

**SENATE LIBRARY COMMITTEE****Annual Report for 1998/99**

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**Senate Library Committee Meetings: June 1998 - May 1999**

The Senate Library Committee met four times between June 1998 through May 1999, and considered the following things:

- Reviewed the outcomes of the serials cancellations made in 1998. It was suggested that ranking journals should be an ongoing process. Liaison librarians and faculty representatives have the responsibility to keep such ranking lists current.
- Reviewed the Library's Annual Report for 1997/98, and compared it to other sample library annual reports. It was concluded that the SFU Library annual report is in line with other Canadian University Reports. Approved the Senate Library Annual Report for 1997/98.
- Discussed the External Library Review Report and Library's Response. Considered revised terms of reference for membership and the mandate of the Senate Library Committee.
- Passed a motion to recommend that Senate modify the membership of the Senate Library Committee: to change student membership and to add one librarian and one Library staff person to be elected by the employee groups.
- Passed a motion that "The Senate Library Committee encourages the University President to support the [CARL] document ['Statement of Principles for the Management of Copyright in the Digital Environment.']"
- Passed a motion "That (1) the expiry date for students' library cards be set to week 2 of the following semester, and (2) students not registered or registered on-leave during a semester will be eligible for an external card for a fee of \$20.00"
- Revisited the proposal for an automated book retrieval facility as the least cost option for increasing storage space for library collections.
- Approved a fall 1999 Senate Library Committee sponsored Forum on the crisis in scholarly publishing and what is being done about it. Plans for the forum were subsequently revised to consist of a number of lectures during the fall semester.
- Reviewed and made suggestions regarding the draft "Library Three Year Plan: 1999-2001".

## Senate Library Committee Membership, 1998/99

### Ex-Officio Members:

Bruce Clayman, Chair, Vice-President, Research and Dean of Graduate Studies  
David Gagan, Vice-President, Academic  
Jane Cowan (Designate for the Dean of Continuing Studies)  
Lynn Copeland, University Librarian Pro Tem  
Paul Baldwin, Associate University Librarian (non-voting)

### Elected Members:

Jay Burr (Science Faculty)  
Albert Chan (Senator)  
Mary Ann Gillies (Senator)  
Lawrence Ho (Student Senator Alternate)  
Pat Howard (Applied Sciences Faculty)  
Gary Mauser (Business Administration)  
Tom O'Shea (Education Faculty)  
Jennifer Overington (Student Senator)  
Richard Schwindt (Arts Faculty)



## Library Penalties Appeal Committee Report 1998/99

The Library Penalties Appeal Committee met once during the 1998/99 fiscal year to consider patron fine appeals.

At the October 22, 1998 meeting, the Committee members present included the following:

Jay Burr, Biological Sciences  
Patricia Howard, School of Communication  
Gary Mauser, Business Admin.  
Tom O'Shea, Education  
Richard Schwindt, Economics  
Jason Thomas Undergraduate Student Representative

Also in attendance: Alexandra Flynn, Ombudsperson  
Gisele Pomerleau, Head, Loans Division  
Anvar Rahemtula, Public Service Group Leader

Continued on next page.

**Senate Library Committee Annual Report, 1998/99**

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**Eight appeal cases were heard as outlined below:**

| <b>Category of Borrower</b> | <b>Type of Fine</b>                                                   | <b>Amount of Fine</b> | <b>Decision</b>                                                                                                                           |
|-----------------------------|-----------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Undergraduate               | 4 overdue Reserve fines                                               | \$40.00               | Appeal denied & fine reduced to \$20.00 - borrower held responsible for returning materials by due date.                                  |
| Undergraduate               | 7 replacements charges and 7 processing charges                       | \$685.50              | Appeal denied and fine reduced to \$318.38 (the actual replacement cost) - borrower held responsible for returning materials by due date. |
| Undergraduate               | 4 recall fines                                                        | \$100.00              | Appeal denied & fine reduced to \$50.00                                                                                                   |
| Undergraduate               | 1 replacement charge, 1 end-of-semester fine and 1 processing charge  | \$99.50               | Appeal denied - book not found after extensive searches & borrower held responsible for all use made of the card.                         |
| Alumnus                     | 1 end-of-semester fine and 1 processing charge                        | \$45.00               | Appeal denied - borrower held responsible for returning materials by due date.                                                            |
| Undergraduate               | 1 replacement charge, 1 end-of-semester fines and 1 processing charge | \$93.50               | Appeal denied - book not found after extensive searches & borrower held responsible for all use made of the card.                         |
| Undergraduate               | 1 replacement charge, and 1 processing charge                         | \$108.50              | Appeal denied - book not found after extensive searches & borrower held responsible for all use made of the card.                         |
| Graduate Student            | 1 processing charge                                                   | \$20.00               | Appeal denied - borrower held responsible for all use made of the card.                                                                   |

## SENATE LIBRARY COMMITTEE

### Annual Report for 1998/99

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end



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**What's New?**

<http://www.lib.sfu.ca>

Simon Fraser University Library  
Burnaby, British Columbia  
V5A 1S6

(604) 291-3869

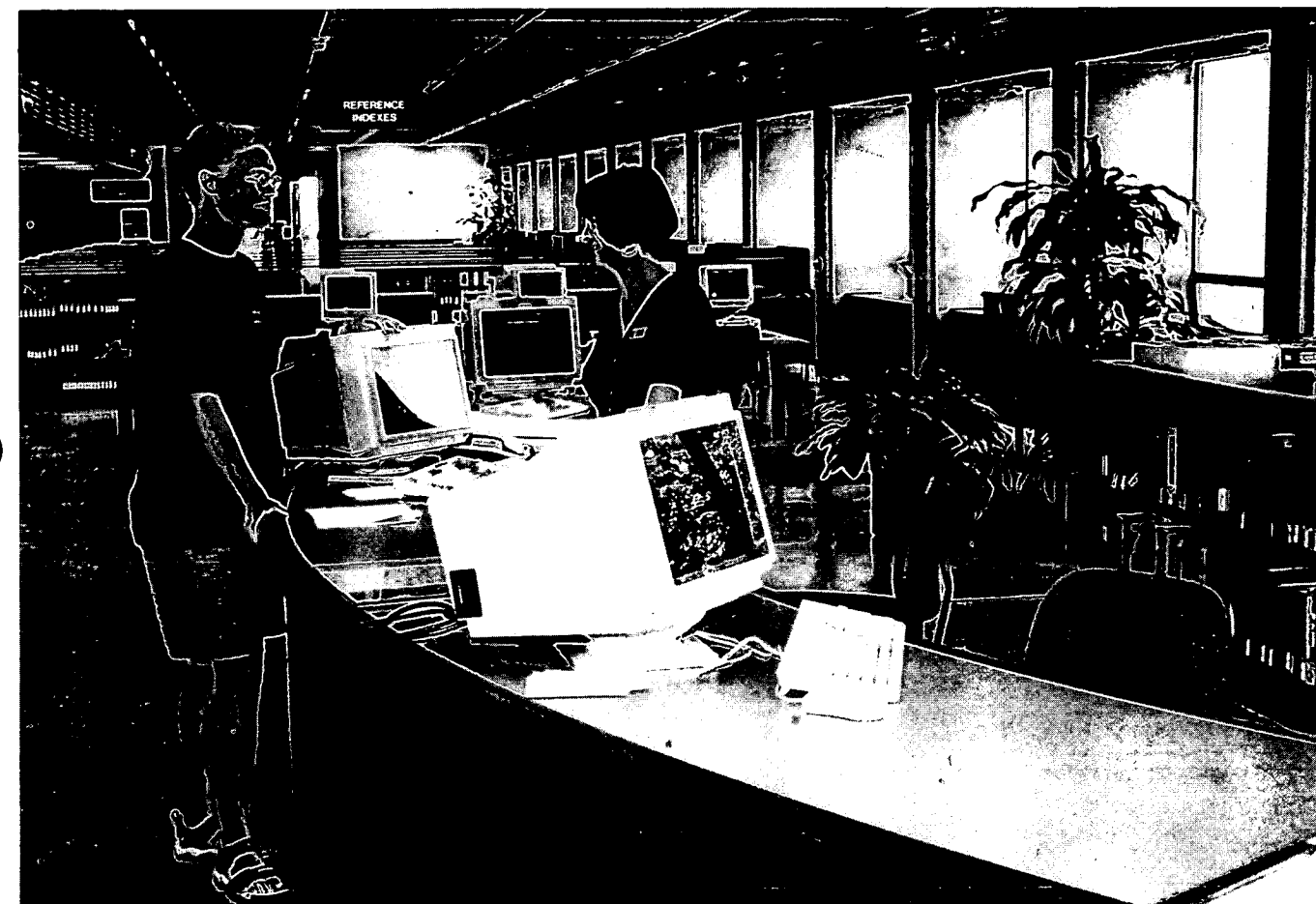
# SFU Library

Annual Report 1998/99



Simon Fraser University Annual Report

Fiscal Year 1998/99



*At the heart of the University, the SFU 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.*

