



SIMON FRASER
UNIVERSITY
LIBRARY

ANNUAL
REPORT

2002/2003
FISCAL YEAR



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INTRODUCTION

Just as I began to write this introduction, the following crossed my desk:

“The Simon Fraser University Library ... is Alexandria on a space ship ... the mother ship: it’s vast, it’s warm, it hums... The holdings seem to go on forever and I sniff through the stacks like a distracted truffle pig - Siddhartha, E. M. Forster on Virginia Woolf, The Structure of Scientific Revolutions, Art Deco and Aubrey Beardsley, Jean Rhys, commedia dell’arte, Aristotle - too greedy to focus on any one subject for long.”

- Annabel Lyon, “Reading Room”, *Geist* 49, p. 71

How wonderful to have someone so talented with words that express what many of us envision for the SFU Library only in our minds. With the increasing strength of our collections, donations coming from around the world, and our electronic resources being housed around the world, perhaps it’s not too far fetched to think that they go on forever. We continue to be grateful to the many people who contribute to the Library - books, papers or endowment funding - and to the University Administration which continues to show its belief in the importance of a robust university library through its support of the collection budget.

The Library continues to evolve as an important campus place for research and learning. The introduction of the Information Commons in summer 2003, renovations to the Belzberg Library, and the relocation of the Surrey Library into the centre of SFU Surrey all serve to enhance our on-site services. Our slogan ‘Our Library is where YOU are’ continues to focus our attention on services within the Library, from offices, and off campus. I want to particularly thank staff for the high standard of service each of them provides in fulfilling our goals.

COLLECTIONS

In 2002/2003 the Library continued the trend, particularly with respect to journal collections, of moving titles online. Participation in regional and national consortia facilitated this; the Canadian National Site Licensing Project (CNSLP) brought the Library a favourable deal for Elsevier’s Science Direct online, adding 900 new e-journal titles to the collection, and the Council of Prairie and Pacific University Libraries (COPPUL) offered the Wiley Interscience e-journals, adding over 260 new titles to the e-journal collection. During the year the Library passed the important milestone of having more e-journal titles online (8000+) than in print (7000) and began to track and analyze usage patterns of the e-journal collection.

Use of e-journals and their incorporation into scholarly activities has increased substantially from year to year. For example, users downloaded over 1900 articles per month from *Nature*, the Library’s most popular e-journal. The increase from year to year in e-journal usage is not only due to the Library’s expanding collection of e-journals, but a shift in research techniques. As a result of this shift, it has become extremely important to track the use/cost ratio of e-journal packages to ensure that the library is receiving good value from its e-journal collections. For example, staff tracked the use of previously



unsubscribed titles against those that had previously been held in print, and were pleased to see that the new titles were receiving a significant amount of use. The most popular title in the Project Muse Collection, *Journal of Democracy*, was a title the Library did not have before licensing the e-journal package. Similarly, the second most popular title *Numerical Algorithms*, part of the Kluwer Collection, was previously unsubscribed. In other collections 20% of titles in the top "50" from a given publisher are titles that the Library did not subscribe to before licensing the package.

In addition to purchasing e-journal packages, a significant number of e-books were added to the collection: Oxford English Dictionary on-line, Oxford Reference on-line, a collection of over 100 Oxford Subject Encyclopedias, and the IT Pro Collection of Books 24X7. Usage statistics for these resources have been excellent and it is an indication that demand for these resources is increasing. While maintaining a strong emphasis on collecting traditional monographs, accounting for approximately 30% of collection expenditures, the movement toward e-book collections will be in selected formats (e.g. reference sources) or subject areas (e.g. information technology).

To support access to the Library's e-journal and e-book collections, significant resources were invested in website linking features, making access to electronic resources from outside the Library and from off campus easier. The active use of the e-journal collection and online services demonstrates that members of the SFU community are utilizing and realizing the benefits of these investments.

