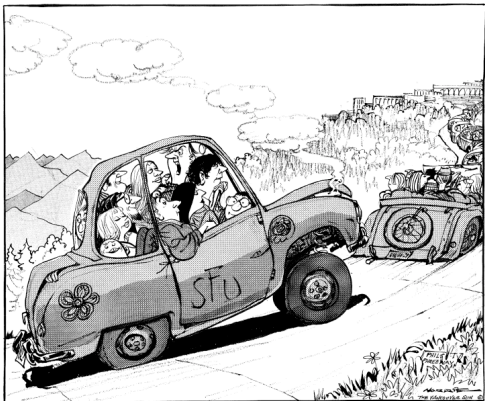


SFU *Library* Annual Report



Simon Fraser University Library Annual Report

Fiscal Year 2000/2001



"...and why should we continue to put up with overcrowded classes and facilities..."

Sept. 10, 1968 cartoon from the Len Norris collection in the SFU Library

"...and why should we continue to put up with overcrowded classes and facilities..."

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Introduction

The SFU Library recorded another successful year in 2000/2001. The Library undertook a survey of SFU faculty, graduate and undergraduate student. to seek feedback on the SFU Library's existing collections, services and facilities and to solicit advice on future directions and priorities.¹ We were delighted at the positive response to Library services, as well as the keen interest in further improvements. Collections, space, instruction and online services are all high on respondents' lists of priorities.

In one section of the survey, faculty, graduate and undergraduate students were asked to name strengths of the SFU and other libraries, desired changes in the Library and future priorities. There was a great deal of consensus among faculty, graduate and undergraduate responses. All groups considered the expansion of the SFU Library's print and electronic collections to be the top priority for the future. All three groups would like to see improvements to the physical space to create a more stimulating and functional learning environment. Undergraduate students would also like to see lower photocopying charges and longer library hours, particularly weekends and Friday evenings.

Responses to the survey identified SFU's librarians and staff as one of the Library's best features. While discourse about academic libraries tends to be on new services and trends, regular Library operations continue, and the quality of the work of SFU Library staff and librarians is an essential component of that success. As a result of the efforts of librarians and staff, users can expect that new books and journals will be available on the shelves quickly, and re-shelved quickly, that the Library will be open ninety-nine hours per week, that reference, information and online help will be available, and that our systems will be available twenty-four hours per day, seven days a week.

According to respondents, SFU Library's other best services were interlibrary loans (particularly for graduate students and faculty) and its electronic infrastructure, including the Web site, online catalogue and online journals. Undergraduate students also appreciated the reserve materials and graduate students, their longer loan period.

The survey results informed the creation of our *Three Year Plan*, completed in June 2001.²

Collections

While Library collection trends in 2000-2001 continued much the same as in recent years, what earlier seemed pure speculation is now a reality: electronic journals form a significant part of the Library's collection expenditures, accounting for more than 5,000 titles. Access to e-journals held by SFU has now been consolidated in the Electronic Journals Database (EJDB), whose records are automatically duplicated in the Library catalogue. The EJDB won a Canadian Library Association Technical Services Award for its concept, design and execution. This may help address concerns in the Survey responses where notable gaps (20%-40%) were identified between importance of these sources to people's work and their current level of satisfaction , particularly for electronic journals.

Collaborative purchasing plays an increasing role in expanding the breadth of material we obtain and in controlling costs. The Canadian National Site Licensing Project (CNSLP) is perhaps the most successful and certainly the largest such venture. With sixty-four participating institutions, and a \$50 million budget over three years, the use of a model license in negotiating ensured effective use of the funds in obtaining licenses to 700 electronic journal titles.

SFU Library participated in other purchasing consortia including the BC Electronic Library Network (ELN), the Council of Prairie and Pacific University Libraries (COPPUL) and Consortia Canada. Although the cost savings may not be as great as with the CNSLP, these three allow us to choose titles of specific interest to our users. In the 11 years since it was initiated in BC, the process of collective purchasing to counterbalance increasingly concentrated commercial academic publishing companies has been successful.

New online products 2000/2001 included:

- Alternative Press Index
- ARTFL (American and French Research on the Treasury of the French Language Project)
- Books in Print with Reviews: Canadian Edition - access now available outside the Library
- CCH Canadian TaxWorks

¹ Survey results are available at <<http://www.lib.sfu.ca/news/survey2001/survey2001contents.html>>.

² The SFU Library's *Three Year Plan* is available at <<http://www.lib.sfu.ca/news/plan01-04/plan2001-4.htm>>.