I. Materials Borrowed from Other Libraries, 1997/98

| Library  | Books | Photocopies | TOTAL  |
|----------|-------|-------------|--------|
| SFU      | 5,267 | 14,915      | 20,182 |
| Guelph   | 2,760 | 10,848      | 13,608 |
| Waterloo | 2,864 | 8,308       | 11,172 |
| Victoria | 3,969 | 10,657      | 14,626 |
| York     | 2,271 | 1,778       | 4,049  |

J. Materials Loaned to Other Libraries, 1997/98

| Library  | Books | Photocopies | TOTAL  |
|----------|-------|-------------|--------|
| SFU      | 6,656 | 8,719       | 15,375 |
| Guelph   | 692   | 5,330       | 6,022  |
| Waterloo | 6,787 | 6,642       | 13,429 |
| Victoria | 904   | 2,393       | 3,297  |
| York     | 6,253 | 7,875       | 14,128 |

K. Computer Workstations in the Library for Public Use, 1997/98

| Library  | Web Format<br>Public Workstations | Electronic Class or<br>Lab in Library? | Library Catalog Converted<br>to Electronic Form? |
|----------|-----------------------------------|----------------------------------------|--------------------------------------------------|
| SFU      | 120                               | Yes                                    | Yes                                              |
| Guelph   | 70                                | Yes                                    | No                                               |
| Waterloo | 84                                | Yes                                    | No                                               |
| Victoria | 100                               | Yes                                    | No                                               |
| York     | 200                               | Yes                                    | Yes                                              |

L. Library Service Hours, Library Instruction, Reference Service, 1997/98

| Library  | # of staffed<br>service<br>points | # Hours /<br>week<br>library is<br>open | Rank | # Library Class<br>Presentations | Rank | # of Class<br>Participants | Rank | # of Ref<br>Questions /<br>year | Rank |
|----------|-----------------------------------|-----------------------------------------|------|----------------------------------|------|----------------------------|------|---------------------------------|------|
| SFU      | 7                                 | 84.0                                    | 5    | 281                              | 2    | 5,650                      | 2    | 99,072                          | 2    |
| Guelph   | 6                                 | 105.5                                   | 1    | 138                              | 4    | 1,167                      | 4    | 53,134                          | 5    |
| Waterloo | 16                                | 86.0                                    | 4    | 204                              | 3    | 4,095                      | 3    | 61,127                          | 3    |
| Victoria | 12                                | 105.5                                   | 2    | 112                              | 5    | 931                        | 5    | 53,631                          | 4    |
| York     | 22                                | 88.0                                    | 3    | 663                              | 1    | 10,747                     | 1    | 162,746                         | 1    |

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1. Introduction

The year 1998/99 was a busy one for the Simon Fraser University Library. The Library Review Report and Response led us to make changes to the Library's organization, internal communications, and committee structures in order to provide greater opportunity for staff input to decision making and cross-divisional consultation. Librarian and staff representatives have been added to the Senate Library Committee. Library staff have also worked hard at improving communications with the campus community. A Three Year Plan was developed with input from all Library staff.

2. Collections

In response to a zero increase in the collection budget, a serials cancellation project of \$200,000 was undertaken in 1998/99 to cover anticipated journal price increases. Smaller departmental budgets, less than \$10,000, were exempted. Collection budget problems were compounded in summer 1998 by a major currency crisis for the Canadian dollar. Since 40% of the serials budget is in US dollars and 45% is in pounds sterling, the Library was hit hard when renewing its subscriptions. Income from the Library's endowment enabled us to cover the increase. The Library has taken steps to ensure that the impact in the 1999/2000 fiscal year is reduced by pre-purchasing foreign currencies. A lift of \$400,000 to the base collection budget has meant that cancellations are not necessary in 1999/2000.

The shift toward online scholarly resources is now a major factor in collections development. As more journals produce online versions, the Library is working to provide access to both print and electronic versions. In some cases, this has had an impact on the Library materials budget. This is an area that will continue to expand and provide a challenge to the Library as we strive to meet the information needs of our clientele. A significant online resource was acquired for students, on and off campus, through our participation in the ELN licence for the EBSCO collection of 1,200 full text journals. The recent approval of the Canadian Foundation for Innovation National Site Licence Project should help provide for the transition from print to electronic sources, at least for science, technology, health and environmental journals.

Equally important to obtaining collections is providing timely access to them. The Library successfully reduced the cataloguing backlog to within two months of receipt through a special project in the Processing Division.

SFU Library continues to be actively involved in consortia such as the B.C. Electronic Library Network (ELN) and Council of Prairie and Pacific University Libraries (COPPUL), often obtaining electronic materials at a significant discount as a result.

An Electronic Document Centre was established. The newly established online reserves form part of this collection, as do the letters of Anna Jamieson, prepared by Dr. Katherine Patterson. It is anticipated that a variety of other fulltext electronic materials held by or important to SFU will form this collection.

D. Other Library Budget Categories in Dollars, 1997/98

| Library  | Professional Salaries | Support Salaries | Temp. Salaries | Total Salaries | Fringe Benefits | Non-Sal. Operating | GRAND TOTAL | Rank |
|----------|-----------------------|------------------|----------------|----------------|-----------------|--------------------|-------------|------|
| SFU      | 1,822,417             | 2,539,224        | 342,235        | 4,703,876      | 854,460         | 1,822,417          | 7,380,753   | 4    |
| Guelph   | 1,502,583             | 3,231,899        | 1,148,800      | 5,883,282      | 1,052,520       | 1,831,885          | 8,767,687   | 2    |
| Waterloo | 2,024,338             | 3,156,526        | 417,928        | 5,598,792      | 855,911         | 1,217,360          | 7,672,063   | 3    |
| Victoria | 1,772,013             | 3,215,767        | U.A.           | 4,987,780      | 726,751         | 867,563            | 6,582,094   | 5    |
| York     | 3,208,176             | 4,049,627        | 781,849        | 8,039,652      | 1,526,866       | 1,823,204          | 11,389,722  | 1    |

E. Summary Budget Expenditures Comparison in Dollars, 1997/98

| Library  | Materials Expend. | Staff Expend. | Operating Expend. | TOTAL EXPEND | Materials as a % of Total Exp. | Salaries as a % of Total Exp. |
|----------|-------------------|---------------|-------------------|--------------|--------------------------------|-------------------------------|
| SFU      | 5,279,756         | 5,558,336     | 1,822,417         | 12,660,509   | 41.7 %                         | 43.9 %                        |
| Guelph   | 3,354,873         | 6,935,802     | 1,831,885         | 12,122,560   | 27.7 %                         | 57.2 %                        |
| Waterloo | 4,633,883         | 6,454,703     | 1,217,360         | 12,305,946   | 37.7 %                         | 52.5 %                        |
| Victoria | 3,888,070         | 5,714,531     | 867,563           | 10,470,164   | 37.1 %                         | 54.6 %                        |
| York     | 5,959,236         | 9,566,518     | 1,823,204         | 17,348,958   | 34.5 %                         | 55.1 %                        |

F. Summary of Library Personnel, 1997/98

| Library  | Librarians | Other Prof Staff | Total Prof Staff | Support Staff | Temp Staff FTE | TOTAL FTE |
|----------|------------|------------------|------------------|---------------|----------------|-----------|
| SFU      | 28         | 6                | 34               | 84            | 20             | 138       |
| Guelph   | 19         | 4                | 23               | 94            | 9              | 126       |
| Waterloo | 31         | 3                | 34               | 99            | 27             | 160       |
| Victoria | 27         | 3                | 30               | 101           | 11             | 142       |
| York     | 38         | 14               | 52               | 123           | 50             | 225       |

G. Library Computer Hardware, Software, & Electronic Information Expenditures in Dollars, 1997/98

| Library  | Hardware | Software | TOTAL   | Rank | Electronic Information | Rank |
|----------|----------|----------|---------|------|------------------------|------|
| SFU      | 493,236  | 134,404  | 627,640 | 3    | 353,088                | 2    |
| Guelph   | 722,756  | 272,429  | 995,185 | 1    | 235,618                | 5    |
| Waterloo | 637,310  | 154,616  | 791,926 | 2    | 293,044                | 3    |
| Victoria | 406,295  | 12,681   | 418,976 | 4    | 269,276                | 4    |
| York     | 110,241  | 53,395   | 163,636 | 5    | 468,398                | 1    |

H. Library Collections Usage, 1997/98

| Library  | Total Loans | Reserves Loans | In-Library Usage |
|----------|-------------|----------------|------------------|
| SFU      | 506,857     | 100,757        | 555,151          |
| Guelph   | 365,225     | 363,159        | N / A            |
| Waterloo | 456,028     | 120,976        | N / A            |
| Victoria | 558,786     | N / A          | 302,075          |
| York     | 1,088,034   | 59,229         | 1,356,991        |

TABLE H: Selected Library Benchmarks from CARL Statistics

Selected Library Benchmarks from the 1997/98 Canadian Association of Research Libraries (CARL) Statistics published May 1999.

