



THE LIBRARY IN TRANSITION
Resources and Services at Cariboo

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Introduction

Cariboo is midway through its transition to a new program. This is an appropriate time to review past and present and address future needs.

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The introduction of the six degree programs has had a significant impact on the library. This report is a reflection of the library's current state, and the issues and pressures affecting the library's ability to support teaching and learning.

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The concept of a library is changing. The library is no longer a place where materials are stored for information access and retrieval. Resources are a variety of formats, and the library is essential for the teaching mission. The library's structure and functions are changing to support this mission.

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The library's collections of books, journals, videos and databases must keep pace with the changing needs of the community. Cariboo's collections and measures taken against professional library association standards. Special Access funding, new staff, and improved systems have enabled the library to begin a process to ensure collections develop the required range and depth to support degree courses.

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Computers have affected the way information is stored, transmitted and used by library staff and students. This has caused shifts in procedures in both public and technical services. New technologies have brought a proliferation of databases and systems requiring integration and training.

Growth in enrolments and collections result in need for adequate space for resources, work and study. The capacity of the library building to provide sufficient space is discussed with appropriate standards noted.

Staff responsibilities are described in the context of functions and levels of activities. New and added demands for services, instruction and materials are outlined. The continued need to provide for more students in more courses requires more staff, and library standards are offered as guidelines to plan for this growth.

THE LIBRARY IN TRANSITION:

Resources and Services at Cariboo

Introduction.

Cariboo is midway through its mandate under the Access For All program. This is an appropriate time to review patterns and strengths of past years, and address future needs.

The introduction of the six degree programs has had a significant impact on the Library. This report will focus on collections, services and staff, and indicate issues and pressures affecting the Library's ability to support teaching and learning.

The concept of libraries is changing from a storehouse of materials to a source-house for information access and retrieval. Resources in a variety of formats, print and electronic, are essential for students and faculty. The Library's structure and functions endorse Cariboo's teaching mission.

The Library's collections of books, journals, videos and databases must keep pace with the growth of the Colleges' programs. This review assesses Cariboo's collections and measures them against professional library association standards. Special Access funding, new staff, and improved systems have enabled the Library to begin a process to ensure collections develop the required range and depth to support degree courses.

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SERVICES

Libraries are more than books in a building. Libraries are service providers to students, faculty, staff and community: services to access and retrieve information within collections of print, media and electronic sources; services to locate, find and borrow materials from other libraries; services to teach users to understand library systems and interpret information.

Library standards require that services meet the goals of the institution and support the curriculum and programs. Library professional organizations have compiled checklists of primary and secondary services recommended for post-secondary libraries. Cariboo measures up well, providing all basic library services and the majority of supplementary services. This Fall (1991), the Library will conduct its first user survey to provide student feedback.

The following are the Library's major service activities:

Access. The Library is open seven days a week; weekdays opening at 7:30am., closing at 10:00pm. According to the 1989-90 statistics (latest available) of the BC Colleges and Institutes, Cariboo ranked third for longest hours of opening.

The Library's on-line public access catalogue (Libcat) is integrated with the circulation and on-order systems for immediate location and status of items. Off-campus users have dial-in computer access. Cariboo ranks fifth of the BC Colleges and Institutes for total number of items circulated (1989-90).

Reference Services are provided during all hours of opening, evenings and weekends. A toll-free number allows students to dial the Info Desk from throughout the region. In 1989-90, Cariboo had the third highest number of reference questions per FTE students among the BC College and Institute libraries.

Bibliographic Instruction. Class sessions, drop-in and subject seminars are offered throughout the year for students and faculty. Individual instruction on bibliographic databases is provided at the Info Desk.

Interlibrary Loans. For items not found in Cariboo's collections, the Library borrows from other institutions with no charge and no limits to students and faculty. Staff daily search databases to locate and retrieve needed materials. Three years ago, 950 interlibrary loan requests were processed; last year (1990-1991), 2,400. According to BC College and Institute (CPSLD) statistics, Cariboo ranked fourth in print materials borrowed from the other libraries (1989-90).

