

# **2018 OKANAGAN LIBRARY REPORT TO SENATE**

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Covering the period January 1, 2018 – December 31, 2018

The Okanagan Library prides itself on being an inclusive space, a service-focused team, and a nexus of scholarly engagement. A proactive campus leader, our Library advances research, learning and teaching excellence by connecting communities, within and beyond the University, to the world's knowledge.

Solidly aligned with the priorities articulated in *Aspire* and UBC's new strategic plan, the Library continued to make significant contributions to the Okanagan Campus in 2018 in each of its areas of focus: **Teaching and Learning, Discovery and Research, Campus and Community, Spaces and Collections, and Team and Organization.**

## **Teaching and Learning**

Embedded in student and campus life, the Okanagan Library is integrated in transformative teaching and learning efforts, providing essential services, spaces, and resources for student success. In 2018, the Library continued its foundational work in providing excellent reference services, launched new information literacy initiatives, and, through its Writing and Research Services unit, began to explore the needs of students with language backgrounds other than English and provide additional support for undergraduate award winners.

### **Providing outstanding library reference services**

The Okanagan Library has two primary service points<sup>1</sup>: the campus Library's single service desk and the Innovation Library, located in downtown Kelowna at Okanagan Regional Library's Kelowna branch on Ellis Street. Together, these handled nearly 28,000 individual questions over the past 12 months. 2,050 additional in-depth research consultations took place during the same period through referral to professional librarians.

### **Information literacy initiatives**

During the period covered by this report, librarians taught nearly 200 instructional sessions, many of which were integrated directly into course content. Topics ranged from subject-specific information search and retrieval strategies to sessions on copyright, scholarly communication and publishing, research data management, performing systematic and literature reviews, critical evaluation of information, and effective integration of published research into academic writing, including appropriate use of citation styles.

Our Learning & Curriculum Support Librarian's immediate priority in 2018 was improving coordination of the Library's longstanding First Year English instructional program. This

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<sup>1</sup> In early 2019, a third service location will open in the Commons' Special Collections area.

year, the program spanned over two semesters. In the Winter 2 term, the program saw 7 librarians deliver a total of 30 instructional sessions to first year English students, with 6 sections of the course requesting additional follow-up instruction following the initial session. In the Winter 1 term, the program saw 6 librarians and two graduate co-op students deliver a total of 48 instructional sessions to first year English students, structured around orienting students to the foundational aspects of information literacy, research skills, and library basics. 1592 students were reached through these sessions, and 18 sections of the course requested additional follow-up instruction following the initial orientation session. Further online support will be offered, beginning in the Winter 2 (2019) term, through library basics Canvas modules, and work has begun on modules (which will be completed by Summer 2019) to support the use of APA and MLA citation styles.

A draft three-year Okanagan Library instructional strategy has now been created through consultation with our librarian cohort. The strategy focuses on areas such as targeted curriculum/program mapping that identifies required and research-intensive courses within programs that are strong candidates for a Library instruction component; this work has been done in the School of Education and is underway in the School of Social Work. Further strategic directions include improved communication strategies for the Library's instructional offerings, development of Canvas Commons Modules and internal Library toolkits for reusable learning objects, more robust assessment for the First Year English Instructional Program, and peer observation and professional development opportunities for librarians to help them further develop their teaching practice.

### **Writing and Research Services**

The Library's Writing and Research Services (WRS) unit provides access to a suite of services that support undergraduate and graduate students, post-doctoral fellows, and faculty members in the areas of scholarly writing, publishing, and other critical scholarly communication constructs including copyright and academic integrity. Combined, the undergraduate Writing and Research Centre (WRC) and the Centre for Scholarly Communication (CSC, which serves graduate students, post-doctoral fellows, and faculty members) held over 2,500 individual appointments and 65 workshops/boot camps in 2018. WRS also provided specialized classroom-embedded sessions in 22 courses in multiple disciplines.

### Support for students with language backgrounds other than English

In response to both client and student staff requests for more tailored support for students from language backgrounds other than English, WRS applied for and was awarded Excellence Fund funding for three years (just over \$35,000) for (1) a pilot of English academic conversation support in the WRC and (2) the development of English as Additional Language (EAL)-specific training for WRC student staff in collaboration with an Education faculty member's research project on the professional development needs of writing centre student tutors.

