Anthropology	Jack Corse	291-4359	<i>corse@sfu.ca</i>
Spanish & Lat. Am. Studies	Aleksandra Zielinski	291-3510	<i>zielinsk@sfu.ca</i>
Women's Studies	Carole Goldsmith	291-3268	<i>wisdom@sfu.ca</i>

For general research enquiries:

"Ask a Librarian" libask@sfu.ca

Reference Desk 291-5735 (Bennett Library, Burnaby campus)
291-5051 (Belzberg Library, Harbour Centre)

Library Web Site Redesigned

The SFU Library web site has a new look. Launched in August, the new interface provides a task-oriented, easily navigable, content rich site suitable for a variety of user learning styles and levels of experience. The web site design was developed by Sylvia Roberts, Mark Jordan, and Cindy Swoveland,

between November 1998 and July 1999.

The design incorporates the input from wide user consultation and a survey of library websites. Presentation was kept simple to allow the greatest range of web browsers and software for people with disabilities to be used. In preparation for the launch, intensive staff training was undertaken to manage user questions.

Five major section headings on the homepage (Find Books and Journals, Find Articles, Library Research Help, About the SFU Library, What's New) provide a functional overview while subheadings link directly to frequently used resources, serving the needs of both novice and experienced users. To facilitate navigation, each page has a consistent layout with direct access to help. The left hand side of each major page provides links to pages on related topics.

New features incorporated include the new database-driven FAQ (frequently asked questions) and the Canadian Company Information Research tutorial, complete with quizzes. The tutorial was created using the SFU Library's new software, MOSST, developed by Mark Jordan, Librarian Analyst, with content provided by Elaine Fairey, Head of Reference. Remote users can access an increasing complement of full-text journal articles through the web site, check SFU journal holdings from article indexes, and initiate Interlibrary Loan requests, all from the comfort of their home or office.

The Library web site will continue to develop in response to the specific needs of the SFU community, new content developments, new technology, and feedback from users. For further information or assistance with the new site, contact your liaison librarian, stop by the reference desk or email libask@sfu.ca. To comment on the new design, contact the Information Services Unit librarian, Sylvia Roberts (sroberts@sfu.ca / 291-3681).