



ANNUAL REPORT

**FISCAL YEAR
2004/2005**

SIMON FRASER UNIVERSITY LIBRARY

**W.A.C. BENNETT LIBRARY
SFU BURNABY**

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Phone: 604-291-4084
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**SAMUEL & FRANCES BELZBERG LIBRARY
SFU VANCOUVER**

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Vancouver, B.C. V6B 5K3
Phone: 604-291-5050
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website: www.harbour.sfu.ca/belzberg/

**SURREY CAMPUS LIBRARY
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10153 King George Highway
Surrey, B.C. V3T 2W1
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website: www.lib.sfu.ca/about/surrey/

APPENDIX I - ACTIVITIES
Table A - Collections

	March 2004	Growth 04/05	March 2005
Books	1,166,494	32,775	1,199,269
Journals	269,334	5,404	274,738
Statistics Canada reports	7,168	182	7,350
Surrey Volumes	5,810	1,760	7,570
Belzberg Volumes	9,661	1,952	11,613
Micromaterial Volumes	869,633	38,673	908,306
Subtotal Volumes	2,312,629	77,034	2,389,663
Audiovisual, other	157,215	25,158	182,373
Digital Formats	N/A	N/A	481,573
Print Subscriptions	6,821	-679	6,142
Electronic Subscriptions	19,566	15,468	35,054

Table B - Collection Use

	Bennett	Belzberg	Surrey	Total 04/05	Total 03/04	%Change
Loaned <small>04/05</small>	533,788	18,251	44,465	596,504	623,026	-4%
<small>03/04</small>	559,089	18,691	45,246			
Used in Library <small>04/05</small>	237,254	6,502	1,040	244,796	293,511	-17%
<small>03/04</small>	285,743	7,768	n/a			
Journal connections	N/A	N/A	N/A	1,388,274	N/A	N/A
E-Reserves downloads	N/A	N/A	N/A	154,021	131,431	17%
Sent To Other Libraries	N/A	N/A	N/A	19,685	21,691	-9%
Distance Ed. Deliveries	N/A	N/A	N/A	4,010	2,373	69%
Total 2004/05	771,042	24,753	45,505	841,300	916,537	-8%
Total 2003/04	844,832	26,459	45,246	916,537	N/A	N/A
%Change	-8.7%	-6.4%	.57%	-8.2%	N/A	N/A
Items From Other Libraries	N/A	N/A	N/A	28,532	30,207	-6%
Media Bookings	N/A	N/A	N/A	1,660	N/A	N/A

Table C - Services

	Reference Questions			Instruction — number of students		
	2004/05	2003/04	% change	2004/05	2003/04	%change
Bennett	31,490	33,159	-5%	12,641	11,120	14%
Belzberg	6,289	6,157	2%	745	565	32%
Surrey	2,679	4,038	-34%	1,911	1,568	22%
Ask Us Here	381	238	60%			
Ask Us Live	1,344	1,265	6%			
Ask a Librarian	1,540	1,805	-15%			

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Introduction

New service innovations and collections were introduced in 2004/05, but on balance it was primarily a period of transition and consolidation in the Library. On the basis of the 2003/04 Library Review, a major re-organization was undertaken with the appointment of two additional Associate University Librarians. A Three Year Plan was developed after extensive consultation with Library staff. Major emphases in the plan were:

Collections: we will advocate for continuing strong support for the collection budget and continue to work with other libraries to ensure we receive good prices for online journals. Negotiating through the Canadian Research Knowledge Network of over seventy academic libraries has increased our purchasing power by 50%; and through the BC Electronic Library Network by 40%.

Services: we will strengthen learning services to students through the newly announced Student Learning Commons, enhance services through relocating and expanding the space available, and continue to enhance these support.

Library as Place: we will develop a long term plan for the Bennett Library that takes into account shelf space requirements as well as the need for space for research and active learning; as a first step, in 2005/06, renovations to the entrance level will be undertaken to incorporate the Student Learning Commons and the Media Resource Collection.

Library Relationships: we will strengthen our Advancement activities to obtain resources to enhance our services, space and collections and to continue and strengthen our relationships with our libraries and organizations such as the Alcuin Society, BCcampus, Vancouver, Surrey and Burnaby Public Libraries and the Public Library Services Branch, as well as with other organizations such as the UBC Public Knowledge Project and the Synergies group (U. de Montreal, U. Toronto, U. Calgary & UNB).

Technology: we will continue our leadership in technology use and development for the benefit of SFU Library users. This will include projects in digital preservation, particularly SFU theses, the SFU Institutional Repository, and Multicultural Canada; completion of wireless access in the Library; increased self-service modules; software development of *reSearcher*, to include an integrated search interface (*dbWiz*), and enhanced online serials management, index-journal links, and requesting (*CUFTS*).

Support for Library Staff: we will implement the Library Staff Training Task Group and Library Building Well-being Task Group recommendations, and we will continue to cultivate communication with and among all Library staff as part of a positive work environment.

Collections

Collection development during the past year benefited from the rapid expansion of the availability of electronic resources. Fortunately, while publishers were launching exciting new online resources, the Library's collections budget remained strong and was further buoyed by the rise in the Canadian dollar. Some new resources, like the archive of the journal *Cell*, bring a familiar body of literature to the desktop and render it more accessible and convenient. Others, like the remarkable new *Eighteenth Century Collections Online*, have the potential to transform teaching and research; this resource makes a multidisciplinary collection of primary documents available and searchable in full-text, allowing historical and textual analysis that simply was not possible in earlier media. This vast new resource delivers material to the desktop of undergraduate students that was previously accessible only to serious researchers able to travel overseas or spend long hours poring over print indexes and microfilm readers. The Library is delighted to bring these resources closer to the readers who will use them.

Trish Rosseel

Presenter: "BCcampus Update"; Kwantlen University College and University of the Fraser Valley.

Facilitator: "Learning Commons Workshop"; Queen's University Library.

Presenter: "Chat Reference Services: Plans, Practices, and Possibilities"; Queen's University Library.

Presenter: "Show Me the Money: Grant Writing Tips and Strategies"; VPL Staff Conference.

Presenter: "BCcampus: Linking Distributed e-Learners to e-Libraries"; CADE Conference.

Nina Smart

Co-Presenter: "Themes in Chick-Lit"; SFU, English 369.

Kevin Stranack

Presenter: Seventeen presentations on the *reSearcher* software, *dbWiz*, and Public Knowledge Project software for SFU, conferences, and individual libraries.

Eric Swanick

Presenter: "A History of SFU Special Collections"; Library History Group, CLA. Read by Percilla Groves.

Publications

Coleman, Gordon

"E-books and Academics: An Ongoing Experiment", *Feliciter*, 50 (4), 2004.

Crouch, Megan

Review of Dr. Dennis J. Furlong's "Medicare Myths: 50 Myths We've Endured About the Canadian Health Care System." *Journal of the Canadian Health Libraries Association* 26, no. 1 (Winter 2005): 29.