Computer Searching. Librarians regularly search specific content databases to retrieve current and in-depth information for students and faculty research, especially necessary in science and health disciplines. There is no charge to faculty or students.

Journal Routing. Current issues are sent to faculty upon request for their review and reading.

Audiovisual Booking. Films and videos are booked for class viewing and delivered to campus buildings, or regional centres.

CD ROM Databases and Microfilm Collections. The Library subscribes to several databases on CD ROM for end-user searching: Information Access' Business and Academic Index (generally referred to as InfoTrac); CINAHL (Nursing and Allied Health Literature); CBCA (Canadian Business and Current Affairs); ERIC (Education); Medline; PsycLit; Statistics Canada. CD ROM work stations include printers so users can print lists of citations.

Full-text of most InfoTrac citations can be found on microfilm cartridges which we receive monthly. The Library purchases many newspapers and journals on microfilm, and reader/printers are available for student use.

Reserves. Books and articles in high demand by classes are placed on short-term loan to ensure fair access. For better security and control, the reserves shelves will be moved from the public stacks to the Circulation Desk.

Collection Development. The Library works closely with faculty to add titles of books and journals to the collection to support teaching and learning. An approval plan has been set-up with faculty participating in the composition of the subject profiles.

Distance Regional Services. The Williams Lake campus Library has a small collection on-site but cannot fully serve the needs of growing numbers of classes and students. Staff consist of 1.5 clerks. Recent approval of a Librarian for Williams Lake will enable the Library to offer more direct and immediate reference service. Now, Williams Lake faculty and students must rely on telephone, fax and email request to the (Kamloops) Info Desk for reference assistance with assignments. Library staff then gather materials and send to Williams Lake via priority post.

A toll-free telephone line connects students in other parts of the College region to the Kamloops campus. Again, the Library locates and sends out materials.

Community Service. Members of the general public can obtain a library card (\$10 per year) in order to check out books and videos. High school students regularly use the Library. Reference staff also respond to 'phone enquiries from individuals, businesses, etc. in Kamloops.

Library Advisory Committee. Last year a standing committee was formed with representatives from all instructional divisions. The terms of reference include:

responsibility to review Library services and collections, advise on policies and priorities and serve as a liaison with Departments, faculty and students.

The Committee meets regularly and the Library considers it vital for faculty and student representatives to participate in planning and assessing Library resources and services.

Chart 1 presents a summary of service activities over the past three years, reflecting growth since the start of degree programs. During the months from September 1990 through June 1991, the Library underwent major renovation and expansion. The demolition and construction considerably reduced floor space and virtually eliminated study space. The disruption and limited access resulted in some declines in use and service.

CHART 1

Cariboo University College Library Service/Activities/Access

	<u>1988/89</u>	<u>1989/90</u>	<u>1990/91</u>
Circulation:			
Print	60,000	75,200	91,300
Audio Visual	9,200	9,400	9,500
TOTAL	69,200	84,600	100,800
Interlibrary loans	950	1,500	2,400
Gate count	171,514	189,610	145,878
Class Orientations			
number of students	1,300	1,700	1,500
Reference			
Number of questions	15,900	18,400	19,400
Contact hours for extended questions	33 hrs.	35 hrs.	64 hrs.
Hours of operation per week	79 hrs.	81 hrs.	86 hrs.

Summary

The services the Library provides are comprehensive and regional. All student and faculty, all programs and campuses are supported. Services focus on users and their needs to know, find and get information in a variety of formats.

The introduction of six degrees, upper level courses, increased numbers of students, faculty research expectations, more sophisticated and complex reference searches on new and different tools, are all having an impact on Library services.

The growth of collections and increased resources, print and electronic, add to demands for access and acquisition. The expansion of Cariboo's programs places new and additional pressures on Library services and staff.

COLLECTIONS

The best customer service is immediate availability; the best access is ownership. Therefore, the Library strives constantly to match acquisitions to the information needs of users.