- CanCorp Financials Professional
- Company Data Direct / International
- E*Subscribe - ERIC Documents Online since 1993
- ECO - Early Canadiana Online
- Encyclopedia of Life Sciences
- Financial Post Corporate Reports on the web
- Grove Dictionary of Music II
- Index to Canadian Legal Literature
- Iter: Gateway to the Middle Ages and Renaissance
- JSTOR Arts and Sciences I Collection (117 e-journal titles)
- Linguistics and Language Behavior Abstracts
- Project MUSE (full package upgrade to 167 e-journal titles)
- Science and Technology Management Bibliography

The Canadian National Site Licensing Project provides access to the following groups of electronic journals:

- Academic Press - IDEAL service (175 titles)
- American Chemical Society - ACS Web Editions (30 titles)
- American Mathematical Society - MathSciNet
- Institute of Physics Publishing - IOP Journals (33 titles)
- ISI - Web of Science (1998-)
- Royal Society of Chemistry - RSC Electronic Journals (23 titles)
- Springer Verlag - LINK service (410 titles)

Three additional financial databases were acquired via the University of Toronto CHASS services: Research Insight (COMPUSTAT), World Trade Analyzers and the Canadian Financial Markets Research Centre CFMRC/TSE database.

The Library continues to be an active partner in Statistics Canada's Data Liberation Initiative (DLI) as an institutional member, with the Maps/Data/GIS unit head, Walter Piovesan serving on the External Advisory Committee. As a partner with UBC in the Research Data Center initiative, Walter acts as a campus resource person for those researchers wanting to access restricted data sets provided under the RDC program.

An average 8% increase in journal prices, a 4.76 % decrease in the value of the Canadian dollar compared to the US dollar and a new 1.5% shipping and handling charge for delivery of books put further pressure on the collections budget for 2000/2001. Nevertheless, the \$400,000 base lift to the collections budget allowed us to maintain current serial subscriptions for 2000/2001, add to Communications, Education and Earth Sciences budgets, and gain access to other general resources. An additional one-time \$25,000, in collection allocation transition dollars, contributed to the implementation of the recommendations of the *Collection Allocation Review Report*³.

The Library's Alumni and General Endowment funds provide an important source of income to advance the Library's collections. When items such as electronic serials require ongoing funding, the endowment money is used to fund the transition for three to five years, with the expectation that the costs will be rolled into the Library's collection budget thereafter. This year, endowment income funded the Library's portion of the Canadian National Site Licensing Project, as well as the first of three years of JSTOR Arts and Science Collection of electronic journals.

The Library works to ensure that acquisitions fit SFU's current research and teaching interests. In 2000/2001, new course assessments were completed for over 90 new courses, 4 new Centres and 2 new programs. Library reports were completed and the Head of Collections and the liaison librarian met with departmental reviewers for Psychology, Linguistics and Chemistry. As well, a report was created for the Faculty of Engineering Science accreditation review for the Head of Collections and Marjorie Nelles met with a representative of the Accreditation Team. Liaison librarians considered whether to purchase books and journals frequently requested through Interlibrary Loans. With the creation of the Molecular Biology and Biochemistry (MBB) department, MBB-specific serials from the Biological Sciences and Chemistry lists were shifted into the MBB budget. In anticipation of the School for Contemporary Arts' possible move to downtown Vancouver, the Library prepared a report on the implications for Library collections and service options.

³ The full report can be found at <<http://www.lib.sfu.ca/kiosk/collections/allocations/repfinal.htm>>.

Improved Services

There is no denying the positive impact of publicity about our services. For example, the Fine Arts Room music collection was highlighted in *The Peak* as a 'hidden treasure'. Likely as a result, the number of items loaned increased 10% over the previous year, despite circulation dropping elsewhere in the Library.

With improved online requesting, demand for interlibrary loans from members of the SFU community rose to 48,000 requests, an increase of 30% over 1999/2000 and of over 400% since 1996/97. The Library has taken steps to cope with this rising demand for service by shifting interlibrary loan assistance to the Reference and Information Desks, where help may be integrated into the reference and research process. This allows Interlibrary Loan Division staff to focus on filling requests as quickly as possible.

Survey results showed dissatisfaction with the speed of delivery of interlibrary loan materials. The Library has taken steps to address this; as of September 1st, 2000, undergraduates can borrow interlibrary loan material only from those libraries with which we have direct requesting agreements. This has freed up staff time to do in-depth searching for more complex graduate and faculty requests, and has allowed us to keep our delivery time for requested items as short as possible.

In order to further improve delivery time, direct delivery of ILL documents to the MBB Reading Room in the South Science Building was established in February 2001 for faculty and graduate students. This project was supported by the Dean of Science and the Department of Molecular Biology and Biochemistry. An improved electronic service at Belzberg Library has decreased the delivery time of print journal articles from other libraries by at least a day.

Students reported that both individual and group study spaces are insufficiently addressing their needs. Two group study rooms on floor 2 are now available for booking and we are in the process of adding another dozen such rooms. About fifteen individual study rooms are now available to graduate students on a semesterly basis through the Dean of Graduate Studies office. A new Library online instruction lab became ready for use in Fall 2001.

Debit and credit cards may now be used for payment of fines, lost books, extramural cards and cassette tapes at the WAC Bennett Library.

We continue to improve the content of the Library's Web pages. More online information about Library services is available, including the status of ILL requests, binding information and schedules for classes and events, automatically generated from the Library's room booking software. Statistics Canada documents are now all in the online catalogue. Projects to add catalogue records about individual slides of artwork and a collection of Chinese materials at Belzberg Library are underway as well.

The first of four seismic mitigation funding from the Provincial Government was received to reinforce the Library's book shelving.