The benchmark libraries are chosen from *Maclean's* November 1998 Top Five Comprehensive Universities in Ranked Order, as follows:

| Institution by Ranking  | Abbreviation |
|-------------------------|--------------|
| Simon Fraser University | SFU          |
| Guelph University       | Guelph       |
| Waterloo University     | Waterloo     |
| University of Victoria  | Victoria     |
| York University         | York         |

| Institution | FTE Undergraduates | FTE Graduates | TOTAL FTE Students |
|-------------|--------------------|---------------|--------------------|
| SFU         | 13,668             | 1,977         | 15,645             |
| Guelph      | 10,627             | 1,350         | 11,977             |
| Waterloo    | 14,907             | 1,190         | 16,097             |
| Victoria    | 10,600             | 1,904         | 12,504             |
| York        | 26,273             | 2,319         | 28,592             |

A. Net Library Collections Additions and Size in Print Volumes, 1997/98

| Library  | Net Volumes Added | Rank | Total Volumes Held | Rank |
|----------|-------------------|------|--------------------|------|
| SFU      | 40,548            | 2    | 1,345,247          | 5    |
| Guelph   | 25,890            | 5    | 2,125,779          | 2    |
| Waterloo | 30,392            | 3    | 1,873,863          | 3    |
| Victoria | 27,144            | 4    | 1,719,063          | 4    |
| York     | 44,845            | 1    | 2,250,952          | 1    |

B. Number of Serials / Journal Subscriptions, 1997/98

| Library  | Number of Subscriptions | Rank |
|----------|-------------------------|------|
| SFU      | 8,321                   | 4    |
| Guelph   | 8,156                   | 5    |
| Waterloo | 13,228                  | 2    |
| Victoria | 10,208                  | 3    |
| York     | 14,359                  | 1    |

C. Library Materials Budget in Dollars, 1997/98

| Library  | Books     | Serials   | Other   | Binding | TOTAL     | Rank |
|----------|-----------|-----------|---------|---------|-----------|------|
| SFU      | 1,370,112 | 3,660,796 | nil     | 248,848 | 5,279,756 | 2    |
| Guelph   | 784,493   | 2,426,401 | 57,026  | 86,953  | 3,354,873 | 5    |
| Waterloo | 971,563   | 3,286,263 | 287,978 | 88,079  | 4,633,883 | 3    |
| Victoria | 936,512   | 2,654,639 | 145,702 | 151,217 | 3,888,070 | 4    |
| York     | 1,743,620 | 3,607,799 | 407,791 | 200,026 | 5,959,236 | 1    |

3. Services

Library services have been improved despite budget restrictions. User acceptance and preference for electronic resources and services is evident. The Library continues to respond by re-allocating its resources to support these services.

Loans

The Library Review Report noted that feedback from students indicated longer hours were a priority. In response, Bennett Library hours were expanded from 83 to 95 per week, with no additional budget expenditures, due in large part to the willingness and co-operation of Loans staff in modifying their shift schedules.

Because the Bennett Loans counter is staffed more hours than other service points, many services have been relocated to that desk. Maps are now charged out at the Loans Desk during open hours. Patrons can request refunds there for damaged or defective Copicards rather than having to contact Equipment Services during their more limited hours. This follows the successful relocation of Interlibrary Loan pickup at the Loans counter several years ago.

Effective Fall 1999, professors and instructors will be able to place materials, such as lecture notes, online, providing copyright is secured. They will also be able to request a URL link be made from the course record. Our ability to provide online access to Reserve materials is limited by the Cancopy Agreement.

In-library Reference Services

With the growth of online resources, the pattern of demand for reference services is in flux at SFU. Requests for reference assistance at the Bennett and Belzberg reference desks, as well as other service points, have declined noticeably, reflecting the trend in many North American libraries. Despite the decrease in the number of questions, librarians and reference assistants have noted that questions are increasingly complex, involving discussion and demonstration of numerous print and electronic sources.

Instruction

Liaison librarians presented lectures, demonstrations and hands-on tutorials in the use of print, electronic and Web resources to almost 6,000 students (an increase of 13%) at Bennett Library and 761 (an increase of 62%) at Belzberg. Instruction was, for the most part, course-related. Temporary funding for additional librarian support enabled Belzberg Library to enhance its liaison and instruction services, in response to demand at Harbour Centre. An Instructional Development Grant provided seed money toward the creation of instructional development software (MOSST: Modular Online Software for Self-paced Tutorials) and a prototype self-paced tutorial, 'Canadian Company Information'.

Individual Consultations

Email and telephone consultations continue to increase at both libraries, though in-person consultations with a liaison librarian are still important. At over 500, email consultations are by far the most popular form of individual consultation. Mediated online searching by librarians was discontinued because the need and demand for this service declined as more online databases have become available to users directly.

Publications

Web access to Library resources was improved with a redesigned homepage and Web site organization, completed for Fall 1999. The Web site has been enhanced by the addition of subject- and course-related pages. A FAQ newsletter was produced for students in Fall 1998. *SFU Library News*, the Library’s newsletter for the campus community, was redesigned, and continues to be published twice yearly.

Interlibrary Loans, Intralibrary Loans, and Services to Distance Education Students

Requests for materials from other libraries continue to increase as more opportunities for direct online requesting are available. In the last six years, the number of requests has risen by 128%. There has been an increase of 5% in the number of items delivered from the Bennett Library to students at the Belzberg Library. Telebook services to distance education students also increased.

With the introduction of online requesting for Distance Education students, the Library continued its commitment to provide as full a service as possible to DE students. Through discussions with the Lohn Lab, arrangements were put in place so that librarians would have input into course and assignment planning for DE courses at the development stage.

Direct online requesting was improved by providing the same interface and requesting form for the UBC Library catalogue as for many online databases. The SLRI searching and GODOT requesting software were developed at SFU, with partial funding from the B.C. Electronic Library Network and the Council of Prairie and Pacific University Libraries.

Belzberg Library

The past year demonstrated a marked shift toward electronic rather than physical use of the Belzberg Library. The number of people coming into the Library dropped by 22%, but the number of enquiries has decreased only slightly and email reference has increased.

Special Collections

Among authors researched using Special Collections resources were bp nichol, Betty Lambert, William Wordsworth and William Thackeray.

|                          | 1998/99     |          |         | 1997/98     |          |         |
|--------------------------|-------------|----------|---------|-------------|----------|---------|
|                          | TOTAL       | PCT MONO | PCT SER | TOTAL       | PCT MONO | PCT SER |
| BUSINESS ADMINISTRATION  | \$228,677   | 45%      | 55%     | \$179,174   | 44%      | 56%     |
| International Business   | \$8,940     | 6%       | 94%     | \$7,751     | 5%       | 95%     |
| SUBTOTAL:                | \$237,617   | 43%      | 57%     | \$186,925   | 42%      | 58%     |
|                          |             |          |         |             |          |         |
|                          | TOTAL       | PCT MONO | PCT SER | TOTAL       | PCT MONO | PCT SER |
| EDUCATION                | \$73,780    | 50%      | 50%     | \$71,070    | 57%      | 43%     |
|                          |             |          |         |             |          |         |
|                          | TOTAL       | PCT MONO | PCT SER | TOTAL       | PCT MONO | PCT SER |
| SCIENCE                  |             |          |         |             |          |         |
| Biological Sciences      | \$590,501   | 11%      | 89%     | \$653,600   | 11%      | 89%     |
| Chemistry                | \$624,489   | 6%       | 94%     | \$610,317   | 5%       | 95%     |
| Earth Sciences*          | \$41,282    | 6%       | 94%     | \$35,659    | 3%       | 97%     |
| Mathematics & Statistics | \$301,075   | 18%      | 82%     | \$266,050   | 21%      | 79%     |
| Physics                  | \$486,700   | 7%       | 93%     | \$447,704   | 7%       | 93%     |
| SUBTOTAL:                | \$2,044,047 | 9%       | 91%     | \$2,013,331 | 9%       | 91%     |

#NOTE: Tourism is a part of Res. Env. Mgt.  
\*NOTE: Before 1997/98, “Geography” included “Earth Sciences”.  
\*\*NOTE: Before 1997/98, “Latin-American General” included “Spanish”.

