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MEMORANDUM

ATTENTION Senate
FROM Bill Krane, Acting Vice-President, Academic and Provost, and Acting Chair, SCUP
RE: SFU Library Strategic Research Plan 2011 – 2016 and SFU Library Annual Report 2010 – 2011 (SCUP 11-54)

DATE December 14, 2011
PAGES 1/1



At its December 7, 2011 meeting SCUP reviewed the SFU Library Strategic Research Plan 2011 – 2016 and SFU Library Annual Report 2010 – 2011. Both are attached for the information of Senate.

Encl.

c: C. Eckman



OFFICE OF THE VICE-PRESIDENT, RESEARCH

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Professor of Biological Sciences

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ATTENTION Dr. Jon Driver	Chair, Senate Committee on University Priorities (SCUP)
FROM	N. Haunerland, Associate Vice-President, Research
RE	SFU Library Strategic Research Plan 2011-16 SFU Library Annual Report 2010-11
DATE	November 14, 2011

Please find attached the *SFU Library Strategic Research Plan 2011-2016* and the *SFU Library Annual Report 2010-2011*.

We submit these documents to the Senate Committee on University Priorities for informational purposes for the next SCUP meeting on November 23, 2011.

Enclosures

SFU Library Strategic Plan 2011-2016

Mission. 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 learning, research and community engagement goals of Simon Fraser University.

Values and Principles. The following values and principles govern the Library's operations and strategic activities.

- *build upon existing strengths*
 - *ensure financial sustainability*
 - *maintain operational excellence*
 - *strive to create efficiencies for our users*
 - *solicit user input to guide service programming*
 - *partner with relevant SFU individuals, units and services*
 - *reach out and serve communities beyond SFU*
 - *promote open access to library resources*
-

The SFU Library sets for itself six strategic directions for the coming five years. These directions comprise the vision that will guide and define success for the Library as it moves forward. This document outlines these strategic directions and highlights an associated set of high-impact goals or objectives that will form the basis for the SFU Library's five-year action agenda.

Direction 1: Enable a Welcoming and Successful Library Experience

The Library will focus on creating a set of inviting, intuitive, comfortable and warm physical spaces at its Burnaby, Surrey and Vancouver campus locations, and apply the same principles as it develops its virtual space.

- Goal 1.1** Renew the Bennett Library facility and its furnishings. Plan for reclamation and repurposing of the boiler space in the Bennett Library.
- Goal 1.2** Renovate Belzberg Library to add interactive student space and create a home for Student Learning Commons services at SFU's Vancouver campus.
- Goal 1.3** Build out the SFU Library's virtual web presence as SFU's fourth library, the "eBranch".

Direction 2: Create a Vibrant Hub for Research and Learning

The Library will expand upon its record of success in supporting a positive user experience, exemplified in programs such as the Information Commons, Student Learning Commons, AskAway virtual reference service and similar initiatives.

- Goal 2.1** Develop a Research Commons pilot program, including an initial physical presence in the Bennett Library second floor. Use results to inform subsequent rollout of Research Commons Services to the Surrey and Vancouver campuses.
- Goal 2.2** Review the liaison librarian program to ensure alignment with SFU's current and future academic program requirements.
- Goal 2.3** Create a space in the Bennett Library third floor to accommodate library and student-driven academic and cultural programming.

Direction 3: Build Responsive and Enduring Collections

The Library will continue to develop general and special collection that serve the needs of the SFU community. We will also develop custodial practices that ensure long-term preservation of and access to our collections.

- Goal 3.1** Continue the current special collecting initiative centred upon acquiring material reflecting the cultural, economic, social and political history of the province of British Columbia.
- Goal 3.2** Participate in BC provincial and Western Canadian regional shared print archiving and storage initiatives.
- Goal 3.3** Develop a digitization strategy for the SFU Library's print and analog media collections, including criteria for prioritizing candidates for digitization.
- Goal 3.4** Develop and implement a digital preservation strategy.

Direction 4: Develop and Promote User-Driven Services

The Library will practice evidence-based assessment when evaluating new and proposed service programs. Expressed user needs will guide program implementation. All Library service programs will be efficiently, consistently and clearly communicated using all appropriate channels.

- Goal 4.1** Develop and formalize an assessment program that ensures ongoing alignment between user needs and Library services and programs, through use of both formal and informal mechanisms.
- Goal 4.2** Develop an external communications strategy, incorporating knowledge from the marketing sector, in order to ensure consistent, timely and coordinated messaging to users regarding Library service programs.

Direction 5: Establish Leading-Edge Scholarly Communications Support

The Library will develop a vibrant and holistic approach to scholarly communications support that promotes open communication of research within and beyond the SFU community.

- Goal 5.1** Develop a comprehensive scholarly communications plan.
- Goal 5.2** Facilitate development of a collaborative, University-wide approach to SFU publishing.
- Goal 5.3** Expand and promote SUMMIT, the Library-managed SFU institutional repository.
- Goal 5.4** In collaboration with campus partners, explore and define infrastructure requirements for implementing a research data curation service.
- Goal 5.5** Implement the Public Knowledge Project's financial sustainability model.

Direction 6: Refresh and Engage Staff Competencies

The Library commits to developing its staff competencies and maintaining a respectful workplace where individual and team-based innovation, leadership and excellence is nurtured and recognized.

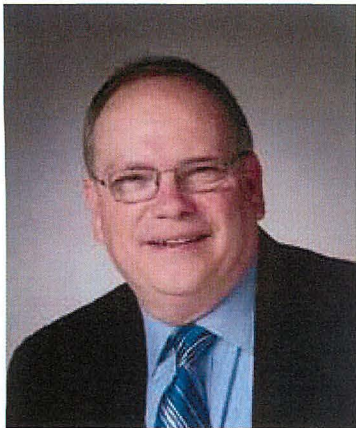
- Goal 6.1** Develop a staff training and development program that supports the new strategic plan.
- Goal 6.2** Develop an internal communications strategy that responds to diverse staff learning styles and encourages, facilitates and acknowledges staff contributions.

The background of the cover is a photograph of a building with a grid of windows, partially obscured by trees with vibrant autumn foliage in shades of red, orange, and yellow. A security camera is visible on the building's facade. In the bottom right corner, there is a small poster with the text 'THE FEARN' and a number '5' below it.

SFU

Ask Explore Discover
SFU Library Annual Report 2010-11





Message from the University Librarian

This past year was one marked by both continuity and change for the SFU Library. With strong University support, the Library continued to build general and special collections that are responsive to diverse needs of SFU students and researchers. The Student Learning Commons attracted new clients to its range of service programs supporting student academic success. The SFU Library is renown for technology-based innovations in user services and this past year saw many new developments. In reference services a new mobile website and Fast Search were added. Scholarly publishing programs were enhanced through free journal hosting services for faculty and students as well as funding support to faculty for the digitization of scholarly works. These are just a sampling of the service programs that thrived during the past year and were led and delivered by a highly-competent cadre of professional staff at all levels.

The past year was also marked by transition and new challenges. As the new Dean, I initiated a strategic planning process building upon the achievements of the previous strategic plan. The process involved a range of in-depth stakeholder consultations, staff interviews and

research into the state of academic libraries worldwide. The word cloud on the facing page is derived from the transcript of the Library's strategic planning retreat that marked the culmination of this process.

The Library was also an active partner in the new President's *envision>*SFU process. We conducted a significant self-study as part of a formal external review of our programs. The Library became the third department on campus to be "Green Leaf Certified", part of the University-wide Green Offices campaign.

The Library moved forward with several new strategic initiatives. A new financial sustainability model was developed for the Public Knowledge Project. Steps were taken toward establishment of a Research Commons in the second floor of Bennett Library. Planning began for a major remodel of the Bennett Library third floor as well as the creation of a Student Learning Commons space at the Belzberg Library.

The Library at SFU is thriving due to the dedication of its staff and the role that it clearly serves in support of learning and research at SFU. We look forward to working with SFU and engaging with the broader community in the coming years.

*Chuck Eckman
University Librarian and
Dean of Library Services*

Research Services Collections

As more and more collections are acquired in digital form, the library has increasingly turned its attention to cooperative digital preservation solutions. The library joined CLOCKSS, a trusted community-governed digital archive, to complement our existing memberships in LOCKSS (Lots of Copies Keep Stuff Safe) and Portico. Even so, building our collection of print books remains a core activity, one to which we devoted over \$1.5 million last year. We also used detailed analysis of e-book usage at SFU to move toward purchasing electronic books in a more targeted fashion.

