

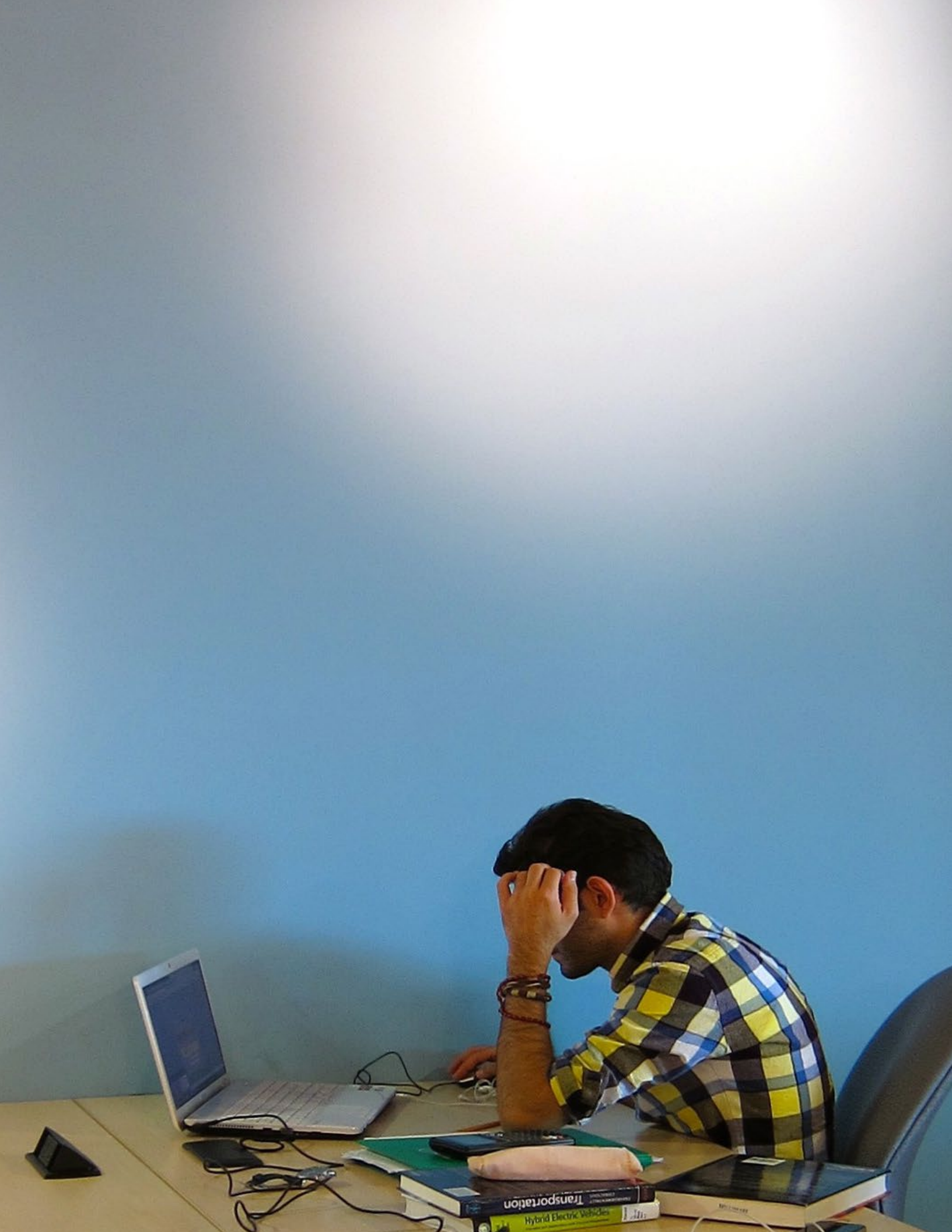
The SFU logo consists of a solid red square with the letters "SFU" in white, bold, sans-serif font centered within it.

SFU

Ask Explore Discover



SFU Library Annual Report 2011-12





Message from the University Librarian

The past year was an exciting one for the SFU Library. Our strategic planning process culminated with the publication of a five-year Strategic Plan (2011-2016) affirming a commitment to six strategic directions and 19 goals that reflect a dynamic institution committed to making a change at SFU while engaging the broader community.

This Annual Report highlights a new Library service for graduate students: the Research Commons, an initiative of the Library with resource support from Graduate Studies. The Research Commons provides an array of services tailored to the research and learning needs of graduate students as well as undergraduates pursuing advanced research projects.

This year we also welcomed the Library's first ever Distinguished Scholar in Residence: Dr. John Willinsky, founder and director of the Public Knowledge Project. Willinsky was appointed to this role in January 2012 for a three-year term. In this role he will deliver an annual lecture

reporting on his research and he will advise the Library as it develops transformative initiatives in the domain of scholarly communication.

A significant change to this year's report can be found in the statistical tables on the final pages. This year we are clearly differentiating the two significant aspects of our collection—print and digital—in terms of collection growth and use. We are also highlighting the growing importance to SFU students and faculty of extended, one-on-one consultations with Coordinators in the Student Learning Commons and Liaison Librarians at all three campus libraries.

The SFU Library is fully committed to its mission to provide access to collections services and facilities of the highest possible quality in support of SFU's teaching, learning, research and community engagement goals. Its dedicated and expert staff are the key to fulfilment of this mission. Please join me in celebrating their efforts and passion in supporting SFU.

*Chuck Eckman
University Librarian and
Dean of Library Services*

Research Services

Collections

Collections received a budget increase to accommodate serial price increases and growth in programming. Together with the strong Canadian dollar, this enabled the Library to renew all current subscriptions, but it was not enough to allow increases to book allocations.

Summit, a new Drupal based Research Repository (IR), was launched in August. Visit summit.sfu.ca.

New Resources

- DSM-IV-TR® : Diagnostic and Statistical Manual of Mental Disorders
- Education in Video
- Education Research Complete (Surrey)
- Harper's Magazine (archive 1850-1995)
- IMD World Competitiveness Online
- JAMA (1883-1997)
- Journal of Visualized Experiments (JoVE)
- Literature Online
- Medieval and Classical Literature Criticism (added to Literature Criticism Online)
- NRC research press (e-books)
- Nature Communications
- Nineteenth Century Collections online 1-4
- People's Daily
- Project Muse e-books
- Romanticism: Life, Literature and Landscape

In 2012 Ian Song and his team completed the digitization of the entire archive of the SFU Peak newspaper.



