ANNUAL REPORT

FISCAL YEAR 2003/2004

Simon Fraser University Annual Report 2003/2004

SIMON FRASER UNIVERSITY library

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TABLE OF CONTENTS

SIMON FRASER UNIVERSITY library

www.lib.sfu.ca

INTRODUCTION

The recently completed *Library External Review Report* noted the quality of SFU Library staff. The *Review Report* notes "The appropriate and flexible responses of the Library staff to individual concerns and survey results" and goes further to say that "A proactive attitude of continuous improvement marks the staff's approach to service."

Throughout this Annual Report, specific staff achievements are highlighted. But one that deserves particular mention is that staff in the Serials Acquisitions unit contributed to the efficiency of the Library in conjunction with Collections staff by recovering several hundred thousand dollars in incorrect charges from vendors over the past three years. By taking the initiative and paying particular attention to the detail as many print subscriptions were converted to online through the Canadian National Site Licensing Project, the dedicated staff in this area identified discrepancies between SFU Library and vendor records. While a particularly dramatic example, such care is typical of the quality of work performed by SFU Library staff and librarians.

COLLECTIONS

The Library continued its migration to online-only access for part of the journal collection. Results from the faculty and student surveys conducted by the Library in Fall 2003 indicated that the enthusiastic use of online journals is accompanied by an appreciation for the expanded access to electronic journal titles. Faculty and students responding to the survey indicated e-journals were one of the most important areas for future collection development.

> The SFU e-journal collection is meeting our users' needs; 82% of faculty respondents in 2003 indicated that our online journals satisfied their needs as compared to 57% in 2000.

Another area of significant collection development was in support of health-related research at the university. The Library hired a Health Sciences Librarian with expertise in this area. We conducted a detailed analysis of our holdings against standard bibliographies and with specific reference to the existing and expected activity at SFU in Health Sciences and Health Studies. With financial contributions from the University Administration, the Library, and the Institute for Health Research and Education, over twenty-five new journal subscriptions were established, backfiles were acquired and monograph holdings were strengthened considerably. An approval profile for Health materials was established with our major book wholesaler to ensure that we receive all important new publications in the subject areas that match with our interests.

> A useful SFU Library software development allows specific faculty to vote on the importance of journal and database titles when decisions are being made.

Although survey results show that the community welcomes the expanded access achieved through further growth of the e-journal collection, even when it means forgoing print, nevertheless, we continue to consult with faculty and work closely with departments to identify cases when print needs to be retained for specific scholarly purposes, and to maintain a core browsing collection. Further expansion of our e-journal collection is now possible as many publishers digitize their backfiles; we have been selecting and acquiring those that most closely match the university's needs to deepen our access to the scholarly literature.

Finally, the strengthening of the Canadian dollar resulted in budget fallout that led to special opportunities for acquisitions towards year end. For example, the purchase of *Early English Books Online* and SFU's membership in the related Text Creation Partnership were received enthusiastically in disciplines such as English, History, Philosophy and Humanities. Access to the online archive of the *Globe and Mail* back to 1844 is proving to be a valuable research tool in a wide variety of subject areas. The strong dollar also allowed the Library to pay extra attention to the development of our monograph collection in the final months of the year, and to renew several important sources in our print reference collection.

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Significant New Resources:

- Canada's Heritage to 1844 (Globe and Mail online archive)
- Canadian Poetry (full text online database from Chadwyck Healey)
- Cochrane Library (including Systematic Reviews)
- Communication Abstracts
- Dominion Law Reports Online
- Early English Books Online
- Gale Virtual Reference Library (selected titles)
- Journal Citation Reports
- Lexis/Nexis Environmental
- Mergent Online
- North American Immigrant Letters and Diaries (digital collection)
- North American Women's Letters and Diaries (digital collection)
- OCLC WorldCat
- QP Legaleze
- SPIE Digital Library (International Society for Optical Engineering)
- Ulrich's Online
- Web of Science (deeper backfiles to 1976)
- X-Refer Plus

LIBRARY SERVICES

Information Commons

The SFU Alumni Information Commons was funded by a special donation from the Alumni, by income from the Alumni Library Endowment and through reallocation of Library and ACS resources. Working together, the Library and Academic Computing Services planned and launched the Alumni Information Commons in September 2003. Providing access to assignment software along with library databases and resources as well as integrating reference service and technical assistance, the Information Commons proved immediately popular. User contact at the desk increased 27% in August alone, and 33% overall by the end of the fiscal year. The majority of questions were answered by librarians, demonstrating a continuing need for library research assistance, but the large number of questions directed to the computer technicians indicated that a former gap was being filled.