Aside from collection expenditures, the Library initiated a membership in BioMedCentral on behalf of SFU. An institutional membership with BMC waives the publication fee for use of its peer-reviewed journals. The Library also hosted a discussion of open access publishing with Jan Velterop, BioMedCentral's Publisher, SFU faculty, librarians, and members of the local library community attended this event. The Library views the BMC membership and events such as this one as an important way of supporting significant developments aimed at transforming the scholarly publishing environment.

"I am sending this notice to both of my current classes, as I consider it 'extremely important' if not urgent information. SFU's electronic library resources allow all of us to do more on-line research than ever before... "

- SFU Professor

Significant New Resources:

- 20th Century American Poetry (Chadwyck Healey Literature Online)
- Books 24X7 IT Pro Collection
- BioOne Journals Online
- Canadian Newsstand
- CIHM Canadian Monographs 1900-1920 (Microfiche)
- Elsevier Science Direct Journals
- EngNetBase
- JSTOR Language and Literature Collection
- Oxford English Dictionary and Reference On-line
- Peter Trower Papers and material relating to the late artist/poet Roy Kiyooka
- Routledge Encyclopedia of Philosophy On-line
- Wiley Interscience Journals
- Wiley Encyclopedia of Telecommunications
- Wiley Encyclopedia of Electrical and Electronics Engineering



LIBRARY SERVICES

Loans and Public Services

In response to patron feedback, a number of services were improved in the Loans Division. In November the Library extended its Monday to Friday evening hours and implemented a curbside book return bin for easy drop off service. Line-ups for both computers and the reference desk required the Library to implement new signage including five-minute express stations near the entrance of the library and a lineup queue for computers on the upper floors. The five-minute express stations allow students and faculty to look up the title of a book or do a quick e-mail without having to wait too long in a lineup.

Increased access to gift materials was accomplished by inputting information online, making materials available to users in advance of full processing. On-line Prof Copies continued to be popular; a total of 85 courses (an 11% increase) generated 1,460 on-line files over the year. The self-serve cassette tape duplicating service for course lecture tapes, which was developed in 1997, is still a popular service.

Electronic Reserves Services, a new service that was offered in the fall, allows faculty to request that web links be added to their reserves list. These links can be websites or articles in electronic journals. Faculty can also set up access so that Departmental Assistants or Teaching Assistants can manage their links.

"Holy! It is actually quite amazing when it works. I just renewed in a blink. I'm going to order more books now -- asking for trouble I know -- but I'm an optimist."

- Undergraduate student (regarding notice to return or renew semester loans)

Reference Services

After years of declining statistics reference services experienced a small increase of .5% in reference transactions and a 1.8% in total questions. As in-person reference services stabilized, librarians responded to an increasing number of questions "off the desk" through email (an increase of 29%), telephone and private appointments.

In June, "**Ask Us Live**" a live chat reference service was launched. The service allows faculty, staff and students to interact with reference librarians in a real time chat environment.

"You've been a great help! I was talking with a good friend of mine yesterday.... We got on the topic of library support and help, her mouth was left hanging open when she heard of the extra support you offer us. You are much appreciated!"

- Graduate student

Library Instruction Services

Demand for library instruction continued to be strong in 2002/03, especially when integrated with academic courses. Reference and liaison librarians offered 358 course-integrated instruction classes, which were attended by 9,621 students, an increase of 17% over last year. Interest in including library instruction as a component of core first year courses is steadily growing. Faculties of Psychology, English and Biology use these services and new requests have come from Political Science and other areas.



Twenty-five Access and Learning Skills drop-in classes were offered in the fall and spring semesters and were attended by 269 students. Although the numbers for drop-in classes are small compared to course-integrated classes, they represent the motivated students who have independently chosen to seek library instruction. This is a need that we will continue to meet, develop and promote.

New technological initiatives in delivering instructions to students were developed by staff and included the use of WebCT as a question/answer forum for business students, a draft WebCT tutorial for Linguistic students, and GEOBASE searching tutorials using Qarbon Viewlet.