- SimplyMap Canada
- Times Digital Archive (extended dates and new interface, 1900-2006)
- Times Literary Supplement Historical Archive, 1902-2006
- Thomson One – Investment Banking

Cataloguing

The Library added 108,455 electronic monographs and 29,361 print monographs to the catalogue, bringing the total to just over 3.8 million digital and physical items.

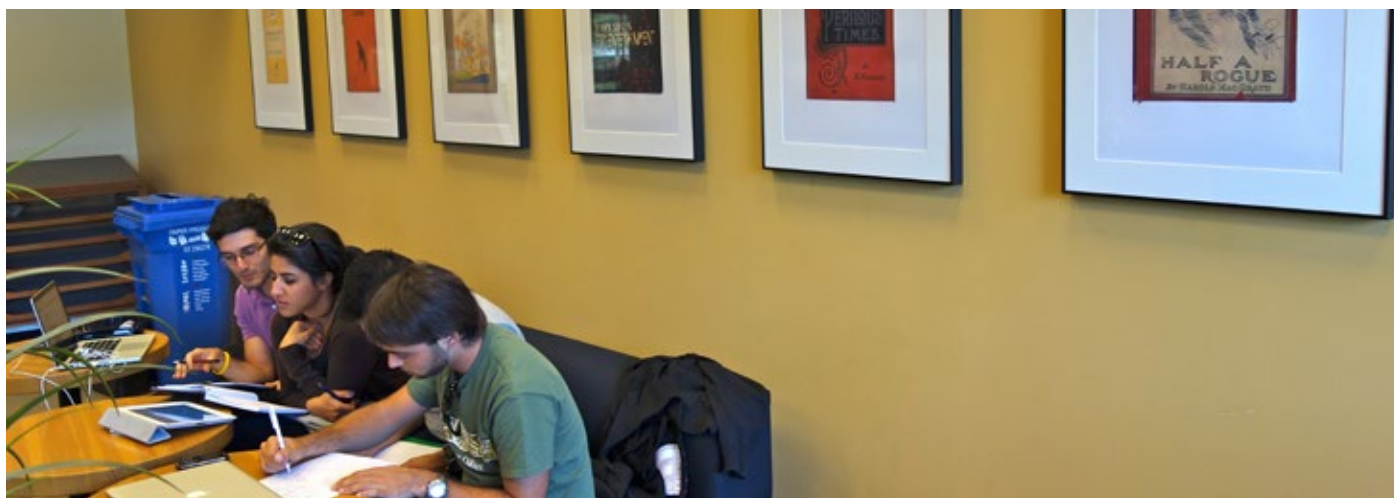
Cataloguers continued their training on electro-acoustic music sound recordings to finish the backlog in this genre before moving on to popular and vocal music.

The Library acquired the documentary film holdings from Videomatica when Vancouver's renowned specialty store closed in 2011. About 2,300 DVDs and 500 VHS tapes are being catalogued.

Publishing and Digitization Services

Now in its second year, the Library's Scholarly Digitization fund awarded 11 projects totalling over \$46,000, which add the following digital assets to Summit, the Library's Open Access Institutional Repository:

- Bill Reid Centre for Northwest Coast Art Studies; Digitization of the Adelaide de Menil Collection of 800 images of the Kwakwaka'wakw villages on the Central BC Coast.
- Cindy Patton (Sociology and Anthropology); Digitization of *Sexual Health Reports* newsletter (1979-1993) to the *Community Health Online Digital Archive Research Resource*, which is hosted by the SFU Library.
- Allyson Clay (Contemporary Arts); Digitization of text and images comprising Professor Clay's art practice from 1989-2006.
- Stephen Collis (English); Digitization of selected audio cassette tape recordings of four poets in the Library's Contemporary



Literature Collection: Robin Blaser, Frank Davey, bp Nichol and Michael McClure.

- John Craig (History); Digitization of *London Parish Accounts (1536-1642)* from microfilm in the Library, about the dissemination, ownership, prices and possession of key texts in early modern England.
- Andrea Geiger (History); continued digitization of the *Japanese Canadian Oral History Collection* at the Japanese Canadian National Museum in Burnaby. These oral histories (350 tapes of 1-2 hours each) will be hosted by the Library.
- Kate Hennessy (SIAT); Digitization of photographic material from the *Scowlitz Artifact Assemblage Project*, a focus of intensive archaeological excavations between 1992 and 1999.
- Patricia Gruben (Contemporary Arts); Digitization of Gruben's 1978 16mm film *Central Character*, an experimental film featured in several international festivals.
- Gerontology Research Centre; to offset part of the production cost of a web-ready video of portions of the upcoming 20th John K. Friesen conference, *Growing Old in a Changing climate : Exploring the interface between population aging and global warming*.
- Mary-Ellen Kelm (History); Digitization of archival records, oral history transcripts, and newspaper clippings about rodeos in Western Canada, and the role that First Nations and Metis played.
- Mark Leier (History); Digitization of approximately 2,000 of the 8,000 British Columbia post cards held in Special Collections.

Working in the Group Study Area on the 2nd floor of the Bennett Library.

This is also the second full year of SFU's Open Access Fund. From February 2011 to March 2012 it supported 45 SFU faculty and graduate student authors publishing in open access journals. The fund covered article processing charges for a total of \$54,000 and was used by authors in Applied Sciences, Arts & Social Sciences, Environment, Health Sciences, Science and SIAT.

Research Commons

The need for increased graduate student support through dedicated spaces, services, and programs was highlighted in the Library's 2011 external review and in the 5-year strategic plan for 2011-2016. The concept is also supported by the VP Research who first articulated the idea of a Research Commons in 2010. A Research Commons task force explored the needs and program elements

for a Library-based Research Commons in February and March 2011. The group was composed of the Associate University Librarian for Learning & Research Services, liaison librarians, graduate students, a representative from the Graduate Student Society, the SLC Writing Services coordinator, and the Theses Assistant.