> On April 1, 2004, twenty-five laptops were made available for check out from the Reserve desk.

Ask Us …

Use of the **Ask Us Live** interactive reference service has been steadily increasing, a trend expected to continue. Collaboration with the University of Victoria Library expanded in August to a 50/50 split of service hours, enabling each institution to improve the popular reference service with manageable time and cost impacts.

> Ask Us Here, a service which SFU Library pioneered in Canada, won the BC Academic Libraries – Public Service award for Outstanding Service 2004/2005.

The simple yet effective **Ask Us Here** mobile reference service began September 2003. Twice a week, reference librarians armed with a wireless laptop, signage, pushcart and chairs set up a reference booth in the Applied Sciences Atrium and the student lounge in the West Mall Annex. There, they were able to answer questions, refer students and faculty for complex information requirements and raise awareness about Library services.

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Instruction Services

Librarians deliver instruction in a wide variety of ways: labs and lecture halls in the Library and on campus via detailed web pages and off campus on request. This year librarians continued to work with new technologies such as Qarbon Viewlet and participated in WebCT forums in Business and Communication. While many undergraduate courses are textbook or lab based, SFU's recent adoption of revised undergraduate curriculum requirements is expected to increase demand for Library instruction, especially for courses designated writing-intensive, which may require research beyond textbook or course pack readings. Librarians have already begun working with faculty to integrate Library instruction into course content, and the Library is represented on the university-wide *Student Learning Services Task Force*.

> Demand for course-integrated instruction continued to increase, and at a faster pace than last year. The 397 classes with 10,334 students delivered by Bennett librarians represent a 10.8% increase over the previous year.

Faculty/University Outreach

Librarians participated in a variety of special activities targeted for faculty and students. These included a reception for new faculty and departmental Library representatives in the Fall, and a faculty workshop entitled *Managing The Information Flow in Your Field: An Update for SFU Faculty* and an EndNote training workshop in the Spring.

Librarians also continued to work closely with their academic departments in reference, instruction and collection roles, with the recent Library Review Report noting that faculty indeed sees them as "partners". In particular, this appreciation has been recognized by the Women's Studies liaison librarian being granted adjunct professor status by that department, and the Communication liaison librarian being invited to join the Advisory Committee for a large SSHRC INE project.

Media Services

In August, the campus film, video and DVD collection was transferred from the Learning and Instructional Development Centre (LIDC) and located with the slides and sound recordings collections in the Fine Arts Room in the Bennett Library. To reflect the broader scope of the collection, the Fine Arts Room was renamed the Media Collection. With this transition, the Library assumed responsibility for maintenance and stewardship of these important resources. It was a successful first year with many significant acquisitions. Films that had been repeatedly borrowed from external sources for classroom use were acquired for the collection. Librarians and faculty members in several subject areas also teamed up to do intensive development of this collection. $70,000 was spent on 400 items.

Technological Development

2003/2004 saw continued development of the Library's software, *ReSearcher,* which is funded through COPPUL and used at Western Canadian university libraries. Together, the online serials linking and requesting components (CUFTS and GODOT) and the citation product *Citation Manager* are maturing into serious competition for commercial products, and will be released under an Open Source license so that other libraries can benefit from them.

> Citation Manager won the 2003 Canadian Association of College and University Libraries Innovation Award.

Beginning in January, a pilot project was undertaken to assess the viability of gaining permission from journal and book publishers to scan and make material available online for specific courses. The locally developed software includes a sophisticated copyright clearance application that manages every aspect of the scanned documents.