The SFU Library has a well-respected tradition of valuing faculty and student input for collection building. We have begun a new method of e-book selection whereby a group of titles are added to the library catalogue prior to purchase. Use of a given book by SFU readers above a certain threshold then triggers its purchase. This guarantees that we acquire only books in demand by the community.

Cataloguing

During the year 69,784 electronic monographs were added to OPAC, the online catalogue. The number of e-monographs catalogued individually went up 54% bringing the total number of electronic monographs in our catalogue to 692,858.

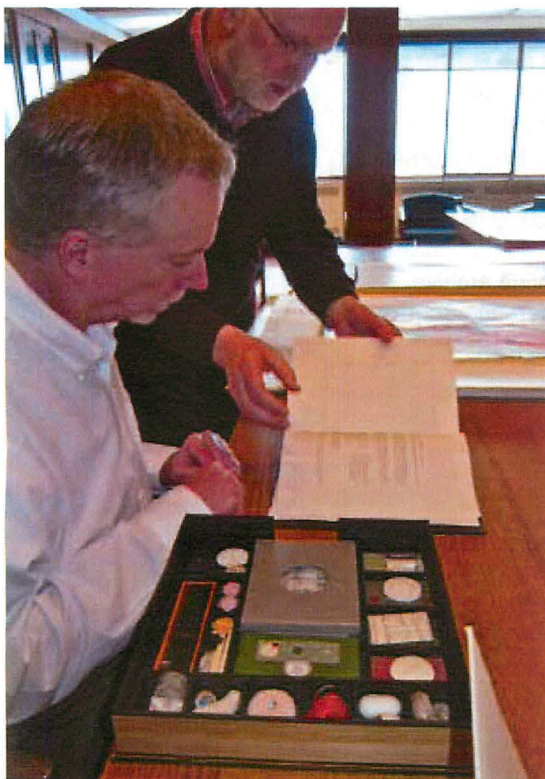
To keep up with the transition from print to digital, the cataloguers were trained to catalogue three types of electronic monographs. They were also trained on two kinds of sound recordings. The number of sound recordings catalogued increased by 71%. The cataloguers also completed a number of projects that weeded thousands of items from the system, and ensured that items would be found correctly using the Library's new Fast Search.

Publishing and Digitization Services

The first year of SFU's Central Open Access Fund has been a success. From its inception in February 2010, the fund paid \$39,000 in article processing charges for 28 faculty and graduate student authors who published in Open Access journals.

The Library also launched a Scholarly Digitization Fund in 2010, awarding over \$35,000 to eight small projects for digitization of material to be stored in the SUMMIT institutional repository. The projects were:

- John Welch (REM/Archaeology): digitizing materials from White Mountain Apache Tribe in Arizona.
- Paul Budra (English): further digitization of Special Collections' punk posters, the magazine Snotrag and 15 minutes of music.
- Stephen Collis (English): digitization of selected Robin Blaser audio tapes in Special Collections.
- Mark Leier (History): digitization of 297 mai '68 posters in Special Collections.
- Leith Davis (English and Centre for Scottish Studies): digitization of audio tapes of oral histories of Scottish immigrants to Canada.
- Gerontology Research Centre: digitizing paper studies and reports published by the Gerontology Research Centre.
- Indigenous Student's Centre: digitization of works of aboriginal scholarship carried out at SFU or of interest to SFU and the wider aboriginal community.



Special Collections head Eric Swanick shows the fascinating Wundercabinet: The Curious Worlds of Barbara Hodgson and Claudia Cohen to Brian Owen, Associate University Librarian for Processing and Systems.



• Gender, Sexuality, and Women's Studies: digitizing the Ruth Wynn Woodward collection of scholarly papers in the GSWS department.

SUMMIT is the new SFU institutional repository which was developed to showcase and preserve the research, scholarship and artistic works of SFU faculty and graduate students. SUMMIT provides centralized web-based long-term access to all types of SFU scholarly output, including documents, datasets, images, audio, video, and more. Material stored in SUMMIT is quickly indexed by Google and becomes available world-wide. Works are stored and maintained by the library, ensuring their availability over time as technology changes.

Document Delivery & Media Resources

This year the Library formally adopted a service policy whereby all SFU patrons receive equal Inter-Library Loan treatment. Before this change, undergraduate students could only request items from libraries where direct requesting was available. Now everyone gets the same service as graduates, faculty and staff.

Public Knowledge Project

The Public Knowledge Project (PKP) is an SFU-based initiative to make accessible the results

of publicly-funded research through free open access publishing. This partnership between SFU, Stanford University and other partners turned 13 years old this year. Open Journal Systems (OJS), PKP's flagship module, is now used to publish over 10,000 journals world-wide. The system also has free modules for running conferences and (very soon) publishing monographs, among other things.

Next year the primary grant funding for PKP will end, so it must become self sustaining. A budget of \$1M/yr is needed. As the lead institution, SFU Library is contributing \$100,000 while other sponsoring institutions, fee for services, and government grants will make up the rest. PKP journal support including online journal hosting is free for SFU faculty and students.

New Resources

- American Antiquarian Society (AAS) Historical Periodicals Collection
- American Geophysical Union (AGU) journal archive
- British Newspapers 1600–1900 (Gale)
- Business Monitor online
- Byzantinische Zeitschrift, online archive
- Canadian Points of View Reference Centre (EBSCO)

*The Info Commons
at the SFU
Surrey Library*

- Computer and Communications Security Abstracts
- Confidential Print Middle East, 1839-1969 (Adam Matthew)
- Counseling and Therapy in Video, Part 2 (Alexander Street Press)
- Digital Dissertations, upgraded to full text
- Environment Complete (EBSCO)
- Films on Demand (Canada): Humanities and Social Sciences
- Financial Times Online Archive, 1888-2006
- Illustrated London News archive
- Journal of Gang Research archive
- Keesings Record of World Events online archive
- Literary Criticism Online
- HW Wilson retrospective indexes online
- Oxford Bibliographies Online
- Political Science Complete (EBSCO)
- Sage Reference Methods Online
- State Papers Online Part III (Gale)
- Underground and Independent Comics (Alexander Street Press)
- Victorian Popular Culture (Adam Matthew)

Special Collections

New resources added to Special Collections in 2010/11 include the Valhalla Wilderness Society papers, Kuldip Gill papers, Al Neil papers, Drawing the Line (photography), bpNichol film elements, a large collection of BC post-cards, an archive of BC book prize winners, and the archives of James Delgado, Daryl Duke, and editorial cartoons by Adrian Raeside, Sid Barron, and Al Beaton.



The following groups and individuals added to their resources already held in the Library: Alcuin Society Design Award winners, Harry Jerome, Jim Rimmer/Pie Tree Press, Alan Twigg, Gerry Gilbert, D&M Publishing, David Myers gay history, Norman Klenman, The Stormy Petrels of BC Sherlock Holmes Society, Talon Books, Lisa Robertson, Shani Mootoo, Christian Bök, Graham Harrop, Robert Bierman, Geoff Olson, Ingrid Rice, Dan Murphy, and Len Norris.

Post No Bills, an exhibit of SFU's Vancouver Punk poster collection was held at the Museum of Vancouver in January and February 2011. Several literary readings were organized by Special Collections this past year.

A recent *National Post* article discussed ten under-rated Canadian writers. SFU is proud to hold the papers of three of them: Caroline Adderson, Lynn Coady and Bill Gaston.

“Your Punk Rock collection...based in ephemera, will be crucial in later years to an understanding of the popular culture scene. If the universities don’t collect them, who will collect them and make them available to scholars?” —Chester Gryski, Toronto lawyer and book collector.

“I am thrilled to tell you that I have been accepted in the [masters] program. I know that my success is due to the team of people that have supported me throughout the process and you were part of that team. I would like to thank you from the bottom of my heart for all your efforts.” —email to the Student Learning Commons.

