



Three Year Plan Update

Lynn Copeland, University Librarian

Last June, the Library completed its plan for the period 2001-2004, informed by the results of our November 2000 user surveys and the *Three Year Plan of the Vice President, Academic*. The survey results show three major areas continue to be the most important to the SFU community: collections, the Library as place, and the librarian as navigator to the increasingly complex world of information.

Goals were identified in six different areas: Collections, Access, Library as Place, Public Services, Library Relationships and Support for Library Staff. The Library Council consulted the Senate Library Committee and Library staff during the preparation of the Plan¹. Here are some highlights:

Collections

Survey respondents identified expansion of the Library's collection, both print and electronic, as the top priority for the next five years. The Plan identifies a variety of ways to support collections for new programmes, the need to develop a transition plan as CFI funding for the Canadian National Site Licence Project ends and the importance of continuing to achieve cost effective licences for online journals through consortial purchasing.

Access

The success of the interlibrary loan direct delivery service to the Science building resulted in a proposal for the creation of more 'Information Points of Delivery (PODS)', as well as the investigation of additional services. With the advent of online reserves, Reserves policies and practices will be reviewed. The Library will continue to work with the Dean of Graduate Studies to provide access to online theses. Our collection of 50,000 slides, currently accessible only by visiting the Fine Arts Room; will be catalogued to provide online access to a record for each slide.

Library as Place

Numerous suggestions to improve the Library space will be investigated, although costs may restrict what can be done. Having created a new instruction lab and thirteen group study rooms, the Library will now explore means for reconfiguring and renovating the second floor into a coherent, integrated, multipurpose 'Information Commons' facility in consultation with other campus groups. The Library will continue to seek funding for space expansion through the Automated Retrieval Centre, consulting widely to ensure that collections continue to be as accessible as possible.

Public Services

The Library is seeking funding to provide awards for 'student ambassadors' whose role would be to liaise with other students in their department. The Library is also investigating online synchronous reference service as a means of providing desktop help within the Library and to students off-campus.

SFU Library Journal Move Project

Each year the Library adds over 30,000 new volumes to its collection; approximately 26,000 books, 4,000 journal volumes and many gifts. Due to overcrowding on the shelves on the 6th floor of the Bennett Library, the Library must move 20,000 journal volumes to the 1st floor Lam collection. This provides 4-5 more years of space to add current journal volumes and relieves some pressure on the books stacks.

We're seeking assistance from the University community in designating the 20,000 volumes that will go into the Lam area. The list at http://www.lib.sfu.ca/kiosk/collections/serials_move/information.htm shows all of the CEASED or CANCELLED journal titles that currently reside on the 6th floor. We propose to move these volumes down into Lam and also plan to re-unite runs of journals that are spread between the 6th floor, Lam and 1st Floor Closed Storage.

Liaison Librarians have agreed to the list of titles considered for inclusion in Lam. It is now your turn to give us your feedback on which of these titles should be moved.

The list has been broken into alphabetic title sections. We welcome you to browse the lists and use the feedback option to make your suggestions to the Library to review. We are proposing to move these volumes in the spring of 2002. We welcome your feedback before February 1, 2002.

For further information on the Journal Move Project, please contact Todd Mundle, Associate University Librarian (tmundle@sfu.ca / 604-291-3266).

¹. The complete *SFU Library Three Year Plan* is available at <http://www.lib.sfu.ca/news/plan01-04/plan2001-4.htm>.

Interlibrary Loans News

Wondering how long your interlibrary loan will take to arrive? We now provide a web page listing delivery times of our most important interlibrary loan suppliers, showing the portion of items from various libraries that arrive within one week. You'll be pleased to see that it's over 90% for our best suppliers.

The information is linked from all online interlibrary loan request forms and is updated weekly, based on the previous four weeks of activity. You can also see the charges to SFU for filling requests from various libraries, ranging from free to US\$75 per item. You pay nothing for our interlibrary loan services -- SFU Library covers these charges for you. We hope the information on this page will help you choose a library that is fast enough to meet your needs, while allowing us to provide an economical service.

In July 2001, the Interlibrary Loan Division filled request number 100,000 in the management software we implemented in December 1999. That particular book came from McMaster University in Hamilton for a faculty member in Arts. However, we regularly borrow from libraries around the world. Recently, we have received items from libraries in China, Russia, Costa Rica and Denmark. If you need it, we can get it for you!

Library Advancement – also known as fundraising – has a new look at www.lib.sfu.ca/kiosk/advancement.

Of interest to faculty, potential donors, or anyone wanting general information about SFU Library, the site outlines library priorities and special projects requiring funding. Additional features include profiles of some of the many generous library donors, descriptions of recent gifts, and information on becoming a Friend of the Library.