Digital Initiatives

For the second year, SFU Library participated in *Our Roots*, digitizing 25,000 pages for the collection. The Library also added over 500 editorial cartoons to our well-received online collection. An important Lake District Bibliography, with high-quality images from rare and unique items in our Wordsworth Collection, will be launched Fall 2004. The Multicultural Canada project, which aims to make the cultural materials by immigrant communities (newspapers, photos and oral histories) available online to all Canadians, is based at SFU Library. In addition, some unique materials from Harrison Brown's personal archives are being digitized by a graduate student and housed on the Library's servers.

SIMON FRASER UNIVERSITY library

www.lib.sfu.ca

The Library and the *Canadian Journal of Communication* have worked together to house the electronic version of the journal on the Library's servers, and the Library has digitized approximately 10 years of backfiles which are available online.

SFU has established an institutional repository using the DSpace software from MIT. Several University communities are depositing material in the repository and interest is growing. As part of SFU Library's participation in the Canadian Association of Research Libraries' Institutional Repository Project, it is hosting the CARL Harvester, which allows simultaneous searching of all the participating repositories.

IMPACT OF ELECTRONIC SERVICES ON LIBRARY ACTIVITY

Requesting of print journal articles from other libraries dropped by 20% in 2003/2004. Much of this decline can be attributed to the impact of the increase in e-journals. This demonstrates that the increased availability of e-journals is having an impact on Interlibrary Loans. After years of rapid growth, ILL usage now appears to have peaked and we are beginning to see a reduction in demand for this service.

The Library experienced a 12% decrease in overall re-shelving, primarily due to the decreasing use of print journals when electronic copies are available.

SAMUEL AND FRANCES BELZBERG LIBRARY

Use of Belzberg Library grew in all areas: total enquiries up 7.3%, total reference questions up 21.6%, instructional sessions up 23.4%, in person reference up 22.7%, use of the libask email service up 18.1%, use of the print collection up 4.6% and the number of people coming into the library increased by 4.6% over the previous year. This increase is tied to the ongoing expansion of Harbour Centre, including enrolment growth of 13.2% to 1,105 FTE, the addition of the 3rd floor and the new Master of Public Policy program.

The use of the physical collection continues to grow and increased by 18.9%, delivery to Belzberg grew 11.7% and annual transfers of less-used material was required to make space for new acquisitions. The critical need for expanded library space for collections, instruction and liaison was recognized.

The completion of the Harbour Centre academic plan and recommendations of the SFU Library review will enable the library to plan how Belzberg Library can support SFU's expanding presence in Vancouver, and what collections, services, space and resources will be required.

SFU SURREY CAMPUS

This was a successful year for the Surrey Library, with very significant growth in the use of the Library and our collections and services: head count up 126%, circulation up 89%, borrowing from other libraries and branches up 121%, questions answered up 371%, instructional workshops up 775% and students participating in workshops up 2419%.

Meeting the needs of this growth was the greatest challenge, collections were expanded as much as the budget allowed and additional one-time funding was secured to hire temporary reference and circulation/media equipment staff for the spring semester.

Another challenge was the demand on the facilities, particularly high in the fall semester, with every chair filled at peak times. With no additional space, reconfigurations included the conversion of the meeting room to a silent study space in response to student demand. Another change was the re-vitalization of the Games Room with new hardware, expanded platforms and a growing gaming software collection.

This was also a year of self-evaluating and planning for the future, with the creation of a user-centred, media- and technology-rich vision and detailed program for the Library in the new Surrey Campus.

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"WORKING TOGETHER"

Early 2004 saw the arrival of the Electronic Library Network offices at SFU.   Systems and other staff worked with ELN to integrate their activities into those of the Library and preserve services to BC Post Secondary Libraries. Their proximity promises to lead to even more collaborative initiatives offering BC Campus Library's support.

EVENTS

The Library hosted 17 events for the cultural community, university community and library professionals. The Library's participation in *Word on the Street* was one of the more novel and enjoyable events and will be repeated in the coming academic year with the support of the SFU Friends of the Library Board.