McIntosh, Mike and Morrison, Heather

Co-Authors. "The Advisor Reviews...Stanford Encyclopedia of Philosophy." *Charleston Advisor*, 6 (3) January 2005: 51-53.

Morrison, Heather and Waller, Andrew

"Open Access: Basics and Benefits". *Letter of the LAA* 144 (Nov. 2004): 19-20 <http://hdl.handle.net/1892/97>.

Stranack, Kevin

"Revolution in the Stacks: A Bibliography of Selected Multimedia Anarchist Resources in English", *Collection Building*, 23 (3), 2004: 110-117.

Swanick, Eric

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): 90-92.

"The First Alcuin Society Wayzgoose." *Amphora* no. 137 (December 2004): 90-92.

"The Library as an Institution." *History of the Book in Canada: Volume 1, Beginnings to 1840* / edited by Patricia Lockhart Fleming, Gilles Gallichan, and Yvan Lamonde. Toronto: University of Toronto Press, 2004: 158-162.

Gordon Coleman

Co-presenter: "Managing E-Books: The SFU Experience"; CLA/BCLA 2004 Annual Conference, Victoria, June 2004.

John Durno

Co-ordinator: "Hackfest"; Access 2004 pre-conference, St. Mary's University, Halifax. October 13, 2004.

Presenter: "BCcampus: Library Services on the Expedia Model"; Access 2004 conference, Halifax, October 15, 2004.

Presenter: "BCcampus Library Services"; ALPS meeting, December 3, 2004.

Elaine Fairey

Panelist: "Transition into the Workplace"; UBC Arts Co-op workshop (SLAIS), UBC, March 2005.

Program planning committee member and session convener: "Learning... Virtually Everywhere", Canadian Association of Distance Education (CADE) conference, Vancouver, May 2005.

Natalie Gick

Co-presenter: "LIP Service: Drawing Virtual Bridges between the Classroom and the Library for the Purpose of Teaching Foundations Research Skills"; Blending Classroom and e-Learning Practice Conference, SFU.

Carla Graebner

Co-presenter: "RSS, Blogs and Wikis: Not The New Star Wars Movie!"; ALPS / BCLA Continuing Education, Langara College.

Convener: "Pathfinders: A Navigational Tool Through the Library"; BCLA Conference, Burnaby, BC, April 2005.

Percilla Groves

Co-convener: "Government and Legal Information Librarians Annual Gathering"; BCLA Information Policy Committee Event.

Todd Holbrook, Mark Jordan, Brian Owen, Alex Smecher and Kevin Stranack

Participants: in Synergies technical workshop in Montreal including a one day presentation on OJS.

Mark Jordan

Presenter: "Developing a Canadian Metadata Profile for Institutional Repositories"; Access 2004 pre-conference.

Presenter: "Institutional Repositories: Preserving Digital Scholarship"; CARL Here Today, Gone Tomorrow Symposium in Winnipeg.

Presenter: to classes at UBC, Langara College and the Masters in Publishing program at SFU and webcast on SFU's Institutional Repository for BCcampus.

Co-presenter: "RSS, Blogs and Wikis: Not The New Star Wars Movie!"; ALPS / BCLA Continuing Education, Langara College.

Co-presenter: "Developments in Online Journal Publishing: Journals and Libraries Making Common Cause"; Association of American University Presses Annual Meeting, Vancouver BC, June 2004.

Scott MacKenzie

Presenter: "Unmediated Interlibrary Loans"; 6th Nordic ILL Conference, Trondheim, Norway.

Heather Morrison

Presenter: "A non-US non-UK Perspective on OA (Open Access)"; XXIV Annual Charleston Conference: Issues in Book and Serials Acquisitions. Charleston, South Carolina, Nov. 2004.

Mike McIntosh

Convener: "The New Publishing and Funding Models of the Stanford Encyclopedia of Philosophy"; Edward N. Zalta. SFU.

Walter Piovesan

Presenter: workshop on ICPSR data web data services.

Sylvia Roberts

Co-presenter: "Effective resumes and interviewing techniques"; VPL Staff Conference, May 2004.

Facilitator: "Information Literacy in Canadian Libraries: A National Forum"; Canadian Library Association Annual Conference, Victoria, June 2004.

Co-presenter: "Pre-employment workshop"; UBC SLAIS.

Convener: "Learning with the Brain in Mind"; British Columbia Library Association Pre-Conference workshop, Burnaby, April 2005.

The continued strength of our budget and the Canadian dollar also enabled us to continue allocating significant resources to the traditional book collection as well. Both the dollars spent on book acquisitions and the overall number of books added to the collection increased over previous years. We continued our initiative to expand research collections in two significant growth areas for the university: health research and interactive arts and technology. The Library received \$275,000 Indirect Cost of Research funding to support growth of these collections, allowing us to add depth that will be invaluable to the growing number of researchers at SFU in these areas.

In addition, we have continued our commitment to making accessible a breadth and diversity of scholarly literature from smaller and independent publishers. During serials reviews in several departments, librarians and faculty members identified and initiated new subscriptions to journals in subject areas as diverse as fisheries management, urban planning, linguistic theory and biostatistics, including many from society and alternative publishers. Also during this year the Library continued its support of open access publishers, for example by hosting a talk by Ed Zalta, editor of the open access Stanford Encyclopedia of Philosophy, and initiating membership in the Stanford Encyclopedia of Philosophy International Association.

Finally, the trend of the past several years of rapid uptake of electronic resources continued. More than 620,000 e-journal title accesses were logged via the Library's electronic journals database, catalogue and link resolver, and this total does not include direct accesses from campus to the journal web site. For the most highly used journal at SFU, *Nature*, the number of articles downloaded from this title last year (15,999) was more than 5 times higher than the number of title accesses. Online databases follow the same pattern of heavy use, with over 760,000 accesses logged. It is a pleasure to see the enthusiastic and expanding use of these online resources as we work together to build the collections at SFU Library.

Significant New Online Resources:

American National Biography Online
 Aquatic Sciences and Fisheries Abstracts Online (back to 1971)
 Avery Architecture Index
 Biblio Branchée French Language Daily Newspapers Online
 British & Irish Women's Letters & Diaries Cell (backfiles)
 Century of Science (Web of Science back to 1900)
 Children's Literature Comprehensive Database
 CICA Standards and Guidance Collection
 Defining Gender 1450-1910
 Early American Imprints (Evans Digital Edition)
 Education Full Text
 Eighteenth Century Collections Online

Elsevier Economics, Econometrics & Finance Collection (backfiles)
 Elsevier Neuroscience Collection (backfiles)
 Global Market Information Database (Euromonitor)
 Global Views and Voices
 INSPEC Archive (back to 1896)
 JSTOR Arts & Sciences III Collection (110 journals)
 MIT CogNet
 Nature Archive (back to 1950)
 Nature Research Journals (backfiles)
 Oxford Dictionary of Biography Online
 PsycBooks
 Repère Online
 RILM Music Abstracts
 Safari Tech Books E-book Collection

Other notable additions to the collection:

- We have experienced a marked increase in the number of Digital Elevation Maps that have been ordered for researchers, students and faculty and have collected data representing all four western provinces.
- Six hundred French language text books were added to the collection.