Teaching & Learning

Student Learning Commons

Over 3000 undergraduate and graduate students booked or dropped in for individual consultations with SLC Peers, Facilitators, and Coordinators in 2010/11, a 22% increase. Graduate student consultations increased 77% over all. Nearly 1,400 motivated students attended 117 open registration workshops offered at all three campuses.

The SLC also organized a comprehensive program of graduate workshops on topics such as literature reviews, alerting services, presentation skills, and dissertation planning. These were delivered by SLC coordinators, librarians, and faculty.

SLC Director Elaine Fairey worked with BC post-secondary library and writing colleagues to plan the WriteAway project, a collaborative provincial online writing support service intended as a companion to the well-established AskAway chat reference service.

For the Back On Track program, SLC staff gave 39 Getting Started sessions, over a thousand one hour learning plan consultations, and co-facilitated 35 sections of the BOT 120 weekly seminars and 13 sections of the BOT 140 bi-weekly seminars with Health and Counseling Services counselors.

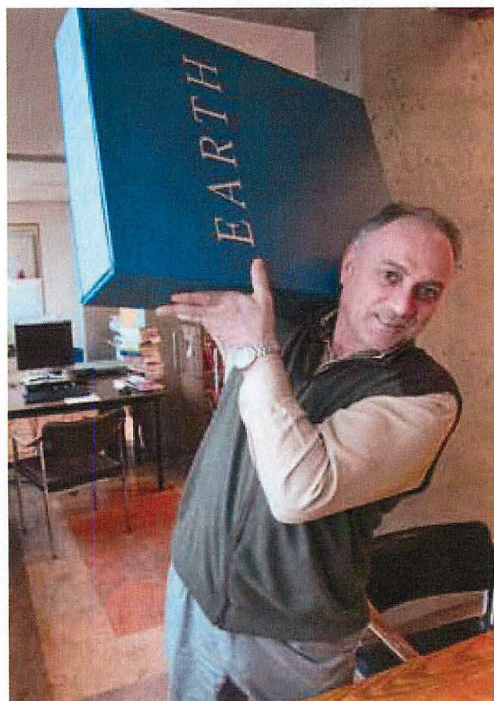
Information and Instruction

Substantial numbers of students sought in-person library information and assistance with research papers, while use of the online AskAway service rose dramatically with 30% more questions coming through the SFU portal this year. SFU researchers continue to be the heaviest users of this online reference service, making up close to 23% of the AskAway total, while SFU librarians answer about 9% of the total BC AskAway questions.

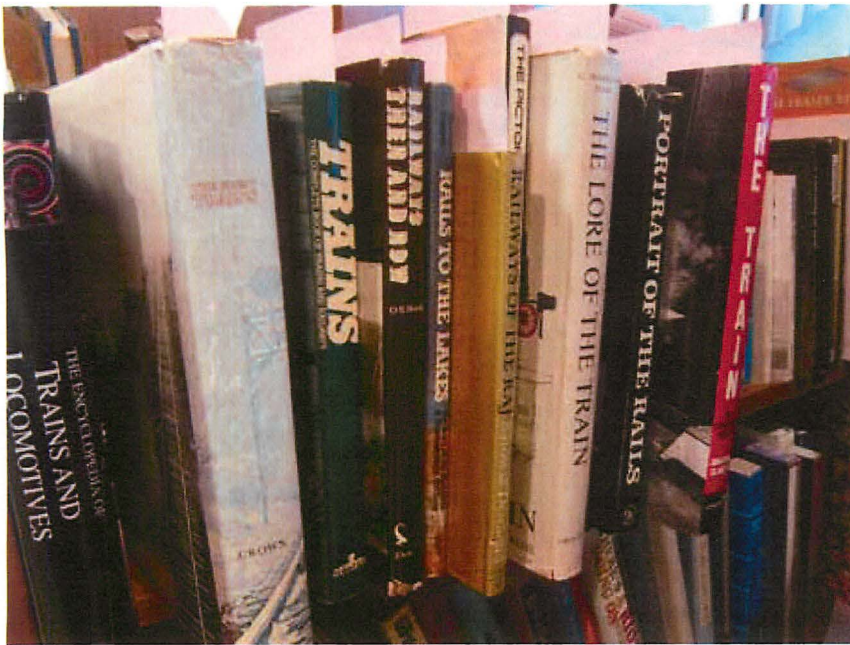


In Praise of John Baskerville: a Tribute by F. E. Pardoe with illustrations by Anthony Christmas (*The Fleece Press, 1994*) is the smallest book in the Library.

Library instruction classes reached almost 30,000 undergraduate and graduate students across all campuses, and librarian Yolanda Koscielski coordinated the launch of a new version of the popular *Understanding and Avoiding Plagiarism* self-marking tutorial, now based on Drupal software. This online tutorial has become one of the Library's most-used web pages, with approximately 18,000 page views to date.



Walter Piovesan, Head of Maps, Data/GIS holds the Library's biggest book, the 30kg *Earth Atlas: Blue Edition*, published by Millennium House, Australia, 2009.



Part of the library of the late Warren Gill acquired by Special Collections.

User Experience

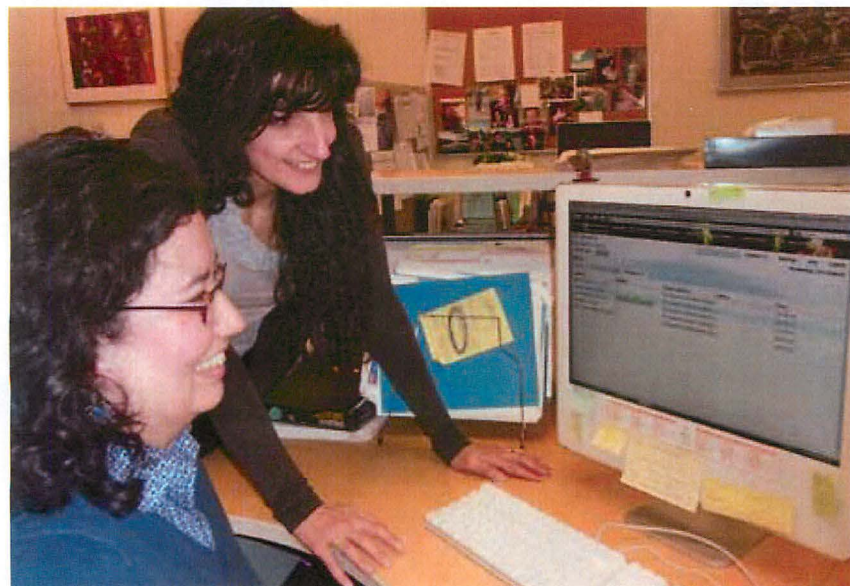
Mobile website

The Library launched a mobile version of its public website, the first smartphone-optimised website on campus. It includes a computer availability tool to help users locate Library computers not in use by others.

New Search and Access Tools

Access to the Library's collections was significantly improved by the launch of several new tools. *Fast Search* provides one search access to a large proportion of the Library's licensed journals, databases, and to the Library catalogue. Another new tool called *Library Search* provides search results from multiple library services, including Fast Search, course reserves, and locally digitized collections, all from a single search box. In addition, Library users now have access to *myLibraryRecord* through SFU Connect, which allows them to easily renew and request materials without having to enter their Library barcode number.

Sunni Nishimura, AskAway coordinator (L) and Anita Cocchia, Executive director of BC Electronic Library Network



Access Services

Overall lending, circulation and usage statistics were all up slightly (see annual statistics p. 18). The turnstile count was also up almost 5% to total over 1.5M as the library continued in its role as the central hub for the university.

Bennett Library Renewal

Task forces have developed plans for the Bennett Library 3rd and 2nd floor remodelling. Third floor changes will enhance the character of the Bennett entry and service provision creating a much more welcoming space with a coffee shop and a common area for public events. The second floor renovation focuses on creating a *Research Commons* in close collaboration with Graduate Studies.

Research Commons

The Research Commons will blend technology and traditional resources to serve as a center for a range of scholarly activities from collaborative digital projects to individual scholarship. Library and technical experts will provide the services and technical infrastructure to support faculty and graduate student research and community building.

Belzberg Library

Plans have been developed for the creation of a Student Learning Commons on the first floor of the Belzberg Library. External funding is being provided by Dr. Yosef Wosk with construction anticipated in Fall 2011. Other major activities include the development of a core collection and the implementation of library services to support the relocated School for the Contemporary Arts at SFU Woodward's.

