

SFU *Library* Annual Report



Simon Fraser University Library Annual Report

Fiscal Year 2001/2002

our library is where YOU are



At the heart of the University, the Simon Fraser University Library is dedicated to providing access to collections, services and facilities of the highest possible quality in support of the teaching, learning and research goals of the Simon Fraser University community.

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Introduction

The Simon Fraser University (SFU) Library's slogan **our library is where YOU are** continued to drive and direct the implementation of new information services at all branches of the SFU Library.

The effect of this slogan on planning and services was enormous, and increasingly the focus of library resources and services has shifted to further answer the needs of students and faculty. This shift also reinforced the Library's commitment to developing online services such as real-time reference; direct-to-supplier interlibrary requesting; direct delivery to campus Information Depots; electronic reserves; and over 8,000 directly accessible online journals linked through online indexes. Distance students, off-campus faculty and students, and users in the library itself all benefited from these service enhancements.

Benefits of online services for science and humanities scholars, in general, have been dramatic:

Science: As a result of the increasing availability of electronic resources, researchers have identified electronic journals as critical to their work. They cite improved access which results in savings in time, and thus, increased productivity.¹

Humanities: Remote access to library catalogs and finding aids integrates travel efficiency into scholars' programs of research ...use of technology makes the research process easier, faster and more up-to-date.²

The larger number of online services at SFU resulted in Liaison Librarians increasing their collaborations with faculty in course development, particularly in Distance Education and Surrey Campus courses. Many of these courses had an online component, while others offered traditional in-person instruction. Course-related library instruction classes continue to increase in number each year. A recent study³ suggested that students use the Web for classroom assignments, with search engines, portals and course-specific websites being their first choices. Accuracy is of great concern to students, and SFU librarians instruct them in identifying reliable sites and in developing evaluation strategies for specific subject areas.

Significantly, at the same time as online services expand, library gate counts have increased over each of the past two years. This is a good indication that the traditional print collection is still a valued resource. Also of interest is the continued growth of the library's Special Collections, primarily through generous donations. Several digitization projects have expanded access to this traditionally less accessible material. In the next year, like many other university libraries,⁴ SFU Library will work to establish an institutional electronic archive. This will involve not only storing and maintaining electronic materials related to research, conferences and other academic activities, but providing standards for metadata which will make this material accessible to other researchers.

Collections

Funding

Library collections experienced another year of strong development, with spending patterns much the same as in recent years. In the subject-specific part of the budget, 70% of spending overall was on periodicals, while 30% was on monographs. The University provided a one-time lift of \$500,000 to cover cost pressures within the collection budget, primarily currency exchange and serials price inflation; this preserved the library's purchasing power.

The trend toward full-text content online continues. The library now provides access to over 8,000 online journals, up 40% over last year. This expanded online content has been received enthusiastically by the community, and linking mechanisms

¹ C. Jenkins, "User Studies: Electronic Journals and User Response to New Modes of Information Delivery," *Library Acquisitions* 21 (1997): 355-63.

² W.S. Brockman et al, "Scholarly Work in the Humanities and the Evolving Information Environment," in *Digital Library Foundation* (Washington: Council on Library Resources, 2001), 28.

³ OCLC, *White Paper on the Information Habits of College Students* (online), June 2002. Available at <<http://www2.oclc.org/oclc/pdf/printondemand/informationhabits.pdf>>.

⁴ Young, Jeffrey R., "Superarchives Could Hold all Scholarly Output," *Chronicle of Higher Education* 48 (2002): A29-A30.

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provide direct access from the library's online indexes and abstracts. The addition of most online journal titles to the linking database for online indexes has greatly expanded access to this material.

The library continued to benefit from strong ties within the province, region and country by participating in several consortial purchases for electronic resources. These include the Canadian National Site Licensing Project (CNSLP), the Council of Prairie and Pacific University Libraries (COPPUL) and the BC Electronic Library Network (ELN). The savings realized through these collective efforts accrued to the general collection budget, and allowed us to move forward with the purchase of other resources such as the Web of Science backfiles.

Income from the library's endowment funds was used to cover the costs for CNSLP for this fiscal year; to purchase BIOSIS Previews backfiles; to expand access to the JSTOR collection; and to acquire the Canadian Institute for Historical Microreproduction (CIHM) Pre-1900 Annuals, Pre-1900 Periodicals, and remaining Pre-1900 Monographs.

Significant new print resources

Special Collections received editorial cartoons from The Vancouver Sun's Roy Peterson (200 cartoons); The Province's Bob Krieger (175 cartoons); and Graham Harrop of The Sun and The Globe & Mail (209 cartoons). This material is being digitized thanks to a grant from Young Canada Works and is available online through the library's Electronic Document Centre website.