Learning to Use the SFU Library

Graduate and undergraduate students were surveyed on their preferred method for learning how to use library resources. Three-quarters of graduate and undergraduate students indicated that they had sought assistance from library staff at a workstation or a service point such as the reference desk to learn about the SFU Library collections and/or services. While graduate and undergraduate students are generally satisfied with the helpfulness of all learning methods, they have found assistance at the workstation and one-on-one consultations to be particularly valuable.

Half of the undergraduate students surveyed indicated that they had learned to use the SFU Library collections and services through course-integrated instruction given by Liaison Librarians during class time. The number of instruction classes and students continues to increase at over 40% per year. Library instruction is now a core component of first year Psychology, English, Sociology and Biology classes. Instruction has been provided not only on SFU's campuses, but also as far away as Prince Rupert and Harrison Hot Springs. A 67% increase in requests from faculty for these classes demonstrates their value in assisting student research, as does near-capacity attendance of our drop-in general research skills classes. Specialized online learning modules, such as that for ArcView, are developed in the Library for a wide variety of students.

Services to Distance Education Students

The Library's goal is to provide equivalent service to distance and on-campus students. Library participation in Distance Education team meetings ensures that course authors are aware of the Library's services to distance students and can begin, at an early date, to work with liaison librarians to ensure these students can make full use of library resources. Elaine Fairey (Library) and Ian Chunn (Centre for Distance Education) gave a joint presentation about this collaboration at the Connections 2001 Conference in Whistler. Although not exclusively for the use of distance education students, the steady increase in the use of the Library email reference and information services illustrates the success of using technology to extend traditional library services to off-campus students.

For the Future

The Library's Three Year Plan calls for us to examine a number of issues where dissatisfaction was expressed in the survey responses. Photocopying equipment and comfort in the building were seen as inadequate to the needs of undergraduate students. Graduate students who require microfilm facilities to conduct their research did not feel that current facilities were adequate. Both graduate and undergraduate students indicated that current facilities for networked computers are not fully addressing their needs.

Circulation of reserve materials is dropping due to the availability of high-speed duplicators for lecture tapes (11,900 tapes for duplication were sold in 2000/2001) and of online course reserve materials. The relatively new electronic reserve service for Professor Copy Material continues to be successful. A total of 72 courses generated 1233 on-line files over Summer, Fall and Spring 2000/2001 semesters. Nevertheless, while faculty and undergraduate students noted that in general course reserve services satisfy their needs, undergraduate students indicated that they wanted access to more online reserve materials and better availability of lecture tapes, so we will continue to work to improve these services.

Events

SFU Library and other BC academic libraries held a special event at the BC Library Association annual conference in April 2001. Senate Library Committee members, administrators and other academics with an interest in libraries were invited to hear Jean-Claude Guédon, l'Université de Montréal, discuss *'The transformation of scholarly communication from paper to digital form'*. Among the provocative comments he made were that scientific journals are not really communication devices, but registries of knowledge; they portray the boundaries of which ideas belong to whom, whereas actual *research* communication is done through the "invisible college" consisting of email, telephone conversations and conferences. According to Guédon, the real solution to the scholarly publishing crisis is to find acceptable ways of evaluating scholarly research, other than by the number of citations and the prestige of the journal.

There was continent-wide concern about thesis ownership and control in Summer 2000. In response, the SFU Library and the Dean of Graduate Studies hosted a session to explore electronic theses issues. SFU, UBC and University of Victoria students and faculty were invited to hear speakers from OISE and National Library of Canada and to discuss their concerns. Todd Mundle has been appointed to a National Library of Canada Task Force that will address this issue more widely.

Writer and SFU professor George Bowering gave a well-attended reading in the Special Collections area in March, on the occasion of his retirement from SFU's English Department. An exhibit of his books was mounted in conjunction with the reading.

The eighth annual Yosef Wosk SFU Friends of the Library lecture featured a lively and informative presentation by Jan and Crispin Elsted, founders of Barbarian Press.

The Library Diversity Working Group was formed to coordinate Library activities that focus on creating collections, services and an environment that are accessible, welcoming and inclusive of all members of SFU's diverse community. This group organized several guest speakers, two workshops, and a series of public displays in the Library lobby marking dates of cultural importance.

Staff

Increasingly, librarians and staff are assuming cross-divisional responsibilities. For example, at the Information Desk, you may meet someone whose primary job is in the Processing, Interlibrary Loans, Loans, Systems or Reference Division. On the Reference Desk are Reference Associates from Management, Interlibrary Loans, and Collections. Liaison librarians are drawn from Reference, Collections, the Belzberg Library, and Information Services Unit. Liaison responsibilities for Geography and Philosophy are handled by librarians based at the Belzberg Library, with extensive use of email as a major factor contributing to their success. Loans staff re-shelve materials throughout the Library. A Reference staff member helps out in Maps/Data/GIS.

Librarians also work with other units on campus to improve undergraduates' chance for success by introducing them to Library services as an integral part of their orientation. These include participating in Orientation/Weeks of Welcome and TA/TM Day, as well as working with the Learning Skills Unit of the Health, Counseling and Career Centre to deliver classes, the First Nations Student Centre, and the English Bridge Programme.