### College Reading and Language Association (CRLA) Certification

The WRC's CRLA International Tutor Training Program Certification was up for review last year. As of June 3, 2018, UBC's Writing Consultant Training has been approved for

all 3 levels of Stage 2. All tutors who completed the WRC's Tutor Training Program are now certified based on the number of program modules and tutoring hours they completed. To date, we have awarded 75 CRLA Certificates to WRC student staff.

#### Irving K. Barber School of Arts and Sciences Undergraduate Research Awards

The Centre for Scholarly Communication now supports the IKBSAS Undergraduate Research Award (URA) winners through a new series of targeted workshops and one-on-one consultations. The CSC also provided feedback on each URA winner's presentation during an all-day practice session in preparation for the Symposium. The 2018 participants included 16 URAs and 6 International URAs. Additionally, the 14 NSERC-USRA winners were invited to participate in the 2018 summer workshops and Symposium. Each summer workshop was attended by approximately 25 students; the January 2018 "Writing the URA Application" workshop was attended by 150 students.

#### Service partnerships with the College of Graduate Studies

The Centre for Scholarly Communication continues to work closely with the College of Graduate Studies to find areas of alignment and potential collaborations. The Peer Writing Group Network partnership has led to the formation of 16 peer writing groups, with over 100 participating students. The Thesis Formatting Service partnership provides students with a flexible, reasonably priced option for resolving issues relating to document formatting (i.e.: tables of contents, margins, text formatting, alignment of tables and charts, etc.) while respecting the academic purpose and integrity of the thesis writing and submission process. This service also flags copyright issues arising in theses and refers students to the CSC for guidance on how to quickly resolve copyright concerns to ensure timely graduation.

## **Research and Discovery**

The Library continues to play a critical role in the research enterprise, seeing steady growth in the number and variety of individuals – from graduate students, to lab managers, to researchers completing Tri-Agency grant applications – attending relevant workshops and requesting assistance with the creation of research data management plans. We have also seen an increase in the number of faculty members depositing previously published research articles into cIRcle (UBC's institutional repository) to meet Tri-Agency funding requirements. This year, we have focused on streamlining services to researchers and strategically supporting open scholarship efforts.

### **Digital Scholarship Services Review**

Services and tools that support UBC Okanagan faculty research are dispersed among units, creating barriers to access for researchers, interfering with researchers' seamless transition between research support units, and contributing to a lack of awareness of a constantly expanding list of services and tools. Faculty consultation and feedback have indicated that the effort and time required to discover, access, learn, and use these

services and tools slow down research activities and can be a burden for the researcher. This is especially true for new faculty.

A new Digital Scholarship Services (DSS) storefront will bring together researcher-facing services and tools provided by the Library, Research Computing Services, and the Office of Research Services and will support a more formalized partnership to better coordinate services and maximize institutional investments. The DSS storefront is proposed as a single point of contact and access to create a more seamless support network for researchers, allowing them to access, in one location, the information, tools, and services needed to support the entire research lifecycle. This will also facilitate better tracking of research support and gathering of assessment metrics for services that are currently being tracked in multiple units. This data will ensure quality control, assist in empirically identifying gaps in support services and tools used by researchers, and allow evidence-based investment in improving research support. Some examples of areas that the DSS storefront will support through services and tools include:

- Video-Conferencing
- High Performance Computing
- Lab Set-up/Research Support and Grant Consultation
- Research Data Lifecycle Management
- Data Storage
- Tri-Agency Open Access Policy Compliance
- Research Metrics
- Digital Asset Creation
- Copyright Support
- Open Scholarship
- Grant Proposal Review

To date, the DSS Steering Committee has reviewed and prioritized existing researcher-facing services that will be brought together for the DSS storefront. Steering Committee members consulted with UBC Okanagan researchers, the Office of Research Services/Vice-Principal Research, Research Computing Services, Advanced Research Computing, IT Services, and the Library. The recommendation for a DSS storefront has been endorsed by the DSS Steering Committee's five faculty advisors and other committee members as well as each of the partner units. The Steering Committee is currently creating service models, building an inventory of DSS services and tools, and writing an implementation plan for the DSS storefront.

### **Open Scholarship Initiatives**

The Library, working with faculty and campus partners in the Okanagan and Vancouver as part of the Open Science Task Force, continued to make strides toward implementing plans and supports to engage students and researchers in best practices around Open Science this year. Organizing workshops, participating in Open events, engaging in dialogue with researchers about the issues and tools related to Open, and piloting the integration of Open practices into select Biology undergraduate classes are a few of the highlights from 2018.