A sizeable number of published works were donated to the Contemporary Literature Collection. Daphne Dukelow and Betsy Nuse donated a collection of women's poetry; retiring UBC English professor Peter Quartermain donated a collection of modern poetry; and poet and former SFU English professor George Bowering donated a number of poetry broadsides. Manuscript material was donated by poet Fred Wah, Gladys Maria Hindmarch and the estate of bpNichol. The library also received the Talonbooks archive for the year 2000. The first American edition of Wordsworth's Lyrical ballads was purchased with funds from the B.C. Hydro Endowment.

Significant new online resources include:

- 19th Century Fiction
- AMICO Library of high quality digital images of art works
- Annual Reviews Online
- Anthropological Index
- Artspeak/Image Archive, a CD-ROM with links to images from the library catalogue
- Biosis Previews – backfile to 1969
- CPI.Q
- Encyclopedia of British Columbia
- HRAF - Archaeology
- IEEE Electronic Library
- International Political Science Abstracts
- JSTOR: Arts & Sciences Collection II; Ecology & Botany Collection; General Sciences Collection
- Kluwer online journals
- Mental Measurements Yearbook
- Middle English Dictionary with Compendium
- Nature, Nature Neuroscience and Nature Neuroscience Reviews
- PsycArticles
- SciFinder Scholar
- Web of Science – backfile to 1985
- Science Online
- UN Statistics Division Common Database (UNSTATS)
- Women's Resources International

SFU Library continued to build its electronic and paper maps, and data and Geographic Information Systems (GIS) resources through agreements with the Depository Services Program and Natural Resources Canada. These agreements will provide paper, digital topographic and geological maps, and GIS data. The Data Liberation Initiative was renewed to ensure continued access to social survey data including all 2001 census data. SFU Library became a member of a consortium to obtain six geospatial data products from DMTI Spatial.

Activities

Liaison Librarians and Collections Management undertook the project of updating the approval profiles for monograph purchases in several subject areas in order to bring these in line with the collection development policies. The involvement of the Kinesiology, Biology, Linguistics, Philosophy, Geography, and Computing Science departments, resulted in fine-tuned profiles that will ensure a selection of books more closely aligned with current research and teaching.

Collections Management and Liaison Librarians also continued to participate in the university's course approval process. Library course assessments were conducted for over 70 proposed new courses, as well as three Centres and two new programs. This process allows the library to determine how to support new teaching areas. Librarians were also involved in departmental reviews in History and Women's Studies, and met with review committees to provide information on the library's role, collections and services. Again this year, reports of frequently requested interlibrary loan (ILL) material led to several purchases.

Access to Collections

Document Delivery

The Interlibrary Loans/Telebook division was renamed Document Delivery Services as it expanded to include an Information Depot in the Science building for direct delivery of ILL copies. It is expected that additional Information Depots will be set up as time and resources permit. Filled ILL requests increased by 10% and lending increased by 20%.

Electronic Reserves

A 21% increase in materials on electronic reserves was experienced. At present only material whose copyright has been cleared by the professor can be added to reserves. 1,490 items for 76 courses were made available through online reserves.

Language Access

Under the guidance of Belzberg Librarian Nina Smart, 400 Chinese language books were catalogued. A library school student on a Professional Experience Project assisted Nina.

Reciprocal Borrowing

Through the Council of Prairie and Pacific University Libraries, agreements were reached with most university libraries in Canada so that SFU faculty and students may obtain cards and borrow materials directly from these institutions.

Reference and Information Services

A recent white paper discovery that students 'prefer face-to-face interaction to online or even telephone contact'⁵ when using the Web for study assignments, but would 'use online help to find exactly the information they need for their study assignments' corroborated the results of SFU's most recent library survey.⁶

Library staff believe the continuing rise in the number of students who take library research classes as part of their academic program, 8,223 students last year or an increase of 16%, contributes to the increasing complexity of questions at the Reference Desk. Drop-in classes are also presented as are classes for the Health, Counselling and Career Centre, First Nations Student Orientation and the English Bridge Program. Contributing to the slogan **our library is where YOU are**, librarians have gone as far as Harrison Hot Springs for the Executive MBA Residential Program and Whitehorse to deliver instruction in Education.