With the retirement of Gene Bridwell from Special Collections, Ralph Stanton was made Head of Special Collections but retained his Gift-in-kind responsibilities. Tony Power became responsible for the Contemporary Literature Collection and for manuscripts and Special Collections cataloguing. Heather Ann Tingley (Liaison Librarian for the Department of English) took on responsibility for the Wordsworth collection.

SFU Librarians continue to be active on a national level. Percilla Groves' article 'What did Seattle mean?' was reprinted in the Ontario Library Association journal *Access*. Carole Goldsmith is Canadian representative on the Art Libraries of North America board of directors. Librarians and other Library staff are regular participants in the BC Library Association, the Canadian Library Association and Access conferences. The Maps/Data/GIS head, Walter Piovesan, participated in the National Data Archives Advisory meetings, which seek to develop a National Data Archive in partnership with SSHRC, University Libraries, and Canadian data producers. Walter was also active in evaluating and making recommendations regarding Statistics Canada's new CANSIM II service, as well as being a trainer in a number of regional and national Data Training workshops.

SFU Library Systems staff worked with development partners at Yale on *jake* software, a key part of the Electronic Journals Database. Library Systems staff continue to do funded software development on behalf of BC Electronic Library Network (ELN) and the Council of Prairie and Pacific University Libraries (COPPUL). The MOSST interactive tutorial software, developed at SFU Library, was downloaded by more than 80 people the first month it was available as 'Open Source' software.

Finally, congratulations to Library staff who became SFU graduates this year: Sue Fernandes, Anna Raasveldt, Ashika Nadan and Alfred Leung.

Gifts

Two significant additions to the manuscript collection were gifts from poet (and SFU grad) Sharon Thesen and Vancouver writer Gladys Maria Hindmarch, who donated their literary archives. We received the 1998-1999 Talonbooks archive and another donation of papers from Anne Cameron. Papers of the Book and Periodical Council (of Canada) were also added to our manuscript collections this year. The Roy Peterson *Vancouver Sun* editorial cartoons donation includes 200 items, mostly concerned with BC provincial politics. George Bowering gave us a small but interesting batch of Warren Tallman letters.

A rare example of lithographic printing illustrated by the great 19th century designer Owen Jones (1806-1889) was donated: *The Psalms of David* (London: Leighton Son and Hodge, 1861) is a splendid illuminated Psalter in folio dedicated to Queen Victoria. It was found in an antique store in Victoria and the owner donated the book to SFU Library.

We acquired two new special collections from previously arranged funding. One is on E. Pauline Johnson, the native Canadian poet, and the second on the history of the CCF.

Two outstanding poetry collections were donated this year. Daphne Marlatt donated about 1,000 volumes of modern Canadian poetry, followed closely by a gift from Daphne Dukelow of 2,000 volumes of 20th century feminist poetry. We received a very large donation of children's books from Library staff member Emily Sheldon.

Muna Hamlin donated the collection of her late husband Professor Frank Hamlin, concerning French linguistics and place names. This kind of collection would be virtually impossible for a Library in Canada to assemble at this time. Several senior or

retired SFU professors made significant donations including: Alberto Ceria (Argentine politics and culture), Paul Delaney (English literature), Iris Garland (Dance), Edgar Harden (English Literature), Brian Hayden (Archaeology), Neville Lincoln (Art), Ted McWhinney (Political Science), Malcolm Page (Theatre), John Richards (Political Science), John Tietz (Philosophy) and S.T. Wong (Geography). Contemporary music CDs were donated by Barry Truax (who also donated the *Handbook of Acoustic Technology* CD-ROM), Owen Underhill (Contemporary Arts) and by other SFU staff and students.

A large collection of Canadian art history and native art slides was transferred from the Instructional Media Centre. Slides of international contemporary art exhibitions were donated by the Vancouver Art Gallery.

Other major in-kind donations

Heribert Adam	Knut Fladmark	Neville Lincoln
BC Book Prize	Betty Fredeman	Mary McKenna
Bernardo Berdichewsky	Lynn Giraud	Beth McNairn
Stephen Black	Martin Hahn	Daisy Megli
John Boehme	Robert M. Hamilton	William Messenger
Book & Periodical Council	Hector Hammerly	Betsy Nuse
Raymond Bradley	Jean E. Horvath	Gerardo Otero
Brian Burtch	Tsuyoshi Kawasaki	Roy Shephard
William Cleveland	John S. Keenlyside	Peter Vatcher
Konrad Colbow	Michael Kenny	Estate of David Wheeler
Peter Coleman	Arthur Kube	David Young
Department of French, UBC	Claude Lemoine	

Major cash donations

Alumni Association of Simon Fraser University
 Patrick Gilligan-Hackett
 Liberty Investments Limited
 Henry A. Macht
 Richard Donald McGrath
 John V. Pearson
 Quantalytics Inc.
 Paul John C. Woodward
 Richard M. You