Nicole White was appointed Research Commons Coordinator in December 2011 and subsequently became Head of the Research Commons on 1 May 2012, as recommended in the 2011 Research Commons Task Force Report. White will oversee the development of a Research Commons space, programs, and services, engaging with a wide spectrum of faculty, librarians, staff, students, and community members.

A graduate peer Geographic Information Systems (GIS) facilitator was hired in Spring 2011 working under the supervision of the Maps/Data/GIS Librarian. The peer is responsible for developing introductory GIS learning and support modules of particular interest to graduate students in a variety of disciplines, utilizing standard geographic and census data products available from Census geography - Statistics Canada, and from other GIS data sources. Future graduate peer facilitators may provide one-on-one student support for GIS projects, and develop documentation, module guides, and other relevant web pages to support GIS services.

A limited term librarian was also hired in Spring 2011 to work closely with the Theses

Assistant to develop tutorials on finding and using thesis templates, critical skills for graduate students at the final stages of their graduate studies. These tutorials are now available to students on the Library's website to meet students' needs both on and off campus.

A new website, researchcommons.sfu.ca offers additional assistance to graduate students with research activities.

Document Delivery & Media Resources

Support for students with disabilities was further enhanced by formatting e-text materials. Feasibility studies were done in the Spring and the full program began in the 2012 Summer semester. Document Delivery Services supervises digital initiatives coordinator Ian Song and his digitization services team.

A pilot project allowing alumni and external users to borrow materials from the Media Resource Centre ran during the Summer and Fall of 2012.

Liaison Librarian Program

The Liaison Librarian program connects individual librarians with one or more departments where they develop expertise in subject areas, learn the structure of relevant information resources, and understand the needs of researchers.

Changes in the academic environment necessitated a review to improve the delivery of

Special Collections Librarian Eric Swanick shows off one of 88 scrapbooks acquired from the estate of Grace McCarthy.



*“To keep you updated, I’ve been accepted into UBC Medicine for this fall... Thank you for facilitating such a fantastic volunteer experience! I’m confident the skills I gained through consultations helped me at the interview. :)”
—email to the Student Learning Commons 2011/12 from EAL Peer Educator.*

increasingly sophisticated services, and to provide professionally trained staff at the highest level possible.

Liaison librarians were assigned “Administrative Homes” in six functional teams: Information Services, Instruction, Collections, Scholarly Communication, Marketing & Outreach, and e-Branch. The Reference Division became the Information & Instruction Division. Liaison librarians continue to serve as the primary contact between academic departments and the Library, retaining responsibility for providing the full range of services to their liaison areas.

Special Collections

Special Collections provides research and access services to its resources, and often to resources of the larger community for SFU students, faculty and the research community. This year two substantial scholarly articles were based directly upon SFU Library resources, and the division was acknowledged in numerous publications.

Major new resources added in 2011/12 include Grace McCarthy’s scrapbooks (88 volumes), the papers of the Social Credit Women’s Auxiliary, the British Columbia Police Veterans Association, and the collected files of environmental lawyer Marilyn Kansky.

During the year, Special Collections display cabinets featured the Alcuin Society Design Award winners, the works of George Stanley, the Gregory Freeman Collection of 16th and 17th century books and documents, significant gifts and acquisitions during 2011, and the Sir Arthur Conan Doyle collection.

Acquisition & Serials

New electronic and digital content workflows were introduced in 2011/12. Binding staff began providing inventory management support for electronic resources. The Library also started a project to locate and save annual usage



statistics for many databases, e-journals and e-mono sets.

In January students lived for a week in the Library to raise money for libraries in India.

Teaching & Learning

Student Learning Commons

Now in its fifth year, the SLC delivered 3,272 one-on-one consultations, a 9% increase over 2010-11. Help in *Writing* was the most popular area for advice (3083; 94.2%) followed by *Learning* (110; 3.3%) and the newly added *Speaking* (79; 2.5%) advice service.

The *Read Ahead* service, which supports graduate students writing theses, projects or any longer piece of writing, delivered 57 consultations, up 27% from last year. Students submit a writing excerpt for pre-review by the Library’s Writing Services Coordinator, Renée

Head, Information and Instruction Janis McKenzie meets with visiting Korean library students.





From the recently acquired rare book collection of Emily McWhinney, this 1813 publication entitled Stat Nominis Umbra features a fore-edge painting of Arundel Castle, visible only when the pages are slightly fanned.

McCallum, or one of the Library's well trained Graduate Peer Writing Facilitators prior to their first appointment.

The international student population at SFU continues to grow. As a consequence, the *English Conversation Partner* program for English as an additional language (EAL) students was oversubscribed. Now in its second year, it provides a weekly one-to-one conversation with one of 27 trained EAL Peer Educators. A total of 78 students were served, leaving 100 students on a wait list.

EAL Peers also delivered *English Conversation Group* meetings totalling 594 visits.

The SLC piloted bookable appointments with an EAL Peer to improve spoken English; 79 Speaking Consultations were held in Spring 2012. SLC EAL Coordinator Tim Mossman offered 30 individual English Language Learning Plans. These 50-minute student consultations include a written and oral assessment, techniques and strategies for improving English, and recommended resources.

Information and Instruction

The Reference Division now has a new name: Information and Instruction (I&I) to better reflect the group's activities. Several I&I librarians are taking part in the Txt-Us text/SMS service pilot that began in Summer 2011, led by colleagues at the Fraser Library in Surrey.

More and more, SFU researchers wish to access our resources and get help remotely. Some of the webpages developed by I&I reflect this trend. For instance, the Writing and Style Guides page, which links to citation guides, has had more than 234,000 hits in three years. Our guide to the 6th edition of APA (2010) has had more than 370,000.

Last year SFU Librarians collaborated with Loans to welcome two local high-school classes for Library visits. In 2011-12 this number increased to 16.

User Experience

eNewsletter

With support from the SFU Design Group, Nina Saklikar and Barry Shell created an email version of the "Library Update" newsletter. Please subscribe at www.lib.sfu.ca/update.

New Search and Access Tools

The Library's main web search engine (search.lib.sfu.ca) celebrated its millionth search at 6:01am on March 26th, 2012 with the query "paper fan", seven months after going live. Library Search locates information from many sources including the Library's website, course reserves records, Fast Search results for articles, books, and media, and other sources.