TABLE G: Expenditures for Monographs VS Serials 1997/98 to 1998/99

| 1998/99                          |             |          |         | 1997/98   |          |         |
|----------------------------------|-------------|----------|---------|-----------|----------|---------|
| APPLIED SCIENCES                 | TOTAL       | PCT MONO | PCT SER | TOTAL     | PCT MONO | PCT SER |
| Communication                    | \$27,467    | 71%      | 29%     | 33,429    | 74%      | 26%     |
| Computing Science                | \$208,129   | 30%      | 70%     | 147,971   | 31%      | 69%     |
| Engineering Science              | \$139,724   | 41%      | 59%     | 110,897   | 46%      | 54%     |
| Kinesiology                      | \$116,643   | 12%      | 88%     | 107,545   | 14%      | 86%     |
| Resource and Envir Management    | \$24,798    | 44%      | 56%     | 19,699    | 46%      | 54%     |
| Tourism Management#              | N/A         | N/A      | N/A     | 46        | 100%     | N/A     |
| SUBTOTAL:                        | \$516,760   | 32%      | 68%     | \$419,587 | 35%      | 65%     |
| ARTS                             | TOTAL       | PCT MONO | PCT SER | TOTAL     | PCT MONO | PCT SER |
| Anthropology                     | \$28,465    | 62%      | 38%     | \$26,073  | 58%      | 42%     |
| Archaeology                      | \$38,225    | 45%      | 55%     | \$26,608  | 54%      | 46%     |
| Contemporary Arts                | \$109,099   | 77%      | 23%     | \$106,361 | 78%      | 22%     |
| Discs                            | \$5,021     | 100%     | N/A     | \$5,147   | 100%     | N/A     |
| MFA                              | \$6,869     | 24%      | 76%     | \$9,142   | 34%      | 66%     |
| Slides                           | \$3,223     | 100%     | N/A     | \$3,254   | 100%     | N/A     |
| Criminology                      | \$57,646    | 54%      | 46%     | \$57,854  | 53%      | 47%     |
| Economics                        | \$267,665   | 39%      | 61%     | \$233,496 | 39%      | 61%     |
| English                          | \$144,526   | 72%      | 28%     | \$135,512 | 76%      | 24%     |
| French                           | \$37,290    | 84%      | 16%     | \$32,809  | 84%      | 16%     |
| Geography*                       | \$99,889    | 26%      | 74%     | \$83,368  | 24%      | 76%     |
| Gerontology                      | \$15,830    | 16%      | 84%     | \$16,049  | 27%      | 73%     |
| History                          | \$103,672   | 66%      | 34%     | \$94,619  | 73%      | 27%     |
| Latin American Studies-General** | \$13,026    | 39%      | 61%     | 10524.17  | 25%      | 75%     |
| Linguistics                      | \$56,693    | 55%      | 45%     | \$51,936  | 52%      | 48%     |
| Literature (Misc. foreign)       | \$17,519    | 94%      | 6%      | \$11,166  | 90%      | 10%     |
| MA Latin American Studies        | \$4,214     | 18%      | 82%     | \$5,072   | 19%      | 81%     |
| MA Liberal Studies               | \$16,344    | 89%      | 11%     | \$10,474  | 75%      | 25%     |
| MA Publishing                    | \$3,484     | 36%      | 64%     | \$6,143   | 69%      | 31%     |
| Philosophy                       | \$53,671    | 60%      | 40%     | \$52,166  | 64%      | 36%     |
| Political Science                | \$237,468   | 45%      | 55%     | \$216,057 | 47%      | 53%     |
| Psychology                       | \$156,672   | 31%      | 69%     | \$140,922 | 30%      | 70%     |
| Sociology                        | \$145,956   | 70%      | 30%     | \$134,287 | 74%      | 26%     |
| Women's Studies                  | \$9,810     | 46%      | 54%     | \$7,140   | 47%      | 53%     |
| SUBTOTAL:                        | \$1,632,279 | 53%      | 47%     | 1,476,181 | 54%      | 46%     |

New Service Directions

The Maps collection, GIS services and Research Data Library were combined under the team of Walter Piovesan and Ada Ho.

Extensive discussions were held during the year to identify ways to address the need to increase liaison services and to provide basic help with online databases, print journals and microforms. At the same time, library staff were aware that there were no additional funds to effect these changes. Over the coming year, the Library will be implementing these changes, which include:

- Reallocation of some reference desk time to enable liaison librarians to provide more effective subject liaison.
- Establishment of a Help Desk to replace the existing Periodical Reading Room and Microforms help desk, to provide basic help with online databases, print journals and microforms. The Help Desk will be staffed by library assistants and some non-liaison librarians.
- Establishment of an Information Services Unit to co-ordinate training and publication formerly done in Reference.
- Establishment of 'Reference Associates' (senior library assistants and non-liaison librarians) who will provide Reference Desk services.
- Establishment of a 'basic training' programme to enable all staff to provide basic assistance to patrons.

4. Building Changes and Improvements

A stack shift was completed on floors 5 and 6 during summer 1998 to gain space for journal expansion. Books in the Q-QE classifications were relocated to floor 5.

The University installed automatic doors and new carpeting, at the Bennett Library entrance. Signage has been improved. The first and seventh floors were renovated so that access could be restricted during hours when staffing is below that required by fire safety regulations.

Two additional lecture tape duplicating machines were installed to meet demand for copying course lecture tapes.

Plans were made to renovate the book return chute and workstations in the Sorting Room. Barcodes are now affixed to the outside of books, to improve ergonomic conditions. Ergonomic upgrades to the Loans counter and a more effective expanded work area are also planned.

5. In the Wider Context

How are we doing?

Academic libraries worldwide are changing their services in response to the changing university environment. Simon Fraser University Library is no exception. Current factors affecting library service are:

- The increase in the cost, number and variety of scholarly publications, compounded by the expanding areas of interest to researchers and students.
- The increasing volume and complexity of scholarly information.
- The increasing tendency for students and faculty to perform scholarly activities off campus, particularly through distance education programmes.
- The increased capability to provide access to information resources via the World Wide Web.
- The increase in resource sharing agreements among libraries, enabling them to deliver desired materials from many other libraries to their students and faculty.
- The increased capability of delivering user-initiated services which are more convenient for the users and more cost-effective for libraries
- The increase in the variety of services which libraries are now able to provide students and faculty.
- The availability of tools such as online instruction to facilitate the organization of information available to students.
- Increased opportunities for co-operative licence/purchase of electronic materials.

SFU Library has in many ways been a traditional academic library, with emphasis on collection building, circulation, and desk-based reference. At the same time, the Library has emphasized resource sharing agreements and user-initiated and electronic services. This combination of capabilities will enable us to continue to provide a top-notch service during these transitional times.

The University's continued support of the Library's collection budget has meant that we are in a relatively strong position, compared to other institutions, in supporting those services identified as most important by our users in the 1997 survey:

Most important services (1997 SFU Library User Survey)

| Rank | Faculty           | Students          |
|------|-------------------|-------------------|
| 1    | Journals          | Journals          |
| 2    | Books             | Books             |
| 3    | Interlibrary loan | Open evenings     |
| 4    | Electronic access | Electronic access |

In benchmark comparisons with the five top comprehensive universities in the 1997 *Macleans'* survey (which ranked SFU #1), SFU Library's support for these top ranked services is comparatively high.

| SCIENCES                 | 1998/99     | 1997/98     | 1996/97     | 1995/96     | 1994/95     | 1993/94     |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Biological Sciences      | \$590,501   | \$653,600   | \$624,995   | \$588,762   | \$533,028   | \$445,354   |
| Chemistry                | \$624,489   | \$610,317   | \$578,229   | \$525,266   | \$440,469   | \$375,409   |
| Earth Sciences**         | \$41,282    | \$35,659    | N/A         | N/A         | N/A         | N/A         |
| Mathematics & Statistics | \$301,075   | \$266,050   | \$250,644   | \$236,078   | \$202,544   | \$164,650   |
| Physics                  | \$486,700   | \$447,704   | \$428,911   | \$379,260   | \$333,870   | \$307,084   |
| SUBTOTAL:                | \$2,044,047 | \$2,013,331 | \$1,882,778 | \$1,729,366 | \$1,509,912 | \$1,292,498 |