Other cash donations

Carol A. Abernathy	Brian Bealle	Terrence Myles Casella
Predrag Acimovic	Simon Beaulieu	Gary Kenneth Casperson
Kirk Alexander Adam	Delores Ann Beier	Michelle Cederberg
Michael Ronald Albanese	Bruce Vincent Ward Bernard	Cathy June Chambers
Margery Carol Allen	James Bertoia	Anna Chan
Janet Leslie Allwork	Richard Douglas Bitcon	Kit Yee Chan
Rebekah Ann Alpin	James Findlay Boothroyd	Liny Chan
Ted Altar	Giulio Dino Borella	Margaret Chan
Andersen Consulting Foundation, Inc.	Carol Solveig Botting	Colin Chang
Donald George Anderson	Lisa Deanne Boyd	Frank Christopher Chay
Douglas Christopher Andrews	Amanda Jane Brittain	Wally Chum Chin
Nello Angerilli	D. Gary Brooks	Linda Chiu
Bob Arnold	Maureen Brown	Barbara Eileen Chouinard
Danea Charlotte Avey	Donna Marie Brundige	Korina Chu
Paul Evered Baldwin	Susan Burns	Jim Chuong
Kenna Susan Ball	Elgin Garth Cameron	Olive Eugenia Clark
James Scott Barbour	Robert Allan Campbell	Murray Alpin Cockle
W. L. Mark Bates	Yves Carriere	Theodore Cohn
Vernon Bauer	Margaret Wendy Cartwright	Lynn Copeland

Romney Peter Copping	Paul Wallace Houle	Robert B. Macfarlane
Jay Robert Arthur Corbeil	Donald J. Hudson	Lynda Louise Mackie
Filomena Cormano	Geoffrey A. Hultin	Ihsan Mahdi
Joan Louise Cosford	Michael Hung	Maureen May Malanchuk
Alan Sharpe Craighead	David William Hylands	Jill Mandrake
Geoffrey Alexander Cribb	Sonja Inkster	Naomi Leigh Manley-Casimir
Jim Cruickshank	Eric Edward Irvine	Jeannette Joan Mansell
Alex Curylo	Kenneth Jackson	Jane-Anne Eileen Manson
Keith Aloysius D'Souza	Alan Roy Jacques	Richard Geoffrey Marsh
Geoffrey Paul Dalton	Louis William Jefferson	John Derek Martin
Steve Dawydiak	Sophie Jerkovic	Lindsay Stuart Martin
Russell William C. Day	Richard Samuel Carl Johnson	Frank Martino
Alain O. Dubois	Robert John Johnson	Raymond Vincent Massey
Heather Rose Dumka	Stacy Wallace Johnson	Doug Mathias
Lyle George Dunn	Paulette Johnston	Barbara Jo May
J. Michael Dyck	Damon Michael Kaller	Ian James McAskill
Essam Ali Elashi	Naveen Kapahi	Della McClaren
Michael John Epp	Rollie Keith	Henri Norman McKinnon
Janelle Arlene Erickson	Robert Scott Kelly	Tammy McMullan
Irfane M. Fancey	Anne MacKay Kirkpatrick	Pat McQueen
Pamella May Farish	Steve Kloster	Beverley Jean Medlock
Alison Nicole Ferguson	Theresa K. Ko CA	Daisy Megli
Susanne Penno Figueira	Robert Lap Ko	Ken Mennell
Susan Fikart	Shawna Marie Kollmyer	Dorothy Pauline Meyerhof
Sheryl C. Foley	Sandra Charmaine Koochin	Helene Michaels
Janice M. Fothergill	Keri Lynn Korteling	Robert Miles
John C. S. Gan	Robin Diane Kosonen	Robert Eugene Millick
Bruce John Gardner	Guenther Krueger	David Joseph Mitchell
Timothy Garrish	Stanislan Kubik	Lance Phillip Mitchell
Carole Gerson	David Kung	Patricia Ann Mitchell
Martin Sebastian Gerson	Chun-Chun Patty Lam	Joanne Dava Moon
Beth Irene Gillespie	Frankle Hing Choy Lam	Susan Janet Moreau
David John Gorrill	Donna Laws	Gordon John Morrow
Rita Elizabeth Gould	Cherie Marie Leader	Todd Mundle
Linda Helen Graf	Jennifer Lee	Richard P. Murray
Bruce Shane Greengrass	Kevin Leo Lee	Jean Elizabeth Nakamura
Percilla Eileen Groves	Colleen Michelle Leitch	Marjorie Nelles
Elizabeth Gudaitis	Judy Anna Letendre	Betty Nelson
Lynne Guinet	Ye-Fee Liang	Wendie Ruth Nelson
Apollo Keng Guy	Robert James Lightbody	Tom Nesbit
Robert David Guy	Sean Robert Lightle	Wilkin King Wai Ng
Robert Walter Halliday	Imogene Lim	Grace Ruriko Noguchi
Audrey Atsuko Hamaguchi	Wayne Lim	Robert James Noon
Brian Norman Hamman	Hugh Lindsay	Robin William Nordman
Bruce Frederick Hardy	Robert Neil Linenko	Chad Northcott
Dale Harrison	Janet Agnes Litke	Cara J. Nunn
Christine Mary Hearn	Wan-Ju Liu	Nancy Gail O'Krafka
Bryan William Hebden	Sandra Kathleen Lloyd	Chantelle Holly Olsson
Maria Teresinha Hedderson	Betty Yip Buk Lum	Catriona Claire Park
Elan Heller	Leah Nga Lai Lum	Doug Patton
Lori Hikichi	Tony Luti	Jose Canaido Pereira
Gloria Ho	James Kenneth Lyall	Darryl Glen Persello
Kwok Wai Terry Ho	Sabine Fadia Mabardi	Vy Duy Phu
Donna Marjorie Hofmann	Susan Lynn MacDonald	Alicja Normana Pierzynska
O. Barry Holmes	Barbara Louise MacLellan	Sameer Pirani
Ward Douglas Horan	Gregg Macdonald	Erika Plettner

