

SIMON FRASER UNIVERSITY
OFFICE OF THE VICE-PRESIDENT, RESEARCH

S.00-95

Memorandum

TO: Members of Senate

FROM: Bruce P. Clayman
Vice-President, Research

RE: Senate Library Committee
Annual Report

DATE: October 17, 2000

For your information, I attach the annual report for the Senate Library Committee.



encl.
/hme

Note: Also attached for information is the 1999/2000 Annual Report
of the SFU Library

Simon Fraser University

SENATE LIBRARY COMMITTEE

Annual Report for 1999/00

Senate Library Committee Meetings: July 1999 - May 2000

The Senate Library Committee met five times between June 1999 and May 2000. Meeting highlights are as follows:

- Implemented the Senate Library Committee's revised membership to include graduate and undergraduate student representatives, a Librarian and a Library staff representative.
- Was informed of the change in the Library binding practice to save \$40,000 per year in the Library collections budget.
- Agreed to move to a set meeting time (Mondays 2:30 - 4:30 PM) with the schedule being established prior to the start of each semester beginning January 2000.
- Received and commented on the draft 1998/99 Library Annual Report.
- Advised the Library regarding the conduct of the Journal Usage Survey to be conducted in March and May 2000.
- Reviewed the Library's Electronic Document Centre Proposal.
- Appointed a subcommittee to review and make recommendations regarding the Library's collections budget allocations.
- Held a confidential meeting with the University Librarian Search Committee.
- Agreed with the Library's recommendation to move the Inter-Library Loans charges and revenue from the non-salary operating budget to the collections budget to bring the Library's budgeting practice in line with other Canadian universities.
- Advised against a proposal to institute charges for inter-library loans. It was pointed out that the Provincial freeze on tuition also precluded the imposition of any new fees on students.
- Supported the Library's position that free library cards NOT be issued to International Baccalaureate or other high school students in similar programs.
[Note: Subsequently Senate voted that the Library should issue free library cards to IB students on a three-year trial basis.]

Senate Library Committee Membership, 1999/00

Ex-Officio Members:

Bruce Clayman, Chair, Vice-President, Research and Dean of Graduate Studies
John Munro, Vice-President, Academic
Jane Cowan (Designate for the Dean of Continuing Studies)
Lynn Copeland, University Librarian Pro Tem
Paul Baldwin, Associate University Librarian (non-voting)

Elected Members:

Paul Budra (Student Senator)
James Fletcher (Undergraduate Student)
Mary Ann Gillies (Senator)
Lawrence Ho (Undergraduate Student Alternate)
Pat Howard (Applied Sciences Faculty)
Mark Jordan (Librarian)
Gary Mauser (Business Administration)
Tom O'Shea (Education Faculty)
Jeff Powell (Graduate Student)
Daniel Say (Library Staff) [Replaced Luis Duran fall 1999]
Richard Schwindt (Arts Faculty)
Dipankar Sen (Science Faculty)
Laila Singh (Graduate Student Alternate)

Library Penalties Appeal Committee Report 1999/2000

The Library Penalties Appeal Committee met twice during the 1999/2000 fiscal year to consider patron fine appeals.

At the October 27, 1999 meeting, the Committee members present included the following:

Lawrence Ho, Student Senator, Chair
Patricia Howard, School of Communication
Devon Larsen, Undergraduate Student Representative
Gary Mauser, Business Administration
Ed Mondor, Graduate Student Representative
Richard Schwindt, Economics

Also attending:

Gisele Pomerleau, Head, Loans Division
Anvar Rahemtula, Public Service Group Leader

Senate Library Committee Annual Report, 1999/2000

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The Library Penalties Appeal Committee heard seven appeal cases at its October meeting as follows:

Category of Borrower	Type of Fine	Amount of Fine	Decision
Alumnus	3 replacement charges 3 processing charges and overdue fines	\$439.50	Appeal denied - books not found after extensive searches & borrower held responsible for all use made of the card.
Undergraduate	1 replacement charge 1 processing charge and overdue fines	\$127.50	Appeal denied - book not found after extensive searches & borrower held responsible for all use made of the card.
Undergraduate	2 replacement charges 2 processing charges and overdue fines	\$193.00	Appeal denied and fine reduced to \$140.78 (the actual replacement cost) - books not found after extensive searches & borrower held responsible for all use made of the card.
Graduate	1 overdue fine	\$25.00	Appeal denied - borrower held responsible for returning materials by due date.
Undergraduate	3 replacement charges	\$195.00	Appeal denied - books not found after extensive searches & borrower held responsible for all use made of the card.
Alumnus	1 replacement charge 1 processing charge	\$82.50	Appeal denied - book not found after extensive searches & borrower held responsible for all use made of the card.
Alumnus	27 overdue fines	\$54.00	Appeal denied - borrower held responsible for returning materials by due date.

The following Committee members were present at the March 29, 2000 meeting:

Lawrence Ho, Student Senator, Chair
Devon Larsen, Undergraduate Student Representative
Gary Mauser, Business Administration
Ed Mondor, Graduate Student Representative
Tom O'Shea, Faculty of Education
Richard Schwindt, Economics

Senate Library Committee Annual Report, 1999/2000

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Also attending:

Gisele Pomerleau, Head, Loans Division

Anvar Rahemtula, Public Service Group Leader

The Library Penalty Appeals Committee heard the following seven appeal cases at its March 29, 2000 Meeting as follows:

Category of Borrower	Type of Fine	Amount of Fine	Decision
Undergraduate	2 overdue fines	\$32.00	Appeal denied - borrower held responsible for returning materials by due date.
Undergraduate	19 overdue fines	\$395.00	Appeal denied - borrower held responsible for returning materials by due date.
Alumnus	7 overdue fines	\$143.00	Appeal denied and fine reduced to \$120 - borrower held responsible for returning materials by due date.
Graduate	15 overdue fines	\$226.00	Appeal denied - borrower held responsible for returning materials by due date.
Undergraduate	1 replacement charge 1 processing charge 2 overdue fines	\$182.50	Appeal denied and fine reduced to \$101.85 - book not found after extensive searches & borrower held responsible for all use made of the card.
Undergraduate	3 overdue Reserve fines	\$100.00	Appeal denied - borrower held responsible for returning materials by due date.
Undergraduate	3 replacement charges	\$280.50	Appeal accepted. Patron was robbed and books stolen.



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What's New? (last updated Sept 6)

[Senate Library Committee recommends acceptance of Collection Allocation Task Group Report](#)

<http://www.lib.sfu.ca>

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Burnaby, British Columbia
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Annual Report 1999/2000
SFU Library



Simon Fraser University Annual Report

Fiscal Year 1999/2000



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.