Cultural Events

September
- Peter Trower, Logger Poet, read his work in Special Collections at the Bennett Library.
- Fred Cogswell, Poet, read his work in Special Collections at the Bennett Library.
- Word on the Street - The Library and the Friends of the Library participated in the citywide book and publishing fair with giveaways, book sales and raffles. 200-300 people came by the Library Booth and many volunteers from the Library and the Friends of the Library board assisted with the event.
- Carole Gerson, SFU Professor, read from her work *Pauline Johnson in Print.* The lecture and the accompanying display of books were hosted by Special Collections at the Bennett Library.

October
- John Keenlyside Lecture: "BC's Hanging Judge and My BC Colonial Paper Collection"; Share the Enthusiasm.
- Stephen Collis, Poet and SFU Professor, read his work in Special Collections in the Bennett Library.

November
- Timothy Barrett Lecture: "Japanese Papermaking and the Aesthetics of Paper", Friends of the Library Lecture Series, Fletcher Challenge Theatre, Harbour Centre. Highlights included a beautiful display of handmade papers and books that the audience was invited to explore.
- Jeff Derksen, Poet and SFU Professor, read his work in Special Collections in the Bennett Library.

February
- Caroline Adderson, Fiction Writer, read her work in Special Collections in the Bennett Library.
- Playwrights Andrew Moodie, Mercedes Baines and Lorena Gale read their work in Special Collections in the Bennett Library. Highlights included gospel singing and an avid turnout by the English Department.
- Daphne Marlatt, Poet, read her work in Special Collections in the Bennett Library.

March
- Colin Browne, Poet and Documentary Filmmaker, read his poetry in Special Collections in the Bennett Library.
- John Meier: "Collecting the Governor General's Award", Share the Enthusiasm, Morris J. Wosk Centre for Dialogue.
- Bill Bissett, Poet, Library co-sponsored a reading by Bill Bissett for an English Department class taught by Professor Carl Peters.

SIMON FRASER UNIVERSITY library

Library and University Events

April

- The McDonald Archives. A launch party was held celebrating the donation by Robert McDonald. In attendance were Robert McDonald, members of SFU's Greek department and members of the Library and Special Collections.

May

- Biomed Central: "Next Generation Academic Publishing". This lecture was hosted by the library and the lecture was given by a representative from Biomed Central.
- John Willinsky, Professor, "The Academy and Public Knowledge", SFU, Lecture on the Public Knowledge Project.

September

- Information Commons launch and reception. The Library and University celebrated the launch of the Information Commons. Highlights included speeches by SFU President Michael Stevenson and SFU student Mark Masongsong.

Tours

- Matilda Naidoo, Acting Director, Library Services, Cape Technikon (Cape Town, South Africa).

GIFTS & DONATIONS

The Special Collections and Rare Books Division received several significant acquisitions including:
The papers of Caroline Adderson, Lisa Robertson, Alan Twigg's *BC Bookworld,* Roy Kiyooka, Tamahnous Theatre, Social Credit collections, Chinese Cultural Revolution posters, Basel imprints of the 1530s and the Artichoke magazine archives.

Three new cartoonists were added to the editorial cartoons collection: Daniel Murphy, Ingrid Rice and Robert Bierman. Graham Harrop and Robert Kreiger donated more of their cartoons and their applications to the Canadian Cultural Property Export Review Board were successful.

Cash donations in 2004 totalled $85,982 and in-kind donations totalled $471,752, with many Alumni, faculty, staff and other Library supporters continuing to support the Library's endowment funds. Alumni made two special donations this year: a $30,000 special contribution to the development of the SFU Alumni Information Commons and $5,000 toward the purchase of badly needed student lockers.

STAFF

Librarian Percilla Groves received a well-deserved SFU Staff Achievement Award. This Award recognized her many years of exemplary service to the SFU Library, the BC library community and the University.

SFU Library co-hosted Access 2003, the major Canadian library technology conference. Mark Jordan sat on the planning committee and helped organize the Hackfest, Kristina Long spoke on open source link servers and Calvin Mah set up a server for use during the Hackfest.