| MISCELLANEOUS                     | 1998/99     | 1997/98     | 1996/97     | 1995/96   | 1994/95   | 1993/94   |
|-----------------------------------|-------------|-------------|-------------|-----------|-----------|-----------|
| Athletics/Recreation              | \$3,347     | \$3,128     | \$4,337     | \$4,456   | \$3,926   | \$3,803   |
| Belzberg Library - General        | \$49,558    | \$51,987    | \$56,322    | \$52,195  | \$52,938  | \$38,356  |
| Belzberg - Datab/Tapes/CDROMs     | \$1,926     | \$27,427    | \$32,590    | \$31,521  | \$32,492  | \$19,095  |
| Belzberg - Newspapers             | \$17,913    | \$15,085    | \$14,648    | \$13,326  | \$12,672  | \$27,074  |
| Binding                           | \$247,779   | \$248,848   | \$228,515   | \$201,203 | \$174,657 | \$195,020 |
| Databases /Tapes/CDROMs*          | \$385,479   | \$353,088   | \$289,307   | \$78,116  | \$161,868 | \$69,894  |
| Databases - Research Data Library | \$31,613    | \$29,499    | \$36,321    | \$14,642  | \$18,960  | \$15,360  |
| Gifts                             | N/A         | N/A         | N/A         | \$460     | \$42      | N/A       |
| General-Humanities                | \$9,241     | \$7,846     | \$8,526     | \$7,810   | \$7,193   | \$6,587   |
| General-Library                   | \$163,954   | \$151,362   | \$140,246   | \$152,049 | \$144,683 | \$210,753 |
| General - Newspapers              | \$73,149    | \$64,242    | \$53,559    | \$51,053  | \$45,309  | \$17,273  |
| General - Sciences                | \$34,220    | \$27,176    | \$29,826    | \$19,331  | \$53,483  | \$48,215  |
| General - Social Sciences         | \$56,172    | \$58,843    | \$58,068    | \$59,754  | \$58,487  | \$46,953  |
| GST-US Serials (Blaine)           | \$62        | \$21,440    | \$19,945    | \$26,648  | \$13,148  | N/A       |
| Maps                              | \$2,570     | \$4,525     | \$3,244     | \$2,637   | \$3,341   | \$5,268   |
| Replacements/Added Copies         | \$128       | \$1,648     | \$7,763     | \$16,372  | \$76,725  | N/A       |
| Shuswap/Cariboo Access            | N/A         | N/A         | N/A         | N/A       | N/A       | \$329     |
| Special Collections               | \$26,312    | \$21,520    | \$24,344    | \$10,047  | \$13,411  | \$18,218  |
| Special Collections-B P Nichol    | \$25,000    | \$25,000    | \$25,000    | \$25,000  | \$40,000  | N/A       |
| SUBTOTAL:                         | \$1,128,421 | \$1,112,663 | \$1,032,562 | \$766,619 | \$913,336 | \$722,199 |

|                         |             |             |             |             |             |             |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| TOTAL: UNIVERSITY FUNDS | \$5,632,905 | \$5,279,756 | \$5,018,712 | \$4,423,608 | \$4,187,320 | \$3,576,356 |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-------------|

NOTE: Figures are based on expenditures recorded in Library's III system before final reconciliation with SFU Department of Financial Services. Minor discrepancies may occur. In addition, these figures reflect expenditures against the University allocation and miscellaneous revenues.  
# NOTE: Tourism is part of Resource & Environmental Management  
\* NOTE: In 95/96, an additional \$100, 000 was spent on Databases from the Lohn grant; in 94/95, \$70,000; in 93/94, \$70,000.  
\*\* NOTE: Prior to 97/98 expds. For "Latin Am.St.Gen." included with "Span./Lat.Am.St." and expds. for "Earth Sci." included with "Geography".

TABLE F: SFU Library Materials Budget – Expenditures for 1993/94 – 1998/99

| APPLIED SCIENCES              | 1998/99   | 1997/98   | 1996/97   | 1995/96   | 1994/95    | 1993/94   |
|-------------------------------|-----------|-----------|-----------|-----------|------------|-----------|
| Communication                 | \$27,467  | \$33,429  | \$37,206  | \$25,573  | \$25,623   | \$24,144  |
| Computing Science             | \$208,129 | \$147,971 | \$157,842 | \$146,743 | \$105,550  | \$99,888  |
| Engineering Science           | \$139,724 | \$110,897 | \$103,105 | \$93,494  | \$92,223   | \$72,040  |
| Kinesiology                   | \$116,643 | \$107,545 | \$106,358 | \$103,263 | \$71,821   | \$37,260  |
| Resource and Envir Management | \$24,798  | \$19,699  | \$11,066  | \$8,268   | \$7,768.85 | \$7,861   |
| Tourism Management #          | N/A       | \$46      | \$249     | \$1,544   | \$2,048.33 | \$1,801   |
| SUBTOTAL:                     | \$516,760 | \$419,587 | \$415,825 | \$378,885 | \$305,034  | \$242,994 |

| ARTS                             | 1998/99     | 1997/98     | 1996/97     | 1995/96     | 1994/95     | 1993/94     |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Anthropology                     | \$28,465    | \$26,073    | \$30,195    | \$24,128    | \$20,855    | \$20,090    |
| Archaeology                      | \$38,225    | \$26,608    | \$24,462    | \$19,664    | \$22,235    | \$18,600    |
| Contemporary Arts                | \$109,099   | \$106,361   | \$97,508    | \$82,063    | \$73,081    | \$79,535    |
| Discs                            | \$5,021     | \$5,147     | \$5,605     | \$7,508     | \$6,934     | \$2,522     |
| MFA                              | \$6,869     | \$9,142     | \$6,452     | \$9,193     | \$10,980    | \$9,384     |
| Slides                           | \$3,223     | \$3,254     | \$3,541     | \$3,729     | \$5,027     | \$5,313     |
| Criminology                      | \$57,646    | \$57,854    | \$49,703    | \$44,965    | \$40,544    | \$38,098    |
| Economics                        | \$267,665   | \$233,496   | \$229,895   | \$210,288   | \$188,439   | \$189,587   |
| English                          | \$144,526   | \$135,512   | \$122,493   | \$111,918   | \$111,748   | \$85,074    |
| French                           | \$37,290    | \$32,809    | \$32,386    | \$30,505    | \$38,550    | \$27,998    |
| Geography**                      | \$99,889    | \$83,368    | \$99,641    | \$82,967    | \$79,252    | \$67,709    |
| Gerontology                      | \$15,830    | \$16,049    | \$18,056    | \$6,700     | \$5,570     | \$4,657     |
| History                          | \$103,672   | \$94,619    | \$73,790    | \$83,495    | \$82,788    | \$66,023    |
| Latin Americ.Studies-General**   | \$13,026    | \$10,524    | N/A         | N/A         | N/A         | N/A         |
| Linguistics                      | \$56,693    | \$51,936    | \$47,563    | \$38,823    | \$38,831    | \$28,848    |
| Literature (Misc. foreign)       | \$17,519    | \$11,166    | \$14,335    | \$19,959    | \$17,581    | \$20,281    |
| MA Latin American Studies        | \$4,214     | \$5,072     | \$2,584     | \$3,366     | \$4,764     | \$1,999     |
| MA Liberal Studies               | \$16,344    | \$10,474    | \$8,462     | \$3,617     | \$11,711    | \$15,686    |
| MA Publishing                    | \$3,484     | \$6,143     | \$6,556     | \$27,333    | \$550       | N/A         |
| Philosophy                       | \$53,671    | \$52,166    | \$52,413    | \$47,337    | \$43,227    | \$44,909    |
| Political Science                | \$237,468   | \$216,057   | \$203,282   | \$180,678   | \$184,803   | \$155,659   |
| Psychology                       | \$156,672   | \$140,922   | \$135,949   | \$122,111   | \$113,203   | \$97,542    |
| Sociology                        | \$145,956   | \$134,287   | \$141,149   | \$119,631   | \$104,956   | \$96,870    |
| Spanish/Latin American Studies** | N/A         | N/A         | \$7,916     | \$10,420    | \$14,061    | \$17,478    |
| Women's Studies                  | \$9,810     | \$7,140     | \$6,849     | \$10,414    | \$6,718     | \$5,312     |
| SUBTOTAL:                        | \$1,632,279 | \$1,476,181 | \$1,420,785 | \$1,300,810 | \$1,226,408 | \$1,099,175 |

| BUSINESS ADMINISTRATION | 1998/99   | 1997/98   | 1996/97   | 1995/96   | 1994/95   | 1993/94   |
|-------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Business Administration | \$228,677 | \$179,174 | \$180,496 | \$168,552 | \$148,734 | \$147,928 |
| International Business  | \$8,940   | \$7,751   | \$7,752   | \$6,876   | \$17,097  | N/A       |
| SUBTOTAL:               | \$237,617 | \$186,925 | \$188,248 | \$175,428 | \$165,831 | \$147,928 |

| EDUCATION | 1998/99  | 1997/98  | 1996/97  | 1995/96  | 1994/95  | 1993/94  |
|-----------|----------|----------|----------|----------|----------|----------|
| Education | \$73,780 | \$71,070 | \$78,513 | \$72,500 | \$66,799 | \$71,563 |

As Table H indicates, in 1997/98, with the **third** highest number of students, we ranked:

Ranking of highest priority services in comparison with four benchmark libraries

| Ranked first or second in               | Service supported  |
|-----------------------------------------|--------------------|
| Net volumes added                       | Journals, books    |
| Collections expenditures                | Journals, books    |
| Serials expenditures                    | Journals           |
| Materials borrowed from other libraries | Interlibrary loans |
| Computer database expenditures          | Electronic access  |
| Number of public workstations           | Electronic access  |

Noticeably absent from the 'ranked first or second' list is the third priority for students: the number of hours the library is open. The Library Review Report also noted the feedback from students indicated that longer hours were a priority. We responded to this service priority by increasing the opening hours from 83 to 95, effective January 31, 1999.