Stephen Maurice Plunkett
Victoria Louise Prescott
Gordon Edward Priest
Robert David Punnett
Elsye Putri
James A Rainer
Blaize Reich
Barry Edward Neil Reid
Joanne Patricia Reid
Greg Gordon Riddell
Wolfgang Riemer
Robert Richard Ringwald
Kathleen Rogers
Kenneth Miles Rood
James Murray Ross
Karan Singh Samra
F. John Sawatsky
Kathleen Josephine Sawchuk
J. Olivia Scalzo
Jeff Schell
Marian Scholtmeijer
Heinz Senger
Susan Margaret Senkler
John Sennett
Tony Sharp
Janice Ann Shepherd

J. Brian Sim
Eleanor Catherine Sleath
Marilyn Sleath
Karen Slessor
Irene Isabelle Smith
Lynne Doris Smith
Patricia Jean Smith
Paul Stanley Smith
Terrance Preston Snutch
Eileen Spencer
Richard Fredrick Steward
James Spenser Stibbard
Christine Stojakovic
Craig Strachan
Roy Henry Stuart
Deborah Jane Stupnikoff
Cort R. Suhl
Richard Blair Swann
Cynthia Swoveland
Ian Richard Todd
Peter Brook Tomlinson
Ruby Toor
Pik C (Letty) Totemwongse
Ron Trepanier
Chi Pang Tse
David Reid Tudhope

John A. Valentine
Marguerite Alberta Vogel
Joan Constance Vyner
Rory S. Wallace
Paul Wang
Colin James Warde
Scott Kendall Watson
Barbara Lynn Weisbeck
Drew Bo Wells
Raymond W. Werger
Christopher Mark Widmeyer
Frances Louise Wilmeth
Natasha Ann Wilson
Ivor Winton
Andrew Hoi Tao Wong
Cho San Susan Wong
Choy L. Wong
Terry Dart Hon Woo
Diana Woodrow
Bill Woods
Michael Wortis
Yosef Wosk
Johnson Yung Hsi Wu
Yoshio Yagi
Anne Yandle
Donald Anthony Zdravec

TABLE A: Recorded Usage of Library Collections 2000/2001

COLLECTION CATEGORY	# Items Loaned	# Items Used in Library	Total Items Used 2000/01	Total Items Used 1999/00	% Change
Books:					
General Stacks	334,326	219,450	553,776	556,076	-0.41%
Reserves*	64,197	N/A	64,197	81,149	-20.89%
SUBTOTAL	398,523	219,450	617,973	637,225	-3.02%
Other Materials:					
Fine Arts	12,421	1,664	14,085	13,596	+3.60%
In Process	497	N/A	497	456	+8.99%
Journals	N/A	174,720	174,720	188,560	-7.34%
Maps**	423	6,596	7,019	4,576	+53.39%
Microforms	N/A	14,790	14,790	17,650	-16.20%
Reference	N/A	25,778	25,778	35,124	-26.61%
SUBTOTAL	13,341	223,548	236,889	259,962	-8.88%
Bennett Totals	411,864	442,998	854,862	897,187	-4.71%
Belzberg Totals	12,745	10,237	22,982	24,649	-6.76%
TOTAL	424,609	453,235	877,844	921,836	-4.77%

* Lecture tape circulation reduced due to use of high speed duplicators and sale of tapes as of June 1997.

** Includes GIS and CDROMs - these were not included in the 1999/2000 statistics.

TABLE B: Interlibrary Loans and Telebook (Distance Education) Services

INTERLIBRARY LOAN SERVICES	2000/01	1999/00	% Change
SFU Loans to Other Libraries			
Books	6,817	7,269	-6%
Photocopies	10,269	9,357	10%
TOTAL Items Loaned by SFU	17,086	16,586	3%
Items Borrowed from Other Libraries			
Books	7,796	7,025	11%
Photocopies	34,537	24,586	40%
TOTAL Items Supplied to SFU	42,333	31,611	34%
TELEBOOK SERVICES (Distance Ed.)			
Distance Ed Student Requests	837	751	11%
Items Requested by Students	2,533	2,765	-8%
Items Sent to Students			
Books	982	1,049	-6%
Journal Articles	1,078	1,174	-8%
Videos	221	212	4%
Total Items Sent	2,281	2,435	-6%