TABLE H: Selected Library Benchmarks from the 1998/99 Canadian Association of Research Libraries (CARL) Statistics (cont'd)

F. Materials Loaned to Other Libraries, 1998/99

Library	Books	Photocopies	TOTAL
Guelph	13,329	7,528	20,857
SFU	7,809	8,656	16,465
Waterloo	5,273	5,590	10,863
Victoria	1,039	8,656	9,695
York	6,741	8,180	14,921

G. Library Service Hours, Library Instruction, Reference Service, 1998/99

Library	# staffed service points	# Hours / week that library is open	Rank	# Library Class Presentations	Rank	# of Class Participants	Rank	# Ref Questions / year	Rank
Guelph	12	106	1	187	4	3,639	4	39,703	5
SFU	7	96	2	303	2	6,615	2	93,364	2
Waterloo	16	80	5	255	3	4,133	3	54,674	3
Victoria	12	86	4	115	5	1,500	5	54,416	4
York	22	91	3	657	1	10,448	1	140,646	1

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1. Introduction

A recent article¹ by John Lubans, senior manager at Duke University's Perkins Library, asked a question that has occupied SFU librarians: what role should academic libraries and librarians play in a rapidly changing scholarly world? Some core library functions, such as book circulation and basic in-person reference transactions, are declining in number while the demand for other services, such as interlibrary loan, instruction, departmental liaison, services to students not on campus, electronic reference, and the provision of access to online academic materials, is growing. The complexity of the scholarly publishing world has intensified, in the variety of publications and formats and the array of tools used to access these works. The Library's role in organizing, evaluating, and providing coherent access to scholarly information is increasingly important. On the other hand, we are now able to provide enriched services to students who do not come to campus. For our Internet resources, these services are the same as we now provide for on-campus students.

That academic libraries continue to play a central if changing role in university life, is demonstrated by the findings in Luban's study². Survey results showed library-based guides and databases were the third most frequently used Internet sites by students, following email and favourite Web sites. Most students expect to continue to use print resources, although many expect that use to decline relative to the use of Internet information.

During the year 1999/2000, we reallocated responsibilities to begin to meet these changing service requirements and to allow us to provide top-quality service with staffing levels that are lower than our peer libraries. For the same reason, we have also made changes to the building, most notably in the Information Desk area. As in other academic libraries³, traditional departmental lines are increasingly blurred as many librarians and staff assume a wider spectrum of responsibilities. This is particularly true for liaison librarians, who provide collections support, undertake reference and instruction duties, and produce Web guides, and for public service desk operations, which now include formerly behind-the-scenes staff from processing, interlibrary loans, and systems. Librarians from areas of the library other than reference also provide introductory instruction.

Consortial arrangements between libraries have expanded, driven by the cost of online library resources and the increased reliance on interlibrary loans as collection purchasing power shrinks. Some of the results of this collaboration are not electronic in nature. For example, reciprocal borrowing for undergraduates is now possible for the Council of Prairie and Pacific University Libraries (COPPUL)⁴ and Ontario Council of University Libraries (OCUL), in addition to graduate students and faculty.

We expect Library services to continue this dramatic evolution for at least the next five to ten years, along with other changes throughout Simon Fraser University.

¹ Lubans, John Jr. "I can't find you anywhere but gone: avoiding marginalization." *Library Administration and Management*, 14:2 (Spring 2000).

² Ibid, p. 68-69.

³ Thompson, Christine, ed. "Integration in the library organization." Special issue of the *Journal of Library Administration* 29:2 (2000).

⁴ With the exception of UBC.

TABLE H: Selected Library Benchmarks from the 1998/99 Canadian Association of Research Libraries (CARL) Statistics

Among the Top Five Comprehensive Universities from Macleans' November 1999 in ranked order

A. Net Library Collections Additions and Size in Print Volumes, 1998/99:

Library	Net Volumes Added	Rank	Total Volumes Held	Rank
Guelph	16,569	5	2,142,348	4
SFU	44,005	2	1,389,252	5
Waterloo	30,586	3	1,904,449	2
Victoria	23,667	4	1,742,730	3
York	66,486	1	2,317,438	1

B. Budget Expenditures Comparison, 1998/99

Library	Materials	Rank	Staff	Rank	Operating	TOTAL	Rank
Guelph	3,856,168	5	5,873,632	5	1,136,794	10,866,594	4
SFU	5,632,906	2	5,888,613	4	1,357,812	12,879,331	2
Waterloo	4,964,948	3	6,584,476	2	870,716	12,420,140	3
Victoria	4,225,855	4	6,068,779	3	1,141,559	11,436,193	5
York	6,494,401	1	10,213,535	1	1,830,347	18,538,283	1

C. Budget breakdown comparison, 1998/99

Library	Materials as % of Total Exp.	Rank	Salaries as % of Total Exp.	Rank
Guelph	35.49%	4	54.05%	1
SFU	43.74%	1	45.72%	5
Waterloo	39.97%	2	53.01%	2
Victoria	36.95%	3	53.07%	3
York	35.03%	5	55.09%	4

D. Library Collections Usage, 1998/99

Library	Total Loans	Journals Included?	Reserves Loans	In-Library Usage
Guelph	284,239	No	122,074	881,059
SFU	462,498	No	88,611	544,978
Waterloo	535,735	Yes	n/a	n/a
Victoria	555,843	No	U/A	311,306
York	1,124,312	No	123,773	1,446,572

E. Materials Borrowed from Other Libraries, 1998/99

Library	Books	Photocopies	TOTAL
Guelph	29,483	31,654	61,137
SFU	6,462	14,733	21,195
Waterloo	2,625	1,084	3,709
Victoria	4,729	17,598	22,327
York	2,270	1,920	4,190

TABLE G: Expenditures for Monographs vs Serials 1998/99 to 1999/2000 (cont'd)

	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>
BUSINESS ADMINISTRATION	244,671	45%	55%	228,677	45%	55%
International Business	8,272	0%	100%	8,940	6%	94%
SUBTOTAL:	252,943	44%	56%	237,617	43%	57%
	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>
EDUCATION	94,924	57%	43%	73,780	50%	50%
	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>	<u>TOTAL</u>	<u>PCT MONO</u>	<u>PCT SER</u>
SCIENCE						
Biological Sciences	649,179	11%	89%	590,501	11%	89%
Chemistry	629,752	5%	95%	624,489	6%	94%
Earth Sciences	41,790	1%	99%	41,282	6%	94%
Mathematics & Statistics	296,095	22%	78%	301,075	18%	82%
Physics	505,947	7%	93%	486,700	7%	93%
SUBTOTAL:	2,122,764	10%	90%	2,044,047	9%	91%

2. Collections

A \$400,000 lift to the Library collections budget allowed us to maintain our current serial subscriptions in 1999/2000 and to gain access to more general resources. Income from our endowment funds, which are generously supported by Alumni and others, enabled us to purchase the pre-1900 monograph set of the Canadian Institute for Historical Microreproduction (CIHM). CIHM gives researchers quick and easy access to a major collection of primary materials on Early Canadiana. CIHM is an essential resource for scholarly research in many different disciplines, including North American native peoples studies, religion and philosophy, genealogy and local history, and French Canadian language and literature.