Adaptive Technology Workstation

We are pleased to announce the acquisition of a new computer workstation with adaptive technology for priority use by students with disabilities. Located in the 3rd floor Reference area, this workstation makes non-circulating library resources, such as journals and reference books, accessible to SFU students who use screen reading, text enlargement and text-to-speech software.

We are delighted that students can now use these technologies in the Library and benefit from the help of the Library staff as they conduct their research using both print and online tools. For further information, see

<http://www.lib.sfu.ca/kiosk/other/disabled.htm#AdaptiveTech> OR contact Gwen Bird at 291-3263 or gbird@sfu.ca if you have questions.

Growing Cartoon Collection

Thanks to the generosity of our donors, SFU Library is becoming renowned for its growing collection of Canadian editorial cartoons. Recent gifts by Vancouver Sun freelancer Roy Peterson and Province cartoonist Bob Krieger have enhanced the SFU Library Editorial Cartoons Collection started with the donation of 1,500 original Len Norris drawings in 1996. Many of the Norris cartoons have been added to our digital cartoons collection.

Internationally syndicated, Roy Peterson's work has appeared in all major Canadian and most major American newspapers and magazines. A winner of seven Canadian National Newspaper Awards, Peterson's initial gift of 200 original images illustrates provincial and federal politics from 1962 to 1992.

Bob Krieger's often-controversial political cartoons have appeared in The Province newspaper since 1981. His donation of 150 items comprises both published and unpublished images. Krieger has included notes explaining the background of the drawings including why some were considered unsuitable for publication. These annotations greatly enhance the value of the editorial cartoons for historians, political scientists, or researchers in media and communications

SFU Library hopes that the increasing strength of our Editorial Cartoons Collection and the improved access through digitization will attract further gifts and interest in this multidisciplinary field. For further information, contact Ralph Stanton, Head of Special Collections and Gifts Librarian at 604-291-4626.

Digital Cartoons Collection

During the summer of 2001, the SFU Library produced an online database containing over 1200 editorial cartoons by Len Norris. The Cartoons Collection, which may be viewed at: <http://edocs.lib.sfu.ca/projects/Cartoons/>, represents the Library's largest and most sophisticated digitization project yet. With the support of a Young Canada Works in Heritage Institutions grant, the Library hired two UBC students from the graduate School of Library, Archival and Information Studies, Ginger Warden and Denise Dunbar, to digitize the cartoons under the supervision of Mark Jordan, Librarian/Analyst. Ginger's background in art history and Denise's experience at the City of Vancouver Archives gave them a head start on the project.

The database provides access to scanned versions and descriptive records for over 1200 cartoons and allows browsing by subject, searching within subjects, captions, and notes, as well as limiting by date and by cartoonist. The use of standard subject headings from the Library of Congress' Thesaurus for Graphic Materials allows thematic exploration of the collection. Several SFU faculty members have requested that the Collection be added to their course web pages for use by students.

New e-resources available

The Library continues to build its electronic collections by transferring several paper based reference subscriptions into electronic subscriptions and starting a few new ones. Check the Library catalogue or the Find Articles link on the Library homepage to connect to them. During 2001 the following items were activated:

- ❑ **Alternative Press Index** - The most complete guide to roughly 380 alternative, radical, and left publications.
- ❑ **CCH Canadian Tax Works** - The full text of GST Tax Reporter / Canadian Tax Reporter as well as the Dominion Tax Cases and the Canadian Income Tax Act + Commentary.
- ❑ **CanCorp Financials Professional** - Financial and management information extracted from the corporate documents of more than 12,000 Canadian companies.
- ❑ **Encyclopedia of British Columbia** - More than 4,000 articles on BC places plus hundreds of photographs, handy statistics, maps, tables, charts, diagrams, sound clips, video clips and links to other web sites.
- ❑ **Encyclopedia of Life Sciences (ELS)** - 3,000 peer-reviewed articles in the areas of molecular and cellular life sciences, including biomedical topics, methods and techniques.
- ❑ **Financial Post Corporate Reports** - Historical reports, investor reports and industry reports on Canada's leading 900+ publicly-traded companies.
- ❑ **Index to Canadian Legal Literature** - Comprehensive index to periodicals, books and book reviews.
- ❑ **International Abstracts in Operations Research** - The web version provides abstracts to articles from over 180 operations research & management science journals from around the world.
- ❑ **Linguistics and Language Behavior Abstracts** - Covers three fundamental areas: research in linguistics; research in language; and research in speech, language, and hearing pathology.
- ❑ **Science and Technology Management Bibliography** - Over 14,000 articles, books, and conference proceedings on R&D management, the management of technological innovation & entrepreneurship, science & technology policy, technology transfer.
- ❑ **World Bank Group World Development Sources** - Over 6,000 reports including Project appraisal reports, Economic and Sector Works, Evaluation reports and Studies, and working papers.