Public Services

The Library and Academic Computing Services continued the success of the **Alumni Information Commons** for students by providing an integrated service point for reference and technical assistance. Workstations throughout the Library are now configured to provide access to both library resources and assignment software, which now includes the RefWorks bibliographic management software. Laptops are now available to borrow within the Library and instruction lab 2105, with twenty-four workstations; is open for general use when not booked for classes. The Information Commons desk saw a decrease in overall use, perhaps due to the increasing number of students receiving classroom instruction, the availability of interactive online help, and the increasing availability of journals, newspapers and other resources online.

"SFU's library systems are truly world-class, and the support that you and your colleagues provide us is really stellar, so look to this tour as an introduction to a whole host of resources." (faculty member)

The Library's collaborative **Ask Us Live** service with the University of Victoria continues to thrive with increased use and positive feedback. Building on the success of the service, planning is underway to expand chat reference service, with SFU, UVIC, and UBC partnering with four other BC post-secondary libraries to provide chat reference to BCcampus users on a pilot basis. Use of Ask Us Live increased six percent in 2004/05 with 1,344 calls.

The **Ask Us Here** service expanded to include the Academic Quadrangle as a service point. Use of the Ask Us Here service increased 60% to 381 visits. Ask Us Here won the 2004 British Columbia Library Association's Academic Librarians in Public Service Award for Outstanding Service. The service was also highlighted at programs delivered at the CLA/BCLA 2005 and OLA 2005 conferences.

Liaison librarians work in informal teams to support multi-campus programmes. For example, consultation was initiated between the business liaison librarian, Belzberg head and SFU Business faculty regarding library services for business students at the Segal Centre.

"Just wanted to thank you for your help in helping me to craft an 'A+' paper – just got the results back this afternoon! Thanks again for lending your time & expertise!" (student)

A number of liaison librarians now use a weblog (blog) service to disseminate information to their departments.

In addition to these reference services, librarians in the Reference Division also met with 2,402 users one-on-one.

Demand for **course-integrated instruction** continued to rise (15,297 students received instruction), particularly in Business, Psychology, Communication, Education, English and Biology. Librarians teach in labs and lecture halls as well as in the Library; they deliver instruction via web pages using a variety of learning management software, and travel off campus on request. The Library's interactive tutorial, *Understanding and Avoiding Plagiarism*, was converted into a WebCT format for use in online SFU courses as well as continuing to be easily accessible from the Library's web site in an open source format.

"Thank you so much! That start off was great, now I have an idea of how to look and which database to use. Again, thank you SOOOO much, greatly appreciated. If I run into anymore problems I'll be sure to email!" (undergraduate student)

Along with our strong focus on course-integrated instruction, we perceive a continuing need to provide general drop-in classes, based on the positive feedback regarding drop-in programs such as the Lib Skills classes, the Essay Architecture Fair and other classes, a number offered in collaboration with Health Counselling and Career Centre (HCCC). The Library also continued to facilitate HCCC Learning Skills programs by providing space for classes, workshops and a Learning Skills Resource Centre located on the second floor of the Library.

Mark Jordan

Participant in the BCcampus Learning Object Metadata Working Group.
Instructor for "Developing Digital Collections" at SLAIS.
Member of CIDL's Metadata Working Group.
Member of Images Canada Steering Committee.

Mark Jordan, Kevin Stranack and Lynn Copeland

Participants in Curriculum Review retreat held by UBC's Library School.

Todd Mundle

Member of the BCcampus Library Advisory Committee.
Member of the ELN Steering Committee.
Member of the Theses Canada Advisory Board.

Brian Owen

Co-chair of the CRKN Negotiations Resources Team.
A member of the e-HLBC Business Plan Working Group and RFP Task Group.
Public Library Board Trustee for the West Vancouver Memorial Library and a member of the Board's Infrastructure and Financial Committees.

Walter Piovesan

Member of the Statistic Canada DLI External Advisory Committee.
Member of the ICPSR Council.

Sylvia Roberts

Member of the CARL Task Force on Information Literacy.

Trish Rosseel

Recording Secretary on the BCLA Board.
Library Services Consultant with BCcampus.

Eric Swanick

Member of Canadiana.org.
Member of the Alcuin Society Board and Chair of the Alcuin Society Wayzgoose Committee.

Penny Swanson

Chair of BCCATS.
Coordinator for the III User Group meeting at CLA/BCLA.
Instructor of LIBR 517 at SLAIS (last 5 weeks).

Sandra Wong

Editor of *Wired West: Web Journal of the SLAWCC*.

Presentations

Gwen Bird

Presenter: "Migration to Online Journals: One Library's Journey"; Timberline Library Acquisitions Institute, Mt. Hood, Oregon, May 2004.

Co-presenter: "Developing Powerful Library Collections: Selection and Management of e-Books and Other Digital Resources"; Canadian Library Association Conference, Victoria, BC, June 2004.

Co-presenter: "Developments in Online Journal Publishing: Journals and Libraries Making Common Cause"; Association of American University Presses Annual Meeting, Vancouver, BC, June 2004.

Co-presenter: "Transition From Print to e-Journals: Academic Library Perspectives"; BC Library Association Conference, Burnaby, BC, April 2005.

Co-presenter: "We Own It: Dealing with Perpetual Access in Big Deals"; North American Serials Interest Group Conference, Minneapolis MN, May 2005.

Mark Bodnar

Presenter: "Learning Support for Undergraduates: Tips & Tools for Helping Your Students Succeed"; 7th Annual Symposium on Innovative Teaching, SFU.

Mark Bodnar, Carla Graebner and Sandra Wong

Co-Presenters: "Librarians have left the building: Ask Us Here"; 2005 Ontario Library Association Super Conference; Toronto, ON.

Campus activities
Gwen Bird

Member of SCUS and SGSC.

Megan Crouch

Member of the SFU Web Task Group.

Elaine Fairey

Vice-Chair of the SFU Human Rights Policy Board.

Participant in the SFU Student Learning Support Task Group.

Elaine Fairey and Trish Rosseel

Participants in the Instructional Development Group.

Elaine Fairey, Brian Owen, Sandra Wong, Neal Baldwin and Todd Mundle

Members of the Information Commons Coordinating Committee.

Natallie Gick

Member of the SFU Surrey Campus Coordinating Committee.

Mark Jordan

Member of the SFU Open Source Working Group.

Karen Marotz

Participant in the Harbour Centre Academic Advisory Committee.