These accomplishments helped secure strategic funding from UBC to continue these efforts, and, going forward, the Task Force will continue to engage in enhancing the knowledge base and infrastructural supports available to researchers, while ensuring our students are poised to tackle issues of replicability and bias in their studies and research.

## **Campus and Community**

The Okanagan Library displays leadership in the establishment of partnerships with campus and community in order to advance the University's strategic initiatives and take our passion and expertise outside the Library's walls. In 2018, our community partnership initiatives included our Digitized Okanagan History project, another successful Leader in Residence event, and a new partnership with Project Literacy in addition to the opening of the new ORL@UBC location (see p. 10) and the community programming delivered through our Innovation Library (see p. 9). On-campus and inter-campus projects included a new season of our podcast series *Frequencies*, a variety of events and programs created and delivered by our student Peer Technology Assistants, and expansion of the records management program collaboration with the UBC Records Management Office.

### **Frequencies Podcast Series**

The Library's *Frequencies* podcast series provides a platform for campus researchers to discuss their research in a highly accessible format. Each season revolves around an emerging topic or current event, with each episode tackling the issue from a different perspective. Season 3 was released in 2018, for International Women's Day, exploring current campus research into sex and gender issues, and how these issues continue to shape and reshape our culture.

### **Digitized Okanagan History (DOH)**

DOH is a collaborative initiative led by the UBC Okanagan Library that promotes access to unique historical resources currently held in repositories throughout the Okanagan Valley. The project provides online access to scanned copies of these local resources worldwide on a 24/7 basis and has received an overwhelmingly positive response from the Okanagan community. Many of the partner organizations are small and lack the funding and expertise to pursue this digitization work on their own. Overall, they recognized an alignment with their mission, which includes a principled commitment to contributing to the public trust of historical materials, considered this a welcome hand of assistance, and view the project as a valuable opportunity.

Continuing the work begun in the summer of 2017, student teams in 2018 again travelled to repositories where they scanned archival materials and collected existing digitized copies along with associated descriptive information. Once back at UBCO, the resources were prepared and uploaded to the DOH website (<http://doh.arcabc.ca>) which forms part of *Arca*, a provincially recognized platform maintained by BC Electronic Library Network.

By the end of 2018, the DOH website included some 35,000 digital objects drawn from 20 regional repositories.

In addition to the ongoing creation of new digital content throughout 2018, DOH hosted a June meeting at the UBCO campus of all existing and prospective project partners to review project developments and share plans for the upcoming year. Based on feedback from the meeting and the growing trust amongst project partners, the model of outbound trips to repositories was largely replaced with the transportation of local material to UBCO which offered greater efficiency, a wider range of equipment, and year-round scanning.

During the year, DOH coordinators oversaw two important new studies which will expand the scope of the original project. Based on feedback from project partners citing the unparalleled value of local newspapers in documenting community history, an intern gathered detailed information about all newspapers published in the Okanagan region, identified the extent, location and formats of all existing holdings, and compiled contact information for copyright holders. This information will be used to create a comprehensive community newspaper digitization proposal. The second study has been carried out in the neighbouring Columbia Basin/Kootenay region to assess the feasibility of replicating the DOH experience there.

DOH represents a unique initiative and positions UBC Okanagan as a regional leader in digital preservation and, more broadly, as a recognized partner in growing the capacity of the heritage community.

### **Leader in Residence**

In June, the Library's Leader in Residence (LIR) program featured Gillian Byrne, Manager, Toronto Reference Library. There were nearly 50 in-person attendees from 11 different institutions who attended the day-long event.

The Library's 2019 LIR program will, for the first time, span two days and host two library leaders: Elliott Shore, former Executive Director of the Association of Research Libraries and Camille Callison, Indigenous cultural activist and Learning and Organizational Development Librarian at the University of Manitoba.

### **Peer Technology Assistant (PTA) programming**

In 2018, the Library's PTAs developed and executed programming in collaboration with Library staff to engage, interact, and foster an inclusive sense of community in the Library; more than 30 programs have been delivered since September 2017. 2018 highlights from these programs included a series of contests, stress reduction activities and promotion, book displays related to student course work and campus events, and Thrive and MoveUBC programming collaborations.