Belzberg Library continued to experience strong community use, with an 18% increase in cards issued to community, reciprocal and non-credit borrowers.

With the relocation of Contemporary Arts material downtown, more borrowers were finding

the material they needed on-site. Delivery of films and videos for classroom bookings grew by almost 50%, reflecting the increase in SCA courses. 3500 collection items were transferred from Bennett to Belzberg to support Contemporary Arts in its new location.

Surrey Library

The Library Equipment collection, which is available to all students, was expanded beyond laptops and projectors to include digital audio recorders and noise-cancelling headphones. Students are making good use of the Library for studying and group work with no seats available during peak periods. Both gate count and use of materials are up 11% from last year.

Community Engagement

Electronic Library Network

BC-ELN took on the licensing of performance rights for feature films after the dissolution of the Advanced Educational Media Acquisition Centre [AEMAC], and negotiated a reduction in fees for all partner libraries, even with the addition of a major new studio.

ELN also renegotiated the software license with zero cost increase for the BC province's virtual reference service AskAway. In addition, ELN facilitates partner library resource sharing through Inter-Library Loans, and administers the Electronic Health Library of BC.



At SFU's Surrey students can borrow much more than books. All of this equipment is available to anyone with an SFU library card.

reSearcher

Developed entirely at SFU, reSearcher is an award-winning integrated suite of free open source products for locating and managing electronic information resources, designed for use by students and researchers in academic libraries. The three main modules of reSearcher are:

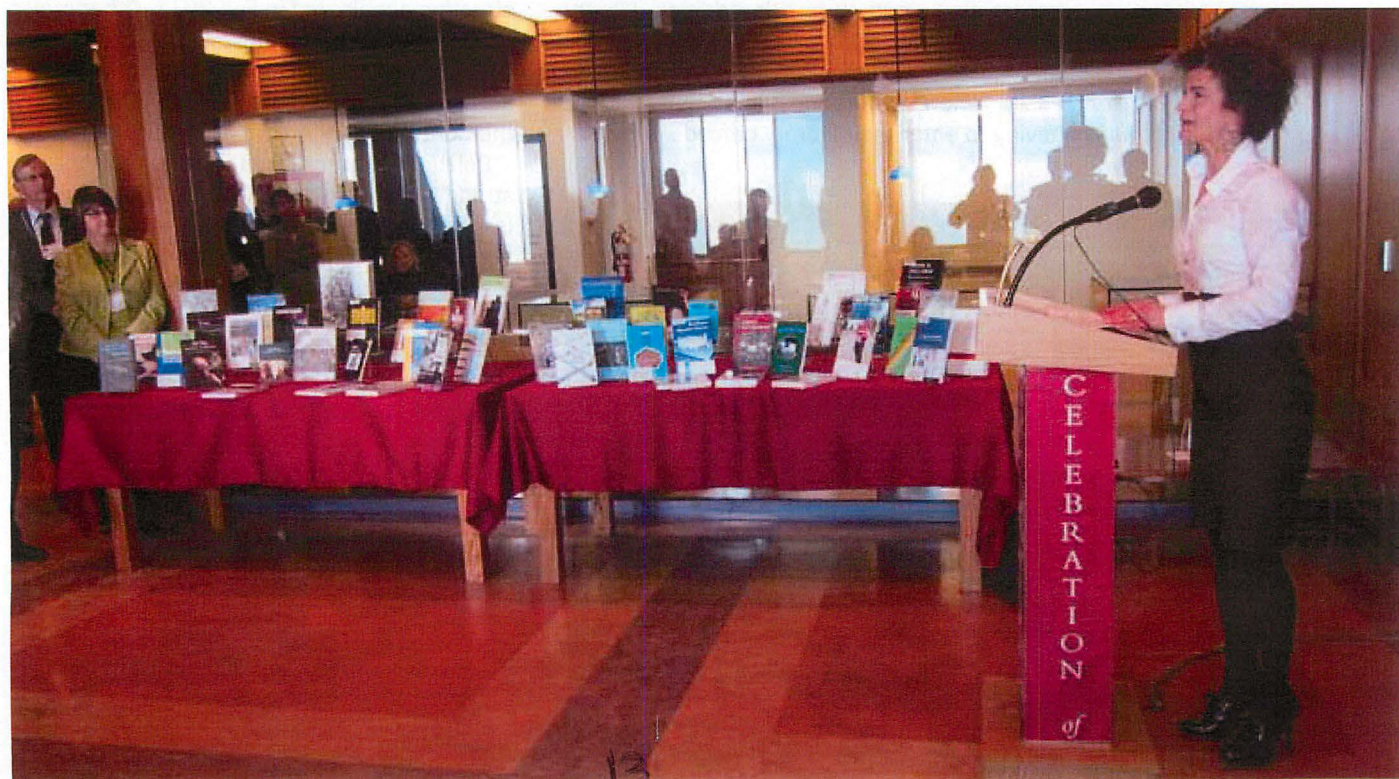
- CUFTS: Open Source Serials Management
- GODOT: Open Source Link Resolving
- Open Knowledgebase

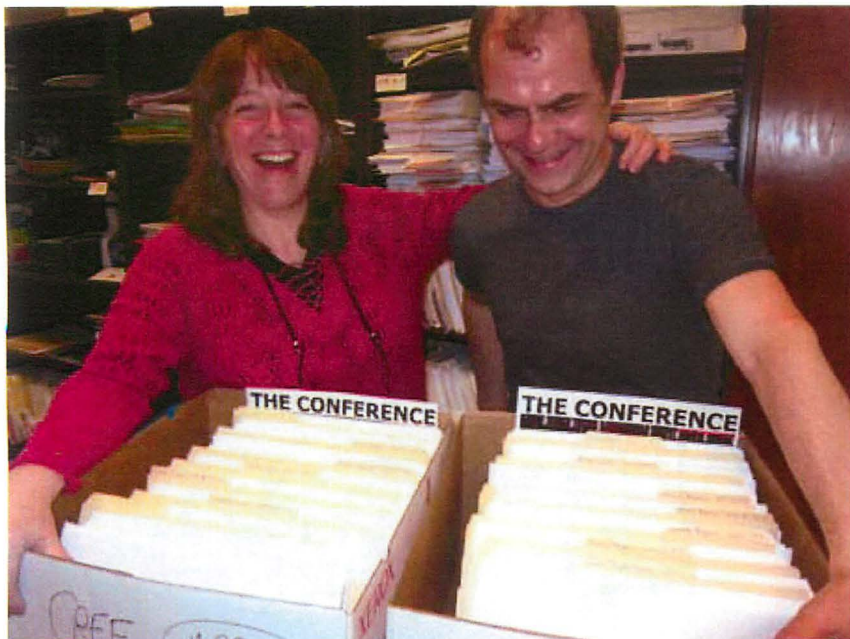
reSearcher enables libraries to provide students and researchers with streamlined access to an integrated array of information resources.

SLC outreach activities

The Student Learning Centre gave orientations for 6,676 students, faculty and others. These presentations provided information about the SLC programs and services. The SLC prepared materials for new faculty and participated in

*Associate Professor in the School for the Contemporary Arts, Laura Marks talks about writing and publishing her book, **Enfoldment and Infinity: An Islamic Genealogy of New Media Art**, MIT Press, 2010, at the Library's annual Celebration of SFU Authors event.*





Joanie Wolfe, the Assistant for Theses at SFU with Dylan Cree, who submitted a Masters thesis in Fine Arts totalling over 3,600 pages. It had to be broken into eight volumes for publication. The previous record thesis submitted to the library was about 400 pages long.

New Student Orientations, Information Evenings for prospective students and their parents, and other events.

High school outreach was particularly active with visits and presentations for teachers, teacher-librarians, and student groups. Schools included GW Graham (Chilliwack); Kitsilano, Gladstone, Point Grey and John Oliver (Vancouver); with discussions and presentations on study skills, academic writing, and library research, the latter in collaboration with SFU librarians.

Live in for Literacy

The Library took part in Live in for Literacy—a nationwide student-run campaign that raised money to build libraries in the third world. Two students lived in the library for one week, collecting over \$4,000 in a very successful campaign.