SFU Library continues to rank fifth in total number of volumes held. Our efforts to remedy this through an active gifts programme will not likely lead to a change in this ranking, but are enabling us to fill in gaps for materials whose importance have stood the test of time.

The SFU community's active use of the Library is demonstrated by our ranking first or second in collection usage, Library instruction presentations, and reference questions answered. That the Library operates effectively is demonstrated by our delivery of these services despite our ranking fourth or fifth in expenditures for staff and other non-collection items and in the number of library staff.

Compared to its peers, indicators suggest that SFU Library is successful in focussing on collections funding and direct service support. Our services are comparatively well used. Where we do not measure up to our peers, we have concentrated our improvements on services that our users identify as important.

6. Celebrations and Passages

The Samuel and Frances Belzberg Library celebrated 10 years of library service to the faculty, staff and students of Simon Fraser University at Harbour Centre. The 10<sup>th</sup> anniversary provided the opportunity to highlight the riches of the SFU Library collection to the broader community with two special exhibitions at Belzberg Library. The first, entitled “The education of Filbert Phelps: Cartoons by Len Norris” featured 23 of the over 1,500 original drawings donated to SFU by the famed Vancouver Sun cartoonist. A second exhibit, “With a little help from our friends: Ten years of Simon Fraser University Library gifts 1989-1999”, focussed on rare and unusual books in the SFU Library and the donors who have enriched the collection through these gifts. Both shows were enthusiastically received and elicited many positive comments about the SFU Library. Other 10<sup>th</sup> anniversary events included an open house to thank current and former staff of Belzberg Library, Bennett Library and Harbour Centre for their support over the past decade. The festivities concluded with a reception and dinner to honour library and Harbour Centre donors, notably Samuel and Frances Belzberg.

The Library won a CACUL (Canadian Association of College and University Libraries) award for the development of the GODOT/SLRI searching and requesting software, which allows users to search databases and catalogues, identify where articles or books are held, and submit an online request to obtain the material through Interlibrary Loans.

After twenty years as University Librarian, preceded by an additional ten in the SFU Library, Ted Dobb took a year's administrative leave, to be followed by a year as Special Assistant to the President. Ted was ahead of his time in recognizing the importance of technology and resource sharing to academic libraries.

The Library and the SFU and Vancouver literary community were saddened by the loss of Charles Watts, longtime Library Assistant for Theses and Special Collections.

After a long career at the WAC Bennett Library, Sharon Thomas, Head of Collections Management retired from the University. After long service as Building Manager, Peter Highet retired from SFU.

Lynn Copeland was appointed University Librarian (Pro Tem) until Dec. 31, 1999. Todd Mundle became Head of Collections in June 1999. Elaine Fairey became Head of Reference in June 1999. Gwen Bird was hired as Head, Interlibrary Loans and Telebook Unit. Enrique Cruz has assumed the Theses Assistant duties, as well as working at the Reference Desk. Changes among liaison librarians saw Poh Chan (Geography liaison and Maps librarian) and Marilynne Finlayson (Psychology, Education, Communication liaison) taking early retirement. Percilla Groves assumed Education, Psychology and French liaison duties.

Sylvia Roberts and Sonny Wong were appointed to the Information Services Unit, but retain some of their previous responsibilities.

Dave Binkley, Librarian/Analyst, departed for parts East; Mark Jordan replaced him.

Now reporting to the University Librarian (Pro Tem), Ralph Stanton has taken on responsibilities for Library Advancement (reporting to the Advancement Office), as well as Gifts. Moninder Bubber has taken on diversity responsibilities in addition to her role in Collections.

7. The Process for Change

In responding to and implementing changes associated with the Library Review Report and Response, an extensive consultation process was followed, both within the Library and the SFU community. Meetings were held with the Senate Library Committee, the TSSU, SFSS and SFUFA in preparing the response. Library committees were established, some to plan and monitor the progress of specific projects or issues, some to discuss organizational change. All staff, including those at the Belzberg Library, were involved in preparing the Review Response and the Three Year Plan, and in discussing organizational and service changes. The Three Year Plan was made available for comment from the SFU community at large before being finalized.

A Planning Committee of managers and those responsible for large units, and a Library Council with broader representation, will replace the existing Library Management Group. The number of standing committees will be limited, with more focussed cross-departmental working groups and implementation teams established to plan and review the progress of specific activities. Perhaps most importantly, we are

TABLE E: W.A.C. Bennett Library Reference Service

Library Research Instruction:

| Instruction Category               | 1998 / 99 |          | 1997 / 98 |          |
|------------------------------------|-----------|----------|-----------|----------|
|                                    | Classes   | Students | Classes   | Students |
| Subject Specific Instruction       | 205       | 5,204    | 171       | 4,015    |
| General Research Instruction       | 24        | 650      | 38        | 1,065    |
| TOTALS                             | 229       | 5,854    | 209       | 5,180    |
| Per Cent Change from Previous Year | +10%      | +13%     | +29%      | +61%     |

User Assistance:

| 1998 / 99             |                     |                     |                 |        |                             |
|-----------------------|---------------------|---------------------|-----------------|--------|-----------------------------|
| Service Location      | Directional Queries | Reference Questions | Research Advice | TOTAL  | % Change from Previous Year |
| 3 <sup>rd</sup> Floor | 6,830               | 35,662              | 2,487           | 44,979 | -11.6%                      |
| 6 <sup>th</sup> Floor | 5                   | 6,501               | 209             | 6,715  | + 9.4%                      |
| Fine Arts             | 651                 | 679                 | Nil             | 1,330  | -28.7%                      |
| TOTAL                 | 7,486               | 42,842              | 2,696           | 53,024 | -10.7%                      |

| 1997 / 98             |                     |                     |                 |        |                             |
|-----------------------|---------------------|---------------------|-----------------|--------|-----------------------------|
| Service Location      | Directional Queries | Reference Questions | Research Advice | TOTAL  | % Change from Previous Year |
| 3 <sup>rd</sup> Floor | 7,867               | 41,640              | 1,360           | 50,867 | -3.7 %                      |
| 6 <sup>th</sup> Floor | 9                   | 5,922               | 209             | 6,140  | +22%                        |
| Maps                  | Nil                 | 504                 | Nil             | 504    | -47%                        |
| Fine Arts             | 623                 | 1,243               | Nil             | 1,866  | +23%                        |
| TOTAL                 | 8,499               | 49,309              | 1,569           | 59,377 | -1.6%                       |

TABLE D: Samuel and Frances Belzberg Library

| Service Category             | 1999 / 98 | 1997 / 98 | % Difference |
|------------------------------|-----------|-----------|--------------|
| Use of Library (Headcount)   | 134,056   | 171,768   | -22.0%       |
| User Assistance              |           |           |              |
| General Information          | 30,337    | 31,524    | -3.8%        |
| Reserves                     | 2,752     | 2,573     | +7.0%        |
| Total Reference              | 7,251     | 8,171     | -11.3%       |
| E-mail Reference             | 341       | 254       | +34.3%       |
| Total User Inquiries         | 40,340    | 42,268    | -4.6%        |
| Use of Collection            |           |           |              |
| Loans                        | 14,204    | 14,331    | -0.9%        |
| In-Library Use of Materials  | 12,810    | 14,973    | -14.4%       |
| Items from Bennett           | 7,462     | 7,095     | +5.2%        |
| Items delivered to Bennett   | 724       | 587       | +23.3%       |
| Total Collections Use        | 27,014    | 29,304    | -7.8%        |
| Library Research Instruction |           |           |              |
| Instructional Sessions       | 74        | 72        | +2.0%        |
| Number of Participants       | 761       | 470       | +61.9%       |

committed to working together as one group, across administrative divisions, to achieve the Library's ultimate goal of providing information resource support to the University. An example of the success of this approach was the secondment of Belzberg librarians to the Bennett Library and the provision of liaison services to the Geography department by a librarian based downtown.

8. Community Activities

In addition to representing the Library on regularly established University committees, SFU Library staff are active in many SFU University activities. Some examples are:

- Participation in the United Way; Yasmin Jamal was given an award for her participation, and Todd Mundle and Andrew Boden engaged in a widely publicized 'shorts endurance' contest.
- Participation in the Course Redesign Workshop's 'After 3' programme and the Symposium for Innovative Teaching, as well as the Orientation for Library Representatives and the Instructional Development Group.
- Participation in other fund raising activities such as the Burns reading, plant sale, and lottery.