Most of the library's digitized collections are now listed on a single web page and selected collections are findable via Library Search. Newly digitized collections are added as soon as they come online and displayed at www.lib.sfu.ca/special-collections/digital-collections.

Access Services

Equipment loans remain very popular. Typically, all available laptops are loaned out by 10:30am on weekdays in the Fall and Spring semesters. Loans experimented with lending other kinds of equipment such as phone chargers, which were very popular, and headsets with microphones (not so popular).

Bennett Library Renewal

The Silent Study Room on the 5th floor is now open and the new offices for the BC Electronic Library Network are near completion on the 7th floor. The walls of the Bennett Library will be completely repainted with a new practical colour palette to help orient library users during the summer of 2012. Planning continues

for the renovation of the 3rd floor.

Bennett Library staff are preparing for another 24/7 opening during the Fall exams by liaising with Campus Security, Risk Assessment, Facilities, the Student Society and Library Access Services. Staff also participated in Virtual Campus Infrastructure planning this year.

Belzberg Library

The new Belzberg Library Student Learning Commons project is almost complete. Funded by a donation from Dr. Yosef Wosk, the glass-enclosed space features collaborative group areas, flexible furniture, whiteboards, consultation space and a fireplace. At the same

time, the main floor of the library has been transformed into an open, welcoming student-centred space, with more workstations and a new powered laptop counter overlooking Hastings Street. The new space was instantly popular with students, and was occupied before it was even completed. Additional student facilities on the mezzanine level now include another laptop counter and a separate AV viewing area.

“[The Peer] cares a lot about how she can ...help me to improve... I really enjoyed the talk every week. She...took notes on what mistakes I made during the conversation and taught me how to use a word in an appropriate way.”
—EAL Student.

Students love the new powered laptop counter overlooking Hastings Street at the Belzberg branch of the Library.





The information desk at the Surrey branch of the Library.

The Belzberg Library endowment was used to augment online collections of wider interest to SFU Vancouver, including the Literary Encyclopedia and Project Muse Political Science and Policy Studies e-book collections.

Research Commons branded services delivered four workshops reaching 71 SFU Vancouver graduate students and researchers this year.

Term Librarian Sanfu Chen created a Library display to coincide with the launch of the Komagata Maru website at SFU Vancouver.

Sylvia Roberts established an ongoing collaboration with the Pacific Association of Artist Run Centres, an artists organization with connections to the School for the Contemporary Arts. The project involves the preservation of association archives and the possibility of including their publications in Summit.

Surrey Library

Soo Oh oversaw the addition of several new pieces of equipment to the collection at the Fraser Valley Real Estate Board Academic Library, including 3D digital cameras and 3D digital video cameras.

The Surrey Library hosted several Research Commons workshops, including a popular session co-taught by Holly Hendrigan and Renée McCallum.

The library's entrance renovation was completed with new shelving, a map, and an elec-

tronic billboard for showcasing library events, spaces, collections, and services.

The Library showcased Surrey faculty publications, library services, and the games collection at SFU Surrey's 10th Year Anniversary Open House in March 2012.

Community Engagement

Last year, the Library received a \$350,000 grant from Citizenship and Immigration Canada through the Community Historical Recognition Program to create a lasting digital resource telling the story of the *Komagata Maru incident*. The project was completed in March 2012 and is available at: komagatamarujourney.ca.

Special Collections Librarian Eric Swanick organized a *Jim Rimmer Celebration* in October 2011 at SFU Vancouver. Swanick presented the Robert R. Reid Award for Lifetime Achievement in the Book Arts to the Rimmer family and Richard Kegler of the Buffalo based P22 firm showed his film *Making Faces – MetalType in the 21st Century: Documenting the Work Process of Jim Rimmer* (2011). Approximately 100 people attended the event.

Swanick also organized the biannual *Alcuin Wayzgoose* of letterpress printers, book artists and book demonstrations (linocuts, marbling etc.) at the Vancouver Public Library in October 2011. There were over 400 in attendance.

SFU co-sponsored and hosted the National Reading Summit. Belzberg Library Head Karen Marotz joined the Summit steering committee as the SFU Library representative and worked on the planning for the conference which was held at SFU Vancouver in May 2012.

This year's Live in for Literacy campaign was successful with over \$2,000 raised by student campers who lived for a week in the Bennett Library to raise money for libraries in India.

This year SFU expanded its outreach to International Baccalaureate programs in the lower mainland. Previously, individual IB pro-

grammes contacted the library to obtain library privileges for their students. Cards were issued at half the usual fee of \$100/year. This year SFU Admissions worked with the library to develop a programme for Grade 11 students. Classes now come to the university for a day which includes a library tour, library skills course and the distribution of library cards and logins at no cost to the student or school. This year 462 students from 13 different schools took part in the programme.

Public Knowledge Project

In early 2012, the Public Knowledge Project identified over 12,000 world-wide installations of its flagship software *Open Journal Systems*. PKP made significant advances this year in its goal to be 100% self-sustainable through a combination of support from institutional sponsorships, development partnerships, grant support and cost-recovery publishing services. As of March 2012 PKP had formalized two major development partnerships with the University of Pittsburgh and with California Digital Library. PKP received sponsorship commitments from 20 universities across North America. Dr. John Willinsky, PKP's founder and director, was appointed the Library's first Distinguished Scholar in Residence and joined the faculty of SFU's Publishing Program.

BC Electronic Library Network

BC ELN's mission is to provide superior and equitable information access for learners in BC by leveraging expertise and resources of partner libraries. Over the past year, BC ELN sought input and guidance from libraries and the wider BC ELN community in developing strategic goals that would fulfill this mission. The result is the 2011-16 Strategic Plan, a key document that ensures BC ELN continues to offer the highest quality services, while remaining flexible and adaptable to meet the changing needs of partner libraries. The new

Strategic Plan is available at www.eln.bc.ca/view.php?id=1947.

The work BC ELN does through consortial licensing, resource sharing, and coordination of collaborative services results in a number of benefits to the BC post-secondary sector, including direct cost savings, cost avoidance, and the connection of users to services and resources they would not otherwise have access to. This year BC ELN successfully renewed over 85 licenses with only modest price increases.