Member of the SFU Vancouver Campus Coordinating Committee.

Todd Mundle

Member of the Labour Management Committee.

Member of the Emergency Operations Centre Team.

Member of the SFU Surrey Joint Space Committee.

Brian Owen

Member of the CIOACC Committee.

Professional activities
Gwen Bird

Member of the Negotiations Resource Team, Canadian Research Knowledge Network, representing Western Canadian university libraries.

Mark Bodnar

Team leader for BCLA's Ambassador Program.

Instructor for "Business Reference" at SLAIS.

Moninder Bubber

Chair of Library Programme Advisory Committee of the Shastri Institute.

Executive member of the Society for Intercultural Education Training and Research.

Gordon Coleman

Member of the BCLA Continuing Education Committee.

Lynn Copeland

Chair of the CARL e-Learning Working Group and completed her term as Chair of the CARL Committee on Effective Measurement and Statistics.

Elaine Fairey

Program planning committee member and session convener: "Learning...Virtually Everywhere", Canadian Association of Distance Education (CADE) Conference, Vancouver, May 2005.

Natalie Gick

Chair of BCLA ALPS.

Nicole Gjertsen

Co-moderator for the New Art Roundtable for the Art Libraries Society of North America.

Member of the ARLIS Jury for the Melva J. Dwyer Award.

Carole Goldsmith

Member of the Fast Forward Media Showcase Advisory Committee.

The popular **Laptop Lending** service lent 11,580 laptops from Summer 2004 to March 2005. Headphones circulated 2480 times. This service will be enhanced by the purchase of additional laptops in 2006.

Courtesy notices by email, a frequently requested service, were introduced in September 2004. Patrons registered for email notices receive 3 days advance notice of their books becoming due. Thirty-eight percent of users have registered for email notification. Also in September 2004, **digitized lectures**, offered through Learning & Instructional Development Centre (LIDC), have replaced the popular tapes circulated from the Library.

"I just received an email reminding me that one of my library loans is coming due. I think this is a great idea and service." (graduate student)

Renewal policy changes now allow the first two renewals to be made online or by phone and additional renewals may be done in person with the books in hand. This change appears to account for some of the decrease (12%) in book returns and 9% increase in renewals by staff at the loans counter.

Loans embarked on two very successful **Food for Fines** drives in the Fall and Spring semesters, receiving over 1350 food items in exchange for waiving \$2700 in fines.

Reserve requesting online now gives faculty the option to submit reserve requests online or on paper. Also, in addition to the electronic "profs' copies" which Reserves staff scan and link to the course reserves record in the Library catalogue, all **articles requested for reserves which are available online** are similarly linked to the record in addition to the requested print copy in the reserve collection.

Support for thesis preparation has been enhanced over the past year or two with the provision of introductory workshops (this year 58 workshops, 737 students as well as 24 departmental workshops), online help with thesis templates and guides, and consultation with graduate secretaries and the Office of Graduate Studies to improve workflow.

Librarians continued to work with the Centre for Online and Distance Education (CODE) programme directors in course development team meetings, and CODE continues to send DE course materials to the Reference division for consultation by liaison librarians.

Liaison librarians participated in a variety of special activities: new faculty orientation, TA/TM day, a faculty workshop/luncheon entitled *Research Tools You Can Use*, Student Services Fair for new transfer students and other orientation activities for new and continuing students. Liaison librarians also participated in a number of departmental activities such as the Women's Studies departmental retreat, the Harbour Centre Academic Advisory Committee and the visioning retreat for the Surrey Campus.

The South Fraser post-secondary libraries (Simon Fraser University, Kwantlen University College, Douglas College and University College of the Fraser Valley) agreed to fund a reciprocal borrowing pilot project for one year, allowing students from all four institutions to obtain a borrower card from the others; the results were favourable for all four institutions, with for example 59 Douglas College cards issued to SFU students and 67 SFU cards issued to Douglas College students. It was agreed to continue this service and an indication of its innovativeness and success was that it won the 2005 BC Library Association ALPS Award for Public Service.

Special Collections and Rare Books

The Library received generous in-kind donations this year totalling \$497,000.

Significant acquisitions included the Blair Henshaw HIV/AIDS Philatelic Collection (donated by John Keenlyside); papers of Lynn Coady, Billy Little, Shani Mootoo, Norm Sibum, Smaro Kambourelli and Frank Davey; publishing archives of *Filling Station*, *Room of One's Own*, Housepress and Tsunami Editions, a collection of Jim Rimmer/Pie Tree Press printing and the lino blocks to his *A Christmas Carol* by Charles Dickens, and further Douglas &

McIntyre archives; Alan Twigg's collection of BC books (3373 v.), Kootenay School of Writing archives (many audio tapes), additional Wordsworth collection volumes and bp Nichol material; as well as editorial cartoons by Dan Murphy, Graham Harrop, Ingrid Rice and R. Bierman.

Students from the UBC School of Library Archival and Information Studies contributed significantly to the organization of the collections. Rebecca Russell completed inventories of the Tamahnous Theatre Collection, Lynn Coady, James Hawthornthwaite and Robert Jackson (On to Ottawa). Shauna Moore completed inventory of Roy Kiyooka Collection and Heather Dean helped out during a two week practicum.

The Contemporary Literature Collection underwent a major inventory and reorganization. With the support of an endowment, the Library has undertaken preservation of various materials. Completed work last year included Thomas Carnie, Allan Ginsberg (*Howl*) and the Jim Rimmer collection.

Digitization was undertaken of the editorial cartoons, Doukhobor materials, Wordsworth collection and Harrison Brown material.

Media Resource Collection

Increased use of the media collection continues to be dramatic, with the number of patrons up 42% to 7,792, the items loaned up 23% to 16,933 and the number of questions up 45% to 2,984, indicating that the relocation of film and video collection to the Library has been a success. The 16mm film collection was examined and cleaned. In June 2005, Wilfred Laurier University transferred their collection of 16mm documentary and feature films to SFU Library, a gift greatly valued by the Contemporary Arts Faculty who were very pleased to have SFU acquire this archival collection. Plans were made to relocate the cramped and widely dispersed media resource collection to the renovated former Burnaby Mountain Community Corporation (BMCC) space on the entry level of the Bennett Library.

Belzberg Library

In-person assistance remained the most important feature of library service downtown, particularly for specific groups such as the growing number of senior learners and ESL students.

With the support of the Belzberg Library Endowment Fund, the library acquired a complete set of the CD audio transcripts from the CBC Ideas radio program. Technology enhancements for students in the past year included the installation of a printing facility in the Library, a stand-alone workstation upgrade, and the installation of a DVD player with capacity for 4 viewers.

Belzberg Library prepared a three-year plan that identified enhanced library space as the highest priority, particularly for collections, instruction and staff. Some improvements to space were made with the installation of an art collection to enhance the mezzanine and the addition of more comfortable seating on the main floor. Pending funding, further improvements are planned over the coming years.