Through these programs, the Library has directly collaborated with a significant number and variety of community and campus partners including Kelowna Heritage Museum, United Way, Okanagan Regional Library, Bark2Go (School of Education), Campus Food Exchange, VOICE Campus Research Project, Biochemistry Course Union, Exercise is

Medicine Student Group, Disability Resource Centre, Equity & Inclusion Office, Co-op Office, Wellbeing Project, Campus Recreation, and the Pride Resource Centre.

Student feedback indicates that our PTAs value this added responsibility to the position, and learning from one another. They are keen to engage with their colleagues and Library staff, and learned lessons around time management, communication, and how to capture the attention of their peers.

### **Project Literacy Partnership**

Through its Writing and Research Services unit, the Library has partnered with Project Literacy Kelowna to help facilitate UBC Okanagan student access to Project Literacy's individualized literacy support services. This community partnership enables Project Literacy Kelowna to bring their One to One Tutoring Program for English language acquisition to the campus community. Providing these services in an on-campus location will be particularly beneficial for the many UBC students with language backgrounds other than English. Project Literacy-trained tutors began meeting with their assigned learners in October in the Writing and Research Centre.

### **Records Management**

The campus records management program continues to make significant strides, with a number of pilot initiatives becoming increasingly operationalized.

The program's tailored electronic records review service, which includes a department-level information management policy, new electronic folder schema, implementation plan, and customized naming convention, piloted with a single unit in 2017. In 2018, standardized modules were created in support of this process and, by December 2018, our Records Manager was actively involved with activity in nine units, with five additional units on a waiting list.

The campus records storage pilot proved successful and has now been operationalized, with three additional accounts added in 2018. 200 boxes of campus records are currently in storage in the Commons' secure Vault facility.

Two cross-campus collaborations with colleagues in Vancouver have also moved forward:

- The Online Payment Tool (OPT) Digitization Policy Development Committee was mandated to articulate the functional requirements of a digitization program that would permit the recognition of a scanned image as the authoritative record, and allow the destruction of the paper referent. This Committee completed its report in 2018, and submitted its recommendations to KPMG for audit.
- The Digital Transfer Tool Working Group was tasked to develop an effective means to transfer digital records to archival custody. In 2018, the recommended tools (code, procedures) were tested and assessed, fixity across transfer and



authentication details were captured in pilot, and the working group finalized a draft digital preservation framework document.

## **Spaces and Collections**

The Library's resources and facilities are very much at the core of its mission, and we make every effort to be both proactive and responsive in their provision. 2018 was a year heavily focused on space – between the renewal of the Library's main floor and the construction of The Commons, the time and resources required to ensure project success were considerable. Also, the proposed addition of makerspaceUBCO to the Library's portfolio generates new opportunities for campus and community engagement.

### **Spaces**

#### **Inclusive Technology Lab (ITL)**

The ITL continues to provide individual students with peer and professional support to learn assistive technology, and take guidance and advice from its cross-campus advisory council in the creation and delivery of new initiatives. With generous donor support, we also continue to expand the lending collection as student needs and preferences change.

#### **Innovation Library**

In 2018, the Innovation Library hosted a number of community programs, including a session on identifying “fake news” and an extremely successful public lecture entitled “Are the Chinese a Problem?” featuring Dr. Henry Yu, Associate Professor of History from the UBC Vancouver campus and moderated by *CBC Radio West* host Sarah Penton. Student-led and delivered at the neighbouring Innovation Centre, this event attracted over 85 attendees, a combination of in-person and online. Both the lecture and the subsequent Q&A session were live-streamed to Facebook and archived on the UBC Okanagan Library's YouTube channel to create a legacy educational resource.

#### **makerspaceUBCO**

In 2017, UBC Okanagan administration approved, for a one-year pilot, allocation of campus space in the EME building to be developed into a proof of concept makerspace. In November 2018, this allocation was extended for two additional years.

makerspaceUBCO's vision statement designates it as an inclusive learning space, that will serve as a bridge to other campus and regional organizations and as a hub for innovation, design thinking, and prototyping, encouraging cross-sectoral collaboration.

Direction for makerspaceUBCO is informed by an interdisciplinary steering committee of colleagues who represent the interests and needs of the diverse UBC Okanagan community and select community partners. At the recommendation of the Steering Committee, administrative and operational oversight of the space is currently transitioning to UBC Okanagan Library from the Office of the Provost.