This was the first term that I have obtained such high marks in my classes. My groups could not have done this without your support.

- Comment made to a Liaison Librarian

Media Services

In spring 2003 the decision was made to transfer the campus film and video collection and services from the Learning and Instructional Development Centre (LIDC) to the Bennett Library and integrate it with the Library's slides and recordings collections in the Fine Arts Room. To better reflect the breadth of the collection the department will be renamed "Media Collection". To increase accessibility, the Media Collection will begin evening and weekend hours in the fall.

Technological and Digital Services

Technological Services

Increased demand for workstations prompted the installation of several computers on the fourth and fifth floors. A major improvement in database access was the introduction of the Windows/Mac version of Lexis-Nexis. Initially, this popular database was only accessible through an awkward telnet interface. The new version is easier to use and takes advantage of Windows/Mac printing and menu options.

On behalf of COPPUL and ELN, the Library continued to develop and support the web-based document requesting software GODOT and its related services. New developments included: integration of an open URL resolver, which allows GODOT to become integrated into a vendor's database, development of an improved link server to enable better direct linking to full text articles and an administrative interface for library staff to maintain full text linking information. Databases that GODOT links from include MathSciNet, Proquest, FirstSearch, Bibliolline and RLG.

Citation Manager and *dbWiz* matured this year. *Citation Manager* has been in use at SFU and other COPPUL libraries since January, and developer Todd Holbrook received the 2003 CACUL Innovation Award for creating this program. *dbWiz* is gaining interest and was presented at the 2003 BC Libraries Conference by developer Calvin Mah.

Search jake, SFU's Todd Holbrook's extension of software developed at Yale, allows users to find journal articles at a variety of sites by title, ISSN or subject. It was deemed one of the "Best free reference web sites" in *Reference & User Services Quarterly*.



Digital Services

The Library continued to participate in national digital initiatives and in 2002/2003 coordinated the following projects:

The Editorial Cartoons Collection Project received funding for the second year in a row from Young Canada Works. The Cartoons database now has over 2000 items from four different cartoonists.

Onezerozero, a literary organization from Ontario, contracted SFU to scan selected covers, illustrations and other pages from over 450 works in the Special Collections Contemporary Literature Collection.

The Library participated in the Our Roots/Nos Racines project, along with the University of Calgary, Universite Laval, University of Toronto and others. This project is a national collaboration amongst libraries, museums, archives and individual Canadians to create a comprehensive collection of Canadian local histories on the World Wide Web. The library digitized 50,000 pages of local histories to contribute to this project.

MAPS/DATA/GIS Services

As a participant in an earlier NrCan Agreement the Library became a full depository library for paper and CD-ROM maps and GIS data in May 2002. This Depository Services Program (Stats Canada) will provide SFU researchers with continued access to map data in a variety of formats from paper to digital. In 2002, the Census 2001 Project began its process of gathering census data for campus researchers. Data Liberation Initiative (DLI) members were provided with enhanced access to web-based census products: data, tables and complete census reference maps for all of Canada. GIS resources updated and increased: Digital DMTI data was updated, ArcView/Info Software was renewed and updated, and the Digital map collection was increased.

Documentary Delivery Services

After four years of increasing demand, Document Delivery services experienced a leveling off in the number of requests for interlibrary loans service. With the introduction of e-journals and the availability of electronic resources the demand for interlibrary loan services reached a plateau. As a result, efforts will be made to ensure faster and more dependable delivery of both books and documents. A new inter-campus delivery service was established with daily delivery service to and from the Surrey campus. A similar service offered at the Belzberg campus delivers over 1,000 items each month.

Processing Services

New computers in the processing division enabled the department to run the millennium serials module 'Millser' more efficiently and enhanced the overall productivity of the department. Integration of former TechBC materials into the SFU system was completed as well as the LAM serials relocation project. Plans to integrate and catalogue a sizeable collection of videos, DVD's, and films from LIDC and transferred to the new Media Collections Room were initiated in the Spring. Projects in progress include: Fisheries Material Project, Special Collections Cataloguing Project and CanLit Schedule Revision.