SFU Library staff are very active in library organizations, on professional committees, and at conferences. SFU library staff spoke at or worked on organizing:

- BC Library Association. Conference (Neal Baldwin, Lynn Copeland, Jack Corse, Elaine Fairey, Keith Gilbert, Percilla Groves, Mark Jordan, Karen Marotz, Todd Mundle, Gisele Pomerleau, Sylvia Roberts, Christine Stojakovic)
- Canadian Library Association. Conference (Todd Mundle)
- Access '98. Conference (Lynn Copeland, Kristina Long)
- Mexico: IX Transborder Library Forum, Mexicali, MX; Ontario Libraries Association Super Conference, Toronto; Member, Resource Sharing Review Working Group, National Library of Canada; Member, ALARM Sub-Committee to Review Competencies for Librarians, Archivists and Records Managers (Todd Mundle)
- ARLIS-NA. Conference (Carole Goldsmith, Mark Jordan)
- SP Indaba (Lynn Copeland)
- Data Liberation Initiative Steering Committee (Walter Piovesan)

9. Friends of the Library

The Friends of the Library Board continues to meet bimonthly. This year, they sponsored, together with the Alcuin Society and Continuing Studies, a weekend with noted bookbinder Michael Wilcox.

The Library's endowment income enabled us to cover the unanticipated impact of the devaluation of the Canadian dollar without further serials cancellations. In future years, it will be used to cover the Library's portion of the Canadian National Site Licence Project, and to cover startup costs of special unanticipated purchases such as the Encyclopedia Britannica online, for which a Canada wide, attractively priced, licence was negotiated.

Gifts in kind

Gifts in kind were received totalling \$224,245 in value. Especially noteworthy is the Webber family gift of English Private Press books which, when complete, will be valued at \$64,540. It includes fine and rare books from a number of famous presses such as Ashendene, Golden Cockerel, Gregynog, Chiswick, Nonesuch and Shakespeare Head. The finest book in the collection is The Four Gospels, with illustrations by Eric Gill, published by Golden Cockerel Press in an edition of 500 copies and dated 1931. The most imposing book in the collection, The Faerie Queene, by Edmund Spenser, was published by The Ashendene Press in 1923, one of 180 copies printed.

Other notable gifts in kind were received from:

|                           |                         |
|---------------------------|-------------------------|
| Leslie Ballentine         | Brett William Lloyd     |
| David E. Bond             | Rowland Lorimer         |
| Ruth Bookey               | Meg Marpole             |
| Annie Bourret             | Hugh McDonald           |
| Darrell T. Braidwood      | Margaret McDonald       |
| Beverly Louise Brigham    | Monique Annie McDonald  |
| Leslie Buck               | Laurie McNeill          |
| Brian Burtch              | Hemant Merchant         |
| Anne Cameron              | William Messenger       |
| Colin Richard Condit      | Nina Mia                |
| H. Basil S. Cooke         | Jock Munro              |
| Faye Evelyn Cooper        | Eleanor Nichol          |
| Jared R. Curtis           | Peter Oberlander        |
| Theodore Dobb             | Randall Peterman        |
| Manuel Does               | Carl Lynden Peters      |
| Maria Does                | Lawrence Pinfield       |
| Eldorado Gold Corporation | Harry Pullen            |
| J. Allan Evans            | Peter A. Quartermain    |
| Carole Anne Goldsmith     | Radarsat International  |
| Betty Griffin             | Sheila Roberts          |
| Donald Gutstein           | Vivian Florence Rossner |
| Bonnie Hill               | Ann Rowan               |
| Dick Holmes               | Bertram Schoner         |
| Gene Horvath              | Louise Shaffer          |
| Geraldine Irby            | Paul Matthew St. Pierre |
| Clive Lionel Justice      | Ralph Stanton           |
| Bradley Lloyd Keith       | Theodor D. Sterling     |
| Nora Kelly                | Barry Truax             |
| Michael Kenny             | Bert Turnbull           |
| Rosalynde Kent            | Jan W. Walls            |
| Ian Kerr                  | Andrew Webber           |
| Peter Klein               | David Webber            |
| Robert Kreutziger         | Jill Webber             |
| Charles Krieger           | Mary Williamson         |
| Neville Lincoln           |                         |

TABLE C: Interlibrary Loans and Telebook Services

| Interlibrary Loans Service          | 1998 / 99 | 1997 / 98 | % Change |
|-------------------------------------|-----------|-----------|----------|
| SFU Loans to Other Libraries        |           |           |          |
| Books                               | 7,809     | 6,656     | +17%     |
| Photocopies                         | 6,887     | 6,136     | +12%     |
| ELN-OJAC Doc Deliveries             | 1,769     | 2,583     | -32%     |
| TOTAL Items Loaned by SFU           | 16,465    | 15,375    | + 7%     |
| Items Borrowed from Other Libraries |           |           |          |
| Books                               | 3,379     | 2,877     | +17%     |
| Photocopies                         | 11,802    | 8,314     | +42%     |
| Total Items Supplied to SFU         | 15,181    | 11,191    | +36%     |
| Items Borrowed via UBCLIB Request   |           |           |          |
| Books                               | 3,083     | 2,390     | +29%     |
| Photocopies                         | 2,931     | 6,601     | -56%     |
| Total UBCLIB Items Supplied to SFU  | 6,014     | 8,991     | -33%     |
| TOTAL Borrowed All Sources          | 21,195    | 20,182    | + 5%     |

| Telebook Service             | 1998 / 99 | 1997 / 98 | % Change |
|------------------------------|-----------|-----------|----------|
| Distance Ed Student Requests | 551       | 425       | +29%     |
| Items Requested by Students  | 2,391     | 2,122     | +13%     |
| Items Sent to Students       |           |           |          |
| Books                        | 609       | 464       | +31%     |
| Journal Articles             | 1,032     | 951       | + 9%     |
| Videos                       | 270       | 371       | -27%     |
| Other                        | 7         |           | N/A      |
| Total Items Sent             | 1,918     | 1,786     | + 7%     |

TABLE B: Growth of Library Collections 1998/99

| Collection Category                | Collection Size<br>March 31,<br>1998 | Net Growth<br>Fiscal Year<br>1998 / 99 | Collection Size<br>March 31, 1999 |
|------------------------------------|--------------------------------------|----------------------------------------|-----------------------------------|
| Classified Volumes                 | 1,124,656                            | 35,223                                 | 1,159,879                         |
| Unclassed Volumes (Journals)       | 220,591                              | 8,782                                  | 229,373                           |
| Subtotal Letterpress Volumes       | 1,345,247                            | 44,005                                 | 1,389,252                         |
| Microfilm (# of reels)             | 44,245                               | 1,273                                  | 45,518                            |
| Microfiche (# of sheets)           | (956,462)                            | (13,689)                               | (970,151)                         |
| Microfiche Volume                  |                                      |                                        |                                   |
| Equivalencies (i.e., 1 / 1.4)      | 683,187                              | 9,778                                  | 692,965                           |
| Subtotal Net Micromaterial Volumes | 727,432                              | 11,051                                 | 738,483                           |
| TOTAL Print Volume Holdings        | 2,072,679                            | 55,056                                 | 2,127,735                         |
| Other Collections Formats:         |                                      |                                        |                                   |
| Manuscripts (in linear meters)     | 195                                  | 4                                      | 199                               |
| Maps                               | 86,935                               | 478                                    | 87,413                            |
| Slides                             | 47,108                               | 1,135                                  | 48,243                            |
| Sound Recordings                   | 8,305                                | 353                                    | 8,658                             |
| Videotapes                         | 77                                   | 13                                     | 90                                |
| Magnetic Formats                   |                                      |                                        |                                   |
| Electronic journals & RDL Files    |                                      |                                        | 2,636                             |
| Other computer files               |                                      |                                        | 749                               |
| Current Serial Subscriptions       | 8,321                                | -626                                   | 7,695                             |

Notable cash donations

Kirk Alexander Adam  
Amy Ahanotu  
Bruce Cameron Allen  
Margery Carol Allen  
Richard Paul Allen  
Ted Altar  
Bill Arnott  
Donald Atkins  
Patrick Arthur Audet  
Brad Babcook  
Sandra I. Banister  
James Scott Barbour  
Norbert Bartels  
Parveen N.S. Bawa  
Simon Beaulieu  
Lenore Berkeley  
Michelle Faye Berner  
James Bertoia  
Dominique Boltres  
David E. Bond  
James Findlay Boothroyd  
Carol Solveig Botting  
D. Gary Brooks  
Donna Gayle Brown  
Hans Brown  
Robert Burton Burkholder  
William John Bush Sr.  
CREO Products Inc.  
Liny Chan  
Macy Chan  
Catherine Elizabeth Cheetham  
Linda Chiu  
Olive Eugenia Clark  
Joan Collinge  
Stanley Trevor Cope  
Lynn Margaret Copeland  
Joan Louise Cosford  
Gary Patrick Crowder  
Gerald F. Culhane  
Mae Cutler  
Lisbeth Rosten Davidson  
Steve Dawydiak  
Russell William C. Day  
Suzannah MacDonald Dobbie  
Katherine Margaret Doerksen  
Jim Douglas  
Heather Rose Dumka  
J. Michael Dyck  
E. Casey McCabe  
Christopher J. Ellis  
Leo Eutsler  
Irfane M. Fancey  
Kim M.R. Floeck  
Sheryl Catherine Foley  
Wendy Charlene Fontaine  
Robert James Foord  
Lucille Forbes  
Jack R. Fulton