### Library Main Floor Renovation

In Summer 2018, construction began on the Library's main floor; the renovated space opened in September. Designed to help better align services and spaces between the Library and Commons buildings, the renovation included:

- A reimagined service zone, that removes physical barriers and better showcases Library support for student learning. The large, imposing reference desk was replaced with a series of modular, height-adjustable consultation areas to encourage students to interact with our staff. New tables were installed in proximity to this area to facilitate librarians working one-on-one and in small groups with students on an appointment and referral basis. In addition, a workshop area – bookable by library employees in order to work with slightly larger groups – was created.
- An active learning classroom that will support Library instruction activities and offer a new kind of learning environment. The new Library classroom can accommodate over 35 students, and is equipped with technology that facilitates student collaboration and encourages engagement during class.
- A satellite Okanagan Regional Library (ORL) location that offers a rotating leisure reading collection and the opportunity for on-campus holds pickup. The Library has also made arrangements to accept return of ORL materials on campus; these items can be dropped off at the Library's service zone or in Library book drops.
- A flexible program space that can be booked by campus partners to showcase services and host small events. The Flex Space's glass walls provide a highly visible location, in close proximity to the Commons connection, which will open in early 2019.
- Improved seating options for informal learning, in configurations to encourage both individual and collaborative work.

### The Commons

The Commons seeks to reimagine the campus learning experience, facilitate interdisciplinary research opportunities, and contribute to community engagement. Connected to the existing Library on the main and third floors, The Commons considers emerging technology requirements, and responds to student demands for interactive spaces that support both collaborative and independent work.

The Commons building is scheduled to open on January 2, 2019 and significant Library resources and expertise were invested in the design and construction process throughout 2018. On January 2, select spaces within the building are expected to be available for use:

- The Commons' 400-seat classroom (Floor 2) will be the largest on campus, and was specifically developed to support innovative pedagogy, including through its unique portable classroom whiteboards. Classes will be scheduled in this space beginning in January 2019.

- The Galleria space (Floor 2) outside the new classroom is a flexible, collaborative study space, with significant natural light and small group configurations.
- 32 new group study rooms (Floors 0, 1, and 3) are available in the Commons, and the majority will open on January 2. The rooms seat combinations of 4, 6, and 10 users; all are equipped with wipe board walls, and a selection (on Floor 1) have monitors with HDMI connections, projectors, and/or videoconferencing capability. Most rooms will be bookable using the campus study room booking system; a small number will be available on a first come, first served basis.
- The North Reading Room (Floor 3) is a quiet area, furnished to encourage individual study.
- The D. Ross Fitzpatrick Great Hall (Floors 0 and 1) is an open, two-level collaborative space with a wide variety of furniture and whiteboard options to encourage interaction and active learning.

Other elements of the Commons will open later in January, and into the later part of the term. Anticipated opening dates for the various building components are as follows:

*January 3, 2019*

- UBC Studios Okanagan will open in its new space (Floor 2), with a Digital Design Lab, encouraging creation of multimedia (video and photo creation/editing, 3D modeling), and providing valuable training space.

*January 15-30, 2019*

- The Lois and Cliff Serwa Reading Room (Floor 1), with its high ceilings and mountain views, offers a collection of active (bike and treadmill) workstations, desktop computer access, and individual study options.
- The Comma Café (Floor 1) will feature locally sourced healthy food options, including vegan and gluten-free selections.
- Okanagan Special Collections (Floor 1) will reopen with a new, secure reading room and environmentally controlled Vault facility that will be home to institutional records, archival collections, and the campus public art collection.
- The Engagement Theatre (Floor 1) will offer large format display capability and enhanced sound system for public presentation and community engagement in the high-traffic area between The Commons and the Library building.

*February 1-15, 2019*

- The Graduate Student Commons (Floor 3) will provide a space uniquely designed to foster graduate student collaboration and support the overall academic wellbeing of graduate students on campus. Filled with natural light and student-centric design, the Graduate Student Commons will provide space for both individual and group study.

During this period, the connections to the Library building are also scheduled to open on Floors 1 and 3.

Elements of The Commons slated to open later in the term include gender neutral washrooms (Floors 1 and 3) and the building’s Visualization and Emerging Media Studio (Floor 1).