LIBRARY SPACE AND CHANGES

In order to make more room, reduce overcrowding and accommodate the new Information Commons, staff undertook several projects to shift materials:

- 58,701 journals from storage and the 6th floor were integrated in the LAM Collection.
- Stacks were shifted in order to make more room and relieve crowding.
- 35 book trucks of reference materials were relocated to the Monograph Collections.
- The Microform Newspaper Collection was moved and relabeled.
- Reference indexes on the third floor were moved to storage with the intent to move a portion of them to the second floor.
- Staff on the fourth floor will spend the summer shifting the Monograph Collections, which will be spaced out between floors four, five and six.
- The Fine Arts/Media Service LP Collection was moved to the Reference Office.

Student lockers were installed on the second floor.

SAMUEL AND FRANCES BELZBERG LIBRARY

Belzberg Library continued to be a hub of activity, supporting a full range of Library services for faculty and students at the Harbour Centre Campus. The Library experienced a 13.6% increase in circulation and a 21.8% growth in delivery of resources (80% books). Although electronic resources are of great benefit to students at Harbour Centre, these resources have not replaced the need for the physical collections. Reference Services continued the trend to electronic assistance, with 23% of reference questions at Belzberg received through the SFU Library's email reference service and a growth of 19% in "Ask Us Live" email.

Library services and the Belzberg Library Collection are rapidly expanding and require more space. In 2003 the collection reached capacity, at almost 10,500 volumes, up from about 8,000 in 2000. Careful collections management, collection transfers to the Bennett Library, and an enhanced approval profile has enabled Belzberg Library to add material to support new programs as well as strengthen the undergraduate collection.

The first step in a plan to renovate the Library Mezzanine was the installation of six windows to allow more light into a previously gloomy student study area. Once funding is available, other improvements such as increased collections shelving, enhanced individual and group study areas and improved library instruction facilities will be coordinated.

Broader Harbour Centre liaison was fostered by the initiation of "Belzberg Brew" an email newsletter sent to Harbour Centre staff and faculty highlighting new multidisciplinary resources at Belzberg. The newsletter has succeeded in reaching research centres and other areas not formally part of liaison programs and made staff and researchers aware of materials of interest outside their own departments. Beyond Harbour Centre, Belzberg Library concluded an agreement with the Institute of Indigenous Government to provide extra-mural library services to their students.



SURREY CAMPUS

2002/2003 was an exciting year of growth and development for the Surrey Campus Library. The Library and campus were opened to all current SFU faculty, students and staff and the Library was moved to a new location. In addition, the initial staff complement was hired, a small career resources collection was established, loan policies and procedures were created and a book return bin was installed in the mall to allow easy access for patrons.

The biggest challenge during the past year was the integration of the former TechBC Library Collections into SFU's integrated library system. This integration required substantial work in loading bibliographic and user data into SFU's system and enabling access to online resources.

In addition to its role as a Library, it also acts as the media centre for the campus and circulates media equipment to faculty and students; this service accounts for 68% of overall circulation.

“We just wanted to say thank-you for the resource sites you created for our course. The links are now in the course readings--and they look great. :) We really appreciate the support the SFU Library has given us this year.”

– Instructor, Surrey Campus Library

EVENTS

The Library hosted many events for the cultural community, university community and library staff. A total of 509 people attended these events.

Cultural Events

- October 17, 2002 - Bookseller and Collector Jeff Towns presented a talk titled *Dylan Thomas Bibliographical Curios* in Special Collections at the Bennett Library.
- January 30, 2003 - Poet Lisa Robertson read her work in Special Collections at the Bennett Library.
- February 13, 2003 - Poets George Bowering and Roy Miki read from their works to celebrate their respective honours as Canada's first Poet Laureate and as the Governor General Award winner for poetry.
- March 4, 2003 - Poet Wayde Compton read his work in Special Collections at the Bennett Library.
- March 11, 2003 - *Chalk Talk: the World of the Political Cartoonist*, proved to be the highlight of the year as 100 donors and Library supporters came out to the Morris J. Wosk Centre for Dialogue to hear cartoonists Bob Krieger, Graham Harrop, Dan Murphy and Roy Peterson talk about their work as Political Cartoonist and to celebrate the donation of their artworks to SFU's Special Collections. John L. Daly, Reporter from *BCTV News*, moderated the event.