Walter Piovesan continued to serve on the Statistics Canada DLI External Advisory Committee. He was also elected to serve on ICPSR's Council for a term of four years.

Mary Harris retired in December after 18 years as the Division Head. She will be missed by everyone.

Librarian Heather-Ann Tingley retired after 33 years of service.

Copy cataloguers Aida Cejalvo and Monica Wolff retired after 35 and 26 years, respectively.

SIMON FRASER UNIVERSITY library

In January, Penny Swanson joined the Library as the new Division Head of Processing.

Cross-division interaction and coordination within SFU Library and staff renewal were enhanced by the secondment of Mike McIntosh from Belzberg Library to the Bennett and Surrey libraries for a parental leave replacement.

As a member of the Harbour Centre Academic Planning Committee, Karen Marotz participated in the development of a draft vision for the SFU campus in downtown Vancouver which should be completed and approved this fall.

SFU Librarians are Leaders

Gordon Coleman
- Co-Presenter (with Jack Corse, Mark Bodnar & Percilla Groves): "Beyond Google"; Symposium on Innovative Teaching (SIT) Conference, SFU, May 2003.
- Co-Presenter: "Experiences of New Librarians"; LIBR 560 Presentation, School of Library, Archival, and Information Studies (SLAIS), UBC, May 2003.
- Publication: Coleman, Gordon. "Conference Report: Access 2003: Extending Our Abilities." Wired West: Web Journal of the SLA Western Canada Chapter, vol. 7 no. 2.
  http://www.sla.org/chapter/cwcn/wwest/v7n2/coleman.shtml

Lynn Copeland
- Presenter: "Digital Libraries in Canada and Elsewhere"; Meeting on Digital Libraries, BIBSAM, Sweden, November 2003.
- Presenter: "Libraries, The 'Net' and Lifelong Learning: Canadian Experiences"; e-Learning and Libraries, Malmo (Sweden), November 2003.
- Presenter: "Academic Libraries and Graduate Study" on behalf of CARL; Canadian Association of Graduate Studies, November 2003.
- Presenter: "Multicultural Canada Digital Project"; Sien Lok Society Annual Meeting, Calgary, October 2003.
- Presenter: "Toward A User-Centered Approach To Digital Libraries: Canadian Experiences"; Digilib 2003, Espoo, Finland, September 2003.
- Presenter: "Canadian Academic Libraries Online"; National/University Library, Reykjavik, Iceland, September 2003.

Jack Corse
- Presenter: "SFU Library Resources for Genealogy"; 7th Annual Tri-Stake Family History Seminar, Surrey Family History Centre, Saturday, October 18, 2003.

Elaine Fairey
- Co-Presenter: "Putting It All Together: Creating Coherent Learning Environments"; Blending Classroom and eLearning Practice Conference, SFU, May 2004.
- Presenter: "Virtual Reference - the Future is Here"; LIBR 540 Presentation, School of Library, Archival & Information Studies (SLAIS), UBC, February 2004, March & October 2003.
- Presenter: "So You Want to Work In An Academic Library"; February 2004 & October 2003.
- Co-Presenter: "Resume/Cover Letter/Interview Tips & Techniques"; SLAIS Co-op Program Workshop, UBC, February 2004 & October 2003.
- Presenter: "All On The Internet? Yes, But... Why Libraries - And Librarians - Are Still Needed"; Group for Independent Schools Professional Day, Coq., BC, January 2003.
- Publication: Fairey, Elaine. "All on the Internet? Academic Information on the Web", *In Touch (March 2003)* 3: 2-3.

Natalie Gick
- Panelist: Academic Librarians in Public Service (ALPS)
- Presenter: "Academic Librarianship"; Student Association Presentation, SLAIS, UBC, November 2003.