Collection policies were written for all academic departments (31 in total). These collection policies will be available via the Library's Web site shortly. A committee was struck to examine department-based budget allocations. Committee members were representatives from each faculty, a graduate student, the University Librarian, and the Head, Collections Management. Using library and university data from 92/93 and 98/99, the committee examined, by academic department, the relationships between changes in faculty, graduate, and undergraduate FTE's compared to changes in library budgets and purchases over the same period. The Review examined the frequency with which each department fell in the top or bottom quartile when compared to other departments. Recommendations were made regarding compensation for departments that fell frequently into the bottom quartile and procedures to support new programmes and faculty research interests, among other matters. The report of the Task Group is available at <http://www.lib.sfu.ca/kiosk/collections/allocations/repnotice.htm>. An action plan is being developed.

The year 1999/2000 saw a continued shift toward more online scholarly resources. The Canadian National Site License Project (CNSLP) was approved in June 1999. Sixty-four universities joined together to provide \$30 million of their own funding and receive \$20 million funding from the Canada Foundation for Innovation (CFI) to purchase online resources in the scientific, technical, and medical fields. British Columbia libraries participating in the project have had the CFI funding matched by the provincial government through a Knowledge Development Fund grant. Access to the selected online journals is expected beginning early in 2001.

The purchase of 1078 e-book titles from netLibrary, with other COPPUL libraries, represents our first joint purchase of monograph materials. They were purchased outright by COPPUL with perpetual access guaranteed. Several subject areas are represented in this purchase.

Links to fulltext journal articles are provided from many of our online article indexes through the *jake* Open Source software developed at Yale, with SFU Library systems staff contributing significant enhancements.

The Data Liberation Initiative (DLI), in which we participated, completed its evaluation of the five-year pilot project phase and is expected to continue to allow researchers access to Statistics Canada Survey data as well as other data-sets. Simon Fraser University is also a partner with UBC in participating in the Regional Research Data Centers, which will allow researchers access to rich STC longitudinal data-sets that would not otherwise be possible. The SFU Research Data Library was among the first libraries in Canada to make the complete 1996 Canadian Census tables available via the Web. Access is now

available to two additional financial databases via the university of Toronto CHASS services: CRSP (Chicago Research in Stock Prices) and DRI Basic Economics (CITIBASE).

The Library's Electronic Document Centre continues to expand. Projects involve images of selected Len Norris cartoons; *Novels Written in English about Cuba/Cubans/Cuban Americans, 1851-1999, an Annotated Bibliography* by Gene Bridwell; British Columbia Doukhobor letters, printed material, and photographs donated to the Library by John Keenlyside, Chair of the Friends of the Library (Young Canada Works grant contributed to the development of this online collection); The Victorian Women Writers' Letters Project; and electronic reserves.

Interlibrary Loans

Interlibrary Loans provide access to materials not in the SFU Library. Faculty and students may now check their ILL records from the library's Web site and request renewals and cancellations online. The 3,600,000 volumes of the University of Alberta may now be searched and requested online. If a book is on the shelf at the U of A library, the SFU requestor can now expect to receive it within three to five days. This is in addition to similar services from UBC and, for serials, from 40 sites including Western Canadian universities and CISTI. SFU faculty and students can now place requests directly from over thirty electronic periodical indexes, including the newly-enabled EBSCO Academic Search Elite, Canadian MAS Fulltext Elite, Philosopher's Index, and Contemporary Women's Issues, using the GODOT software developed at SFU on behalf of western Canadian university libraries.

Telebook

Telebook services provide distance students with requested material not in course packs. Telebook Services continued to provide delivery of library material to Distance Education students. The Library's enhancements to fulltext access in several areas -- electronic reserves, e-journals, and fulltext links from index databases -- and the provision of online and phone-in reference support mean that library services to distance students are increasingly comparable to those for onsite students.

Special Collections

A major purchase, the papers of Roy Kiyooka, a multi-disciplinary artist who was a painter, sculptor, teacher, poet, musician, film-maker, and photographer, was made possible through the sale of duplicate items. A number of other gifts-in-kind have enriched the collection.

Authors researched at Special Collections included Betty Lambert, bpNichol, William Wordsworth, Warren Tallman, Fred Wah and Michael McClure.

3. Reference and Information Services

Two major changes improved the level of in-library help available. The Microforms and Periodical Reading Room desks were replaced in May 2000 by a single service point. Staff at the new Information Desk provide support for the use of the microform and periodicals collections, but also help with searching the catalogue and other online resources. In-depth questions are referred to the Reference Desk on Floor 3. Information Desk associates are drawn from a wide number of areas in the Library.

TABLE G: Expenditures for Monographs vs Serials 1998/99 to 1999/2000

	1999/2000			1998/99		
	TOTAL	PCT MONO	PCT SER	TOTAL	PCT MONO	PCT SER
APPLIED SCIENCES						
Communications	36,958	63%	37%	27,467	71%	29%
Computing Science	235,828	32%	68%	208,129	30%	70%
Engineering Science	136,012	45%	55%	139,724	41%	59%
Kinesiology	121,267	10%	90%	116,643	12%	88%
Resource and Environmental Management	21,696	30%	70%	24,798	44%	56%
SUBTOTAL:	551,761	32%	68%	516,760	32%	68%
ARTS						
Anthropology	30,735	59%	41%	28,465	62%	38%
Archaeology	40,394	45%	55%	38,225	45%	55%
Contemporary Arts	108,267	82%	18%	109,099	77%	23%
Discs	4,696	100%	0%	5,021	100%	0%
MFA	8,136	61%	39%	6,869	24%	76%
Slides	3,193	100%	0%	3,223	100%	0%
Criminology	67,813	52%	48%	57,646	54%	46%
Economics	279,422	41%	59%	267,665	39%	61%
English	131,032	76%	24%	144,526	72%	28%
French	26,863	76%	24%	37,290	84%	16%
Geography*	99,399	22%	78%	99,889	26%	74%
Gerontology	17,106	10%	90%	15,830	16%	84%
History	103,584	69%	31%	103,672	66%	34%
Latin American Studies-General	10,755	21%	79%	13,026	39%	61%
Linguistics	60,080	54%	46%	56,693	55%	45%
Literature (Misc. foreign)	13,279	94%	6%	17,519	94%	6%
MA Latin American Studies	5,499	16%	84%	4,214	18%	82%
MA Liberal Studies	8,790	86%	14%	16,344	89%	11%
MA Publishing	4,879	46%	54%	3,484	36%	64%
Philosophy	53,352	58%	42%	53,671	60%	40%
Political Science	265,241	48%	52%	237,468	45%	55%
Psychology	160,988	27%	73%	156,672	31%	69%
Sociology	156,136	72%	28%	145,956	70%	30%
Women's Studies	11,299	40%	60%	9,810	46%	54%
SUBTOTAL:	1,670,936	53%	47%	1,632,279	53%	47%

