



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

**OKANAGAN LIBRARY REPORT TO SENATE
2013-2014**

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The UBC Okanagan Library currently has five strategic directions, guided by both the UBC and UBC Library system strategic plans. These five strategic directions are:

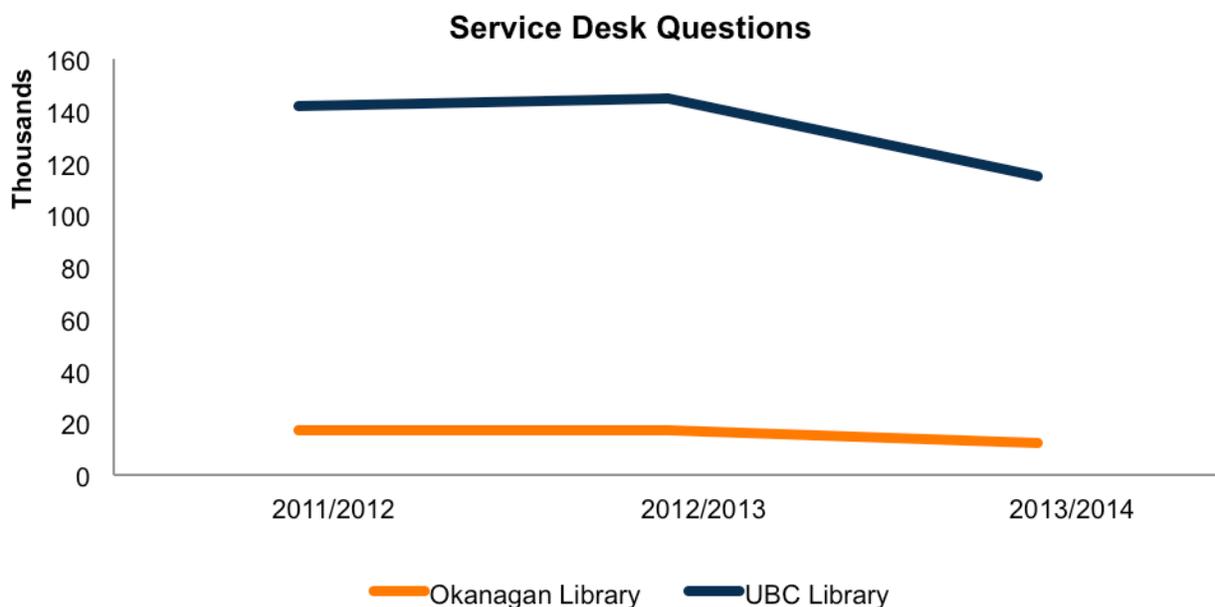
1. Strive to enable student success
2. Embrace multiple forms of scholarship and literacies
3. Participate in campus leadership and partnerships
4. Create dynamic learning and research spaces
5. Provide an exceptional workplace

What follows is an overview of the Library's progress over the past year in each of these areas.

Strive to Enable Student Success

Implementation of a revised public service model

The Okanagan Library service desk is open at all hours the Library is open¹; at this service point, Library staff handle over **12,000** questions each year. A librarian remains on-call to provide advanced research assistance between the hours of 10:00am and 5:00pm; in addition, all librarians are available by appointment, and maintain flexible arrangements to accommodate the varied student and faculty schedules that exist on our campus. In 2013-14, librarians conducted nearly 1,000 individual research consultations.



In 2012, separate circulation and reference points were merged into a single service point able to field questions about and provide access to all library services. This move to amalgamate services represented a significant change: staffing models, job responsibilities, and position

¹ The unique exception is midnight to 2:00am during extended exam study hours, during which time only the Library building remains open.

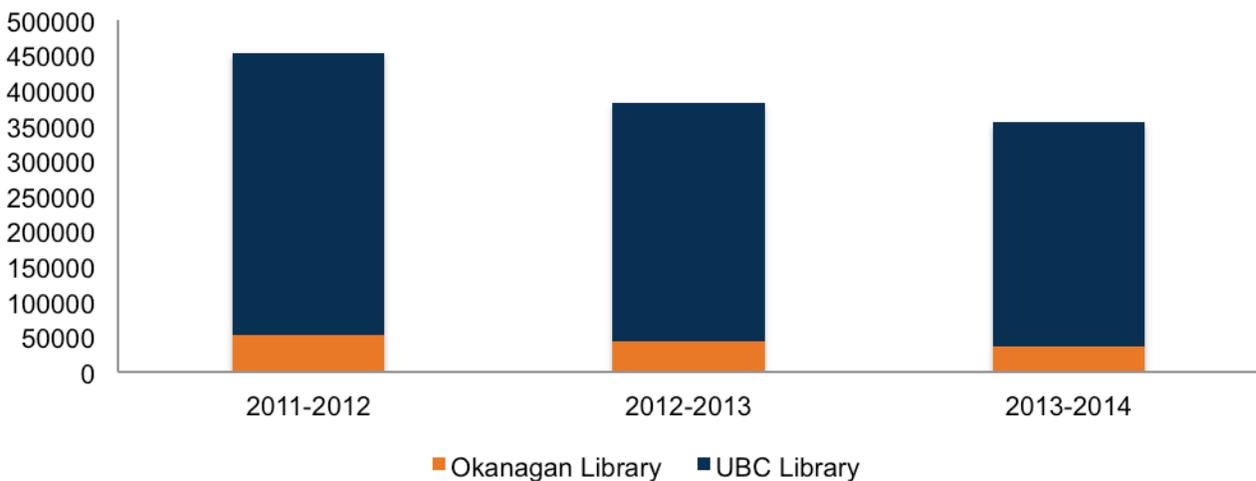
descriptions were modified for many employees. The development and delivery of a comprehensive staff training program over the past year was essential, and has been highly successful.