SIMON FRASER UNIVERSITY library

Mark Jordan
- Panelist: "Applications for Broadband Networks"; Institutional Repositories: Facilitating a Community of Scholarly Information, 3rd Annual BCNET Advanced Networks Conference, Vancouver, BC, April 2003.
- OAI FYI: "All You Need to Know About the Open Archives Initiative"; The Annual British Columbia Library Conference, Harrison Hot Springs, BC, May 2003.
- Instructor: Canadian Centre for Studies In Publishing's Journal Publishing Online Workshop (July 21-22, SFU Harbour Centre).
- Guest Speaker: SFU MPub Program, March 2004.
- Guest Speaker: UBC SLAIS Course, March 2004.

Calvin Mah
- Presenter: "Technologies for Cross-Searching Databases: dbWiz, Z39.50, SOAP"; Hot Ideas, BCLA Annual Conference, Harrison, BC, May 2003.

Karen Marotz
- Co-Presenter (with Nina Saklikar): Demonstration of Ask Us Live to Council of Post-Secondary Library Directors of BC, April 2003.

Kim Minkus
- Reviewer: "Encyclopedia of Literature in Canada"; Reference Reviewer vol. 17 (no. 4) 2003, p. 28.
- Reviewer: "Bibliographic Guide to Chicana and Latina Narrative"; Reference Reviewer vol. 18 (no. 3) 2003, p. 28.
- Publication: Minkus, Kim. "Librarian or Fundraiser? How About Both" LIScareer.com, August 2003, http://www.liscareer.com/minkus_fundraiser.htm.
- Publication: Minkus, Kim. "History Online: Accessing Our Multicultural Heritage" aq: The Magazine of Simon Fraser University, April 2004, p. 23-25.

Heather Morrison
- Co-Presenter & Convener: "Linking Systems: Transforming Resource Sharing Through ISO ILL and Other Standards"; BCLA/CLA, Victoria, June 2004.
- Publication: Morrison, Heather. Professional Library & Information Associations Should Rise to the Challenge of Promoting Open Access and Lead by Example. Library Hi Tech News, 21, 4 (2004) pp. 8-10.

Kevin Stranack
- Presenter: "Why Use GODOT/CUFTS?"; University of Victoria Libraries, University of Victoria, January 2004.
- Presenter: "ReSearcher Update"; Council of Prairie and Public University Libraries (COPPUL) ReSearcher Steering Committee, Simon Fraser University, March 2004.
- Publication: Stranack, K. (2004) "Revolution in the Stacks: A Bibliography of Selected Multimedia Anarchist Resources in English", Collection Building 23 (3), 110-117.

Eric Swanick
- Publication: Review of Duff Hart-Davis', Audubon's *Elephant: America's Greatest Naturalist and the Making of the Birds of America*..., *Papers of the Bibliographical Society of Canada*...42, no.1 (Spring 2004):90-2.
- Publication: Review of *CIRCUS: "Five Poems on the Circus…"*, Amphora no.132 (September 2003):30-1.
- Publication: Review of Edmund M.B. King's, *"Victorian Decorated Trade Binding, 1830-1880: A Descriptive Bibliography..."*, *Parenthesis* no.9 (March 2004):43.
- Publication: Review of "Wallace Brown's: A Bibliography, 1959-1999", *Acadiensis* 32, no.2 (Spring 2003):[140]-51.

Penny Swanson
- Presenter: UCFV – presentation to Library Technician students on Library Systems.
- Presenter: UBC – presentation to SLAIS students on classification systems.

Sandra Wong
- Co-presenter, "Bridging the Strait: UVIC/SFU's Live Reference Collaboration"; at *Hot Ideas.* BCLA Annual Conference. Harrison Hot Springs, BC; May 2003.
- Co-presenter, "How I Got My Job"; *BCLA/CLA student chapter event.* School of Library, Archival and Information Studies, UBC. November 2003.
  Co-presenter, "Lifelong Learning in the Information Profession"; *SLA WCC Vancouver.* Hotel Georgia, November 2003.