SFU Surrey Library

Collections have expanded in support of new courses and program areas at Surrey; in particular, the School of Interactive Arts & Technology (SIAT) research collection has been significantly developed and deepened in the areas of design, installation art, photography, film, media art and the development of art in the 20th century.

Although planning continues for the new Library, the interim library space was expanded to add a new group study room. Networked access to all Library services were improved; four Macintosh workstations were installed for computer use and additional equipment for SIAT courses was purchased.

While access to the SFU Surrey Library was initially limited to current faculty and students, we are now open to alumni and external borrowers.

In-kind Donations

A. Aberbach
 Caroline Adderson
 The Alcuin Society
 Michael Asner
 Hinda Avery
 Ronald Baker
 Michael Barnholden
 Derek Beaulieu
 Jonathan Bennett
 Theodoros Bierman
 Pieter Botman
 Kenneth Brookfield
 Hilary Brown
 Brian Burtch
 Ted Byrne
 Barry Cartwright
 Bruce Clayman
 John Craig Frank Davey
 Nadine De Moras
 Sheila Delany
 Douglas & McIntyre Ltd.

Stuart Farson
 Michael Fellman
 James Felter
 David Gagan
 Tonya Ganderton
 Carole Goldsmith
 Penny Goldsmith
 Pnina Granirer
 Douglas Hampton
 Edgar Harden
 Ruth Lambert
 Language Lanterns
 Mimi Lin
 Richard Lipsey
 Rowland Lorimer
 John Lund
 James McArthur
 Hemant Merchant
 Roy Miki
 David Mirhady
 Francis Pelletier

Peter Peters
 James Rahe
 Ingrid Rice
 John Richards
 Sheila Roberts
 Wyn Roberts
 Harvey Schroeder
 Matthew Scott
 Roy Shephard
 Anne Shorthouse
 Gary Sim
 Robert Slade
 Social Development Canada
 Jack Soog
 Stephen Steele
 Karin Szabo
 Tamahnous Theatre
 Ann Thomson
 John Tietz
 Alan Twigg
 John Webster

Staff Professional Activities, Presentations and Publications

2004/2005 was an exceptionally busy year for librarians and other staff. Highlights include:

Notable Staff Changes

Appointments

- Julie Ballard, Library Assistant, Cataloguing
- Leanne Denis, Advancement Officer
- Lynette Dookie, Library Assistant, Acquisitions
- Elaine Fairey, Associate University Librarian, Bennett Public Services
- Nicole Gjertsen, Liaison Librarian for Sociology, Anthropology and the School of Interactive Arts and Technology
- Brian Owen, Associate University Librarian, Processing, Systems and Document Delivery Services
- Marianne Reid, Cataloguer
- Sylvia Richardson, Secretary, Loans
- Trish Rosseel, Head of Reference

Retirements

- Jan Calder, Secretary, Loans
- Doug Gordon, Cataloguer
- Lin Polson, Cataloguer

Barrie Kovish
 Alex Kowalenko
 Richard Johnson
 Paulette Johnston
 Naveen Kapahi
 Mel Kaushansky
 Bradley Keith
 Roland Keith
 Kenneth Ketchum
 Stephen Kloster
 Theresa Ko
 Keri Korteling
 Patrick Kriwokon
 Stanislaw Kubik
 Daisy Kwan
 So Kwan
 Frankle Lam
 Christy Lapi
 Cherie Leader
 Deanna Lee
 Mark Leitao
 Eva Leung
 William Li
 Imogene Lim
 Hugh Lindsay
 Janet Litke
 Georgina Long
 Evonne Luu
 James Lyall
 Sabine Mabardi
 Derek Macdonald
 Susan Macdonald
 Robert Macfarlane
 Barbara Maclellan
 Wanda Madokoro
 Barney Magnusson
 Richard Magnusson
 Anne Magusin
 Christine Mah
 Melanie Mahussier-Patterson
 Maureen Malanchuk
 Robin Manhas
 Joanne Manley
 Jeannette Mansell
 Jane-Anne Manson
 Richard Marsh
 Douglas Mathias
 John Maxwell
 Stephen McCoach
 Dione McConnachie
 Darren McDonald
 Ward McMahan
 Robert McMorrnan
 Alice McNeil
 Patricia McQueen
 Sharon McTighe

Susan Moreau
 Pamela Morris
 Gordon Morrow
 Jacqueline Mousseau
 Ann Muehlebach
 Todd Mundle
 Gerry Naito
 Jean Nakamura
 Patrick Nation
 John Neilson
 Betty Nelson
 Wendie Nelson
 Tom Nesbit
 Karin Newton
 Joan Nicholson
 Erik Nilsen
 Robert Noble
 Richard Noelte
 Renault Ogilvy
 Nancy O'Krafka
 Ann O'Reilly
 Margaret Otte
 Edward Palidwor
 Murphy Pang
 John Park
 Rory Payment
 Donna Peachey
 Henry Penner
 Leonel Perra
 Stephen Plunkett
 David Porter
 Gordon Priest
 Sheila Puga
 Robert Punnett
 David Quon
 James Rainer
 Michael Reddington
 M Reich
 Joanne Reid
 Louis Remedios
 Lorraine Rheault
 Heather Rhodes
 Greg Riddell
 Wolfgang Riemer
 Sylvia Roberts
 David Robinson
 Sharon Rowse
 Sharon Saberton
 Nina Saklikar
 David Saunders
 F. Sawatsky
 Steven Schacter
 Marian Scholtmeijer
 Philip Scheltens
 Anton Schweighofer
 John Sennett

Charles Sharp
 Robin Sharpe
 Patricia Sieber
 Dorothy Sleath
 Alvin Smith
 Margaret Smith
 Peter Snelling
 Wai-Kei So
 Michael Spittle
 Andrew Stafford
 Robert Stainer
 Nebojsa Stefanovic
 Richard Steward
 James Stibbard
 Christine Stojakovic
 Jeffrey Strachan
 Mark Strazicich
 Deborah Stupnikoff
 Edward Sullivan
 Arlene Sutton
 Shellyn Sy
 David Tanner
 Lucille Taylor
 Nathan Thorpe
 Lorna Tomlinson
 Heather Tomsic
 Ruby Toor
 Ronald Trepanier
 Konstantina
 Tsalamandris
 Joanne Ueland
 Kuljit Uppal
 John Valentine
 Robert Jacques William
 Vandersanden
 John Vokes
 William Walters
 Barbara Weisbeck
 Lisa Westcott
 Joanne White
 Stephanie Williams
 Tina Williamson
 Joan Wilson
 Natasha Wilson
 Moon-Hung Wong
 Andrew Wong
 Joseph Wong
 Choy Wong
 Chandra Woodhouse
 Joseph Wosk
 Johnson Wu
 Jixin Xu
 Anne Yandle
 Wing Yu
 Donald Zadravec
 Ezio Zanatta

*Due to space restrictions, only donors who have contributed \$100+ are listed.