TABLE F: SFU Library Materials Budget - Expenditures for 1993/94 to 1999/2000 (cont'd)

SCIENCES	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Biological Sciences	\$689,162	\$590,501	\$653,600	\$624,995	\$588,762	\$533,028	\$445,354
Chemistry	\$630,752	\$624,489	\$610,317	\$578,229	\$525,266	\$440,469	\$375,409
Earth Sciences@	\$50,425	\$41,282	\$35,659	\$0	\$0	\$0	\$0
Mathematics & Statistics	\$305,358	\$301,075	\$266,050	\$250,644	\$236,078	\$202,544	\$164,650
Physics	\$505,947	\$486,700	\$447,704	\$428,911	\$379,260	\$333,870	\$307,084
SUBTOTAL:	\$2,181,644	\$2,044,047	\$2,013,331	\$1,882,778	\$1,729,366	\$1,509,912	\$1,292,498

MISCELLANEOUS	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Athletics/Recreation	\$2,985	\$3,347	\$3,128	\$4,337	\$4,456	\$3,926	\$3,803
Belzberg Library - General	\$64,607	\$49,558	\$51,987	\$56,322	\$52,195	\$52,938	\$38,356
Belzberg - Datab/Tapes/CDROMs	\$445	\$1,926	\$27,427	\$32,590	\$31,521	\$32,492	\$19,095
Belzberg - Newspapers	\$19,810	\$17,913	\$15,085	\$14,648	\$13,326	\$12,672	\$27,074
Binding	\$197,033	\$247,779	\$248,848	\$228,515	\$201,203	\$174,657	\$195,020
Databases /Tapes/CDROMs*	\$153,102	\$385,479	\$353,088	\$289,307	\$78,116	\$161,868	\$69,894
Databases - Research Data Library	\$49,466	\$31,613	\$29,499	\$36,321	\$14,642	\$18,960	\$15,360
Gifts	\$0	\$0	\$0	\$0	\$460	\$42	\$0
General-Humanities	\$22,429	\$9,241	\$7,846	8,526	\$7,810	\$7,193	\$6,587
General-Library#	\$339,147	\$163,954	\$151,362	\$140,246	\$152,049	\$144,683	\$210,753
General - Newspapers	\$77,732	\$73,149	\$64,242	\$53,559	\$51,053	\$45,309	\$17,273
General - Sciences	\$66,506	\$34,220	\$27,176	\$29,826	\$19,331	\$53,483	\$48,215
General - Social Sciences	\$70,307	\$56,172	\$58,843	\$58,068	\$59,754	\$58,487	\$46,953
GST-US Serials (Blaine)	\$0	\$62	\$21,440	\$19,945	\$26,648	\$13,148	\$0
Maps	\$2,707	\$2,570	\$4,525	\$3,244	\$2,637	\$3,341	\$5,268
Replacements/Added Copies	\$0	\$128	\$1,648	\$7,763	\$16,372	\$76,725	\$0
Shuswap/Cariboo Access	\$0	\$0	\$0	\$0	\$0	\$0	\$329
Special Collections	\$49,282	\$26,312	\$21,520	\$24,344	\$10,047	\$13,411	\$18,218
Special Collections-B P Nichol	\$0	\$25,000	\$25,000	\$25,000	\$25,000	\$40,000	\$0
SUBTOTAL:	\$1,115,557	\$1,128,421	\$1,112,663	\$1,032,562	\$766,619	\$913,336	\$722,199

TOTAL: UNIVERSITY FUNDS \$5,953,295 \$5,632,905 \$5,279,756 \$5,018,712 \$4,423,608 \$4,187,320 \$3,576,356

% NOTE: From 98/99 Resource and Environmental Management contains expds for Tourism

@ NOTE: Prior to 97/98 expds. for Latin American Studies General included with Spanish/Latin American Studies and expds. for Earth Sciences included with Geography.

* NOTE: In 99/00 expds related to subject specific databases were shifted to the appropriate disciplines; this line now has only consortium & general database expds.

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

NOTE: 99/00 contains expds. for a special project - the purchase of CIHM pre-1900 monographs collection for \$172,270 - using endowment funds

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

Reference service has evolved significantly in the last two years, in part because we have dramatically increased remote access to fulltext online sources and have made a concerted effort to provide consistent, simplified interfaces and clear online help, with a totally redesigned and tested Web site. Users have access to information from home, lab, or office where previously they had to visit the library.

Overall the number of in-person reference requests at the Reference Desks decreased by 20% in 1999-2000, with the exception that Belzberg reference questions have risen by 12% since the April opening of the TIME Centre at Harbour Centre. However, complex reference questions increased by almost 10%. Students and faculty are consulting librarians about substantial research questions or assistance in evaluating information rather than the mechanics of searching a particular database. Now Reference Desk staff are able to provide in-depth help without disadvantaging other users waiting in line. This has led to increased user satisfaction, with "helpful reference desk staff" mentioned as one of the *100 Best Things about SFU* in a PEAK opinion piece. We appreciated one student's perception that "there seems to be a whole new vibe at this Desk." Liaison librarians also have more time to devote to their intensified collections and instruction responsibilities.

Telephone reference service continues to be provided from the Reference Desk. As well, Reference Division librarians responded to over 175 individual telephone queries from their offices during 1999/2000. Email reference is no longer a new service at the SFU Library, yet general "Ask A Librarian" questions (answered by the Belzberg librarians) more than doubled in 1999/2000. As well, individual Reference librarians responded to over 800 email questions. Librarians also use email to inform students and faculty about library products and services, Web sites, and other resources of interest.

Instruction

Library instruction ranges from the general Library Research Skills drop-in classes to specialized course-specific instruction. Bennett Library offered course-integrated instruction in 241 classes to 4703 students in 1999/2000, an 18% increase in the number of classes from the year before, with Belzberg Library showing similar trends. Web pages were created for many courses.

We are developing online tutorials and testing learning outcomes (for example, the 'Using the SFU Library catalogue' module), for those unable to attend the drop-in classes or who prefer online instruction. The online courses use the MOSST⁵ software developed at SFU Library. We also provide classes for special groups, such as the English Bridge Program, General Studies 101, Object Technology Program, Continuing Education instructors, teaching assistants during TA/TM Day, orientation for new students, student athletes, and for faculty. In-depth instruction is available for faculty and graduate students by appointment with a liaison librarian. A Web-based virtual tour of Belzberg Library has enhanced online orientation, particularly for busy part-time students.