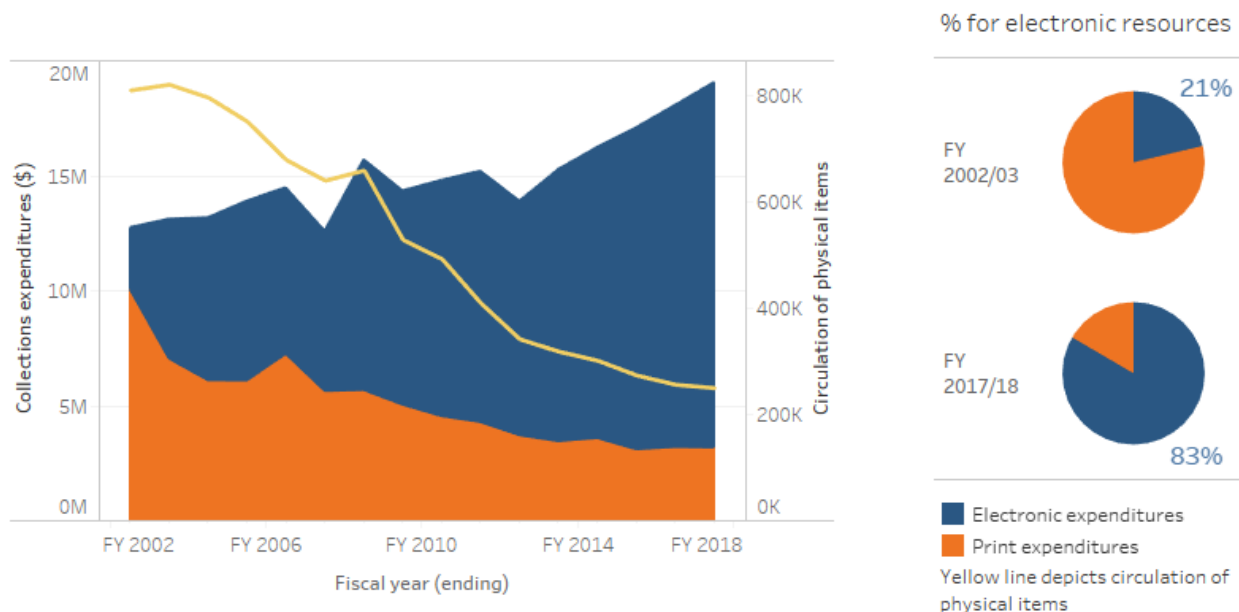
### Website Redesign

The most popular “space” in the Library, our website represents the Library point of contact most regularly accessed by users. After many years, and in alignment with the launch of the new <http://ok.ubc.ca> website, the Library began the process of a major website redesign in 2018. User experience testing took place in Fall, and site inventory and development of content strategy are presently underway. The current project timeline proposes launch of the Library’s new site for Summer 2019.

### Collections

UBC Okanagan Library circulation represented over 27,000 transactions in 2018, including book, audiovisual resource, and technology lending. Our physical collections represent a robust, active working collection of just over 200,000 volumes, with reliance on the Point Grey campus primarily for access to multiple copies and deep research collections.

### UBC Library Collections Expenditures & Circulation of Physical Items (2003-2018)



Today, **83%** of UBC Library collections funds are spent on licensing or acquiring electronic resources, reflecting the transformation in scholarly dissemination. Loans of physical materials continue to decline while use of electronic content grows, underlining a shift in usage patterns 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.

### Special Collections and Archives

The Okanagan Special Collections (OSC) represents a significant collection of materials related to the Okanagan and regularly attracts community attention as a regional research hub. OSC accessioned four new archival collections in 2018:

- British Columbia Women’s Institute fonds (53 boxes): The BC Women’s Institute is a public service organization dedicated to campaigning on issues affecting women. During the early- to mid-20<sup>th</sup> century, these campaigns centred on agriculture and food security, public health, and skills development for women. The fonds consists of handbooks, meeting minutes, and a small selection of photographs from chapters throughout the province. Estimated date range: ca. 1897-2009.
- Zoellner-Whitham Family fonds (2 boxes): Personal papers, photographs, and other records created and collected by Dorothy Zoellner (nee Whitham), a life-long Kelowna resident, school teacher, writer, and active member of the Okanagan Historical Society. Descendant of an early European settler family in the Kelowna area. Zoellner’s father was a local pharmacist and amateur photographer; future accruals (2019) to the fonds will include these photographs, which reportedly depict Kelowna city scenes from the 1920s-30s. Estimated date range: ca. 1920 – 2000.
- Crump Collection (approximately 50 photographs): A small aggregation of photographs recovered from storage in a residence near Canoe (Salmon Arm), BC, formerly belonging to a relative of Norris Roy “Buck” Crump, President of C.P. Rail, 1955-94. Comprised primarily of photographs of railroads and trains between the Shuswap and the Rockies, and one memorial program from a railway fatality (avalanche) near Revelstoke, BC. Estimated date range: ca. 1900-1960.
- Redlich Pond Collection (2 DVDs and 1 folder of text): Videography of Redlich Pond, in Glenmore (Kelowna) BC by resident James Anderson. Videos span a period of approximately 12 years and document changes in biodiversity.