Standards for Two Year and Four Year Colleges differ to some extent, but both suggest minimum core collections for books, journal subscriptions, audio visual and other items. All guidelines recommend the Library budget be set at 6% - 8% of the institution's total educational and general expenditures. In 1989-90, Cariboo's Library budget was 3.77% of the College's expenditures. With an increase in the Access grant this year (1991-92) to \$400,000, the budget is closer to the 6% figure. Capital equipment purchases are in addition to this amount and are so calculated by the Standards measures. Stable funding levels are required to maintain currency and quality of collections.

Four Year, Degree College Standards.

Standards of the American Library Association (1986) for Four Year degree-granting college libraries offer the following formula for building a book collection to support the curriculum:

FORMULA A

1.	Basic collection	85,000 vols.
2.	Allowance per FTE faculty member	100 vols.
3.	Allowance per FTE student	15 vols.
4.	Allowance per undergraduate major or minor field*	350 vols.
5.	Allowance per master's field, when no higher degree is offered in the field*	6,000 vols.
6.	Allowance per master's field, when a higher degree is offered in the field	3,000 vols.
7.	Allowance per 6th. year specialist degree field *	6,000 vols.
8.	Allowance per doctoral field*	25,000 vols.

A "volume" is defined as a physical unit of a work which has been printed or otherwise reproduced, typewritten, or handwritten, contained in one binding or portfolio, hardbound or paperbound, which has been catalogued, classified, or otherwise prepared for use. Microform holdings should be converted to volume-equivalents, whether by actual count or by an averaging formula which considers each reel of microfilm, or ten pieces of any other microform, as one volume equivalent.

For example of List of Fields, see Gerald S. Malitz, *A Classification of Instructional Programs*. Washington, D.C.: National Center for Education Statistics, 1981.

In 1990-91, there were 1,575 FTE academic students enrolled at Cariboo with 181 full-time academic faculty. According to Formula A, a basic academic collection with allowances for just faculty and students would equal 126,725 volumes.

This does not take into account the offering of major programs and the additional volumes they would require. These Standards are due for review and it is anticipated the 1993 Standards will rate a basic collection (item #1 in the formula) to be 120,000 to 150,000 volumes.

These guidelines are for academic programs. There would still be a need for books to support career/technical, vocational, developmental and regional programs, students and faculty normally found in a Two Year College.

Two Year College Standards.

Two Year College Standards (Canadian, 1991; American, 1990) recommend the following collections for a single campus. These guidelines have been endorsed by the BC Council of Post-Secondary Library Directors (CPSLD) in their Statement of Learning Resources Centre Standards, 1991, for two-year colleges. There are, as yet, no standards specifically intended for degree-

granting university-colleges. In 1989-1990, Cariboo ranked eleventh in collections size in comparison with the eighteen other BC Colleges and Institutes.

TWO YEAR COLLEGES

TABLE E
SIZE OF COLLECTION FOR A SINGLE CAMPUS

Minimum Collection

FTE Students	Volumes*	Current Serial Subs.	Video & Film	Other Items**	Total Collection
Under 200	20,000	200	125	1,400	21,725
200-1,000	30,000	230	140	2,500	32,870
1,000-3,000	40,000	300	400	5,100	45,800
3,000-5,000	60,000	500	750	8,000	69,250
5,000-7,000	80,000	700	1,250	10,000	92,550
7,000-9,000	95,000	850	1,600	12,000	109,450
9,000-11,000	110,000	900	1,800	14,800	127,500
11,000-13,000	125,000	1,000	2,000	17,400	145,400
13,000-15,000	140,000	1,200	2,200	19,800	163,200
15,000-17,000	155,000	1,500	2,400	22,000	180,900
17,000-19,000	170,000	1,800	2,600	24,000	198,900

* Does not include microforms: an annual replacement of 3-5% is anticipated

** Includes microforms, cartographic, graphic, audio, and machine-readable materials

Excellent Collection

FTE Students	Volumes	Current Serial Subs.	Video & Film	Other Items	Total Collection
Under 200	30,000	350	525	3,400	34,275
200-1,000	45,000	400	560	5,000	50,960
1,000-3,000	60,000	600	800	8,000	69,400
3,000-5,000	85,000	800	1,300	11,600	98,700
5,000-7,000	112,000	1,000	2,250	18,000	124,240
7,000-9,000	136,000	1,200	3,000	21,000	161,200
9,000-11,000	166,000	1,400	3,300	26,000	196,700
11,000-13,000	200,000	1,600	4,000	31,000	236,600
13,000-15,000	240,000	1,800	4,500	36,000	282,300
15,000-17,000	285,000	2,100	5,000	41,000	333,100
17,000-19,000	320,000	2,400	5,600	50,000	378,000

Book Orders.