Space

W.A.C. Bennett Library building changes saw a reorganization of the sixth floor current journals and microform collections to facilitate ease of access. A "received today" journal shelf was implemented to highlight the print journal collection. Science and Social Science current journals were amalgamated, and micro-materials moved closer to the Journals and Microforms Assistance Desk. Both staff and users have commented positively about the renovations.

A Building Task Group began to look more widely at requirements for the next few years.

BC Electronic Library Network

ELN successfully completed the transition process to Simon Fraser University and this collocation has resulted in powerful and effective synergies to the benefit of SFU and other post-secondary institutions. Further details about ELN are available at <http://www.eln.bc.ca>.

Technology and Digitization Initiatives

SFU Library established a partnership with UBC's Public Knowledge Project, and SFU's Canadian Centre for Studies in Publishing where SFU Library is now host to Open Journal Systems (OJS) open source software developed by the Public Knowledge Project, which allows journal editors and publishers to manage the submission, peer review, subscriptions and publication of scholarly online journals and is part of the national Synergies e-journals project. Over three hundred journals worldwide now use the OJS software and interest continues to grow. A second portion of the software, the Open Access Harvester, has enabled us to host the Canadian Association of Research Libraries' index to their digital repositories. The third component is the Open Conference Software (OCS), which is used for conference and conference paper management.

Supported by funds from the Council of Prairie and Pacific Libraries (COPPUL) and ELN, the *reSearcher* software components, *GODOT* and *CUFTS*, have reached truly impressive maturity. These two products, to be released under an open source license in fall 2005, are as functional and as robust as any commercial alternative. *CUFTS*, e-journal management software, is used by a number of COPPUL and ELN libraries. This year the flexibility of the *reSearcher* products was demonstrated at SFU's Centre for Dialogue who used Citation Manager as the platform for their online bibliography. *GODOT* and *CUFTS* were integrated into the BCcampus portal. *dbWiz*, the *reSearcher* multi-database search tool, will also be released as open source software in fall 2005.

The Library is increasing its activity in important digital initiatives. Production has started on the Multicultural Canada projects (Chinese Times, video interviews and Encyclopedia of Canada's Peoples), and we continue to develop our popular Editorial Cartoons and Doukhobor Collections. New activities this year included digitizing material from Professor Andrew Feenberg's personal archive of the May 1968 political and social upheaval in France, and digitizing back issues of *Archivaria*, the journal of the Association of Canadian Archivists. SFU Library staff are acting as consultants for the "Subject Index to Victorian Periodicals Relating to the Woman Question" compiled by a University College of the Fraser Valley (UCFV) faculty member.

Work began this year and is moving along on the theses digitization initiative. We have already scanned well over 1000 theses from 1997 back, and have also begun digitizing new theses every semester and loading them into our Institutional Repository, and loading records for them into our catalogue, making them accessible much sooner than in the past.

Events

The Library hosted fifteen events for the university community, the cultural community, and library professionals.

May 2005

- Reading - Contributors to Red Silk: An Anthology of South Asian Canadian Women Poets: Rishma Dunlop, Priscila Uppal, Kuldip Gill, Soraya Mariam Peerbaye, Sharanpal Ruprai, Sandeep Sanghera and Proma Tagore.

March 2005

- Reading - Writers who worked with SFU Writer in Residence Daphne Marlatt over the past year.
- Share the Enthusiasm Series - Collector Yosef Wosk.
- Reading - Writer Shani Mootoo.
- Reading - Poet and SFU Writer in Residence Daphne Marlatt.

February 2005

- Talk - David Seaman, Trends for the Digital Library.
- Talk - Poet, Linguist and Typographer Robert Bringhurst, co-sponsored with the English Department.

January 2005

- Reading - Writer Gail Scott.

November 2004

- Friends of the Library Event - Celebrating 25 years of Barbarian Press: an Evening with Jan and Crispin Elsted, co-sponsored by the Alcuin Society.
- Reading - Poet Betsy Warland.

October 2004

- Share the Enthusiasm Series - Collector Richard Peck.
- Reading - Writer Nancy Lee.
- Celebration of the Launch of The Lake District Online Bibliography - Brief Papers by Michelle Levy and Margaret Linley.

September 2004

- Reading - Poet Kate Braid.

April 27, 2004

- Books & the City - Alan Twigg and Chuck Davis in a quirky dialogue on books and book history in Vancouver, co-sponsored with the Vancouver Public Library and the Canadian Centre for Studies in Publishing.

The Library also participated in the Alcuin Society's Wayzgoose, Word on the Street and the Chinese Canadian Historical Society of BC's History Fair.

Visitors to SFU Library

May 2005

- Linda Rossman, Associate Librarian, MacOdrum Library, Carleton University.
- Jennifer Li, Deputy Librarian, Chongqing University, China, six week workstudy.

April 2005

- Shailoo Bedi, UVic, Access Service Librarian.
- City University of Hong Kong delegation — was interested in Digitization projects and Information Commons.

March 2005

- Sam Cheng & Carole Compton-Smith (Douglas College) – visited Document Delivery Services.
- Edward Zalta, Editor, Stanford Encyclopedia of Philosophy.

February 2005

- Five Members of the Department of Teacher Training and Development, Ministry of Education Botswana. They were at SFU for a study visit to SFU Continuing Studies, Centre for Online and Distance Education and participated in a tour of the Bennett Library.
- Paol Erlandsen (Denmark) visited Document Delivery Services.

June 2004

- Kjell Nielsen (Sweden) - visited Interlibrary Loans.

October 2004

- Callista Kelly (Carleton) - visited Document Delivery Services for one month.

Library Advancement

Grateful thanks to our generous donors who contributed to the SFU library in the past year. With these contributions, we were able to continue building our collection of books and digital resources as well as put some funds aside for the building of the new Student Learning Commons on the main floor of W.A.C. Bennett Library. Thanks too for the ongoing generosity of our endowment fund donors, especially the contributions from SFU Alumni. These funds ensure long-term security and growth of SFU Library collections and projects.

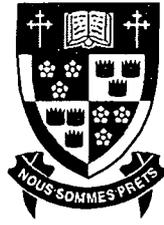
We are excited by the innovative projects that we will be fundraising for in the coming year: Multicultural Canada, (www.multiculturalcanada.ca), the Student Learning Commons, growing Special Collections and enhancing the Library Collections. For more information, please visit our new website at www.lib.sfu.ca/advancement/.