The AskAway Post-Secondary Virtual Reference service was strengthened, and BC ELN began providing pilot-phase project management and coordination for the WriteAway collaborative virtual writing support service at the request of BCcampus and the WriteAway Concept Committee.

BC ELN continues a partnership with the Electronic Health Library of BC including a re-design and launch of their website.



Vancouver-born fiction writer Madeleine Thien, presently based in Montreal, read from her new novel, Dogs at the Perimeter, in October 2011.

Donations

We are grateful for all donations to the Library, but only donors who contributed \$100 or more are listed here due to limited space.

Gifts

Robin Abra
Judith Alexander
Margery Allen
James Allworth
Douglas Andrews
Keith Antonelli
Clare Appavoo
John Appleton
Judith Arter
Chris Baker
Thomas Baker
Neal Baldwin
Kenna Ball
Margaret E. Bezdán
Gwen Bird
Roberta Blair
Karen E. Blanchard
Lisa Bourgault
Gil Brett
Amanda Brittain
Richard Brolly
Harry Brownlow
Andrea Byman
William Calder
Jennie Campbell
Lynn Capling
Phil Cappellini
Bev Carlson
Joseph Catalano
Eva Chai
Rebekah Ann Colhoun
Trevor Connor
Barbara Cooper
Lynn Copeland
Jodi Cristall

Dallas Cristofoli
Kathleen Cross
Emma Dal Santo
Gerry Dao
Phuong Dao
Ian Davis
Paul Delleman
Nattana Dixon-Warren
Anita Don
Charlotte Douglas
Michael Dyck
Charles Eckman
Essam Elashi
Howard Exner
Elaine Fairey
Elizabeth Farmer
Patrick Field
Patricia Finlay
Andy Fok
Susanna Fok
Mark Forward
Patty Gallilee
Timothy Garrish
Ross Gentleman
Leah George-Wilson
Martha Gerow
Carole Gerson
Beth Gillespie
John Gives
Vera Godavari
Sara-Lynn Grady
Lisa Graham
Patricia Guest
Lynne Guinet
Zilong Guo
H. David Harms
Judith Harper-Kelley
Melissa Hartfiel
Rick Henderson
David Hislop
Deborah Holloway
Virginia S. Hong
Richard Hopkins
Ward Horan

Paul Houle
Paul Houle
Michael Howcroft
Wesley Hung
David Hylands
Jean Illingworth
Michelle Imbeau
Eric Irvine
Judith Arlene Jackson
Norman Jaffe
David W. F. Jang
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Wayne Janzen
Bindy Johal
Robert Johnson
Toni Jones
Erin Kampf
Jennifer Keeling
Andrew Keir
Bradley Keith
Verda Kocabas
Magali Kronen
Amanda Jinji Kuang
Chun-Chun Lam
Ruth Lambert
Roger J. LeBlanc
Man Lee
Woosang Lee
Judy Letendre
Eva Leung
Pianne Pak Yan Leung
Imogene Lim
Hugh Lindsay
Catherine Louie
Xinren Ma
Robert B. Macfarlane
Jason Mackenzie
Barney Magnusson
Anne Magusin
Jeannette Mansell
Jane-Anne Manson
Christine Manzer
Shaun Marlatt
Richard Marsh

Darren McDonald
Sofia McGowan
Brenda McIntyre
Janis McKenzie
Shirley McKinley
Robert McMorran
Jim McQueen
Robert Miles
James Mills
Patricia Mitchell
Jacqueline Mousseau
Betty Nelson
May Nembhard
Tracy Nemeth
Tom Nesbit
Karin Newton
Erik Nielsen
Earl Noah
Dwight Noda
Patsy O'Dell
Larissa Parker
Sandie Parker
Christian Perkins
Christian Peters
Mario Pinto
Stephen Plunkett
Robert Punnett
Ryan Quee
James Rainer
Lorraine Rheault
Greg Riddell
Sylvia Roberts
Christopher Rolfe
Sharon Rowse
Shamim Sachedina
Herman Sandhu
Steven Schacter
Marian Scholtmeijer
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 Keith Thomson
 Armilda Ting
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 Corey Trueman
 Leslie Ty
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 Carolyn Van Schagen
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 Tim Walker
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 Allan Warnke
 John Webster
 Vicki L. Webster
 Jim Weibelzahl
 Joanne White
 Nicole Victoria White
 Peggy White
 Wendy Wilkie
 Frances Wilmeth
 David M. K. Wilmot
 Chandra Woodhouse
 Joseph Wozny
 Johnson Wu

Monica Yagi
 Chris Yamamoto
 Maria Yerema
 Donald Zadavec
 Angelo Zappacosta
 Michael Zastre

Gifts in Kind

Alcuin Society, The
 Robert Anderson
 Derek Beaulieu
 Dennis Bevington
 Lisa Birnie
 Barbara Bonner
 Brian Burtch
 Habib Chaudhury
 John Corner
 Robert M. Coupe
 D & M Publishers Inc
 Anne-Marie Dekker
 Raoul Grossman
 Harold Gutovich
 Arthur Guttman
 Brian Hayden
 Sandy Hill
 Fayme Hodal
 Valerie Jerome
 Wolfgang Jilek
 Wendy Johnston
 Bradley Keith
 Michael Kenny
 Rudi Kovanic
 Ernest Krieger
 Don D. Kugler
 Marilyn MacDonald
 Roderick Mackenzie
 Grace M. McCarthy
 James McIntosh
 Barry McKinnon
 Peggy Meyer
 David Mirhady
 Sheila Moulton
 Eleanor Nichol
 Anna Raasveldt

Adrian Raeside
 James Rainer
 John Richards
 Wyn Roberts
 Glen Robinson
 Iain Ross
 Alan Rudrum
 Roy Shephard
 Bob Smith
 Social Credit
 Women's Auxiliary
 George Stanley
 Stephen Steele
 Brian Street
 June Sturrock
 Alan Twigg
 Edward Uluschak
 Chris Vogel
 John Webster
 Wordsmith
 International
 Jerry Zaslove

*A small part of the
 extensive documentary
 film collection acquired
 from Videomatica.*



Staff Highlights

New hires

- Lorraine Kwan (Nov. 2011 - Access Services)
- Marcus Barnes (Nov. 2011 - Systems)
- Ward McLean (Sep. 2011 - Access Services)
- Dal Sohal (Aug. 2011 - Student Learning Commons)