Scott Mackenzie, Head of Access Services supported the event because it involves students in the community and fits with the way the library's goal to provide a comfortable place for students and community outreach. The students' tents were located on the 3rd floor of the Library, just east of the main entrance. Live in for Literacy is likely to become an annual event.

Komagata Maru

The Library received a \$350,000 grant from Citizenship and Immigration Canada under the auspices of the Community Historical Recognition Program to create a digital, interactive website and resource that tells the entire story of the Komagata Maru incident.

In 1914, a crowded ship from Hong Kong carrying 376 passengers, including many would be immigrants from Punjab India, arrived at the port of Vancouver. The ship was refused entry to Canada and after several months of protracted negotiations, the Komagata Maru was escorted from the harbor and returned to India. In 2006 the government of Canada apologized for the incident.

The project will bring together documents from archives in Ottawa, Victoria and Vancouver, including interviews, poetry, novels and artwork from public and private collections. An interactive version of SFU history professor Hugh Johnston's book, *The Voyage of the Komagata Maru*, will be featured. Where possible, content will be available in both English and Punjabi. The official launch will take place in March 2012.

In a related initiative, the SFU Library is partnering with UBC's Chinese Canadian Stories project, another CHRP funded initiative. SFU Library will be contributing systems expertise to assist in the development of the website and associated databases.

Talks, Readings & Visits

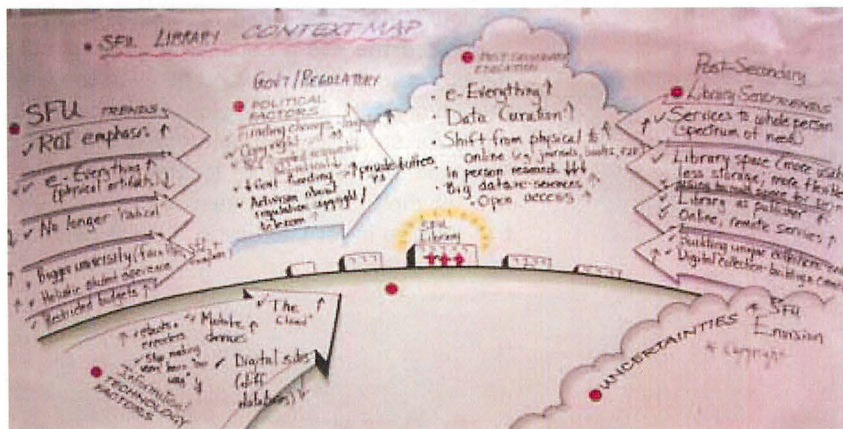
- Rebecca Dowson and Mark Bodnar co-presented a session on first-year assignments for VSB teacher-librarians.
- Percilla Groves, Carla Graebner, and Sylvia Roberts organized and presented at the Annual Gathering of Librarians Interested in Government and Legal Information.
- Carla Graebner, Tasmin Tanghe and Norma Marier volunteered at the United Way book-sale.
- Yolanda Koscielski, Leslie Rimmer and Jenna Thomson hosted a Luncheon of Science Librarians.
- Janis McKenzie presented a session on performance management to a SLAIS HR Management class.
- Members of the SFU Library Diversity Working Group Baharak Yousefi, Ivana Niseteo, Heather De Forest and Moninder Bubber mounted several displays in the Library entrance including Gay Pride, Open Access Week, Convocation and National Aboriginal Day.
- Eric Swanick organized the Jim Rimmer Memorial held at Harbour Centre on 25 April 2010 with over 200 people in attendance.
- "Post No Bills" was an exhibit of SFU's holdings of Vancouver Punk posters at the Vancouver Museum in Jan & Feb 2011.
- Special Collections held literary readings:
 - 23 Sept, John Pass and Theresa Kishkan
 - 4 Nov, Brad Cran and Gillian Jerome
 - 18 Nov, Susan Holbrook
 - 11 Feb, Michael McClure (2 readings)
 - 4 Mar, Clint Burnham & Steve Collis
- Belzberg librarians provided tours and presentations to the Langara Library Technicians' Program and the Learning Specialists of BC.
- Weekly High School Games Nights were held in the Surrey Library from Oct to Apr.



- Annie Jensen presented a library instructional workshop on primary sources at SFU Surrey, for a U. Fraser Valley History class.
- Natalie Gick provided a library tour and a talk on Careers in Academic Libraries to LIBT 161 students from U. Fraser Valley.
- Through the SFU Staff Mobility Initiative, Donna McGee Thompson visited libraries at Malmö University (Sweden), Maastricht University (Netherlands), U. Amsterdam, and U. Leeds (England).
- Ewa Schmitz, IT Services Librarian from Malmö University (Sweden) visited the Library for a week in May and gave a presentation on "Library as a Village".

One of the digital resources made available through the Library's Komagata Maru project, showing some of the Punjabi immigrants who were turned away from Canada in 1914.

A context map, part of the Library's strategic planning process completed this year.



Donations Gifts

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

Louella Akiatan
Judith Alexander
Margery Allen
James Allworth
Ted Altar
Douglas Andrews
Keith Antonelli
Clare Appavoo
John Appleton
Barbara Atnikov
Chris Baker
Thomas Baker
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Aidan Ballantyne
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Liny Chan

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Linda Chiu
Janine Chow
Tony Chung-To Chow
Gloria Chu
Tina Cicchetti
Olive Clark
Susan Clark
Murray Cockle
Gordon Coleman
Rebekah Ann Colhoun
Henry Collins
Barbara Cooper
Lynn Copeland
Frank Corno
John Corse

*“Thank you
so much for everything!
Although I was skeptical at first, I
had an amazing time in BOT and I learned
a lot about myself as well as some great skills...I
really appreciate your support throughout
this whole experience. Thank you again.
—BOT (Back On Track) student via
the Learning Commons.*

Barbara Coughlin
Jodi Cristall
Dallas Cristofoli
Russell Day
Gordon Denusik
Diane Dickins
Byron James Dolan
Keith D’Souza
Sandra Dueckman
Heather Dumka
Michael Dyck
Essam Elashi
Leo Eutsler
Susan Fahey
Elaine Fairey
Elizabeth Farmer
Patrick Field
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Ken Jackson
Grace Jampolsky
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Wayne Janzen
Bindy Johal

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Eva Kuchar
Celine Lagace
Chun-Chun Lam
Tommy Lau
Christine Lawson
Man Lee
Bruce Leighton
Alfred Chi Man Leung
Eva Leung
Imogene Lim
Hugh Lindsay
Janet Litke
Helene Littmann
Wei Liu
Christopher Locke
Catherine Louie
Xinren Ma
Henry A. Macht
Jason Mackenzie
Barney Magnusson
Ken Mah
Rodney Mah
Jane-Anne Manson
Christine Manzer
Shaun Marlatt
Karen Marotz
Richard Marsh
Frank Martino
Gordon Mattson
Della McClaren
Darren McDonald
James F. McIntosh
Janis McKenzie
Shirley McKinley
Mark McMahan
Robert McMorran
Jim McQueen
Robert Millick
Ainslie Mills

Patricia Mitchell
 Jacqueline Mousseau
 M.F. Theresa Mulligan
 Todd Mundle
 Patricia Murphy
 Jason Naisby
 Jean Nakamura
 May Nembhard
 Tom Nesbit
 Donna Nikl
 Erik Nilsen
 Dwight Noda
 Paul Paul Nursey
 Patsy O'Dell
 Mary Anne O'Hara
 Margaret Otte
 John Park
 Julian Plamondon
 Stephen Plunkett
 Gordon Priest
 David Quon
 Renaissance Books
 Norio Renovich
 Alan Reynolds
 Lorraine Rheault
 Greg Riddell Sylvia
 Roberts
 Sharon Rowse
 Sharon J. Saberton
 Shamim Sachedina
 Nina Saklikar
 Sophie Salcito
 Steven Schacter
 James Schurman
 Anton Richard F.
 Schweighofer
 Susan Ethel Sedgwick
 John Sennett
 Janice Shepherd
 Michael Silverbrooke
 Ruth Silverman
 Kyle Simpson
 Kevin Sit
 Lynne Smith
 James Stibbard
 Philip Stigger
 Margaret Stirling
 Arthur Stock
 Arnoud Stryd
 Yuen Sum

