

# SFU *Library*

Annual Report 1998/99



Simon Fraser University Annual Report

Fiscal Year 1998/99



At the heart of the University, the SFU Library is dedicated to providing access to collections, services and facilities of the highest possible quality in support of the teaching, learning and research goals of the Simon Fraser University community.

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## **1. Introduction**

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

## **2. Collections**

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

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

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

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

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

### **3. Services**

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

#### **Loans**

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

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

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

#### **In-library Reference Services**

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

#### **Instruction**

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

## **Individual Consultations**

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

## **Publications**

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

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

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

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

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

## **Belzberg Library**

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

## **Special Collections**

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

## **New Service Directions**

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

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

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

## **4. Building Changes and Improvements**

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

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

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

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

## 5. In the Wider Context

### How are we doing?

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

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

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

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

#### Most important services (1997 SFU Library User Survey)

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

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

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

**Ranking of highest priority services in comparison with four benchmark libraries**

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

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

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

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

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

## **6. Celebrations and Passages**

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



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

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

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

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

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

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

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

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

## **7. The Process for Change**

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

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

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

## **8. Community Activities**

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

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

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

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

## **9. Friends of the Library**

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

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

## Gifts in kind

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

Other notable gifts in kind were received from:

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

**Notable cash donations**

Kirk Alexander Adam  
 Amy Ahanotu  
 Bruce Cameron Allen  
 Margery Carol Allen  
 Richard Paul Allen  
 Ted Altar  
 Bill Arnott  
 Donald Atkins  
 Patrick Arthur Audet  
 Brad Babcock  
 Sandra I. Banister  
 James Scott Barbour  
 Norbert Bartels  
 Parveen N.S. Bawa  
 Simon Beaulieu  
 Lenore Berkeley  
 Michelle Faye Berner  
 James Bertoia  
 Dominique Boltres  
 David E. Bond  
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 Russell William C. Day  
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 Sheryl Catherine Foley  
 Wendy Charlene Fontaine  
 Robert James Foord  
 Lucille Forbes  
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Bruce John Gardner  
 Timothy Garrish  
 Reinhild Hildegard Gebauer  
 Carole Gerson  
 Martin Sebastian Gerson  
 Beth Irene Gillespie  
 David Bruce Gordon  
 Celine M. Gould  
 Robert Thomas Gould  
 Linda Helen Graf  
 Bruce Shane Greengrass  
 Percilla Groves  
 Apollo Keng Guy  
 Robert David Guy  
 Ramon August Hagkull  
 David Norman Harley  
 Bruce Harwood  
 Bryan William Hebden  
 Sandra Minh Ho  
 Donna Marjorie Hofmann  
 Alan Keith Hooper  
 Ward Douglas Horan  
 Hospital Employees' Union  
 Paul Wallace Houle  
 Donald J. Hudson  
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Chi Pang Tse  
Taina Maria Tuominen  
United Way of the Lower Mainland  
V.L.Ready Labour Arbitration and Mediation Service  
James Henry Van Overbeek  
Victory Square Law Office  
Rory S. Wallace  
Eric Ralph Wallin  
Eric Kam Shing Wan  
Stephanie Wang  
Robert James Wanless  
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**TABLE A: Recorded Usage of Library Collections**

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

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

**TABLE B: Growth of Library Collections 1998/99**

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

**TABLE C: Interlibrary Loans and Telebook Services**

<b>Interlibrary Loans Service</b>	<b>1998 / 99</b>	<b>1997 / 98</b>	<b>% Change</b>
<b>SFU Loans to Other Libraries</b>			
Books	7,809	6,656	+17%
Photocopies	6,887	6,136	+12%
ELN-OJAC Doc Deliveries	1,769	2,583	-32%
<b>TOTAL Items Loaned by SFU</b>	<b>16,465</b>	<b>15,375</b>	<b>+ 7%</b>
<b>Items Borrowed from Other Libraries</b>			
Books	3,379	2,877	+17%
Photocopies	11,802	8,314	+42%
<b>Total Items Supplied to SFU</b>	<b>15,181</b>	<b>11,191</b>	<b>+36%</b>
<b>Items Borrowed via UBCLIB Request</b>			
Books	3,083	2,390	+29%
Photocopies	2,931	6,601	-56%
<b>Total UBCLIB Items Supplied to SFU</b>	<b>6,014</b>	<b>8,991</b>	<b>-33%</b>
<b>TOTAL Borrowed All Sources</b>	<b>21,195</b>	<b>20,182</b>	<b>+ 5%</b>
<b>Telebook Service</b>			
Distance Ed Student Requests	551	425	+29%
Items Requested by Students	2,391	2,122	+13%
<b>Items Sent to Students</b>			
Books	609	464	+31%
Journal Articles	1,032	951	+ 9%
Videos	270	371	-27%
Other	7		N/A
<b>Total Items Sent</b>	<b>1,918</b>	<b>1,786</b>	<b>+ 7%</b>



**TABLE D: Samuel and Frances Belzberg Library**

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

**TABLE E: W.A.C. Bennett Library Reference Service****Library Research Instruction:**

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

**User Assistance:**

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

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

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

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

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

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

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

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

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

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

NOTE: Figures are based on expenditures recorded in Library's III system before final reconciliation with SFU Department of Financial Services. Minor discrepancies may occur. In addition, these figures reflect expenditures against the University allocation and miscellaneous revenues.

# NOTE: Tourism is part of Resource & Environmental Management

\* NOTE: In 95/96, an additional \$100,000 was spent on Databases from the Lohn grant; in 94/95, \$70,000; in 93/94, \$70,000.

\*\* NOTE: Prior to 97/98 expds. For "Latin Am.St.Gen." included with "Span./Lat.Am.St." and expds. for "Earth Sci." included with "Geography".

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

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

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

#NOTE: Tourism is a part of Res. Env. Mgt.

\*NOTE: Before 1997/98, "Geography" included "Earth Sciences".

\*\*NOTE: Before 1997/98, "Latin-American General" included "Spanish".

**TABLE H: Selected Library Benchmarks from CARL Statistics**

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

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

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

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

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

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

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

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

#### C. Library Materials Budget in Dollars, 1997/98

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

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

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

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

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

**F. Summary of Library Personnel, 1997/98**

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

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

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

**H. Library Collections Usage, 1997/98**

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



**I. Materials Borrowed from Other Libraries, 1997/98**

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

**J. Materials Loaned to Other Libraries, 1997/98**

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

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

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

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

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



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