A program assessment began in mid-2013 with an internal assessment of staff competencies; in Winter 2015, the Library is planning an external assessment to determine user satisfaction with the current service model. A benchmark for user satisfaction was established in February 2013, both with the Library's triennial survey and a series of focus groups that specifically examined service provision at the newly configured desk.

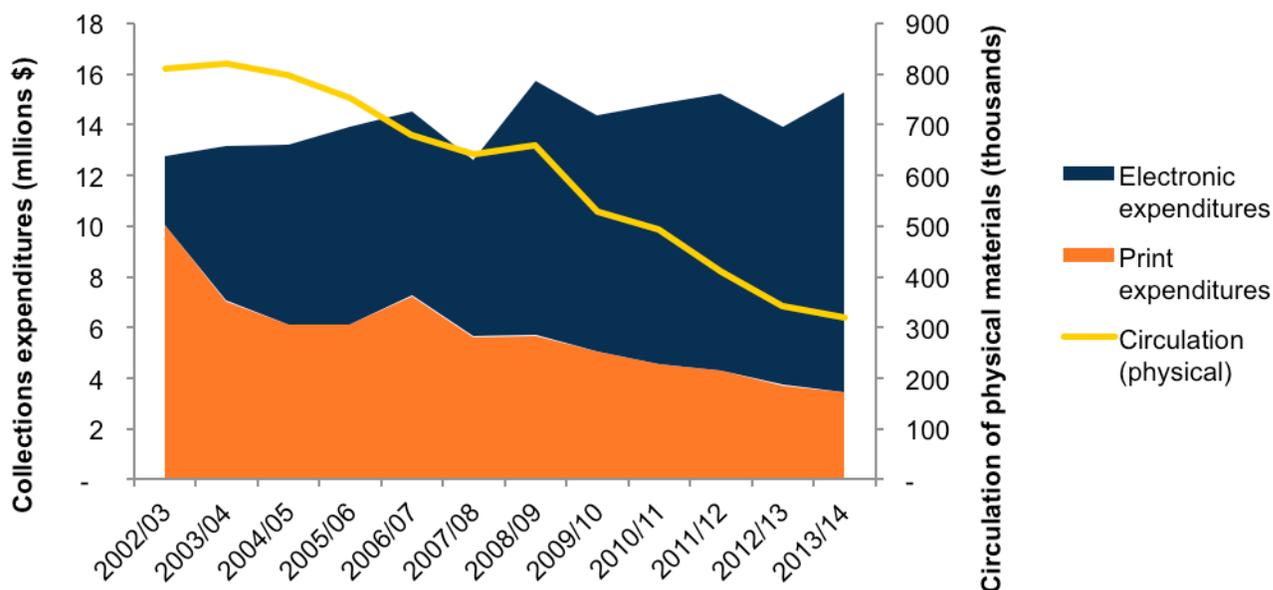
Improved access to resources through “just-in-time” collections

The UBC Okanagan Library print and audio-visual collection has the third highest circulation in the UBC Library system with close to **37,000** transactions annually. In 2013-14, the Okanagan Library borrowed just over 6,550 unique items from Vancouver libraries; in turn, the Vancouver campus borrowed 5,550 from us. The UBC Okanagan Library's physical collection is a robust, active working collection of approximately 209,000 volumes, with reliance on Vancouver primarily for access to multiple copies and deep research collections. Current average turnaround time for print materials ordered from Vancouver is approximately 3-4 working days. We continue to explore ways this timeline could be improved.

Circulation of Print Collections



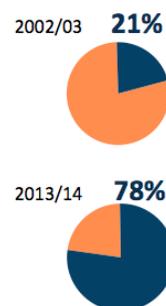
UBC Library Collections Expenditures & Circulation of Physical Items, 2003-2014



Today, 78% of UBC Library collections funds are spent on licensing or acquiring electronic resources, which reflects the importance of online learning and research. Loans of physical materials continue to decline while use of electronic content grows, underlining a shift in usage patterns that has been underway for more than a decade.