Library and University Events

- December 3, 2003 - EndNote training session for SFU Faculty and Graduate Students. Three Endnote sessions took place in all, two full-length sessions and one ½ session to accommodate the high demand, as both sessions were full within 24 hours of releasing promotional material. Nina Saklikar also demonstrated SFU Library's Citation Manager as part of this session.



- February 05, 2003 - Jean Claude Guedon gave a lecture titled *Open Access Publishing - New Directions for Universities and Faculty*.
- Feb. 20 & 21, 2003 - SFU Library Reference hosted a training session for faculty titled *Update for SFU Faculty*.

Tours

- October 23, 2002, Mr. S.K. Tripathi, Education Secretary, Ministry of Human Resource Development for the Government of India toured the Bennett Library.
- November 2002, Dr. K.L. Kamal, Vice Chancellor of the University of Rajasthan toured the Bennett Library.

STAFF

Reference and liaison librarians continued their faculty liaison activities, attending departmental meetings, retreats and reviews. SFU librarians also took lead roles amongst their provincial colleagues organizing SFU site visits for education librarians from other post-secondary institutions, demonstrating "Ask Us Live" for ARLIS/NW, and initiating a successful Science Librarian Lunch at the BCLA Conference.

Collaboration continued with the Learning Skills Unit of the Health, Counseling and Career Centre (HCCC) and the Centre for Distance Education (CDE), with librarians attending team meetings and working with CDE Program Directors. Liaison Librarians and CDE staff also attended a large joint meeting to share information and gain more insight into each other's departments. Academic Computing Services and HCCC Learning Skills continued to publicize the Library Access classes through their booklets and web pages.

Librarians were very active in giving demonstrations and presentations at Learning & Instructional Development Centre (LIDC) sponsored activities, Undergraduate Student Orientations, TA/TM Day and the Spring 2003 Symposium.

The Systems Division collaborated with SFU faculty to develop and provide access to unique information. Two examples are *Canada's Early Women Writer* and the *Canadian Book Trade Bibliography, 1935-1985*, both developed with Carole Gerson of the SFU Department of English. Systems staff assisted Guy Poirier from the French Department with a SSHRC application to digitize several BC newspapers. Systems staff also developed a database of authors for BC Bookworld and began work to host the Canadian Journal of Communications Online, currently edited by Richard Smith and hosted by the Canadian Centre for Studies in Publishing.

It is with deep regret that we note that former Special Collections Librarian Gene Bidwell passed away. Gene was a very committed and strong supporter of the SFU Library, he will be sadly missed.

Long time staff Marjorie Nelles of the Reference Division and Annie Lee of the Processing Division both retired in 2002. We wish them the best in their retirements.



GIFTS

Special Collections received several large book donations this year. UBC English Emeritus Professor Jan de Bruyn donated a large library of literary scholarship. Two sizeable additions to the W. Lyon Blease Special Collection of Rare Books were also received, one from the estate of his daughter Jill Webber and the other willed to the Library by another daughter, Ann Calvert of Winnipeg.

Noteworthy Special Collections acquisitions included a donation of editorial cartoons from artist Graham Harrop; material relating to Australian communications; and the Bob & Donna McDonald Hellenic collection, the acquisition of which was marked by a presentation ceremony in March 2003.

Significant acquisitions were also made to the Western Canadian History Collection and in the area of the History of the Book in Canada. The Contemporary Literature Collection benefited from a large gift of books from the recently appointed Poet Laureate of Canada, former SFU English Professor George Bowering. Other donations included the archive of *Nightwood Editions* and the papers of the late poet Shaunt Basmajian.