Typical comments from faculty and students regarding the value of these classes were: "All reports were that your sessions were extremely helpful. The assignments also turned out to be right on topic and well-researched - much more, I'm sure, than if they'd been on their own", and "The Web page is wonderful. Thank you so much for doing it and for all your help with the course."

⁵ MOSST is software specifically designed for the creation of library or other self-contained, self-paced instruction modules; it is characterized as 'WebCT lite'.

4. Other activities

The seventh annual Friends of the Library lecture was generously sponsored by the Wosk Family. It was a fascinating talk by Leslie A. Morris, Curator of Manuscripts, Harvard College Library, "Tall tales and true of bookselling in the early twentieth century: the career of legendary bookseller, A.S.W. Rosenbach".

This past year, we also held a "Library Lecture Series on Information, Technology, and Scholarship" for the SFU academic and B.C. library communities. The three speakers were:

- Jerome McGann, John Stewart Bryan University Professor, University of Virginia, on "Electronic Scholarship and Its Discontents. Comp[u/e]ting Editorial F[u/ea]tures" (in co-operation with the Print Culture Programme).
- Frank Winter, University Librarian, University of Saskatchewan, "Scholarly publishing and the Library: An Update to the 1997 Policy Conference"
- Wanda Noel, intellectual property lawyer and consultant, "Learning Technology and Copyright: Implications for Educators"

The Interlibrary Loan / Telebook department spearheaded a series of Brown Bag lunches at which SFU faculty talked to Library staff about their research and related use of the Library. Speakers included Philip Stigger, Paul Dutton, Ellen Balka, and Ralph Stanton. Joanne Nakonechny, SFU Learning Skills Educator, also gave a presentation to library staff.

Recently appointed National Librarian, Roch Carrier, visited Simon Fraser University Library during his trip to British Columbia.

The Library signed a two-year ESRI ArcInfo Site License, paid for by the VP Academic, the Library, and the participating departments. Basic support is provided by Library Systems and the appropriately renamed Maps/Data/GIS department. A Web-based method of software distribution to campus researchers and departments is used.

In co-operation with Operations and Technical Support, BYOL (Bring Your Own Laptop) carrels were installed in the Library on the second and sixth floors.

The new electronic reserve service was implemented in September 1999 with great success. 100 on-line files were added in the first month. Currently it is limited to material where permission to publish is easily obtained, mostly professors' lecture notes. Links to particular Web documents may be added to a course reserve list. The service has operated for two semesters, with the following activity:

E-reserve Activity	Fall 1999	Spring 2000
No. courses	28	42
No. hits	32,000	23,645
No. hits from within Library	5,650	4,296

TABLE F: SFU Library Materials Budget - Expenditures for 1993/94 to 1999/2000: University Funds

APPLIED SCIENCES	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Communications	\$36,958	\$27,467	\$33,429	\$37,206	\$25,573	\$25,623	\$24,144
Computing Science	\$235,828	\$208,129	\$147,971	\$157,842	\$146,743	\$105,550	\$99,888
Engineering Science	\$150,756	\$139,724	\$110,897	\$103,105	\$93,494	\$92,223	\$72,040
Kinesiology	\$125,284	\$116,643	\$107,545	\$106,358	\$103,263	\$71,821	\$37,260
Resource and Envir Management%	\$21,696	\$24,798	\$19,699	\$11,066	\$8,268	\$7,768.85	\$7,861
Tourism Management%	n/a	n/a	\$46	\$249	\$1,544	\$2,048.33	\$1,801
SUBTOTAL:	\$570,523	\$516,760	\$419,587	\$415,825	\$378,885	\$305,034	\$242,994

ARTS	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Anthropology	\$30,735	\$28,465	\$26,073	\$30,195	\$24,128	\$20,855	\$20,090
Archaeology	\$40,394	\$38,225	\$26,608	\$24,462	\$19,664	\$22,235	\$18,600
Contemporary Arts	\$115,482	\$109,099	\$106,361	\$97,508	\$82,063	\$73,081	\$79,535
Discs	\$4,696	\$5,021	\$5,147	\$5,605	\$7,508	\$6,934	\$2,522
MFA	\$8,136	\$6,869	\$9,142	\$6,452	\$9,193	\$10,980	\$9,384
Slides	\$3,193	\$3,223	\$3,254	\$3,541	\$3,729	\$5,027	\$5,313
Criminology	\$68,972	\$57,646	\$57,854	\$49,703	\$44,965	\$40,544	\$38,098
Economics	\$283,439	\$267,665	\$233,496	\$229,895	\$210,288	\$188,439	\$189,587
English	\$134,011	\$144,526	\$135,512	\$122,493	\$111,918	\$111,748	\$85,074
French	\$26,863	\$37,290	\$32,809	\$32,386	\$30,505	\$38,550	\$27,998
Geography	\$99,399	\$99,889	\$83,368	\$99,641	\$82,967	\$79,252	\$67,709
Gerontology	\$20,568	\$15,830	\$16,049	\$18,056	\$6,700	\$5,570	\$4,657
History	\$127,104	\$103,672	\$94,619	\$73,790	\$83,495	\$82,788	\$66,023
Latin Americ.Studies-General@	\$14,297	\$13,026	\$10,524	n/a	n/a	n/a	n/a
Linguistics	\$60,080	\$56,693	\$51,936	\$47,563	\$38,823	\$38,831	\$28,848
Literature (Misc. foreign)	\$13,279	\$17,519	\$11,166	\$14,335	\$19,959	\$17,581	\$20,281
MA Latin American Studies	\$5,499	\$4,214	\$5,072	\$2,584	\$3,366	\$4,764	\$1,999
MA Liberal Studies	\$8,790	\$16,344	\$10,474	\$8,462	\$3,617	\$11,711	\$15,686
MA Publishing	\$4,879	\$3,484	\$6,143	\$6,556	\$27,333	\$550	\$0
Philosophy	\$55,003	\$53,671	\$52,166	\$52,413	\$47,337	\$43,227	\$44,909
Political Science	\$265,241	\$237,468	\$216,057	\$203,282	\$180,678	\$184,803	\$155,659
Psychology	\$160,988	\$156,672	\$140,922	\$135,949	\$122,111	\$113,203	\$97,542
Sociology	\$165,308	\$145,956	\$134,287	\$141,149	\$119,631	\$104,956	\$96,870
Spanish/Latin American Studies@	n/a	n/a	n/a	\$7,916	\$10,420	\$14,061	\$17,478
Women's Studies	\$12,813	\$9,810	\$7,140	\$6,849	\$10,414	\$6,718	\$5,312
SUBTOTAL:	\$1,729,168	\$1,632,279	\$1,476,181	\$1,420,785	\$1,300,810	\$1,226,408	\$1,099,175