SIMON FRASER UNIVERSITY **library**

TABLE A – RECORDED USAGE OF LIBRARY COLLECTIONS

SERVICE CATEGORY			2003/04	2002/03	% Change from Previous Year
Use of Library			1,685,415	1,542,632	9%
COLLECTION CATEGORY	#Items Loaned	#Items Used in Library	Total Items Used 2003/04	Total Items Used 2002/03	% Change from Previous Year
Books:					
General Stacks	459,777	163,350	623,127	654,507	-5%
Reserves	81,313	N/A	81,313	89,641	-9%
Subtotal	**541,090**	**163,350**	**704,440**	**744,148**	**-5%**
Others:					
Media Collections	16,933	N/A	16,933	13,458*	26%
In Process	679	N/A	679	454	50%
Journals	N/A	89,578	89,578	126,560	-29%
Maps	387	8,092	8,479	7,667	11%
Microforms	N/A	11,291	11,291	12,112	-7%
Reference	N/A	13,432	13,432	16,852	-20%
Subtotal	**17,999**	**122,393**	**140,392**	**177,103**	**-21%**
Bennett Totals	559,089	285,743	844,832	922,825	-8%
Belzberg Totals	18,691	7,768	26,459	25,286	5%
Surrey Totals	45,246	N/A	45,246	20,633**	119%
Totals	**623,026**	**293,511**	**916,537**	**968,744**	**-5%**

*Not a true usage count. Most Media Collection reserve items used in the Library were counted as one-time use only.
** Statistics not available before September 2002.

SIMON FRASER UNIVERSITY library

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TABLE B – DOCUMENT DELIVERY SERVICES

Interlibrary Loans, Telebook (Distance Education) and Media Booking

INTERLIBRARY LOAN SERVICES	2003/2004	2002/03	% Change from Previous Year
SFU Loans to Other Libraries			
Books	8,923	8,523	5%
Photocopies	12,768	14,129	-10%
Total Items Loaned by SFU	**21,691**	**22,652**	**-4%**
Items Borrowed from Other Libraries			
Books	7,023	6,947	1%
Photocopies	23,184	30,752	-25%
Total Items Supplied to SFU	**30,207**	**37,699**	**-20%**

TELEBOOK SERVICES (DISTANCE EDUCATION)	2003/2004	2002/03	% Change from Previous Year
Distance Education Student Requests	1,132	1,702	-33%
Items Requested by Students	2,400	3,836	-37%
Items Sent to Students:			
Books	1,398	1,738	-20%
Journal Articles	868	1,378	-37%
Videos	107	142	-25%
Total Items Sent	**2,373**	**3,258**	**-27%**

MEDIA BOOKINGS*	2003/2004	2002/03	% Change from Previous Year
Bookings	1,155	n/a	n/a
Items Borrowed from Other Institutions	500	n/a	n/a
Items Loaned to Other Institutions	107	n/a	n/a

*Services moved from LIDC in August 2003. Statistics not available before August 2003.

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TABLE C – GROWTH OF LIBRARY COLLECTION

COLLECTION CATEGORY	Collection Size Mar 31, 2003	Net Growth 2003/04	Collection Size Mar 31, 2004
LC Classified Volumes	1,116,521		1,162,387
Computer Item Count Adjustment	13,032		4,107
Adjusted Classed Volumes Count	1,129,553	36,941	1,166,494
Unclassed Volumes (journals)	261,987	7,347	269,334
Unclassed Volumes (StatsCan)	6,276	892	7,168
Subtotal Volumes	**1,397,816**	**45,180**	**1,442,996**
Microfilm (# of reels)	48,561	791	49,352
Microfiche (# of sheets)	1,136,745	11,648	1,148,393
Microfiche Volume Equivalencies (i.e., 1 / 1.4)	811,960	8,321	820,281
Subtotal Net Micromaterial Volumes	**860,521**	**9,112**	**869,633**
Total Print Volume Holdings	**2,258,337**	**54,292**	**2,312,629**
OTHER COLLECTIONS FORMATS			
Manuscripts (in linear metres)	568	59	627
Maps	88,526	3,657	92,183
Slides & Cartoons	50,622	1,264	51,886
Sound Recordings	7,904	639	8,543
Video Recordings (tapes, DVDs & films)*	2,309	2,294	4,603
Total Other Collections Formats	**149,929**	**7,913**	**157,842**
MAGNETIC FORMATS			
Electronic Journals (EJDB + RDL files)	15,513	3,899	19,412
Electronic Monographs (computer count)	9,468	3,308	12,776
Database Licenses	154	0	154
Other electronic formats**			2,866
Total Magnetic Formats	**25,135**	**7,207**	**35,208**
CURRENT SERIAL SUBSCRIPTIONS			
Print and Microform Subscriptions	7,832	-1011	6,821
Computer Count Adjustment	-651		-34
Subtotal Print and Microform Subscriptions	**7,181**	**-394**	**6,787**
Electronic Subscriptions (e-journals, RDL, databases)	15,667	3,899	19,566
Total Current Subscriptions	**22,848**	**3,505**	**26,353**