The Library continues to receive donations to its Endowment Funds that significantly contribute to the Library's collections and services.



TABLE A - RECORDED USAGE OF LIBRARY COLLECTIONS

COLLECTION CATEGORY	# Items Loaned	# Items Used in Library	Total Items Used 2002/03	Total Items Used 2001/02	% Change from Previous Year
Books:					
General Stacks ¹	466,107	188,400	654,507	645,595	1%
Reserves ¹	89,641	N/A	89,641	74,537	20%
Subtotal	555,748	188,400	744,148	720,132	3%
Others:					
Fine Arts ²	13,458	1,574	15,032	12,065	25%
In Process	454	N/A	454	466	-3%
Journals	N/A	126,560	126,560	163,960	-23%
Maps	562	7,105	7,667	6,967	10%
Microforms	N/A	12,112	12,112	14,729	-18%
Reference	N/A	16,852	16,852	21,512	-22%
Subtotal	14,474	164,203	178,677	219,699	-19%
Bennett Totals	570,222	352,603	922,825	939,831	-2%
Belzberg Totals	15,725	9,561	25,286	23,991	5%
Surrey Totals	20,633	0	20,633	n/a	
Totals	606,580	362,164	968,744	963,822	0.51%

¹ Starting on April 02, figures were based on checkouts by the item's location instead of by location of the checkout terminals. Figures for 2001/02 have been recalculated to derive an accurate percentage comparison.

² Not a true usage count. Most FAR reserve items used in Library are counted as one-time only use.



TABLE B - DOCUMENT DELIVERY SERVICES

Interlibrary Loans and Telebook (Distance Education)

INTERLIBRARY LOAN SERVICES	2002/03	2001/02	% Change from Previous Year
SFU Loans to Other Libraries			
Books	8,523	8,412	1%
Photocopies	14,129	12,065	17%
Total Items Loaned by SFU	22,652	20,477	11%
Items Borrowed from Other Libraries¹			
Books	6,947	7,566	-8%
Photocopies	30,752	34,505	-11%
Total Items Supplied to SFU	37,699	42,071	-10%
TELEBOOK SERVICES (DISTANCE EDUCATION)			
	2002/03	2001/02	% Change from Previous Year
Distance Education Student Requests	1,702	1,206	41%
Items Requested by Students	3,836	2,537	51%
Items Sent to Students:			
Books	1,738	1,125	54%
Journal Articles	1,378	805	71%
Videos	142	155	-8%
Total Items Sent	3,258	2,085	56%

¹Incorrect numbers were calculated in 2001/02 for items received from CISTI. Totals and % have been corrected this year.



TABLE C - GROWTH OF LIBRARY COLLECTION

COLLECTION CATEGORY	Collection Size Mar 31, 2002	Net Growth 2002/03	Collection Size Mar 31, 2003
LC Classified Volumes	1,087,690		1,116,521
Computer Item Count Adjustment*	-2,502		13,032
Adjusted Classed Volumes Count	1,085,188	44,365	1,129,553
Unclassed Volumes (journals)	253,479	8,508	261,987
Unclassed Volumes (StatsCan)	6,513	-237	6,276
Subtotal Letterpress Volumes	1,345,180	52,636	1,397,816
Microfilm (# of reels)	47,778	783	48,561
Microfiche (# of sheets)	1,125,178	11,567	1,136,745
Microfiche Volume Equivalencies (i.e., 1 / 1.4)	803,698	8,262	811,960
Subtotal Net Micromaterial Volumes	851,476	9,045	860,521
Total Print Volume Holdings	2,196,656	61,681	2,258,337
OTHER COLLECTIONS FORMATS			
Manuscripts (in linear metres)	547.5	20.5	568
Maps	88,240	286	88,526
Slides & Cartoons	44,829	5,793	50,622
Sound Recordings**	9,601	-1,697	7,904
Videotapes***	252	2,057	2,309
MAGNETIC FORMATS			
Electronic Journals (EJDB + RDL files)	9,675	5,838	15,513
Electronic Monographs (computer count)	7,507	1,961	9,468
Database Licenses	144	10	154
CURRENT SERIAL SUBSCRIPTIONS			
Print and Microform Subscriptions	7,983	-151	7,832
Computer Count Adjustment	-20	-631	-651
Subtotal Print and Microform Subscriptions	7,963	-782	7,181
Electronic Subscriptions (e-journals, RDL, databases)	9,819	5,848	15,667
Total Current Subscriptions	17,782	5,066	22,848