Across both campuses, UBC Library has adopted an e-preferred purchasing policy, which provides increased online access to materials to both campuses; UBC’s electronic collection contains well over two million items.

% of total expenditures for electronic resources



Embrace Multiple Forms of Scholarship and Literacies

Development of programming to support multiple literacies

This year, librarians taught over **180** instructional sessions, many of which were integrated directly into course content. There have also been successful efforts to scaffold information literacy instruction into the curriculum of cohort programs such as Engineering, Management, and the Southern Medical Program.

Ideally, we would like to find better ways of integrating information literacy into the classroom, especially in non-cohort programs. We continue to see students in later years of their programs lacking in basic research skills and hope to find effective ways to partner with faculty to improve this situation.

Creation of Writing and Research Services Unit

Recognizing that the development of effective writing skills is a critical part of conducting and disseminating research throughout a student's academic career has led to the proposed amalgamation of a suite of services within the framework of the Library to support scholarly communications.

The new Writing and Research Services unit will provide access to a collection of services physically located in the Library building, including:

- graduate and senior undergraduate student support, both peer and professional, for writing, publishing, and scholarly communication;
- undergraduate writing support, provided using a peer-support model; and
- enhanced, subject-based student research assistance and support for Copyright and cIRcle (the UBC institutional repository), provided by UBC Okanagan librarians

This unit, which is scheduled to open in September 2014, will be managed by a new Scholarly Communication Librarian and located in repurposed Library staff space to avoid impacting existing student study spaces. Its philosophy is centred on the belief that becoming a successful researcher is a process that must be supported and encouraged at all stages of development.

Identification, development, and growth of specialized and local collections

In September 2012, the UBC Okanagan Library received funding that enabled the hire of a co-op student from UBC's School of Library, Archival, and Information Studies to devote focused attention to the development of our special collections. As part of his placement, this student worked with librarians to develop a draft collections policy identifying what materials might belong in a regional *Okanagan* special collection – including determining what geographically constitutes the "Okanagan Valley".

Once this was in place, the student analyzed existing holdings in both Okanagan and Vancouver collections that met the mandate of this collection policy, and began to identify additional publications by Okanagan authors or relating to the Okanagan Valley that could be considered for acquisition. In addition, the Library consulted with colleagues from other institutions, including Okanagan College, University of Northern British Columbia, Thompson Rivers University, and Selkirk College to consider collaborative and complementary collection development for regional materials.

In conjunction with these efforts, discussions were ongoing with Vancouver colleagues in Rare Books and Special Collections about the project; they were in full agreement that the Okanagan was the appropriate place to house UBC collections related to our region. The transfer of those collections from the Vancouver campus to the Kelowna campus solidified a system-wide partnership to the benefit of our community and its research needs.

In December 2013, the Vancouver Foundation supported the special collections initiative by funding the renovation of a small reading room to create a fitting home for the regional materials. This new space is slated to open in November 2014.

In June 2014, the UBC Okanagan Library accepted its first archival collection, the Simpson Family Collection, which documents, among other things, the history of the sawmill industry in Kelowna. We hope that this collection will be described, organized, and digitized over the course of the next eighteen months so that it can be made fully available to researchers.

Participate in Campus Leadership and Partnerships

In September 2013, the UBC Okanagan Library launched its “Literally” campaign to raise awareness of library services. This campaign quickly evolved into the *#MoreLibrary* campaign, discussed further in the section of this report that addresses the creation of dynamic learning and research spaces.

Over the course of the past year, the Library welcomed many guests from the Vancouver campus in order to discuss system issues and provide opportunities for concentrated, in-person work with counterparts from Point Grey. These have been extremely successful in building cross-campus relationships and leading conversations about shared services and efficiencies.

UBC Okanagan Library partnerships within region

On October 31, 2013, an official memorandum of understanding between UBC Okanagan and Okanagan College (OC) was signed to formalize the onsite reciprocal borrowing agreement. With this agreement in force, students, faculty and staff can use an existing institutional identification card to borrow from the partner institution (i.e.: UBC students, faculty and staff can use a UBC card to borrow from OC libraries, and OC students, faculty and staff can use an OC card to borrow from UBC libraries). While borrowing between campuses has been taking place for many years, it is hoped that the “one-card” model will facilitate the process.

In February 2013, the Library’s Leader in Residence Program brought a significant Canadian library leader to our campus. Ernie Ingles, Vice-Provost and Director of University of Alberta’s School of Library and Information Studies spent several days at UBC Okanagan and participated in a wide variety of activities, including a public lecture discussing the future of academic libraries. Participants were in attendance from many partner institutions including Thompson Rivers University, Thompson-Nicola Regional District Libraries, Okanagan College, Okanagan Regional Library, Kelowna Museums, Westbank First Nations, and Penticton Public Library.