Binding information online

The staff in the Periodical Reading Room (PRR)/Binding Unit of the Library works hard to make finding periodicals easier for Library users. A recent release of the Library's database software has allowed staff to automate the serials binding function. Now, anyone looking up a journal title in the Library catalogue can click on the *Latest received* link in the record to view the most current issues received. If issues have been sent for binding,

users can see the departure and return dates. Previously this information was available only to binding staff.

Besides managing the binding of periodicals, and the organization of the Periodical Reading Room, the five people in the unit also work at the Information Desk on the 6th floor. The publicly available binding information has proved very helpful to staff helping patrons throughout the Library and has almost eliminated the requirement to check paper binding records.

Library contributions to .my.sfu.ca

In late August, the Library began providing services through Academic Computing Services' campus portal system, .my.sfu.ca. The Library is the first information provider beyond ACS to add a 'tab' to the my.sfu.ca interface. SFU is among the only 4 or 5 libraries in Canada who have made personalized library services available to their users.

Library systems staff worked closely with ACS staff to coordinate data transfer and other issues. Library staff devised a configuration tool that people use to define what they want to include on their Library tab. Current Library services offered are:

- ❑ a link to your Library record showing what you have on loan, due dates, the status of hold requests, etc.
- ❑ links to course reserves for your classes
- ❑ notification of library instruction for specific courses
- ❑ current awareness service that lets you choose a subject category to receive notice of new items acquired by the Library each week
- ❑ updates on your interlibrary loans requests

The current challenge is to match information about users in my.sfu. with information that exists in the various Library systems. For example, users may want to see links to research guides created by Liaison Librarians for their specific courses. We also plan to display notices from the Library's "What's new" page within my.sfu.ca. The initial set of services will be expanded in the future as Library Systems devise new ways to dynamically create personalized information that can be delivered through my.sfu.ca.

Library Goes Wireless

In October, thirteen group study rooms on the 2nd floor of the Bennett Library were completed. These rooms can accommodate between 4 and 8 students and may be booked through the Library web site (see the Group Study Rooms Booking link on the homepage). These rooms include wireless access for laptop computers.

Library safety has been improved with the seismic upgrade to its book shelving on the 7th and 6th floors, and selected shelves near exits on the 5th and 4th floors, thanks to special government funding. It is anticipated that this funding will continue over the next three years so that all book shelving in the Library is properly secured against earthquake damage.

Subject specialty	Liaison Librarian	Phone	Email
Archaeology	Heather Ann Tingley	604-291-3315	tingley@sfu.ca
Biological Sciences	Natalie Gick	604-291-4173	ngick@sfu.ca
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Statistics and Actuarial Science	Marjorie Nelles	604-291-3269	nelles@sfu.ca
Women's Studies	Carole Goldsmith	604-291-3268	wisdom@sfu.ca

Advances in Research Skills Instruction

Learning to use print and electronic information resources effectively is a challenge for university students. To provide help along the way, SFU librarians prepare research guides, answer thousands of point-of-use questions, and work with faculty to create instruction tailored to individual courses and assignments. Last year, librarians at the Bennett and Belzberg libraries presented over 400 course-integrated classes to over 7500 students.

Given this active instruction program, we were pleased to add Gordon Coleman to Reference staff in June 2001. Gordon is responsible for the Library's general instruction program and educational technology initiatives, and is a member of the campus WebCT planning group. In addition to his instructional responsibilities, Gordon also provides liaison services to the Departments of Humanities and Linguistics.

Thanks in part to a donor's generosity, the Library now has a new instructional lab, located on Floor 2 next to the new group study rooms. This classroom, which can comfortably accommodate over 40 students, is equipped with 24 workstations, an overhead projector, sound system and whiteboards. The innovative "drop" design of the workstation desks allows monitors to be placed lower than in most computer labs, facilitating eye contact between instructors and students.

24 faculty and graduate students attended the workshop "So Much Great Information, Such Disappointing Results? Work with the Library to Improve Your Students' Research Skills". This session, jointly sponsored by the Bennett Library Reference Division and the Learning and Instructional Development Centre, outlined the many ways in which librarians can work with instructors to help their students survive and thrive in the information explosion.

For more information about the Library's instructional programs, contact Elaine Fairey, Head of Reference (efairey@sfu.ca / 604-291-3252), or the liaison librarian for your department.