Andrea Svecova
 Matsuji Tajima
 David Tanner
 Linda Taunton
 Greg Taylor
 Joseph Evans Taylor
 Blair G Thompson
 Paul Thompson
 Keith Thomson
 Armilda Ting
 Thomas Tong
 Thomas Truchan
 Corey Trueman
 Leslie Ty
 Joanne Ueland
 James Van Overbeek
 Moira Rose Váne
 Farida Wahab
 Kevin Wainwright
 Bill Walters
 Scott Watson
 Jim Weibelzahl
 Ivo Welch
 John Willinsky
 E.J. Ted Willis
 Frances Wilmeth
 Andrew Wong
 Choy L. Wong
 Glen Wong
 Kenneth Wong
 Sandra Wong
 Chandra Woodhouse
 Yosef Wosk
 Johnson Wu
 Wai Wu
 Chris Yamamoto
 Maria Yerema
 Donald Zadravec
 Sandra Zanatta
 Michael Zastre
 Aleksandra Zielinski

Gifts in Kind

Alcuin Society, The
 Nelson Ball
 Julian Benedict
 Ronald Michael Bierman
 Theodorus Bierman
 Sadhu Binning



Harvey Blackman
 BC Book Prizes
 B.C. Police Commission
 Peter Borwein
 Pieter Botman
 Toby Brooks
 Brian Burtch
 Habib Chaudhury
 Bruce Clayman
 Alan E Clutchey
 D & M Publishers Inc.
 Paul Delany
 James Delgado
 Fred Deuel
 Barbara Diggins
 CM Finlayson
 Roedy Green
 Graham Harrop
 Brian Hayden
 Fayme Kimberly Hodal
 Richard Holdaway
 Eve Hunnings
 R. Hurlbut
 Allan Jacques
 Daniel Jans
 Bill Jeffries
 John S. Keenlyside
 Nora Kelly
 William R Kelton
 Michael Kenny
 Norman Klenman
 Rudi Kovanic
 Ernest Krieger
 D.D. Kugler
 Alma Lee
 Richelle Lester
 Laura Marks
 Jim Marsh
 Ralph Maud

James McArthur
 Stephen McBride
 James F McIntosh
 Jim McWilliams
 Peggy Meyer
 Roy Miki
 Leigh Milroy
 William F.E. Morley
 Geoffrey Leo Olson
 Geoffrey Poitras
 Pat Preston
 Adrian Raeside
 Ingrid Rice
 Ron Riter
 Kevin Roberts
 Wyn E Roberts
 Alan Rudrum
 Will Rueter
 Shaundehl Runka
 Mark S.C. Scott
 Matthew Scott
 David Sheldon
 Roy J Shephard
 Sim Publishing
 H. Michael Stevenson
 Susan Stewart
 June Sturrock
 Eric Swanick
 Jim Taylor
 Alan Twigg
 Valhalla Wilderness
 Society
 Donna Webb
 Darren Wershler
 Jerry Zaslove
 Alan Zisman

From Left, Ada Li, Timofey Nosov and Kymberly McGarvie, students involved in Live in for Literacy, a student-run initiative that raised over \$4,000 to help build school libraries in India.

Staff Highlights

New

- Charles Eckman (Sept. 2010 - Dean)
- Andrea Cameron (Feb. 2011 - Liaison for Psychology, Urban Studies & Public Policy)
- Adrian Bisek (Sept. 2010 - Library Assistant)
- Darlene Joe (July 2010 - Loans)
- David Keopfler (Sept. 2010 - Loans)
- Virginia Hong (Aug. 2010 - Advancement)
- Joanie Wolfe (Jan. 2011 - Theses)

Goodbyes

- Sherrie Sutcliffe (Dec. 2010 - Loans)
- Kathryn Ricketts (July 2011 - SLC)
- Siavash Miri (Nov. 2010 - Programmer)
- Liza Eurich - (Aug. 2010 - Library Assistant)
- Percilla Groves (July 2011 - Reference)
- Penny Simpson (Jan. 2011 - Theses)

Staff activities

Rebecca Dowson

- Co-chair, with Hope Power: ALPS section of BCLA for 2010-2011.

Carla Graebner

- Co-organizer: "Annual Gathering of Librarians Interested in Government and Legal Information" Workshop, SFU Vancouver, May 2010.
- Organizer: "Copyright in Canada: Bill C-32, fair dealing, and you"; Panel discussion as part of Open Access Week at SFU, October 2010.

Yasmin Jamal

- Convenor: "Harnessing the power of Discovery Layers for Information Literacy"; The Workshop for Instruction in Library Use Conference (WILU), McMaster University, May 2010.

Donna McGee Thompson

- Co-host: Learning Specialists' Assoc. of BC biannual conference, SFU, Dec 2010.

Ruth Silverman

- Co-organizer: Learning Specialists' Association of BC, "Activated Engagement" conference, December 10, 2010, SFU Harbour Centre.

Cynthia Wright

- Co-organizer: Learning Specialists' Association of BC, "Activated Engagement" conference, December 10, 2010, SFU Harbour Centre.

Presentations and Publications

Gwen Bird

- Publication: "Small-scale digitization goes big time: Implementation of a scholarly digitization fund," College & Research Libraries News (March 2011) 72: 149-152.
- Presenter: "E-books with a side of print: a case study from SFU Library." Closing keynote at: e-Books in the contemporary Humanities: advantages and challenges for teaching and research—a symposium organized by the Humanities Interdisciplinary Research Group, Vancouver Island University, Sept. 24, 2010.
- Presenter: Collection Management in a University Library, LIBR 520, School of Library, Archival & Information Studies (SLAIS), UBC, October 2010.

Mark Bodnar

- Panelist: "Reference Service Innovations: Present and Future"; PNLA/WLA Conference, Victoria, BC, August 2010.

Gordon Coleman

- Presenter: "Stress-Free Productivity for Librarians: The 'Getting Things Done' (GTD) Productivity System"; PNLA/WLA Conference, Victoria, BC, August 2010.
- Co-presenter: "Jumping off the Cliff and Not Going Splat: Lessons Learned from Collaborations in British Columbia"; PNLA/WLA Conference, Victoria, BC, August 2010.
- Co-presenter: "Librarian Career Paths"; LIBR 501 Presentation, School of Library, Archival & Information Studies (SLAIS), UBC, April 2010.

Rebecca Dowson

- Co-presenter, with Mark Bodnar: "Mapping the great unknown: Helping your students overcome hidden research roadblocks."; Vancouver School Board's Teacher-Librarians May Update Meeting, May 2010.
- Co-presenter, with Baharak Yousefi: "Towards an Information Critic: Helping your students become better researchers"; SFU TA/TM Day (Fall 2010 & Spring 2011)
- Presenter: "Navigating the Information Maze";

SFU FASS Idea Exchange Series, Jan 2011.

Chuck Eckman

- Presenter: "Promoting Transparency through Library-Government Collaboration". Presentation to BCLA Government and Legal Information Gathering. Vancouver, BC. May 13, 2011.
- Presenter: "The Challenge of Scholarly Communication in the 21st Century". SFU Presidential Lecture. Burnaby, BC. March 9, 2011.
- Presenter: "Institutional Open Access Funds and Hybrid Support". Panel Presentation at ALCTS Scholarly Communications Interest Group. American Library Association. San Diego, CA. USA. January 8, 2011.

Natalie Gick

- Co-presenter: "Beyond Laptops: Circulating Equipment Collections at the Library"; BCLA Conference, Penticton, BC, April 2010.

Carla Graebner

- Co-presenter: "How to protect the library from the undead"; BCLA Conference, Penticton, BC, April 2010.
- Co-presenter: "Safeguarding Your Students' Privacy Online"; TA/TM Day, SFU, Sept 2010.
- Presenter: "Roundtable on Scholarly Communication" Archaeology ProSeminar series; SFU, March 2011.

Nicole Gjertsen

- Co-presenter: "Author Rights: Retain Your Copyright"; Open Access Week, SFU, Oct 2010.

Mark Jordan

- Presenter: "Two Canadian Implementations of LOCKSS: COPPUL and Synergies." Canadian Council of Archives Preconference, Halifax, NS, June 2010.
- Presenter: "How a product like CONTENTdm can fill your day." LIBR 551 Presentation, School of Library, Archival & Information Studies (SLAIS), UBC, February 2011.
- Presenter: "Authentication and Authorization at SFU Library." LIBR 551 Presentation, School of Library, Archival & Information

Studies (SLAIS), UBC, March 2011.