For a number of years, the Belzberg Library has been responsible for the general email reference service libask@sfu.ca, and Library Systems has responded to libhelp@sfu.ca questions. Liaison Librarians also provide direct email help in their subject areas. To augment these services, a real-time online reference service was introduced in June 2002. This project is a collaborative enterprise with the University of Victoria (UVIC) Library. Beginning in fall 2002, SFU and UVIC librarians will offer this service to students and faculty of both institutions, sharing the workload and allowing the provision of service over longer periods of time. The chat reference software from LSSI lets the librarian push pages to the user so that both librarian and patron are viewing the same webpage. The transaction that takes place has an in-person feel.

Special Activities

SFU Surrey Library

Since February 2002 considerable effort has gone into integrating the former TechBC Library collections, processes and services into the SFU Library to create the SFU Surrey Library. Where existing licenses permitted, duplicate journals were cancelled and access to online resources expanded to include all SFU campuses. Loan policies have been harmonized. An excellent crew of librarians and library assistants have been hired and retrained. SFU Surrey students and faculty are now able to request materials from the other two SFU campuses and to use the online journals and ILL requesting links from online indexes and abstracts.

Access to Collections

One significant project improved access to the slide collections. Thanks to a special grant, catalogue records were created by student temps for each of the library's 48,000 slides. Faculty and students can now request specific slides online for pickup at the Belzberg or SFU Surrey libraries. After wide consultation, approximately 20,000 serials volumes were moved from Floor 6 to the Lam Graduate Research Centre. During the process, journals split between Lam, closed storage and the sixth floor were reunited in one location by Loans staff.

Transcript of an Interactive Reference Session

John (student): where can I get information on the economics of student loans and income earned after graduation? I'm supposed to answer a question on whether student loans should be paid back based on income earned after graduation.

[System: A librarian will be with you shortly. Feel free to browse the links at the left while waiting.]

Marian (Librarian): Hi John. Hmm, tough question but we can find something I'm sure. Have you tried looking for articles in EconLit?

John: no I haven't what is that?

Marian: Econlit is a database of articles in the area of economics. Perhaps an economist has studied this issue of student loans. Shall we try that? By the way, what course is this for?

John: yea, I'll try looking at it. it's for bus 999

Marian: Do you want to search it together?

[System: sends SFU Library home page]

John: yes please

Marian: Okay, next question, do you want me to do the clicking, or should I make you do it?

John: can u do the clicking, thanks

⁵ OCLC, White Paper on the Information Habits of College Students (online), June 2002.

⁶ Survey results are available at <http://www.lib.sfu.ca/about/reports/survey2001/survey2001contents.html>.

Library Space

An instruction lab with 28 workstations was installed on the second floor. The lab comes equipped with a wireless access point so that students may use their laptops during classes. This facility is also used by other campus organizations such as the Library Instructional Development Centre and the Learning Skills Unit. The lab was funded jointly by a donation, the library, and central funding.

Adjacent to the instruction lab, there are now twelve group study rooms which may be booked online. Wireless access is available in the group study rooms as well. The library plans to extend wireless access throughout the WAC Bennett Library over the next year.

Special Events and Guests

James Early, Director of Cultural Policy for the Center for Folklife and Cultural Heritage at the Smithsonian Institution, spoke at a lecture sponsored by the library on 'Towards a New Cultural Democracy' in March.

The Friends of the Library sponsored a Philosophers' Café event at Trees in downtown Vancouver; the topic 'Librarian as Custodian or Executioner? Balancing Preservation and Dissemination' was inspired by Nicholas Baker's recent book *Double Fold*.

Librarians from the Australian and New Zealand university library associations, CAUL and CONZUL, visited in October 2001. Jan Cellucci, former Preservation Librarian at Boston University and wife of the American Ambassador, visited in January 2002. Phyllis Wright, Head of Collection Management for Brock University, visited in May 2002.

The Library Diversity Working Group organized displays for the third floor on:

- Chinese New Year,
- Black History Month,
- International Women's Day,
- International Day in Support of Victims of Torture,
- International Day of the World's Indigenous People,
- Welcoming new students and highlighting the SFU Library's resources and services for and about all groups on campus,
- In honour of Ghandi's Birthday and the presentation of the Thakore Award to Mr. Axworthy,
- Diwali and Hinduism,
- Festival of Light celebrations in December in many cultures,
- Tibet,
- Buddhism,
- Services for students with disabilities, and
- Ukrainian-Canadians

Jamie and Carol Reid set up several displays on floor 7 to celebrate *Tish*, a newsletter of Vancouver poetry edited between 1961 and 1969 that published poetry by George Bowering, Gwendolyn MacEwen and others. A display for Ralph Maud's Charles Olson scholarship was completed and the History of the Book in B.C. display traveled to the Belzberg Library to celebrate the History of the Book v.3 Conference. Martin Kitchen and Peter Buitenhuis worked together to create a display on World War II propaganda.