BUSINESS ADMINISTRATION	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Business Administration	\$253,208	\$228,677	\$179,174	\$180,496	\$168,552	\$148,734	\$147,928
International Business	\$8,272	\$8,940	\$7,751	\$7,752	\$6,876	\$17,097	\$0
SUBTOTAL:	\$261,480	\$237,617	\$186,925	\$188,248	\$175,428	\$165,831	\$147,928

EDUCATION	1999/2000	1998/99	1997/98	1996/97	1995/96	1994/95	1993/94
Education	\$94,924	\$73,780	\$71,070	\$78,513	\$72,500	\$66,799	\$71,563

TABLE E: W.A.C. Bennett Library Reference Service

Library Research Instruction:

Instruction Category	1999/2000		1998/99	
	Classes	Students	Classes	Students
Course Integrated Instruction	241	4703	205	5,204
General Research Instruction	40	376	24	650
TOTALS	281	5079	229	5,854
Per Cent Change from previous year	+23%	-13%	+10%	+13%

User Assistance:

1999/2000					
Service Location	Directional Queries	Reference Questions	Research Advice	TOTAL	% Change from Previous Year
Reference Desk	5,558	28,234	2,183	35,975	-20.0%
Microform Desk	1	4,122	271	4,394	-34.6%
Fine Arts Room	795	806	nil	1,601	+20.4%
TOTAL	6,354	33,162	2,545	41,970	-20.8%

1998/99					
Service Location	Directional Queries	Reference Questions	Research Advice	TOTAL	% Change from Previous Year
Reference Desk	6,830	35,662	2,487	44,979	-11.6%
Microform Desk	5	6,501	209	6,715	+ 9.4%
Fine Arts Room	651	679	nil	1,330	-28.7%
TOTAL	7,486	42,842	2,696	53,024	-10.7%

The Belzberg Library has begun providing support for the new TIME Centre on the 7th floor of Harbour Centre. Specific acquisitions were made to support new courses, library orientation programmes were initiated, and a library workstation for use by researchers, faculty, and clients of the TIME Centre was installed.

5. How are we doing?

Our current collection budget is healthy but, overall, the collection does not have the depth and quality we need. SFU Library's percentage of total budget spent on collections is third highest among 27 CARL university libraries and SFU Library's collection budget per student is fourth highest; however, SFU Library's total collection per student is fourth lowest. SFU Library's interlibrary borrowing per student is second highest in Canada. In part, this is because of the ease and accessibility of this service, but also reflects SFU users' need for material beyond the current collection.

Among our five peer libraries (see Appendix H), SFU Library is second highest in:

- number of reference questions answered,
- number of opening hours (ninth among Canadian Association of Research (CARL) libraries)
- number of library instruction classes and number of students receiving library instruction

On the other hand, the number of staff FTE is second lowest among peer libraries and only one more than the lowest. SFU Library's percentage of total budget spent on salaries is lowest among CARL libraries. We can be proud of the level of efficiency and effectiveness achieved but, at the same time, concerned about the impact that heavy workloads have on our ability to respond to change.

6. Staff activities

Librarian Jack Corse was awarded the Simon Fraser University Staff Achievement Award in recognition of over 20 years of stellar service to the faculty and students of the University. At the same time as this award profiled Jack's talents and successes, it also served to highlight the excellent liaison service provided by all librarians. Mark Jordan won the OCLC/CLA Library Technology Award for a librarian within five years of graduation. Congratulations to both.

Carole Goldsmith began serving a two-year term as the Canadian Representative on the Executive Board of the Art Libraries Society of North America (ARLIS/NA). Other library staff members are frequent speakers, board members, and organizers in associations and at conferences such as the Canadian Library Association (CLA), British Columbia Library Association (BCLA), Workshop on Instruction in Library Use (WILU), ACCESS, and the BCLA Information Policy Conference. Staff members are also called upon to provide a professional viewpoint to the UBC School of Library, Archival, and Information Studies graduate students. Participants have included Lynn Copeland, Elaine Fairey, Natalie Gick, Percilla Groves, Mark Jordan, Kristina Long, Karen Marotz, Todd Mundle, Sylvia Roberts, and Christine Stojakovic.

Long-serving librarians Marilynne Finlayson, Gene Bridwell, and Aleksandra Zielinski retired, and new librarians Gwen Bird (Interlibrary Loan/Telebook), Mark Bodnar (Business & Economics) and Natalie Gick (Science) joined the Library.

7. Donations

Friends of the Library

Anyone may become a Friend of the SFU Library through a donation. The Friends of the Library Board meets bi-monthly. Its major activities are liaison with potential donors, particularly of gifts-in-kind, the Alumni Board, Retirees Association, and Advancement Office, and the sponsorship of the annual lecture.

Gifts-in-Kind

The variety and quality of gifts in 1999/2000 was excellent, with a total value of about \$425,000. There were 112 gifts-in-kind with 14 gifts over \$10,000. A sampling:

- We acquired the Douglas & McIntyre Archive, a significant asset for the study of publishing in Western Canada.
- Mary Miller donated the collection of her late husband Professor Craig Miller (UBC English), on S.T. Coleridge and the Romantic poets. It included a 3 volume work from 1803 in beautiful original condition with William Blake engravings and the unusual title "The Life, and Posthumous Writings, of William Cowper."
- John Keenlyside, Chair of the Friends of the Library Board, donated a collection on the Doukhobors. The collection will be the first component in a larger set of materials.
- We added another element to our Frank Davey manuscript collection.
- Della and Martin McClaren donated first editions of Ezra Pound's Personae (1909) and Lustra (1916) in memory of Charles Watts.
- The archive of Press Gang Publishers has been installed in the University Archives where it co-resides with the manuscript collections on the B.C. Women's movement.
- Tusi Calvert, Zdenek Calvert, and Eliska Rasmussen together donated the second part of the W. Lyon Blease collection of expensive and beautiful English Private Press books.
- Retiring Professor Manfred MacKauer donated a collection of material on biology.
- The Estate of W. Kaye Lamb and Lamb's daughter Elizabeth Hawkins donated the Canadian history, bibliography and exploration collection of Canada's first National Librarian.
- SFU Librarian Carole Goldsmith donated a collection of children's books.
- A small but choice collection on French Surrealism was added to our art and literature collection.
- Retired Professor Alberto Ceria donated a collection on Argentine politics and cinema, some of which is unlikely to be found in most North American libraries.
- Glennis Zilm donated material on the history of Canadian publishing. She is among a group of donors who has repeatedly given to the Library.
- Professor Carl Schwarz donated his Professional Development Reimbursement toward a five year subscription to 'Journal of agricultural, biological, and environmental statistics'

We are grateful for the generosity of our donors, whose contributions continue to enrich our collection.