TABLE C: Growth of Library Collection 2000/01

COLLECTION CATEGORY	Collection Size March 31, 2000	Net Growth FY 2000/01	Collection Size March 31, 2001
LC Classified Volumes	1,193,873	30,777	1,224,650
Computer Item Count Adjustment*		<u>-169,985*</u>	<u>-169,985*</u>
Adjusted Classed Volumes Count		-139,208	1,054,665
Unclassed Volumes (Journals)	237,809	7,495	245,304
Unclassed Volumes (StatsCan)			6,428
SUBTOTAL Letterpress Volumes	1,431,682	-131,713	1,306,397
Microfilm (# of reels)	46,205	858	47,063
Microfiche (# of sheets)	(981,064)	(132,750)	(1,113,814)
Microfiche volume equivalencies (i.e., 1 / 1.4)	700,760	94,821	795,581
SUBTOTAL Net Micromaterial Volumes	746,965	95,679	842,644
TOTAL PRINT VOLUME HOLDINGS	2,178,647	-36,034	2,149,041
OTHER COLLECTIONS FORMATS:			
Manuscripts (in linear meters)	209	336.5	545.5
Maps	87,983	25	88,008
Slides	48,243	3,189	51,432
Sound Recordings	9,033	209	9,242
Videotapes	225	11	236
MAGNETIC FORMATS			
Electronic journals (EJDB + RDL Files)	3,938	4,290	8,228
Electronic monographs (computer count)	0	4,643	4,643
Reference Database subscriptions (manual count)	0		99
CURRENT SERIAL SUBSCRIPTIONS			
Print and Microform subscriptions	7,773	-121	7,652
Computer count adjustment		352	352
SUBTOTAL print & microform subs	7,773	231	8,004
Electronic subs	4,761	3,566	8,327
TOTAL CURRENT SUBSCRIPTIONS	12,534	3,797	16,331

*Note: The Library performed a computer count of the item records in its catalogue database; and then adjusted the previous manual count of classified monograph volumes to match the computer count.

TABLE D: Public Services Activities

USER ASSISTANCE					
Service Location	Directional Queries	Reference Questions	2000/2001 Total	1999/2000 Total	% Change
AskALibrarian E-mail		866	866	753	+15%
LibHelp E-mail		549	549	NA	NA
Belzberg Library	31,495	5,874	37,369	40,644	-8.1%
Fine Arts Room	1,253	829	2,082	1,601	+30%
Information Desk*	1,891*	13,910*	15,801*	NA	NA*
Maps/Data/GIS		896	896	NA	NA
Reference Desk	4,141	27,501	31,642	35,975	-12 %
Special Collections		970	970	NA	NA
Theses Help		684	684	NA	NA
TOTALS	38,780	52,079	90,859	87,198	

*The Information Desk report period covers May 2000-March 2001

USER INSTRUCTION				
Instruction Service	# Classes 2000/2001	# Students 2000/2001	# Classes 1999/2000	# Students 1999/2000
Belzberg Library	72	557	63	435
Bennett Library (General)	159	2,405	NA	NA
Bennett Library (Course-integrated)	345	7,065	282	5,709
TOTALS	576	10,027	345	6,144
Per Cent Change	+67.0%	+63.4%		

TABLE E: Samuel and Frances Belzberg Library

SERVICE CATEGORY	2000 / 01	1999 / 00	% Difference
Use of Library (Headcount)	119,537	124,026	-3.6%
User assistance			
General Information	29,193	32,104	-9.19%
Reserves	2,302	2,826	-18.5%
Total Reference (includes email)	6,740	6,467	4.2%
Email Reference	866	753	15.0%
Total User Inquiries	38,235	41,397	-7.6%
Use of Collection			
Loans	12,745	13,083	-2.6%
In-Library Use of Materials	10,237	11,566	-11.5%
Items from Bennett	7,086	7,371	-3.9%
Items delivered to Bennett	1,163	590	97.1%
Total Collections Use	22,982	24,649	-6.8%
Library Research Instruction			
Instructional Sessions	72	63	14.3%
Number of Participants	557	435	28.1%

Selected Library Benchmarks⁴

The Benchmark Libraries are chosen from *Maclean's* November 2000 Ranked Top Five Comprehensive Universities, in ranked order as follows:

Institution	Abbreviation	FTE Undergraduates	FTE Graduates	TOTAL FTE Students
Simon Fraser University	SFU	13,578	1,810	15,388
Guelph University	Guelph	11,696	1,383	13,079
Waterloo University	Waterloo	16,580	1,182	17,762
University of Victoria	Victoria	11,986	1,804	13,790
York University	York	NA	NA	NA

A. Net Library Collections Additions and Size in Print Volumes, 1999/00

Library	Net Volumes Added	Rank	Total Volumes Held	Rank
SFU	42,430	1	1,431,682	5
Guelph	18,328	5	1,806,683	3
Waterloo	34,267	3	1,908,827	2
Victoria	24,831	4	1,767,561	4
York	41,763	2	2,359,201	1

B. Number of Serials / Journal Subscriptions, 1999/00

Library	Number of Subscriptions	Rank
SFU	12,534	2
Guelph	7,814	5
Waterloo	11,875	3
Victoria	10,670	4
York	16,080	1