Staff Activities

All SFU Library staff are dedicated to delivering top-notch library service and continue to play an active role in the wider university, library and BC cultural community. Among the more notable activities in the past year: Elaine Fairey and Karen Marotz co-taught the Foundations of Reference and Information Service course at the UBC School of Library Archival and Information Studies; Gwen Bird was seconded to the BC Electronic Library Network to implement the recommendations of their Resource Sharing Study; Systems Analyst Todd Holbrook gave an invited presentation at the American Library Association in Atlanta; Cindy Swoveland did a presentation about library research for the Western Division of the Canadian Geographers' Association Conference; Gwen Bird gave a presentation about SFU Library's Interlibrary Loans at the International Federation of Library Associations conference in Slovenia; and Nina Smart spent six months at University of Bath on a professional exchange with Claire Deeming. SFU Library staff won the CLA Technical Services Interest Group award for the library's electronic journals database in 2001, and the first BC Library Association Academic Libraries/Public Service Award for the quality of SFU Library's departmental liaison program.

SFU Library bade farewell to long-time librarian Paul Baldwin who retired. Paul's career was often marked by controversy in the wider library community because his ideas were ahead of some British Columbia libraries. For example, his proposal that BC libraries provide links online between citations and ILL requests, now one of SFU and other libraries' most successful initiatives, caused something of a furor at the BC Library Association Conference in 1989. Ralph Stanton, who was instrumental in establishing SFU Library's gifts program, left to assume the position of Head, Rare Books and Special Collections at UBC.

The Library Diversity Working Group sponsored a number of talks and movies for library staff brown bag lunches. Iqbal Ahmed and Aiyaz Alibhai spoke about Islam and made a generous donation of books to the SFU Library. Lorraine Mwenifumbo of SFU's Centre for Students with Disabilities and Gwen Bird of the SFU Library spoke about Services to Students with Disabilities. A brown bag lunch was presented on Falun Dafa. Many staff took part in the workshop Working Together in a Diverse Community.

Library staff contributed to the beautiful Cabin Fever quilt that was auctioned off as part of the Lotto Baskets event. The winner of the quilt has generously donated it to the library, where it will be hung shortly.

Vaughan Chapman was runner-up in the 'stories for under 8-year-olds' category of the BC Federation of Writers Literary Writes contest. Vaughan's story 'How Snow came to the Northern Lands' was published in the Federation's magazine *Wordworks*. Jacquie Parker-Snedker will shortly be published in *Dear Sad Goat*, a collection of letters from avid CBC listeners across Canada selected by Bill Richardson.

Gifts

The SFU Library has been strengthened by the generous support of the following donors:

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TABLE A: RECORDED USAGE OF LIBRARY COLLECTIONS

COLLECTION CATEGORY	# Items Loaned	# Items Used in Library	Total Items Used 2001/2002	% Change from Previous Year
Books:				
General Stacks	332,701	201,000	533,701	-3.62%
Reserves	78,080	N/A	78,080	22.00%
Subtotal	410,781	201,000	611,781	0.97%
Others:				
Fine Arts	11,443	622	12,065	-14.34%
In Process	466	N/A	466	-6.24%
Journals	N/A	163,960	163,960	-6.16%
Maps	499	6,468	6,967	-0.74%
Microforms	N/A	14,729	14,729	-0.41%
Reference	N/A	21,512	21,512	-16.55%
Subtotal	12,408	207,291	219,699	-7.26%
Bennett Totals	423,189	408,291	831,480	-2.74%
Belzberg Totals	13,837	10,154	23,991	4.39%
TOTALS	437,026	418,445	855,471	-2.55%

TABLE B: DOCUMENT DELIVERY SERVICES: INTERLIBRARY LOANS AND TELEBOOK (Distance Education)

INTERLIBRARY LOAN SERVICES	2001/02	2000/01	% Change
SFU Loans to Other Libraries			
Books	8,412	6,817	23%
Photocopies	12,065	10,269	17%
TOTAL Items Loaned by SFU	20,477	17,086	20%
Items Borrowed from Other Libraries			
Books	7,600	7,796	-3%
Photocopies	38,981	34,537	13%
TOTAL Items Supplied to SFU	46,581	42,333	10%
TELEBOOK SERVICES (Distance Ed.)			
Distance Ed Student Requests	1,206	837	44%
Items Requested by Students	2,537	2,533	0%
Items Sent to Students			
Books	1,125	982	15%
Journal Articles	805	1,078	-25%
Videos	155	221	-30%
Total Items Sent	2,085	2,281	-9%