Bruce John Gardner  
Timothy Garrish  
Reinhild Hildegard Gebauer  
Carole Gerson  
Martin Sebastian Gerson  
Beth Irene Gillespie  
David Bruce Gordon  
Celine M. Gould  
Robert Thomas Gould  
Linda Helen Graf  
Bruce Shane Greengrass  
Percilla Groves  
Apollo Keng Guy  
Robert David Guy  
Ramon August Hagkull  
David Norman Harley  
Bruce Harwood  
Bryan William Hebden  
Sandra Minh Ho  
Donna Marjorie Hofmann  
Alan Keith Hooper  
Ward Douglas Horan  
Hospital Employees' Union  
Paul Wallace Houle  
Donald J. Hudson  
Diane Muriel Humphrey  
Andrew Stewart Humphreys  
David William Hylands  
Alan Roy Jacques  
John Steeves Law Offices  
Judi Korbin, Inc.  
Elizabeth Anne Junkin  
Rollie Keith  
Ronald S. Keras  
Judy Killam  
Kurt Killer  
Mark Killer  
Steve Kloster  
Theresa K. Ko CA  
Sandra Charmaine Koochin  
Keri Lynn Korteling  
Alan Erwin Kruger  
Stephen See-Ping Kwong  
Wen-Chian Lai  
Chun-Chun Patty Lam  
Frankle Hing Choy Lam  
Christy Ann Sinks Lapi  
Larch Law Corporation  
Donna Laws  
Sharon Kim LeClair  
Cherie Marie Leader  
Jennifer Lee  
Kevin Leo Lee  
Ye-Fee Liang  
Robert James Lightbody  
Hugh Lindsay  
Tony Lindsay  
Robert Neil Linenko

Janet Agnes Litke  
Sandra Kathleen Lloyd  
Kwok Sum Oscar Lo  
Rhonda Lee Lorentzen  
Marja Losier  
James Kenneth Lyall  
Gregg Macdonald  
Henry A. Macht  
Melanie Louise Mahussier-Patterson  
Jill Mandrake  
Jane-Anne Eileen Manson  
Susan Margaret Marsden  
Doug Mathias  
Barbara Jo May  
John A.D. May  
Della McClaren  
Stephen P. McCoach  
Mark Brendan McMahon  
Pat McQueen  
Ken Mennell  
Helene Michaels  
Robert Miles  
Sharon Louise Mills  
Patricia Ann Mitchell  
M.T. Morgan  
Brad Morris  
Pamela Eleanor Morris  
Gordon John Morrow  
Ian Lloyd Mothersill  
Gordon Charles Mowat  
M.F. Theresa Mulligan  
Todd Mundle  
Deb Nag Chowdhury  
Jean Elizabeth Nakamura  
Betty Nelson  
Wendie Ruth Nelson  
Tom Nesbit  
Karin Elaine Newton  
Leo Sze-Chai Ng  
Larry Niven  
Grace Ruriko Noguchi  
Elizabeth Dianne Noort  
Nortel Networks  
Nancy Gail O'Kafka  
J. Malcolm Page  
Juliana Christina Pasko  
Warren John Pawluk  
Bruce Cordell Pennington  
D. Bruce Pheasant  
Erika Plettner  
Stephen Maurice Plunkett  
Barbara Priest  
Lorne Prupas  
Frederick Edgar Pullen  
Robert David Punnett  
Deborah Elizabeth Reddington  
Michael Thomas Reddington  
Sonya Teresa Reginato  
Blaize Reich  
Barry Edward Neil Reid

Lorraine Joan Rheault  
Robert Richard Ringwald  
Vivian Florence Rossner  
Brent Alan Routley  
F. John Sawatsky  
Jeffrey William Graham Schell  
Schroeder & Company  
Richard Werner E. Schultze  
Karl Heinz Lothar Senger  
Susan Margaret Senkler  
Janice Ann Shepherd  
Shona A. Moore Personal Law Corporation  
Shortt, Moore & Arsenault  
Kent Sillars  
Marilyn Sleath  
Paul Stanley Smith  
Susan Mary Smyth  
Terrance Preston Snutch  
John Joseph B. Sorel  
Robert Edward Stainer  
Stephen Kelleher, Barrister & Solicitor  
Richard Fredrick Steward  
Nan Stirling  
Sun Microsystems Computer Company  
Helena M. Swinkels  
Brant B. P. Taylor  
Lucio Teles  
Thomas R. Berger Personal Law Corporation  
Chi Pang Tse  
Taina Maria Tuominen  
United Way of the Lower Mainland  
V.L.Ready Labour Arbitration and Mediation Service  
James Henry Van Overbeek  
Victory Square Law Office  
Rory S. Wallace  
Eric Ralph Wallin  
Eric Kam Shing Wan  
Stephanie Wang  
Robert James Wanless  
Westminster Savings Credit Union  
Mark N. Wexler  
Brian M. Wideen  
Douglas Wilson  
Natasha Ann Wilson  
Andrew Hoi Tao Wong  
Terry Dart Hon Woo  
Diana Woodrow  
William Edward Woods  
Paul John C. Woodward  
Michael Wortis  
Yosef Wosk  
Yoshio Yagi  
Anne Yandle  
Annette Pin Hai Yang  
David Thomson Yorke  
Katharine Young  
Wing Yip Wayne Yu  
Henry Yuen  
William J. Zaharoff

TABLE A: Recorded Usage of Library Collections

| 1998 / 99                   |                |                         |                          |                             |
|-----------------------------|----------------|-------------------------|--------------------------|-----------------------------|
| Library Collection Category | # Items Loaned | # Items Used in Library | Total Items Used 1998/99 | % Change from Previous Year |
| Books:                      |                |                         |                          |                             |
| General Stacks              | 343,752        | 256,500                 | 600,252                  | - 4.67%                     |
| Reserves                    | 88,611         | N/A                     | 88,611                   | -12.05%                     |
| Subtotal                    | 432,363        | 256,500                 | 688,863                  | - 5.69%                     |
| Others:                     |                |                         |                          |                             |
| Fine Arts                   | 14,125         | 2,803                   | 16,928                   | - 8.60%                     |
| In Process                  | 1,158          | N/A                     | 1,158                    | + 5.85%                     |
| Journals                    | N/A            | 206,960                 | 206,960                  | - 4.22%                     |
| Maps                        | 648            | 6,472                   | 7,120                    | +19.52%                     |
| Microforms                  | N/A            | 21,555                  | 21,555                   | -10.59%                     |
| Reference                   | N/A            | 37,878                  | 37,878                   | + 3.63%                     |
| Subtotal                    | 15,931         | 275,668                 | 291,599                  | -3.54%                      |
| Bennett Totals              | 448,294        | 532,168                 | 980,462                  | - 5.06%                     |
| Belzberg Totals             | 14,204         | 12,810                  | 27,014                   | - 7.81%                     |
| Grand Totals                | 462,498        | 544,978                 | 1,007,476                | - 5.13%                     |

| 1997 / 98                   |                |                         |                          |
|-----------------------------|----------------|-------------------------|--------------------------|
| Library Collection Category | # Items Loaned | # Items Used In Library | TOTAL Items Used 1997/98 |
| Books:                      |                |                         |                          |
| General Stacks              | 374,788        | 254,847                 | 629,635                  |
| Reserves                    | 100,757        | N/A                     | 100,757                  |
| Subtotal                    | 475,545        | 254,847                 | 730,392                  |
| Others:                     |                |                         |                          |
| Fine Arts                   | 15,439         | 3,082                   | 18,521                   |
| In Process                  | 1,094          | N/A                     | 1,094                    |
| Journals                    | N/A            | 216,080                 | 216,080                  |
| Maps                        | 448            | 5,509                   | 5,957                    |
| Microforms                  | N/A            | 24,109                  | 24,109                   |
| Reference                   | N/A            | 36,551                  | 36,551                   |
| Subtotal                    | 16,981         | 285,331                 | 302,312                  |
| Bennett Totals              | 492,526        | 540,178                 | 1,032,704                |
| Belzberg Totals             | 14,331         | 14,973                  | 29,304                   |
| Grand Totals                | 506,857        | 555,151                 | 1,062,008                |