C. Library Materials Budget in Dollars, 1999/00

Library	Books	P-Serials	E-Serials	Other	Miscell.	Total Mat.	Binding	TOTAL	Rank
SFU	1,709,578	3,634,392	412,292	NA	NA	5,756,262	197,033	5,953,295	3
Guelph	740,037	2,423,971	586,033	NA	p204,725	3,954,766	96,644	4,051,410	5
Waterloo	1,184,116	3,474,179	1,097,407	NA	e260,334	6,016,036	86,011	6,102,047	2
Victoria	792,719	2,621,552	521,953	NA	e200,204	4,136,428	116,781	4,253,209	4
York	1,858,778	3,647,273	1,393,317	144,457	p125,065	7,168,890	210,193	7,379,083	1

p=print materials; e=electronic materials

D. Other Library Budget Categories in Dollars, 1999/00

Library	Professional Salaries	Support Salaries	Temp. Salaries	Total Salaries	Fringe Benefits	Non-Sal. Operating	TOTAL	Rank
SFU	1,878,540	2,741,579	340,748	4,960,867	894,928	1,384,581	7,240,376	4
Guelph	1,615,895	3,028,670	173,989	4,818,989	1,048,692	545,866	6,413,112	5
Waterloo	2,146,230	3,378,273	456,777	5,981,280	841,418	1,200,087	8,022,785	2
Victoria	1,905,934	3,353,545	NA	5,259,479	788,858	1,730,098	7,778,435	3
York	3,914,928	4,041,485	787,392	8,743,805	1,570,360	2,913,849	13,228,014	1

⁴ From the 1999/00 Canadian Association of Research Libraries Statistics published May 2001.

E. Summary Budget Expenditures Comparison, 1999/00

Library	Materials Expend.	Staff Expend.	Operating Expend.	TOTAL EXPEND	Rank	Materials as % of Total Exp.	Salaries as % of Total Exp.
SFU	5,953,295	5,855,795	1,384,581	13,193,671	3	45.12%	44.38%
Guelph	4,051,410	5,867,246	545,866	10,464,522	5	38.72%	56.07%
Waterloo	6,102,047	6,822,698	1,200,087	13,283,414	2	43.20%	48.30%
Victoria	4,253,209	6,048,337	1,730,098	12,031,644	4	35.35%	50.27%
York	7,379,083	10,314,165	2,913,849	20,607,097	1	35.81%	50.05%

F. Summary of Library Personnel, 1999/00

Library	Librarians	Other Prof Staff	Total Prof Staff	Support Staff	Temp Staff FTE	TOTAL FTE	Rank
SFU	26.0	6.0	32.0	88	19	139.0	5
Guelph	22.0	4.0	26.0	92.0	22.0	140.0	4
Waterloo	30.0	7.0	37.0	101.0	27.0	165.0	2
Victoria	28.0	7.0	35.0	100.0	9.0	144.0	3
York	39.0	15.0	54.0	119.0	50.0	223.0	1

G. Library Computer Hardware, Software Expenditures, & Electronic Databases, 1999/00

Library	\$ Hardware	\$ Software	\$ TOTAL	\$ Rank	Electronic Databases	Rank
SFU	271,909	257,740	529,649	3	4,763	1
Guelph	139,773	102,398	242,171	5	307	3
Waterloo	404,323	134,226	539,549	2	766	2
Victoria	237,438	317,373	554,811	1	100	5
York	270,878	25,021	295,899	4	153	4

H. Library Collections Usage, 1999/00

Library	Total Loans	Journals Included?	Reserves Loans	In-Library Usage
SFU	347,558	No	81,149	493,126
Guelph	337,150	No	120,976	810,574
Waterloo	573,111	Yes	80,710	NA
Victoria	527,367	No	NA	285,525
York	1,006,590	No	115,502	1,464,145

I. Materials Borrowed from Other Libraries, 1999/00

Library	Books	Photocopies	TOTAL	Rank
SFU	7,025	24,586	31,611	2
Guelph*	33,607*	27,707	61,314	1*
Waterloo	1,967	3,095	5,062	4
Victoria	4,916	22,917	27,833	3
York	2,569	1,968	4,537	5


*Guelph data includes circulation of material from a joint collections storage facility.

J. Materials Loaned to Other Libraries, 1999/00

Library	Books	Photocopies	TOTAL	Rank
SFU	7,629	9,317	16,946	3
Guelph	17,041	9,475	26,516	2
Waterloo	3,902	42,218	46,120	1
Victoria	1,175	3,696	4,871	5
York	5,992	8,368	14,360	4

K. Library Service Hours, Library Instruction, Reference Service, 1999/00

Library	# of staffed service points	# hrs / wk library is open	Rank	# library classes	Rank	# of class participants	Rank	# of Ref questions / year	Rank
SFU	7	99.0	2	344	2	5,514	2	39,703	5
Guelph	12	106.0	1	202	5	4,276	3	93,364	2
Waterloo	16	95.0	3	206	4	3,311	4	54,674	3
Victoria	12	86.0	5	251	3	2,685	5	54,416	4
York	22	93.0	4	699	1	13,296	1	140,646	1



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