Donations*

Judith Alexander
Margery Allen
Richard Allen
Heidi Andrie
Gary Arca
June Arnett
Barbara Atnikov
Mei Au
Maureen Bader
Kenna Ball
James Barbour
John Beardsley
Simon Beaulieu
Erwin Berg
Lenore Berkeley
Michelle Berner
Barry Biddle
Richard Bitcon
Gladys Blunden
Mark Bodnar
Roberto Bondi
James Boothroyd
Juan Botero
Carol Botting
John Brackley
Stephen Bradford
Amanda Brittain
Maureen Brown
Mark Brunke
Caryn Cameron
Robert Campbell
Yves Carriere
Terrence Casella
Gary Casperson
Liny Chan
Margaret Chan
Alex Chang
Shi Chen
Augustine Cheung
Kenneth Cheung
Colin Chisholm

Linda Chiu
Cheong Chu
Olive Clark
Susan Clark
Bradley Clements
Lynn Copeland
Joan Cosford
Mary Cox
Elva Craig
Alan Craighead
James Cruickshank
Marie Dancause
Stephen Dawydiak
Russell Day
Leanne Denis
Darrell Devlin
Zeke Doerksen
Michael Dorsel
Stella Du
Jody Dubick
Sandra Dueckman
Heather Dumka
J. Dyck
Linda Edwards
Essam Elashi
Margaret Ellwood
Michael Epp
Elizabeth Farmer
Teresa Field
Susanne Figueira
Susan Fikart
Margaret Finlay
Gail Fleming
Warren Fox
Heather Frame
Brian Fraser
Susan French
Francine Frisson-Tuinman
Bruce Gardner
Timothy Garrish
Michael Gasher

Rick Gendemann
Laura Gerow
Carole Gerson
Vera Godavari
Isabel Gordon
Ronald Gordon
Rita Gould
James Grant
Elizabeth Gudaitis
Lynne Guinet
Krista Gunnarsen
Douglas Hack
Apollo Guy
Brian Hamman
James Hansen
H. David Harms
Andrew Harries
Dale Harrison
Melissa Hartfiel
Maria Hedderson
Lloyd Hemphill
Brian Hofer
Oliver Holmes
James Hopkins
Paul Houle
Robert Howardson
David Hunter
Kathryn Hunter
HYDRECS
David Hylands
Susan Hynes
Jean Illingworth
James Intihar
Eric Irvine
Marlene Jan
David Jang
Edward Janzen
Sophie Jerkovic
Ayaz Jiwani
Shona Johansen
Stacy Johnson



SIMON FRASER UNIVERSITY LIBRARY THREE YEAR PLAN 2004-2007

Supporting the SFU Community: Information Resource and Service Priorities

Mission Statement: 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.

A. INTRODUCTION

The Library's 2004-2007 Three Year Plan process was scheduled to take advantage of the preparation and outcome from the Review which took place in Spring 2004. Over Summer 2004 each division and unit met and developed goals for their area based on previous self-studies and the recommendations and response to the Review Report as well as the VP Academic's Three Year Plan. In preparing departmental goals, a principal consideration was to be the needs of the SFU Community (faculty, staff, students). A retreat of the Library Council was held in October 2004 to develop broad themes for the Three Year Plan. Proposed activities which were seen as more operational or internal were identified to be followed up subsequently within the Library. On the basis of the Retreat discussion, a draft was prepared and discussed at the subsequent Council meeting before being circulated to all staff for comment. After a further review by Library Council, this final Plan is being submitted.

B. COLLECTIONS

Over the past dozen years, SFU Library has significantly improved its collections, a process enabled by adequate collection budget increments, leveraged through joint licencing, and by a strong gifts programme.

The SFU Library will continue to develop rich collections in all formats. The development of these collections must be responsive to new and ongoing research, learning and teaching needs of the SFU community; and to new possibilities emanating from publishers and scholars. Particular SFU (and therefore collection) growth areas over the coming three years include the Faculty of Health Sciences, programming at the Surrey and Vancouver campuses, and French language programming. Special Collections and Rare Books will continue to develop its collections of Contemporary Literature (CLC), Western Canadian/BC history, book publishing, editorial cartoons and

will expand its collections further in the following areas with a BC emphasis--- literary, gay/lesbian/bisexual/transgender, multicultural, and environmental studies.

Consistent with this, we will continue and expand the development of our electronic collections: e-journals, multi-media, reference sources and GIS data. We will continue at the same time to expand and develop our print collections, to expand and develop digitization projects where appropriate, and to ensure that the collections at the branches are adequate to support programmes and research at those locations.

In order to maximize access to the collections, we will work to reduce the catalogue backlog through improved processes, re-organize the collection in specific areas (e.g. Canadian and commonwealth literature, video/film), and improve and integrate the cataloguing of electronic resources.

Over the next three years we will report to the community on our progress to ensure our collections are relevant since the 2000 Collection Allocation Task Group Report. We also need to secure funding to develop collections for new and shifting areas of research and investigate alternative means of ensuring collections match current research and teaching. We will continue to review collection development policies with respect to new faculty, research and courses. We will develop better mechanisms for ensuring on-site collection requirements for programming at Belzberg and Surrey are met. In order to ensure the ongoing quality of the collections, we will expand the area available for climate-controlled collections, develop and implement a preservation plan for the Media Collections, and improve the use of statistics to inform collection development decisions.

The Library has undertaken a number of digitization initiatives which enhance access to our collections and preservation. Pre-1997 SFU theses will be made available in digital form, with unrestricted access. The Institutional Repository project, undertaken as part of the Canadian Association of Research Libraries initiative, has led to a variety of conference proceedings and other papers being managed effectively and made available; over the next three years we intend to continue this initiative. Further projects such as Multicultural Canada, and Synergies, will result in primary materials and Canadian scholarly journals being more available to SFU students and faculty. If feasible, the digitization of the BC Newspaper index will be a welcome reference resource and a possible source of revenue. The Library will continue to pursue similar opportunities which benefit SFU faculty and students.

C. SERVICES

As recommended in the Library Review Report, the Library plans to explore the potential for a deeper complex of 'Learning Commons' services and facilities in conjunction with appropriate campus departments and units. Through the collaborative efforts of Library and Academic Computing Services staff, the year old Alumni Information Commons has been a success for students. Delivery of HCCC Learning Skills Workshops in the Library as well as Recommendation 4 of the Student Learning Support Services Task Force Final Report suggest that

there may be further collaborative student-oriented academic support services which could be provided on floors 2 and 3 of the Library. Often termed Learning Commons, there are a variety of models for similar services among similar Canadian universities, such as the University of Guelph. Workstation applications will be continue to be enhanced in response to emerging needs . The Library will also work to enhance the Learning Commons concept at the Surrey and Belzberg Libraries. And, as a counterpart to the physical Learning Commons and its services, the Library will investigate developing online "Virtual Reading Rooms" targeted for faculty as well as graduate and undergraduate students.

With the continuing expansion and development of the Liaison Librarian program, the Library will work to strengthen and integrate this important service among all three campuses. In particular, effective mechanisms will be developed to identify and meet the needs of new faculty through co-ordination with departmental assistants, creation of print and web-based library information packages, specialized workshops and other initiatives.