- Presenter: "Developing Digital Collections at SFU Library." LIBR 582 Presentation, School of Library, Archival & Information Studies (SLAIS), UBC, March 2011.

Yolanda Koscielski

- Co-presenter: "Not on the Globe and Mail Best-seller List"; BCLA Conference, Penticton, BC, April 2010.
- Co-presenter: "Getting Hired in Higher Ed"; ALPS/BCLA panel session at the School of Library, Archival & Information Studies (SLAIS), UBC, November 2010.
- Publication: Koscielski, Yolanda. "The Conduct of Public Inquiries: Law, Policy and Practice" [book review] Canadian Law Library Review, (2010) 2: 79.

Christine Manzer

- Publication: "Conference Report: Industry Initiatives - What You Need to Know.", NASIG newsletter Vol 25 (2) September 2010: 54-55.

Karen Marotz

- Presenter: "Belzberg Library community and services"; Tour and presentation, Library Technicians' Program, Langara College, March 2011.
- Presenter: "SLC services at SFU Vancouver"; Tour and presentation, Learning Specialists Association of BC Conference, SFU, Dec 2010.

Donna McGee Thompson

- Co-presenter (with colleagues from Health and Counselling Services): Supporting your students' wellness and academic success: Strategies for TAs. TA/TM Day, SFU, September 2010 & January 2011.

Janis McKenzie

- Co-presenter: "Ain't on the Globe & Mail Bestseller List"; BCLA Conference April 2010.
- Presenter: "Tools for Future-Proofing Your Library Career"; BCLA Conference April 2010.
- Presenter: "Performance Management"; LIBR 571 Presentation, School of Library, Archival & Information Studies (SLAIS), UBC, June 2010.

Heather Morrison

- Presenter: "The role of the research library in an emerging global public sphere", Keynote, LIBER Conference, Aarhus, Denmark, Jun 2010.
- Co-presenter: "Open access journals support in Canada", Canadian Association of Learned Journals AGM, Montreal, June 2010.

Sunni Nishimura

- Co-presenter: "Jumping off the Cliff and Not Going Splat: Lessons Learned from Collaborations in British Columbia"; PNLA/WLA Conference, Victoria, BC, August 2010.
- Co-presenter: "More Than the Sum of Our Parts: Strategies for Successful Collaboration from Multi-Type Virtual Reference Services in British Columbia, Oregon and Washington," PNLA/WLA Conference, Victoria, BC, Aug 2010.
- Panel Presenter: "AskAway: Chat Reference for BC Learners," Just a Click Away: A National Conference on Technologies for Public Legal Education and Information, Vancouver, 2011.

Brian Owen

- Presenter: "Consortial Instances of Open Source Software." BC Library Cooperative. Sitka Public Information Session, Vancouver, BC, December 2010).
- Co-presenter: "Journal Publishing Industry Research Findings." Canadian Association of Learned Journals at Congress 2010 of the Humanities and Social Sciences, Montreal.
- Co-presenter: Panel speaker for "The Canadian Access Federation: Facilitating Inter-Institutional Collaboration." BCNET Conference, Vancouver, BC, May 2010.
- Co-presenter: "How to Protect Your Library from the Undead." BCLA Conference, Penticton, BC, April 2010.
- Publication: Lorimer, Rowland; Provencal, Joanne; Owen, Brian; et al. Digital Technology Innovation in Scholarly Communication and University Engagement. (SSHRC Knowledge Synthesis Grant on the Digital Economy). Vancouver, B.C.: CCSP Press, February, 2011.

- Publication: Copeland, Lynn; Stranack, Kevin; and Owen, Brian. "Transforming Scholarly Publishing: the Role of Simon Fraser University Library, Canada" Link: The Magazine of the Association of Commonwealth Universities' Libraries & Information Network, Issue 9, (May 2010): 2-3.

Leigh Anne Palmer

- Co-presenter: "Jumping off the Cliff and Not Going Splat: Lessons Learned from Collaborations in British Columbia"; PNLA/WLA Conference, Victoria, BC, August 2010.

Shane Plante

- Co-presenter: "Author Rights: Retain Your Copyright"; Open Access Week, SFU, Oct 2010.

Shiraz Ramji

- Publication: Ramji, Shiraz (2010) Poetry - Canadian Food Guide (a Hip-Hop song); The Peak, 136/7 (October 18) p. 25
- Publication: Ramji, Shiraz (2010) Poetry - Reclaim Global Humanity. The Peak, 136/7 (November 8) p. 27.

Ruth Silverman

- Publication: Silverman, Ruth, "Simple suggestions for easing students' transition from high school", Teaching and Learning News (SFU), March 16, 2011.
- Publication: Silverman, Ruth, "Peers: Balance yourself first!", The Peer-iodical, Peer Programs Newsletter (SFU), November 2010.

Kathryn Ricketts

- Publication: Ricketts, K. (2011) Untangling the Culturally Inscripted Self Through Embodied Practices, Schonmann (Ed.) Key Concepts in Theatre/Drama Education. Rotterdam: Sense Publishers.
- Presentation: Embodied Poetic Narratives, Transforming Literacy Conceptions, Language & Literacy 2, University of Victoria, May 2010.
- Presentation: BodyHeat Surveillance: Performing technology in poetic spaces of surveillance, encounter, and intimacy, Canadian Society for the Study of Educations, University of Quebec, May 2010.

- Presentation: Those who are left standing: Exploring creative practices attending to grief, Canadian Society for the Study of Educations, University of Quebec, May 2010.
- Presentation: Creative Embodiment and Dramatization as a Means to Literacy, Investigating Our Practices, UBC, June 2010.
- Presentation: BodyHeat Surveillance: Performing technology in poetic spaces of surveillance, encounter, and intimacy, Poetic Inquiry, University of PEI, October 2010.
- Presentation: Don't Just Stand There, Learning Specialists of British Columbia, Simon Fraser University, December 2010.
- Presentation: Mobile Dialogues, Learning Specialists of British Columbia. SFU, December 2010.
- Presentation: Highlighting New Research Methodologies: Teaching And Learning Emergent Research Methodologies In Art Education, National Arts Education Association, University of Washington, March 2011.
- Presentation: A Wound Creates the Sky, Narrative, Arts-Based post Approaches to Social Research, Arizona State University, Jan 2011.

Eric Swanick

- Publication: "Bibliography of Publications [Takao Tanabe]". In Takao Tanabe: Sometime Printer. Vancouver: The Alcuin Society, 2010. pp. 151-153.
- Publication: "Jim Rimmer: A Checklist". DA, A Journal of the Printing Arts no. 66 (Spring/ Summer 2010): 41-57. ill.
- Publication: "Vancouver Punk : The Beginning of a Collection". AQ 11, no. 21 (April 2010): [8]-11. ill.

Don Taylor

- Publication: Taylor, Donald; Dodd, Frances; Murphy, James "Open Source Electronic Resource Management System: A Collaborative Implementation," Serials Librarian, 58 (1-4), 2010. 61-72.

- Presenter: "Open Access Journal Support in Canada - Selected Survey Results." Berlin8 Open Access Conference, Beijing, China, October 2010.
- Presenter: Berlin8 Open Access Conference October 25-27, 2010. Beijing, China.