New roles

- Todd Mundle (September 2011 - AUL Collections and Scholarly Communication)
- Brian Owen, (March 2012 - AUL Library Technical Services and Special Collections)
- Elaine Fairey, (March 2012 - AUL Learning and Research Services)
- Donna McGee Thompson (October 2011 - Head, Student Learning Commons)
- Nicole White (December 2011 - Head, Research Commons)
- Natalie Gick (January 2012 - AUL Administrative Services)
- Frances Dodd (February 2012 - Systems & Technical Services)

Goodbyes

- Anna Raasveldt (Mar. 2012 - Access Services)
- Vivian Blackwell (Mar. 2012 - Document Delivery Services)
- Norma Marier (Mar. 2012 - Information and Instruction)
- Sue Fernandes (Feb. 2012 - Access Services)
- Lisa Millard (Nov. 2011 - Access Services)
- Lew Cottell (Nov. 2011 - Cataloguing)
- Simon Lum (Jul. 2011 - Access Services)
- Sandy McKeever (Apr. 2011 - Acquisitions)

Activities, Presentations & Publications

Mark Bodnar

- Speaker: Moving from “no” to “No, but let’s talk...”: Business Reference as a Consultation Process, *Beyond Hope Conference*, Prince George, BC, June 2011, (with A. McCauley), <http://www.lib.pg.bc.ca/beyondhope>

Charles Eckman

- Panelist: Future of Libraries, *The Library Book*, *British Columbia Library Association*, Vancouver Public Library, June 2011, <http://thelibrarybook.bclibraries.ca/booklaunch/>
- Speaker: Institutional Open Access Funds: Implementation Issues, *SPARC Open Access Meeting*, Kansas City, MO, USA, March 2012, www.arl.org/sparc/bm~doc/eckman.pdf
- Speaker: Future of the Library: After the Book, *SFU Seniors Lifelong Learner Society AGM*, SFU Vancouver, September 2011, <http://summit.sfu.ca/item/10812>
- Moderator: The Big Deal: International Perspectives & Possibilities, Canadian Research Knowledge Network, CRKN OpenLine, Jan 2012 (with Leslie Weir), www.crkn.ca/sites/default/files/file/CRKN_OpenLine_BigDeal_Summary_2012-02-14.pdf
- Moderator: Cost-Sharing Townhall, CRKN AGM, Gatineau, Quebec, Oct 2011, (with Benoit Séguin) www.meetview.com/crkn2011eng3/

Elaine Fairey

- Panelist: Community Engagement: A BC Research University Panel Discussion, *ARL Research Library Leadership Fellows Program: Strategic Issues Institute II The Engagement Imperative*, University of British Columbia, November 2011, (with M. Swanson and G. Ashougian)
- Speaker: WriteAway Pecha Kucha, *BCcampus Online Student Services Forum*, British Columbia Institute of Technology, Vancouver, BC, June 2011

- Panelist: Academic Libraries and Student Success, *Ensuring Student Success; OCUFA - Ontario Confederation Of University Faculty Associations*, Toronto, ON, January 2012, (with M. Ridley (Guelph) and M. Robertson (York))

Natalie Gick

- Speaker: Single search? The promises and pitfalls of web-scale discovery, *British Columbia Library Association Conference*, Victoria, BC, April 2011, (with D. McFarland, C. Davis, J. Durno and M. Martin)
- Speaker: Do we hear the angels singing? Next generation web-scale discovery, *Canadian Library Association Conference*, Halifax, NS, May 2011, (with D. McFarland, C. Davis and P. Webster)

Holly Hendrigan

- Speaker: SFU Library in your backyard, *Surrey Teacher's Association convention*, Simon Fraser University Surrey, May 2011

Mark J. Jordan

- Organizer: *Access 2011*, Vancouver, BC, Oct. 2011, <http://access2011.library.ubc.ca/>
- Organizer: *LOCKSS PLN Community Meeting 2011*, Vancouver, BC, October 2011, http://plnwiki.lockss.org/wiki/index.php/PLN_Community_Meeting_2011
- Presented (with Bronwen Sprout, Geoff Harder, and Slavko Manojlovich) on a panel "Digital Preservation from Coast to Coast" at the Access 2011 Conference (October 20).
- Presented "Integrating Challenging Content into Campus Infrastructure" at the 2011 LOCKSS PLN Community Meeting, Vancouver (October 25).

Donna J. McGee Thompson

- Author: The Academic Enhancement Program in Introductory CS: A Workshop Framework Description and Evaluation, in

Innovation and Technology in Computer Science Education (June 2011): 278-282. (with R. Egan, D. Cukierman and D. McGee Thompson), <http://dl.acm.org/citation.cfm?id=1999825>

Brian Owen

- Organizer: Pre Conference Workshop: Open Source for Library Decision Makers, *Access 2011*, Vancouver, BC, October 2011
- Panelist: Sitka for Trustees: What is an ILS?, *British Columbia Library Association Conference*, Victoria, BC, April 2011
- EDUCAUSE: CNI Podcast - *The Public Knowledge Project's Brian Owen* (May 2011)
- Panelist: Policies and Processes, *Library Publishing Services: Strategies for Success Workshop*, University of Utah, Salt Lake City, UT, May 2011
- Panelist: Free Open Software: An Untapped Resource for the Small Publisher, *Society for Scholarly Publishing Annual General Meeting*, Boston, MA, June 2011
- Co-Director: *Public Knowledge Project (PKP) Scholarly Publishing Conference* Freie Universität Berlin, Berlin, Germany, September 2011
- Panelist: Digital Developments in Libraries, Journals, and Monograph Publishing, *Public Knowledge Project (PKP) Scholarly Publishing Conference*, Freie Universität Berlin, Berlin, Germany, September 2011
- Panelist: Cooperation and the Cloud: Web Scale, Workflows and Data, *OCLC Workshop*, University of British Columbia, Vancouver, BC, October 2011,
- Speaker: The Public Knowledge Project: Achieving Sustainability, *Coalition for Networked Information (CNI) Spring Meeting*, San Diego, CA, April 2011
- Speaker: Breakfast Session on CARL-CRKN Open Access Working Group, *Canadian Research Knowledge Network (CRKN) AGM*, Gatineau QC, October 2011