Of particular importance for graduate students, the Library will continue to improve thesis support through investigating relocating the in-person service to a more publicly accessible area, further developing online support and delivering additional workshops.

In consultation with other appropriate units in the University, the Library will explore online theses submission as a way of enhancing access, and investigate mechanisms to facilitate thesis submission/tracking workflows to reduce duplication of effort and increase communication and efficiency.

To further support learning and research, the Library will investigate means of improving a variety of services; including delivery times between campuses, inter-library loan delivery times, service hours for specialized areas such as the Media Collection, methods for fines payment and other borrower conveniences, the ability to search specific collections, e.g. films and videos, in the library catalogue, and the design and function of the Web site and library publications. Continuing public service training for all library staff will be a priority, particularly to support the Loans staff responsible for public service at hours when other service points in the Library are closed. Reserve services will be improved by reviewing the current mandate and policies, providing online forms to facilitate the request process, as well as online reserve options wherever feasible, and improving security.

Further possibilities for service will continue to be explored and initiated with appropriate campus units such as HCCC Learning Skills, the Centre for Writing Intensive Learning (CWIL), the Learning and Instructional Development Centre (LIDC) and the Centre for Distance Education (CDE), as well as with the student-run Rotunda libraries and other Reading Rooms on campus. At SFU Surrey, the Library will continue to partner with the Surrey Success Centre and the Tech One Learning Network, and will look for similar opportunities at the SFU Vancouver campus. The Library will continue to work to enhance services to student groups such as First Nations students, distance students and students with disabilities.

A service plan for the Belzberg Library will be developed to support the SFU Vancouver Academic Plan, and services within the new SFU Surrey Library Media and Information Commons will continue to be developed in anticipation of the new facility and in support of the SFU Surrey Academic Plan.

D. LIBRARY AS PLACE

Despite the increasing availability of electronic resources and services, the Library as a physical facility continues to be heavily used and important for faculty and students. Changing approaches to education require that the space be repurposed both to meet evolving needs and to continue to provide effective comfortable quiet study and research space. Library space must be people centred, intuitively navigable, flexible, and ergonomic for faculty students and staff.

It is time for the Library to undertake a comprehensive review of space utilization within the Bennett Library. We expect to engage space consultants who can provide expertise and assist in this process. In order to achieve the most effective building configuration, we will develop a long term plan for the Bennett Library that takes into account shelf space requirements as well as the need for space for research and active learning. If feasible, we will take advantage of the potential for space made available by the possible relocation of the university boiler. Most pressingly, we will develop adequate space for the Media Collection, double the size of vault space for Special Collections, improve facilities for graduate students (for example by increasing the number of study carrels and identifying a graduate seminar room) develop an instruction room on floor 2 to accommodate increasing demand for meeting and instructional space in the Library and alleviate the pressure on current library rooms and labs, and improve the cleanliness of public and staff space in the Library.

The Library must be cognizant of its branch locations downtown and in Surrey and ensure they are integrated in space planning. To this end, we will support the request for funding to expand the Belzberg Library and ensure adequate space is provided for the SFU Surrey Library, Media and Information Commons (LMIC).

E. LIBRARY RELATIONSHIPS

Beyond providing conventional services, SFU Library engages in a variety of activities with other groups to strengthen these services. Beyond the SFU community (faculty, students, alumni, retirees), these include donors, other institutions, and interested members of the general public.

Over the next three years, the Library will strengthen its Advancement activities to obtain resources to enhance its services, space and collections. The Library will continue to sponsor and promote events and activities of interest to the campus, often in conjunction with other groups such as the Alcuin Society.

The Library at times plays a role as a consultant or provider of expert support for other institutions, on a cost recovery basis. Current examples include the

ReSearcher software development on behalf of the Council of Prairie and Pacific University Libraries; and e-journal and bibliographic database management and support for the BC authors database. We will continue to play this role when it supports SFU's goals.

The Library has partnered with a variety of institutions on projects of joint interest such as Multicultural Canada, Synergies, and the Canadian Association of Research Libraries' Institutional Repository initiative. SFU Library has worked with SFU Centre for Studies in Publishing and UBC Public Knowledge Project to support scholarly publishing initiatives. SFU Library now hosts the BC Electronic Library Network, to the benefit of both and of all BC Postsecondary Libraries (and students and faculty). SFU Library and Vancouver Public Library developed a number of different opportunities to work jointly; over the next three years, we will work to develop a similar relationship with Surrey Public Library and Burnaby Public Library, and explore the possibility of doing so with other cultural institutions such as the Vancouver Art Gallery, Vancouver Museum and City Archives.

We will continue to explore other opportunities to strengthen our services through collaborative initiatives.

F. TECHNOLOGY

A robust, adequate technology infrastructure is crucial for the Library to meet its goals. Software and server and desktop equipment will be 'greened' on a regular basis. Critical library systems will be continuously monitored and maintained in a sound physical environment. The Library will work with Operations & Technical Support and Academic Computing Services to maintain network infrastructure, bandwidth and security to support the Library's online services and resources.

Over the next three years, the Library will develop an effective and comprehensive strategy for acquiring, managing, preserving, and delivering digital content. We will continue to develop and improve the Library web presence in order to both simplify and enhance user and staff interaction with our online systems and services. Intended improvements include easier and more intuitive navigability, increased self-service functionality, and more powerful and integrated search interfaces. SFU has benefited from the Library's role as a leader in technology and we will continue to maintain this position.

G. SUPPORT FOR LIBRARY STAFF

Much progress has been made since the last 3-year plan to support Library staff within a respectful atmosphere. The best work environment will allow library staff to deliver exemplary service to the SFU community and to achieve full potential in their positions within the Library. Elements of this support include a comfortable workspace, appropriate training and documentation, and effective communication. Following the Library review report, a Library Staff Training Task Group was created and made recommendations; implementation of these recommendations is underway. A staff development day is planned for

Spring 2005 and discussions are underway with Human Resources regarding workshops targeted for Library staff. We are and will continue to implement the recommendations in the Task Group report.

A Library Building Well-being Task Group was also created and made recommendations which will also be pursued. Communication with and among all staff on a continuing basis is a critical success factor for accomplishment of all goals in this plan, but especially our staff-related ones, and we will continue to cultivate this as part of the work environment.

H. SUMMARY

This Plan sets the direction for the Library in the next three years. Specific actions have been envisioned during the planning process which will lead to our achieving these goals. Notwithstanding the activities envisioned in the Plan, we know that circumstances change and unexpected opportunities arise. The SFU Library is committed to providing the best possible collections and services in support of emerging university initiatives, such as the development of the Great Northern Way campus, the probable move of the School of the Contemporary Arts to downtown Vancouver, the increasing importance of SFU International, and others yet unknown.