TABLE C: Interlibrary Loans and Telebook Services

Interlibrary Loans Service	1999/2000	1998/99	% Change
SFU Loans to Other Libraries			
Books	7,269	7,809	-7%
Photocopies	7,096	6,887	3%
ELN-OJAC Doc Deliveries	2,261	1,769	28%
Total Items Loaned by SFU	16,586	16,465	1%
Items Borrowed from Other Libraries			
Books	7,025	6,462	9%
Photocopies	24,586	14,733	66%
Total Items Supplied to SFU	31,611	21,195	49%

Telebook Service	1999/2000	1998/99	% Change
Distance Ed Student Requests	751	551	36%
Items Requested by Students	2,765	2,391	16%
Items Sent to Students			
Books	1,049	609	72%
Journal Articles	1,174	1,032	14%
Videos	212	270	-21%
Other	0	7	n/a
Total Items Sent	2,435	1,918	27%

TABLE D: Samuel and Frances Belzberg Library

Service Category	1999/2000	1998/99	% Difference
Use of Library (Headcount)	124,026	134,056	-7.5%
User Assistance			
General Information	32,104	30,337	+5.8%
Reserves	2,826	2,752	+2.7%
Total Reference	6,467	7,251	-10.8%
E-mail Reference	753	341	+120.8%
Total User Inquiries	41,397	40,340	+2.6%
Use of Collection			
Loans	13,083	14,204	-7.9%
In-Library Use of Materials	11,566	12,810	-9.7%
Items from Bennett	7,371	7,462	-1.2%
Items delivered to Bennett	590	724	-18.5%
Total Collections Use	24,649	27,014	-8.8%
Library Research Instruction			
Instructional Sessions	63	74	-14.9%
Number of Participants	435	761	-42.8%

TABLE B: Growth of Library Collections 1999/2000

COLLECTION CATEGORY	Collection Size March 31, 1999	Net Growth Fiscal Year 1999/2000	Collection Size March 31, 2000
Classified Volumes	1,159,879	33,994	1,193,873
Unclassed Volumes (Journals)	229,373	8,436	237,809
Subtotal Letterpress Volumes	1,389,252	42,430	1,431,682
Microfilm (# of reels)	45,518	687	46,205
Microfiche (# of sheets)	(970,151)	(10,913)	(981,064)
Microfiche Volume			
Equivalencies (i.e., 1 / 1.4)	692,965	7,795	700,760
Subtotal Net Micromaterial Volumes	738,483	8,482	746,965
TOTAL Print Volume Holdings	2,127,735	50,912	2,178,647
Other Collections Formats:			
Manuscripts (in linear meters)	199	10	209
Maps	87,413	570	87,983
Slides	48,243	0	48,243
Sound Recordings	8,658	375	9,033
Videotapes	90	135	225
Magnetic Formats			
Electronic journals & RDL Files	2,636	1,302	3,938
Other computer files	749	74	823
Current Serial Subscriptions	7,695	78	7,773

Notable gift-in-kind donations

Dorothea Adaskin	Gail Faurschau	Hemant Merchant
Richard Allen	Michael Fellman	Mary K. Miller
Robert S. Anderson	Frances Margaret Fournier	M.T. Morgan
Thomas G. Atkinson	John K. Friesen	Christine Roma Mullins
Leslie Ballentine	Lynn Giraud	Open Learning Agency
Dominique Baudouin	Doris Glover	Hilmar Pabel
Peter Belton	Carole Anne Goldsmith	Olga C. Perret
Daniela Boccassini	Neil Goldsmith	Powell River Museum
Annie Bourret	Donald Grayston	Press Gang Publishers
Brian Burtch	Robert F. Harrison	Eliska Rasmussen
Tusi Calvert	Elizabeth Hawkins	John Richard
Zdenek Calvert	Gormelia Hendren	John Richards
Rhona Charron	Heritage Resources Centre	Len Richards
Alberto Ciria	Philip Hobler	Vivian Rosner
Paula Clancy	Jean E. Horvath	Carl J. Schwarz
Allyson Clay	Kathleen Hudson	Emily Sheldon
Marcy Cohen	Lloyd Hunt	June Smith
Jared Curtis	W. Randle Iredale	June Sturrock
Frank Davey	Barbara James	George Suart
Alexander Dawson	John S. Keenlyside	Athol Sutherland-Brown
Paul Delany	Bradley Lloyd Keith	Karina Thompson
Maria Dores	Ian Kerr	Barry Truax
Douglas & McIntyre Ltd.	Jack Knetsch	William R. Turner
Alex H. Douglas	Robert Koepke	University of British Columbia
Margo Isabel Dunn	Neville Lincoln	Nico Verbeek
Estate of Angela Thacker	Rowland Lorimer	John M. Webster
Estate of Eileen Suftrin	Manfred MacKauer	Florence Wilton
Estate of Frances Eileen Rogers	May Street Group	Aleksandra Zielinski
Estate of W. Kaye Lamb	Olive McKenzie	Glennis Zilm
Leo Eutsler	Kenneth McLean	
Faculty of Business Administration	Margaret L. McTaggart-Cowan	

Notable cash donations

With the income from our endowment funds we are able to make important additions to our collections which would not otherwise be obtainable. This year, our purchase was the Canadian Institute for Historical Microreproduction collection of pre-1900 monographs (see 2. Collections). Thanks to SFU Alumni and others for their contributions to these endowment funds.

Margery Carol Allen	James Bertoia	Olive Eugenia Clark
Richard Paul Allen	Pat Blunden	James Edward Clarke Jr.
Janet Leslie Allwork	James Findlay Boothroyd	Murray Alpin Cockle
James Henry Allworth	D. Gary Brooks	Theodore H. Cohn
Ted Altar	Richard George Carabetta	Joan Collinge
Douglas Christopher Andrews	Nancy Adriana Castelluccio	Lynn Margaret Copeland
Chris Arnet	Joseph Atkinson Catalano	Jay Robert Arthur Corbeil
Maureen Levina Arvanitidis	Vicki Catterall	Filomena Cormano
Craig Asmundson	Anna Chan	Bonnie Jean Craig
Tom Atkinson	Lawrence Chan	Jim Cruickshank
Patrick Arthur Audet	Liny Chan	Mae Cutler
Maureen Lynn Bader	Linda Chiu	DST Systems
Kenna Susan Ball	Ray Chiu	Lisbeth Rosten Davidson
James Scott Barbour	Tige S.T. Chiu	Russell William C. Day
W. L. Mark Bates	Wai Shing Dick Chong	Chris Dewhurst
Richard John Battson	Korina Chu	Parin Dossa
Simon Beaulieu	Francesco Cirillo	Jody Donald Dubick