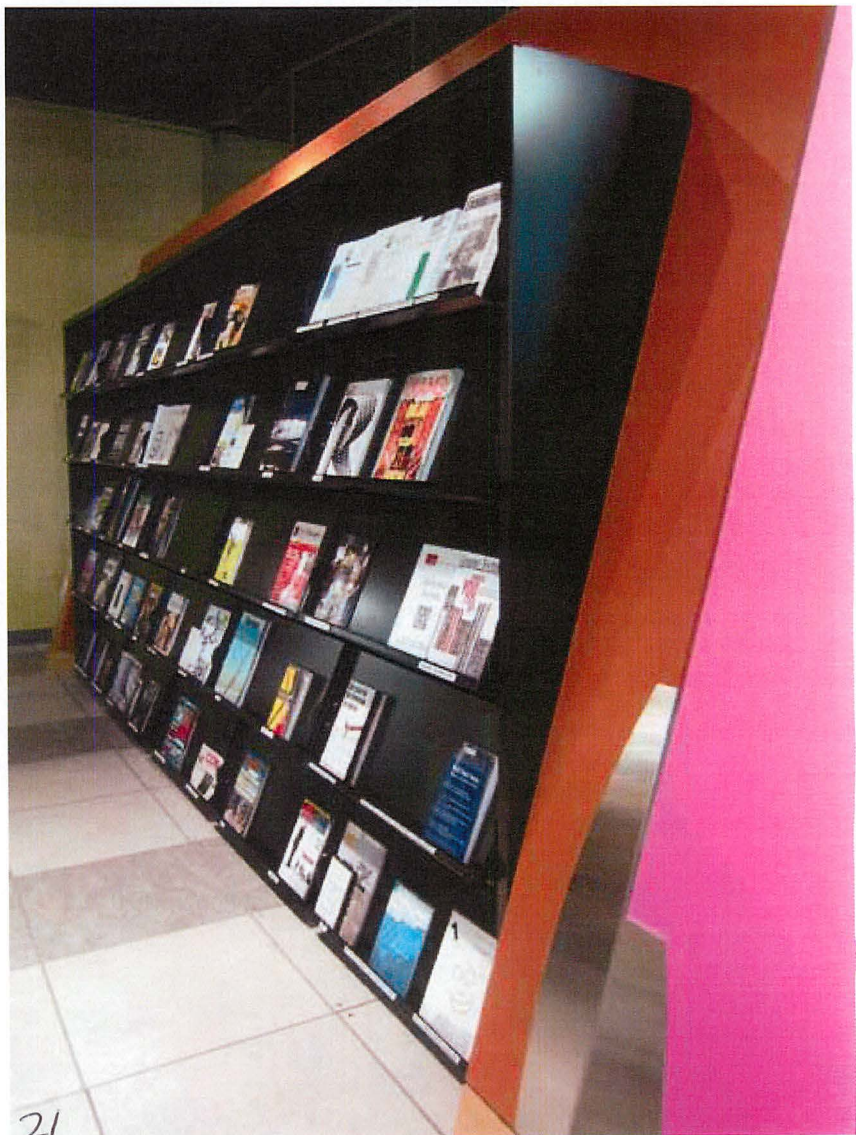
Staff grants & awards

Brian Owen

- Co-applicant: Knowledge Synthesis: Research and Innovation in Digital Scholarly Communication and Knowledge Mobilization. Social Sciences and Humanities Research Council of Canada (SSHRC) 2010.

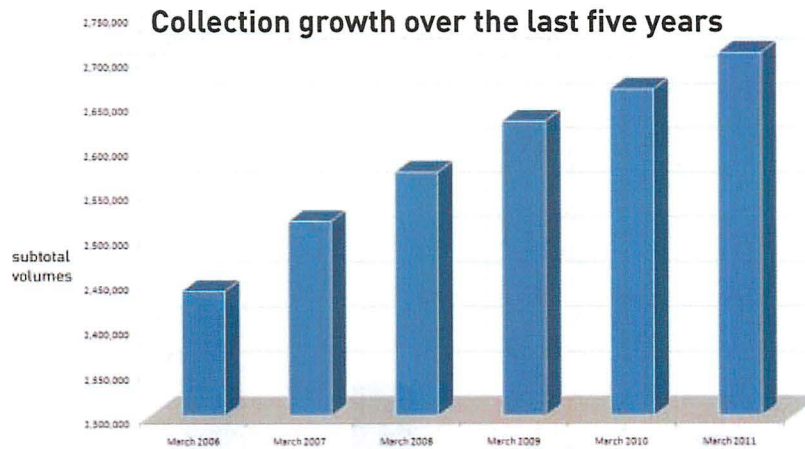
Donna McGee Thompson

- Recipient and participant: SFU Staff Mobility Initiative, Feb 2011.



Library Statistics

Collections	March 2010	Growth 10/11	March 2011
Books & Reports	1,381,598	20,030	1,401,628
Journals	290,655	3,065	293,720
Surrey Volumes	32,460	4,555	37,015
Belzberg Volumes	17,810	6,212	24,022
Micro Material Volumes	943,087	6,477	949,564
Subtotal Volumes	2,665,610	40,339	2,705,949
Audiovisual, other	258,352	11,359	269,711
Digital Formats	4,878,283	74,990	4,953,273
Print Subscriptions	6,133	-2,029	4,104
Electronic Subscriptions	63,499	4,276	67,775

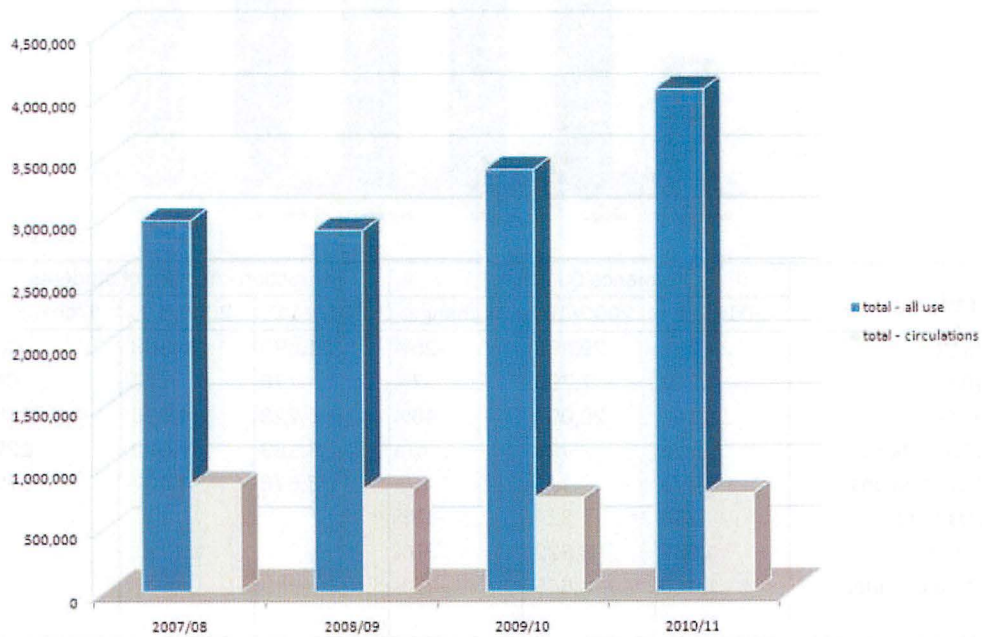


Services	Reference Questions			Instruction - number of students		
	2010/11	2009/10	% change	2010/11	2009/10	% change
Bennett	22,032	29,496	-25%	21,599	16,568	30%
Belzberg	7,279	7,796	-7%	778	776	0%
*Surrey	11,147	20,091	-45%	5,223	4,696	11%
SLC Workshops	n/a	n/a	n/a	5,183	4,622	12%
SLC Orientations	n/a	n/a	n/a	6,676	8,007	-17%
Ask Us Here	258	314	-18%			
AskAway	4,952	3,822	30%			
**Ask a Librarian	1,440	1,645	-12%			

*New statistics collection system implemented

**E-mail reference

Collection Use	Bennett	Belzberg	Surrey	Total 10/11	Total 09/10	% Change
General Collection						
10/11	354,048	29,371	40,978	424,397		
09/10	344,304	27,255	34,468		406,027	
Equipment Loaned	74,457	1,876	104,111	180,444	161,649	12%
Used in Library	156,693	5,214	8,176	170,083	167,660	1%
Jounal Database Connections	n/a	n/a	n/a	3,237,893	2,594,916	25%
Sent to Other Libraries	n/a	n/a	n/a	11,825	14,015	-16%
Distance Ed. Deliveries	n/a	n/a	n/a	3,032	3,632	-17%
Total Use	n/a	n/a	n/a	4,027,674	3,406,127	18%
Total Circulations	n/a	n/a	n/a	789,781	752,983	5%
Items Received from Other Libraries	n/a	n/a	n/a	9,886	12,094	-18%
Media Bookings	n/a	n/a	n/a	1,557	1,893	-18%



SFU

SIMON FRASER UNIVERSITY
LIBRARY

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

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

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