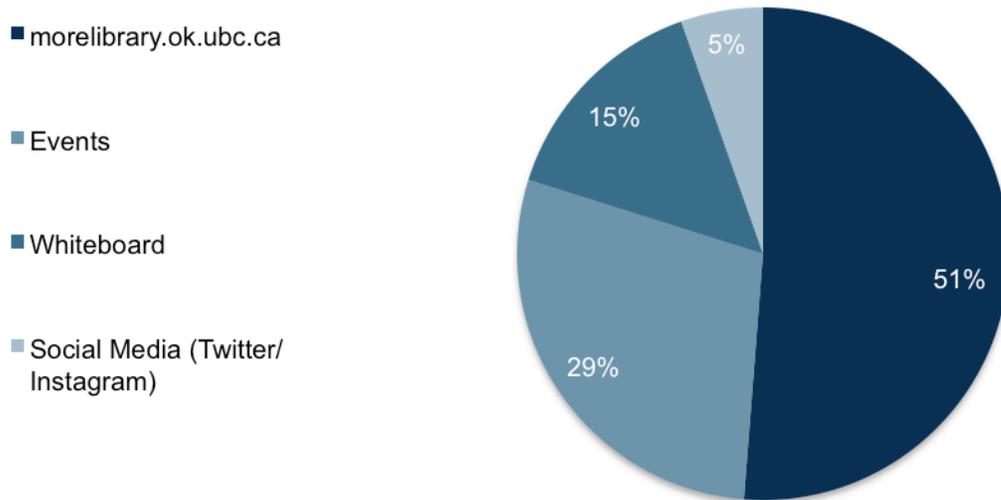
Over the past year, the Library has been working to prepare its October 2014 program, which will feature Margaret Haines, University Librarian at Carleton University. As Carleton has just completed a major library expansion, we hope that the experience she has to share will be of interest to many on our campus.

Create Dynamic Learning and Research Spaces

For many years, the UBC Okanagan Library has had limited success in realizing the “Learning Commons” concept on this campus. While the Library benefits from successful partnerships with many campus groups, the fundamental lack of space to mount programming and bring these partners into the Library has complicated delivery on a true “Learning Commons”. One of the most successful initiatives in this area was the 2013 operationalization of the Learning and Technology Assistant (LTA) program, which employs students to provide technical and Connect support to students from our main Library service point.

In 2013, the Library refocused its vision and launched the *#MORELIBRARY* campaign in an effort to learn from students, faculty, staff, and community users what more the Library could do to improve engagement with its services, collections, and spaces. As of June 2014, over 600 students had participated in *#MORELIBRARY* through the library website, events, graffiti whiteboard, and social media.

Method of participation in #MORELIBRARY



This directed consultation effort led to greater understanding of perceptions of the Library, and attempted to respond to suggestions and concerns in a proactive and timely way. Under the auspices of this campaign, and based on campus feedback, several initiatives were undertaken this year:

Research and Strategy

A Library team assembled a 26-page report on trends in learning centre and library development, available at <http://morelibrary.ok.ubc.ca>. Librarians are now developing use cases to help determine the specific kinds of spaces that would be most useful to the work of UBC Okanagan faculty and students.

Space Enhancements

An additional study room was added to the existing inventory, and the VHS video collection was relocated to increase seating on the second floor. 128 seats were added in 2013-14, representing an increase of 20%. Signage was also added, reminding users to be thoughtful about noise levels, particularly in areas designated for quiet study.

Technology Enhancements

The software on Library computers was updated to significantly reduce login times, and 15 laptops were added to the technology lending program. Improvement of electrical capacity is underway in order to provide working outlets at the majority of Library study carrels.

Furniture Enhancements

In 2013, new study carrels and chairs were added to the Library's second floor quiet study areas, and additional tables and chairs were installed in the East Reading Room to improve silent study space. In addition, new tables and chairs for group work, as well as new study carrels, were added to the Library's main floor, whiteboards were installed in all study rooms, and approximately 25 portable tables of different heights were provided for use with soft seating options.

In the absence of ideal physical spaces, the Library has undertaken a significant website redesign, providing users with a new virtual front door. The new Library website is scheduled for launch in early July 2014.

Provide an Exceptional Workplace

Over the past year, the Library has undergone a period of significant change, with the introduction of a new Chief Librarian, Deputy Chief Librarian, and several new staff members. As a result, there has been significant focus on realigning internal processes, including:

- development of a new internal communications plan;
- design of a professional development framework;
- collective restructuring of librarian portfolios; and
- creation of shared aspirational values for the organization.

Significant progress was made toward each of these goals in 2013-14.