Heather Rose Dumka
 J. Michael Dyck
 Johanna Ekelund
 Essam Ali Elashi
 Margaret Jean Ellwood
 Michael John Epp
 Leo Eutsler
 M. Patricia Finlay
 Sheryl C. Foley
 Robert James Foord
 Joseph James Frederick
 Catherine Lynn Frost
 Steven Dale Fukui
 David P. Gagan
 Bruce John Gardner
 Bob Garnett
 Timothy Garrish
 Carole Gerson
 Martin Sebastian Gerson
 Randy Randip Sher Gill
 Beth Irene Gillespie
 Linda Helen Graf
 Bruce Shane Greengrass
 Robert David Guy
 Joel Alexander Hagen
 Michael Edward Hagen
 Ramon August Hagkull
 Robert Walter Halliday
 Shahrukh Hamid
 David Norman Harley
 Mary Harris
 Bryan William Hebden
 Lori Hikichi
 Stella Po Yee Ho
 Donna Marjorie Hofmann
 O. Barry Holmes
 Alan Keith Hooper
 Paul Wallace Houle
 Donald J. Hudson
 David William Hylands
 Jim Intihar
 Eric Edward Irvine
 E. Wayne Janzen
 Sophie Jerkovic
 Robert John Johnson
 Stacy Wallace Johnson
 Toni Alice Jones
 Damon Michael Kaller
 Bradley Lloyd Keith
 Rollie Keith
 Kurt Killer
 Mark Killer
 Steve Kloster
 Theresa K. Ko CA
 Sandra Charmaine Koochin
 Dale Michael Kooyman
 Keri Lynn Korteling
 Chun-Chun Patty Lam
 Frankle Hing Choy Lam
 Christy Ann Sinks Lapi

John Wing-Tai Lau
 Donna Laws
 Cherie Marie Leader
 Jennifer Lee
 Simon Lee
 Ye-Fee Liang
 Ronald David Liddle
 Imogene Lim
 Hugh Lindsay
 Janet Agnes Litke
 Sandra Kathleen Lloyd
 Trevor Dean Lord
 James Kenneth Lyall
 Susan Lynn MacDonald
 Henry A. Macht
 Anne Stephanie Magusin
 Jill Mandrake
 Naomi Leigh Manley-Casimir
 Jeannette Joan Mansell
 Jane-Anne Eileen Manson
 Susan Margaret Marsden
 John Derek Martin
 Frank Martino
 Raymond Vincent Massey
 Elder Dias Matias
 Stephen Mathew Mawhinney
 Ian James McAskill
 Milt McClaren
 Brenda Marie McNeill
 Pat McQueen
 Ken Mennell
 Kirk Michaelian
 Robert Miles
 David Joseph Mitchell
 L. Jay Mitchell
 Patricia Ann Mitchell
 Brad Morris
 Gordon John Morrow
 Todd Mundie
 Patricia Anne Murphy
 Scott A. Murray
 Jean Elizabeth Nakamura
 Wendie Ruth Nelson
 Tom Nesbit
 Karin Elaine Newton
 Erik Norman Nilsen
 Gorel Nilsson
 Chad Northcott
 Nancy Gail O'Krafka
 J. Malcolm Page
 Juliana Christina Pasko
 Warren John Pawluk
 June Ruth Perry
 Erika Plettner
 Stephen Maurice Plunkett
 Gordon Lawrence Polley
 David Alexander Porter
 Patrick Edward Power
 Maureen Margaret Prescott
 Gordon Edward Priest

Robert David Punnett
 James A Rainer
 Deborah Elizabeth Reddington
 Sonya Teresa Reginato
 Blaize Reich
 Barry Edward Neil Reid
 Todd Reiswig
 Joseph Anthony Remedios
 Robert Richard Ringwald
 Michael C. Roberts
 Juanita Elaine Robinson
 J. Muriel Rogers
 Brent Alan Routley
 F. John Sawatsky
 Dawn Schell
 Jeff Schell
 Heinz Senger
 Susan Margaret Senkler
 Raymond Sham
 Eleanor Catherine Sleath
 Marilyn Sleath
 Patricia Jean Smith
 Paul Stanley Smith
 Terrance Preston Snutch
 John Joseph B. Sorel
 Richard Fredrick Steward
 James Spenser Stibbard
 Arthur Stock
 Edward Patrick Sullivan
 Cynthia Josephine Swann
 Cynthia Swoveland
 Brant B. P. Taylor
 Shaheen Tejani
 Lucio Teles
 Ruby Toor
 Jason Tse
 John A. Valentine
 Nick Voci
 Rory S. Wallace
 Eric Kam Shing Wan
 Robert James Wanless
 Colin James Warde
 Margaret Lynne Wells
 Mark N. Wexler
 Douglas Wilson
 Gary Matthew Wilson
 Joan Alethea Wilson
 Natasha Ann Wilson
 Joseph Poon-Chung Wong
 Diana Woodrow
 William Edward Woods
 Paul John C. Woodward
 Michael Wortis
 Yosef Wosk
 Johnson Yung Hsi Wu
 Yoshio Yagi
 Anne Yandle
 Brent Edward Zaparniuk
 Angelo Zappacosta

TABLE A: Recorded Usage of Library Collections

1999 / 2000				
Library Collection Category	# Items Loaned	# Items Used in Library	Total Items Used 1999/2000	% Change from Previous Year
Books:				
General Stacks	322,226	233,850	556,076	-7.36%
Reserves	81,149	n/a	81,149	-8.42%
Subtotal	403,375	233,850	637,225	-7.50%
Others:				
Fine Arts	11,308	2,288	13,596	-19.68%
In Process	456	n/a	456	-60.62%
Journals	n/a	188,560	188,560	-8.89%
Maps	485	4,091	4,576	-29.30%
Microforms	n/a	17,650	17,650	-18.12%
Reference	n/a	35,124	35,124	-7.27%
Subtotal	12,249	247,713	259,962	-10.85%
Bennett Totals	415,624	481,560	897,187	-8.49%
Belzberg Totals	13,083	11,566	24,649	-8.75%
Grand Totals	428,707	493,126	921,836	-8.50%

1998 / 1999				
Library Collection Category	# Items Loaned	# Items Used in Library	Total Items Used 1998/99	% Change from Previous Year
Books:				
General Stacks	343,752	256,500	600,252	-4.67%
Reserves	88,611	n/a	88,611	-12.05%
Subtotal	432,363	256,500	688,863	-5.69%
Others:				
Fine Arts	14,125	2,803	16,928	-8.60%
In Process	1,158	n/a	1,158	+5.85%
Journals	n/a	206,960	206,960	-4.22%
Maps	648	6,472	7,120	+19.52%
Microforms	n/a	21,555	21,555	-10.59%
Reference	n/a	37,878	37,878	+3.63%
Subtotal	15,931	275,668	291,599	-3.54%
Bennett Totals	448,294	532,168	980,462	-5.06%
Belzberg Totals	14,204	12,810	27,014	-7.81%
Grand Totals	462,498	544,978	1,007,476	-5.13%