TABLE C: GROWTH OF LIBRARY COLLECTION

COLLECTION CATEGORY	Collection Size March 31, 2001	Net Growth FY 2001/02	Collection Size March 31, 2002
LC Classified Volumes	1,224,650		1,087,690
Computer Item Count Adjustment*	<u>-169,985*</u>		<u>-2,502</u>
Adjusted Classed Volumes Count	1,054,665	30,523	1,085,188
Unclassed Volumes (Journals)	245,304	8,175	253,479
Unclassed Volumes (StatsCan)	6,428	85	6,513
SUBTOTAL Letterpress Volumes	1,306,397	38,783	1,345,180
Microfilm (# of reels)	47,063	715	47,778
Microfiche (# of sheets)	(1,113,814)	(11,364)	(1,125,178)
Microfiche volume equivalencies (i.e., 1 / 1.4)	795,581	8,117	803,698
SUBTOTAL Net Micromaterial Volumes	842,644	8,832	851,476
TOTAL PRINT VOLUME HOLDINGS	2,149,041	47,615	2,196,656
OTHER COLLECTIONS FORMATS:			
Manuscripts (in linear meters)	545.5	2	547.5
Maps	88,008	232	88,240
Slides**	51,432	-6603	44,829
Sound Recordings	9,242	359	9,601
Videotapes	236	16	252
MAGNETIC FORMATS			
Electronic journals (EJDB + RDL Files)	8,228	1,447	9,675
Electronic monographs (computer count)	4,643	2,864	7,507
Reference Database subscriptions	99	45	144
CURRENT SERIAL SUBSCRIPTIONS			
Print and Microform subscriptions	7,652		7,983
Computer count adjustment	352		-20
SUBTOTAL print & microform subs	8,004	-41	7,963
Electronic subs (E-journals, RDL, Databases)	8,327	1,492	9,819
TOTAL CURRENT SUBSCRIPTIONS	16,331	1,451	17,782

*Note: The Library performed a computer count of the item records and "live" serial records in its catalogue database; and then adjusted the previous manual counts to match the computer counts.

**Note: Slides catalogued for the first time; computer count now done.

TABLE D: PUBLIC SERVICE ACTIVITIES

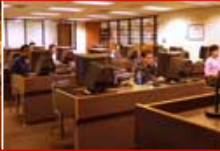
USER ASSISTANCE					
Service Location	Directional Queries	Reference Questions	2001/2002 Total	2000/2001 Total	% Change
AskALibrarian E-mail		1,283	1,283	866	48%
LibHelp E-mail		521	521	549	-5%
Belzberg Library	31,355	5,787	37,142	37,369	-0.6%
Fine Arts Room	791	1,032	1,823	2,082	-12%
Information Desk	2,129	13,331	15,460	15,801*	-2%
Maps/Data/GIS		1,379	1,379	896	54%
Reference Desk	4,473	24,419	28,892	31,642	-9%
Special Collections		627	627	970	-35%
Theses Help		986	986	684	44%
TOTALS	38,748	49,365	88,113	90,859	-3%

*Information Desk operations began in May 2000.

USER INSTRUCTION				
Instruction Service	# Classes 2001/2002	# Students 2001/2002	# Classes 2000/2001	# Students 2000/2001
Belzberg Library	67	378	72	557
Bennett Library (General)	64	2,242	159	2,405
Bennett Library (Course-integrated)	356	8,223	345	7,065
TOTALS	488	10,844	576	10,027
Per Cent Change	-15%	8%		

TABLE E: SAMUEL AND FRANCES BELZBERG LIBRARY

SERVICE CATEGORY	2001/2002	2000/2001	Difference
Use of Library (Headcount)	114,014	119,537	-4.6%
User Assistance			
General Information	29,371	29,193	0.6%
Reserves	1,984	2,302	-13.9%
Total Reference (includes email)	7,070	6,740	4.9%
Total Belzberg Enquiries	38,425	38,235	0.5%
E-mail Reference Only	1,283	866	48.2%
Use of Collection			
Circulation	13,837	12,745	8.6%
In-Library Use	10,154	10,237	-0.8%
Total Belzberg Use of Collection	23,991	22,982	4.4%
Items from Bennett	7,233	7,086	2.1%
Items Delivered to Bennett	1,423	1,163	22.4%
Library Research Instruction			
Instructional Sessions	67	72	-6.9%
Number of Participants	378	557	-32.1%



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