Janis McKenzie

- Speaker: Social Media Strategies & Management for Libraries, *BC Library Association Conference*, Victoria, BC, April 2011, (with C. de Castell, A. Griffin, E. Gillette)
- Speaker: Going over to the Dark Side... and Seeing the Light: Tapping your inner manager, *British Columbia Library Association Conference*, Victoria, BC, April 2011, (with L. Matheson, S. Walters)

Walter Piovesan

- Speaker: Putting the 'I' Back into GUIDO, *Accoleds 2011*, Kwantlen Polytechnic U., Richmond, BC, Nov. 2011, (with Marilyn Andrews), accoleds2011.wildapricot.org

Sylvia Roberts

- Organizer: 2011 BCLA Government Information Day, SFU Vancouver, May 2011, (with C. Graebner)

Barry Shell

- Author: Wire Up Your Sense of Smell: How the Internet Is Changing the World of Perfumery, *Scientific American*, Guest Blog, September 2011: <http://blogs.scientificamerican.com/guest-blog/2011/09/09/wire-up-your-sense-of-smell-how-the-internet-is-changing-the-world-of-perfumery/>

Ruth Silverman

- Facilitator: Round-table discussion on open workshops, *Learning Specialists Association of Canada, Pacific Region*, Vancouver Community College, Vancouver BC, December 2011, www.learningspecialists.ca/

Dal Sohal

- Facilitator: Parker Team Player for Librarians, *SFU Liaison Librarian Review Implementation*, Simon Fraser University Vancouver, Vancouver, December 2011

Eric L. Swanick

- Vancouver Punk Collection@SFU: A Note in *BC Musician*, no.87 (July/August 2011): 19-[22]
- Postcards: An Earlier Twitter in *aq*, 12 (November 2011): 41-51
- Judge for the National Book Collecting Contest.

Donald Taylor

- Speaker: Patron Driven IR Development, *SPARC Open Access Meeting*, Kansas City, MO, March 2012, <http://summit.sfu.ca/item/10810>

Nicole White

- Panelist: Reference Gone Mobile, *Academic Librarians in Public Service (ALPS) AGM*, Simon Fraser University Vancouver, Vancouver, BC, December 2011, (with J. Wong and D. Flewelling)

Sandra Wong

- Author: Update on Copyright Policy with Sam Trosow, *BCLA Browser: Linking the Library Landscape*, 3 (3), 2011: 22-23, bclabrowser.ca/index.php/browser/article/view/276/385

Talks and Readings

- Elaine Fairey presented a talk on recruitment in academic libraries for a class of LIBR 571 - Human Resources Management, School of Library, Archival and Information Studies (SLAIS), UBC.
- Holly Hendrigan presented session to Kwantlen Polytechnic librarians on how SFU librarians teach the Summon search interface, December 2011.
- Mark Jordan presented to the School of Library, Archival and Information Studies, "Systems Librarianship" class on "Authentication and Authorization at SFU" (March 2012).
- Karen Marotz provided a talk and tour of Belzberg Library renovations related to the

School for Contemporary Arts and Student Learning Commons for librarians attending ALPS meeting at SFU Vancouver, Dec, 2011.

- Brian Owen participated in various media interviews, CBC Radio International, Red FM, Province newspaper, etc., between July 2011 and March 2012 on the Komagata Maru Project.
- Walter Piovesan presented a talk on Research Data to CMNS801 Graduate Class.
- Sylvia Roberts, at the request of session organizers, prepared a “seeded” question for 3 members of parliament on the “Media Policies for a Democratic Future” panel, 2011 Media Democracy Days, co-sponsored by the British Columbia Library Association Information Policy Committee, SFU School of Communication and other community organizations. November 12, 2011, Vancouver Public Library.
- Eric Swanick was interviewed by Nigel Beale on Jim Rimmer on 9 February 2012 posted on his site <http://literarytourist.com>
- Special Collections hosted literary readings and events:
21 September 2011 Anosh Irani
19 October 2011 Madeleine Thien
7 January 2012 Linda Gregerson
24 March 2012 An Afternoon with Sir Arthur Conan Doyle
- Nicole White provided a tour and orientation to Library Technician Program, Langara. (35 Techs), January 2012.

Visitors

- Lynn Morrison, PASS Supervisor, Division of Student Life, Deakin University, Australia, visited the Student Learning Commons in October 2011, to learn about our Peer programs. She also presented on her program at an SLC Peer Meeting.
- Lucie Moussu, Director, Centre for Writers, U. of Alberta, visited the Student Learning Commons in February 2012, to conduct research (a pilot study) on how we are supporting EAL students.
- Eva Schmitz, IT Services Librarian from Malmo University (Sweden) visited Fraser Library (SFU Surrey) for a tour and a discussion of matrix structures in an academic library. Ewa Schmitz, also visited and toured Belzberg Library (SFU Vancouver) on May 20, 2011.
- UBC Associate University Librarians Leonora Crema, Lea Starr, Simon Neame, and Melodie Burton visited SFU Library in October 2011 for space tours and service discussions with their SFU counterparts.

Staff grants & awards

Donna J. McGee Thompson

- Teaching and Learning Development Grant: co-recipient with Dr. Diana Cukierman, School of Computing Science, Simon Fraser University, January 2012.