*Note: DVD's and films added for the first time
**Note: includes games (new format) and CD-ROMS (previously counted with print volumes)

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TABLE D – PUBLIC SERVICES ACTIVITIES

USER ASSISTANCE	Directional Queries	Reference Questions	2003/04	2002/03	% Change from Previous Year
Service Location					
AskALibrarian E-mail	-	1,805	1,805	1,529*	18%
AskUsLive	-	1,265	1,265	654	93%
LibHelp E-mail	-	298	298	439	-32%
Belzberg Library	30,525	6,157	36,682	34,327	7%
Surrey***	4,038	602	4,640	854	443%
Media Collection	553	2,431	2,984	1,679	78%
Information Desk	12,888	-	12,888	15,557*	-17%
Maps/Data/GIS	-	1431	1,431	1,906	-25%
Reference Desk	8,076	29,212	37,288	31,515	18%
Librarian Offices	-	2,448	2,448	2,107	16%
Special Collections**	178	283	461	482	-4%
Theses Help	-	1,431	1,431	850	68%
Totals	**59,120**	**44,501**	**103,621**	**91,899**	**13%**

*Calculation adjustment
**Theses Assistant position removed from Special Collections in 2002 resulting in a drop in stats.
*** Statistics not available before September 2002.

USER INSTRUCTION	# Classes 2003/04	# Students 2003/04	# Classes 2002/03	# Students 2002/03
Instruction Service				
Bennett Library (general)	52	2,224	25	269
Bennett Library (course-integrated)	397	10,334	358	9,621
Bennett Library (theses workshops)*	28	413	n/a	n/a
Belzberg Library	95	565	77	446
Surrey Library	43	1,568	10	252
Totals	**615**	**15,104**	**470**	**10,588**
% CHANGE	**31%**	**43%**		

*2003/2004 Theses workshops offered for the first time.

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TABLE E – SAMUEL AND FRANCES BELZBERG LIBRARY

SERVICE CATEGORY	2003/2004	2002/03	% Change from Previous Year
Use of Library (Gate Count)	**136,937**	**130,874**	**4.6%**
User Assistance			
Total Enquiries	38,487	35,856	7%
General Information	28,341	27,486	3%
Reserves	2,166	1,822	19%
Total Reference	7,962	6,548	22%
In-person Reference*	6,157	5,019	23%
E-mail Reference *	1,805	1,529	18%
Use of Collection			
Total Use	26,459	25,286	5%
Circulation	18,691	15,725	19%
In-Library Use	7,768	9,561	-19%
Items from Other Branches	9,836	8,808	12%
Items Delivered to Other Branches	1,578	1,569	1%
Library Instruction			
Instructional Sessions	95	77	23%
Number of Participants	565	446	27%

*Included in Total Reference.

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TABLE F – SURREY CAMPUS LIBRARY

SERVICE CATEGORY	2003/2004	2002/03*	% Change from Previous Year
Use of Library	**24,010**	**9,650**	**149%**
User Assistance			
Reference Enquiries	4,038	747	441%
Directional Enquiries	602	121	398%
Total Enquiries	4,640	868	435%
Use of Collection			
Circulation	45,246	20,633	119%
Items from other branches	1,555	694	124%
Items delivered to other branches**	857	n/a	n/a
Library Instruction			
Instructional Sessions	43	10	330%
Number of Participants	1,568	252	522%

*Statistics not available before September 2002.
** Statistics not available before November 2003.