*Note: Surrey holdings included for the first time.

**Note: First time computer count.

***Note: First time computer count + Surrey included for the first time.



TABLE D - PUBLIC SERVICES ACTIVITIES

USER ASSISTANCE	Directional Queries	Reference Questions	2002/03	2001/02	% Change from Previous Year
Service Location					
AskALibrarian E-mail		1,569	1,569	1,283	22%
AskUsLive*		654	654	n/a	n/a
LibHelp E-mail		439	439	521	-16%
Belzberg Library	29,308	5,019	34,327	37,142	-8%
Surrey Library		854	854	n/a	n/a
Fine Arts Room	622	1,057	1,679	1,823	-8%
Information Desk	15,140		15,140	15,460	-2%
Maps/Data/GIS		1,906	1,906	1,379	38%
Reference Desk	4,875	26,640	31,515	28,892	9%
Special Collections	189	293	482	627	-23%
Theses Help	850		850	986	-14%
Totals	50,984	38,431	89,415	88,113	1%

*AskUsLive operations began in June 2002.

USER INSTRUCTION	# Classes 2002/03	# Students 2002/03	#Classes 2001/02	#Students 2001/02
Instruction Service				
Belzberg Library	77	446	67	378
Bennett Library (general)	25	269	64	2242
Bennett Library (course-integrated)	358	9621	356	8223
Surrey Library	10	252	n/a	n/a
Totals	470	10,588	488	10,844
% Change	-4%	-2.4%		



TABLE E - SAMUEL AND FRANCES BELZBERG LIBRARY

SERVICE CATEGORY	2002/03	2001/02	% Change from Previous Year
Use of Library	130,874	114,014	15%
User Assistance			
Total Enquiries	35,856	38,425	7%
General Information	27,486	29,371	-6%
Reserves	1,822	1,984	-8%
Total Reference	6,548	7,070	-7%
E-mail Reference *	1,529	1,283	19%
Use of Collection			
Total Use	25,286	23,991	5%
Circulation	15,725	13,837	14%
In-Library Use	9,561	10,154	-6%
Items from Bennett	8,808	7,233	22%
Items Delivered to Bennett	1,569	1,423	10%
Library Instruction			
Instructional Sessions	77	67	15%
Number of Participants	446	378	18%

*Included in Total Reference



TABLE F - SURREY CAMPUS LIBRARY

SERVICE CATEGORY	2002/03
User Assistance*	
Total Enquiries	864
Use of Collection*	
Total Use	20,633
Items from Bennett	694
Library Instruction*	
Instructional Sessions	10
Number of Participants	252

*Stats collected for the first time in 2002/2003.

SIMON FRASER UNIVERSITY LIBRARY

WAC BENNETT LIBRARY

8888 University Drive
Burnaby, BC V5A 1S6
Phone: 604-291-4084
Fax: 604-291-3023
Website: www.lib.sfu.ca

HARBOUR CENTRE SAMUEL & FRANCES BELZBERG LIBRARY

515 West Hastings Street
Vancouver, BC V6B 5K3
Phone: 604-291-5054
Fax: 604-291-5052
Website: www.harbour.sfu.ca/belzberg/

SURREY CAMPUS LIBRARY

2400 Central City
10153 King George Highway
Surrey, BC V3T 2W1
Phone: 604-268-7417
Fax: 604-268-7420
Website: www.lib.sfu.ca/about/surrey/