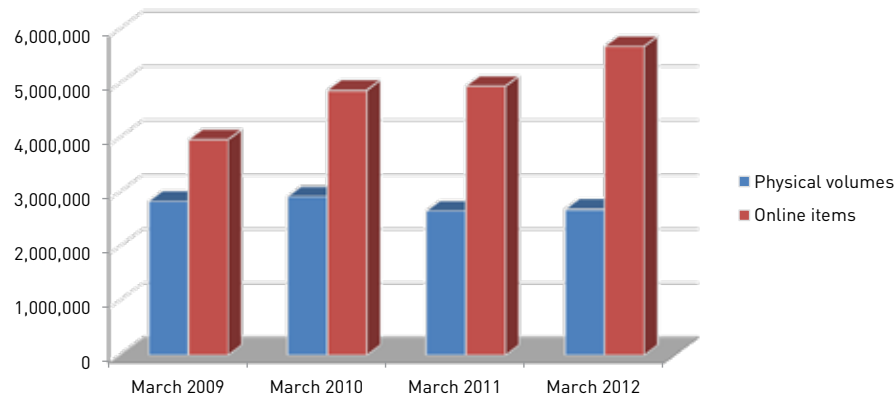


Library Statistics

Collections	March 2011	Growth 11/12	March 2012
Books and reports	1,414,694	24,641	1,439,335
Journal volumes	293,720	2,431	296,151
Micromaterial volumes	949,564	2,201	951,764
Miscellaneous (AV, etc.)	242,001	15,041	257,042
Total physical volumes	2,657,978	29,273	2,687,250
Online items	4,953,273	731,179	5,684,452
Print subscriptions, current	4,104	-232	3,872
Electronic subscriptions	51,169	1,084	52,253
<i>Fraser & Belzberg collections are included in the counts above.</i>			
Belzberg (Vancouver)	24,022	4,132	28,154
Fraser (Surrey)	37,015	1,317	38,332

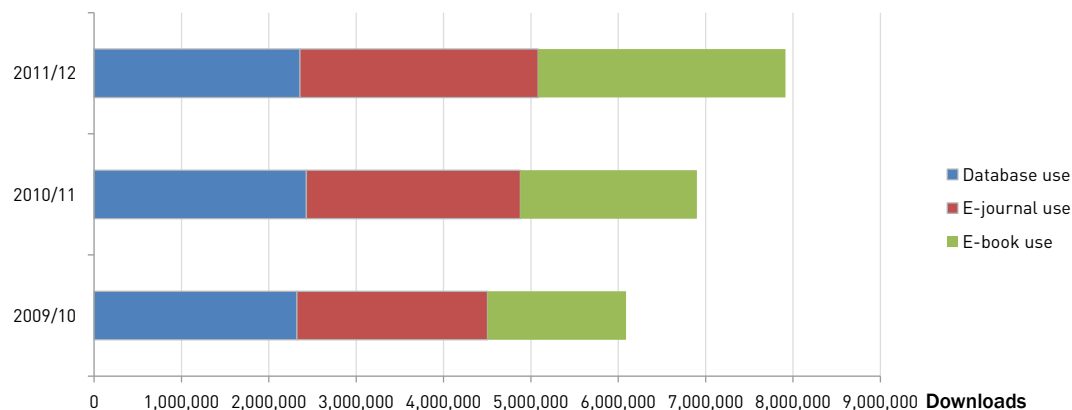
note: minor adjustments to 2011 counts due to a new methodology

Collection Growth



Collection Use	Bennett	Belzberg	Surrey	Total 11/12	Total 10/11	% Change
General Collection						
11/12	328,492	25,664	40,850	395,006		-7%
10/11	354,048	29,371	40,978		424,397	
Equipment Loaned	68,005	2,786	110,186	180,977	180,444	0%
Used in Library	128,018	4,136	5,980	138,134	170,083	-19%
Sent to Other Libraries				11,058	11,825	-6%
Distance Ed. Deliveries				3,557	3,032	17%
Use of Physical Volumes				728,732	789,781	-8%
E-journal use				2,725,750	2,447,954	11%
E-book use				2,832,495	2,021,376	40%
Database use				2,356,448	2,430,776	-3%
Use of licensed Online Content				7,914,693	6,900,106	15%

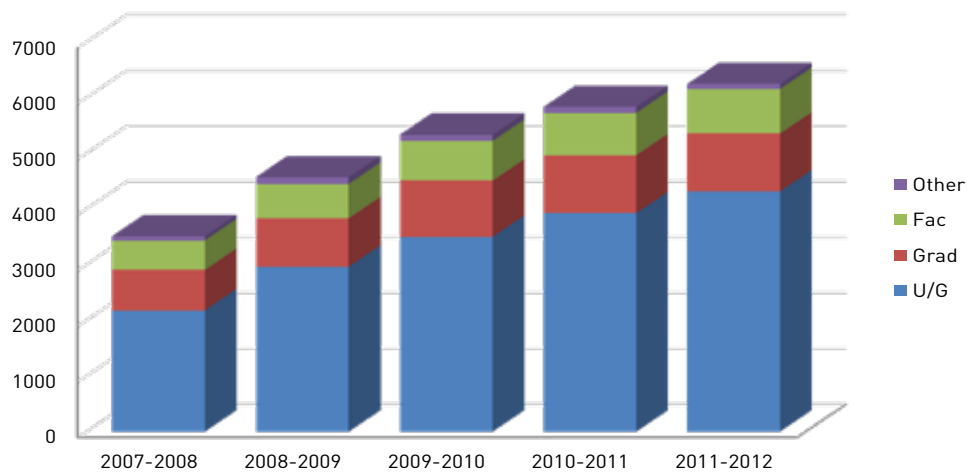
Use of Licensed Online Content



Services	Reference Questions			Instruction - Number of Students		
	2011/2012	2010/2011	% Change	2011/2012	2010/2011	% change
Bennett	23,231	22,032	5%	19,442	21,599	-10%
Belzberg	7,066	7,279	-3%	1,267	778	63%
Surrey	14,476	11,147	30%	4,395	5,223	-16%
SLC Consultations				3,272	3,002	9%
SLC Workshops				4,137	5,183	-20%
SLC Orientations				5,707	6,676	-15%
Online reference*	7,028	6,392	10%			

* Includes AskAway (chat-based), Txt Us (text-message), and Ask a Librarian (email) reference.

Total Consultations




Note: includes SLC and Liaison Librarian consultations.



SFU

SIMON FRASER UNIVERSITY
LIBRARY



W. A. C. Bennett Library
SFU Burnaby
8888 University Drive
Burnaby, BC V5A 1S6
Tel: 778.782.4084
www.lib.sfu.ca

Samuel and Frances Belzberg Library
SFU Vancouver
515 West Hastings Street
Vancouver, BC V6B 5K3
Tel: 778.782.5050
www.lib.sfu.ca/about/belzberg/

Fraser Valley Real Estate Board Academic Library
SFU Surrey
250 - 13450 102nd Avenue
Surrey, BC V3T 0A3
Tel: 778.782.7411
www.lib.sfu.ca/about/surrey/