In 2018, just over 650 new digital assets were created by the OSC team, with two new archival collections loaded to UBC Library’s Open Collections platform: the Joe Harris Collection and the Lillian Estabrooks Collection.

### Public Art Program

The Public Art program continued to expand the University’s Art Collection by attracting some exceptional donations in 2018. These offer fresh educational opportunities and transform the campus with rich, new art installations that set UBC Okanagan apart.

The most important addition to the collection this year was *Fire Down on the Labrador* (1980), a rare and valuable print by David Blackwood, a celebrated member of the Order of Canada and the Order of Ontario. This work is considered a masterpiece by the Art Gallery of Ontario, which arranged a major Blackwood retrospective around it in 2011. The Public Art Advisory Committee also reviewed and approved 44 other new

acquisitions, including works of regional, national and international significance (e.g.: Željko Kujundžić, David Blackwood, and Anton Van Dalen, respectively). The appraised value of the 2018 acquisitions is \$115,114, which represents a 14% increase in the collection's overall value (currently at approximately \$827,608). There are 555 works in the collection (not including two external loans). Sixty-four percent of the collection consists of works by professional artists, while thirty-six percent is made up of works by students. Nine percent of the works in the collection are by Indigenous Canadian artists, and another five percent are by worldwide Indigenous artists.

The curator continues to provide art proposals for art installations across campus, overseeing the process from proposal stage to final installation, labelling and cataloguing of the works. Projects included new displays in the Faculty of Education and a consultation with the School of Nursing. Outstanding support for installation of these projects is provided by campus Facilities staff.

A unique initiative in 2018, an inter-campus loan arrangement was made for 20 works from the UBC Okanagan Public Art Collection to be installed at the "Innovation UBC Robson Square Hub" in early June.

The Curator has cultivated several external relationships by offering support to donors seeking information about their artworks, directing them to professional appraisers, and assisting with identification, authentication, and other basic research data regarding their collections. We are pleased that some of these initiatives continue to result in significant donations to the university.

## **Team and Organization**

As an organization, the Library is committed to employee growth and development. 2018 saw us continue our efforts in ongoing employee training, host our Leader in Residence program (see p. 7), perform a Communications Review to examine staffing and resourcing requirements in this area, and begin development of a diversity, equity, and inclusion strategy.

### **Communications Review**

In March, the UBC Okanagan Library performed a review of its communications practices. The main purpose of this review was to discuss the effectiveness of the Library's tactics, channels, and workflow in order to accurately provide solutions for improvement; reviewers were from UBC Vancouver Library Communications, who scheduled a series of meetings with internal stakeholders to assess their collaborations with the Okanagan Library Communications team. Following the on-site visit, a survey was circulated to Library employees as an opportunity for follow-up statements. Results of the survey reflected the in-person discussions.

The review identified issues with strategic communication and planning, internal workflow processes, and the Library's communications approach, and provided recommendations

that included the hire of a dedicated communicator. A 0.6 FTE Communications Officer was hired for the Library in Fall 2018.

**Diversity, Equity, and Inclusion Plan (Phase 1: Recruitment and Hiring, 2018)**

UBC Okanagan Library's Diversity and Inclusion Working Group on Recruitment and Hiring began its work in April. The group's mandate was to conduct a focused review of, and apply a diversity and inclusion lens to, recruitment and hiring of positions being posted by the Library. It was also tasked to investigate, propose, and deliver a process to create a vision for diversity and inclusion in UBC Okanagan Library, and make recommendations for ongoing governance in this area.

The first part of the report was delivered in July, and focused on recruitment and hiring; a second part, to be delivered in 2019, will discuss how the Library can retain a diverse workforce through the development of an inclusive organizational culture.