Last year (1990-1991), the Library added 6,000 volumes as a result of faculty and Library staff book selection and orders. This is not an adequate growth rate for the collection to support the needs of the degree programs. The process of ordering one-by-one provides for immediate and pressing needs for specific courses and faculty, but does not allow for an orderly, controlled, balanced method of collection development.

This Summer (1991), the Library began the process to set-up an approval plan with Blackwell North America (BNA), a major vendor to academic libraries in the US and Canada. This fall, librarians have consulted with faculty in academic departments to devise profiles based on the subject areas of their programs. BNA then sends books (and/or notification forms) that match the profiles, as they are published. This system will ensure that the collection supports the curriculum. It also actively involves the faculty in determining the scope and size of the collection.

BNA can generate back-lists of titles and the Library has requested some of these to develop retrospective collections in heavily used subject areas and to support the building of core collections for degree programs.

Journal Subscriptions.

Because institutional needs for journals vary so greatly, the Four Year College Standards document suggests a library own any title that is needed more than six times per year. However, on average, small Canadian universities similar in size and programs to Cariboo, subscribe to 2,000 journals. Compared with the other BC Colleges and Institutes, Cariboo ranked eighth (1989-1990) for journal subscriptions.

This Fall (1991), approval was given to increase the journals subscriptions budget from \$75,000 to \$145,000. Faculty in all Divisions were asked to submit prioritized lists of key titles critical to courses offered. Much negotiation between the Library and Departments ensued. The result of which is the addition of 350 titles. Several new indexes have been included which will increase the access to citations for students. Four titles in the Current Contents series have been ordered for the Sciences and will be available in the Library.

The soaring cost of journal subscriptions, especially scientific and European titles, is a problem facing all colleges and universities. In past years the average cost of Cariboo's journal subscriptions was under \$100 per title. Now the average cost of a journal subscription is \$200. Individual

institutional budgets cannot afford all these expensive subscriptions. Resource-sharing, strategies must be planned for with faculty, other institutions, and even publishers, to allow access to, if not ownership of, these costly titles.

Summary.

What does all this mean for Cariboo? At the end of 1990-1991, the collection consisted of 70,600 volumes, 3,000 audio visual items, 2,600 pamphlets and 650 journal titles.

With the implementation of the BNA approval plans, the Library can purchase 10,000 to 12,000 volumes annually. This will bring the collection to a total of 100,000 volumes in two more years.

The approval plan now generates three times the number of orders that Cariboo handled pre-Access. Technical Services staff still need to add the titles to the acquisitions database, catalogue and process all volumes.

Staff levels in Technical Services have increased since the Access program, as follows:

1988-1989	1989-1990	1990-1991	1991-1992
1 Librarian		no change	
.5 Library Tech.	+ .6 Library Tech.		+ .6 Library Tech.
1 Clerk	+ 1 Clerk		+ 1 Clerk

Current staff consist of 1 Librarian, 2.7 technicians, 3 clerks. Staff levels in Technical Services must be addressed if the Library continues to add increasing numbers of books to the collection. Maintaining the current complement of staff and the present rate of orders will result in backlogs in cataloguing and processing.

Recommendations: that funding be continued to allow for the growth of the Library collections to support degree programs; and that staff levels be adequate to maintain and support the development and growth of Library collections.

IMPACT OF TECHNOLOGY

In the past few years there have been dramatic changes in technologies, and the pace and scope of these developments have affected the operations and services of the Library. The impact has been felt by both staff and users, as they access, transmit, and store information in a variety of formats.

Some examples are:

on-line catalogues that list what is in the Library as well as information and resources contained in other libraries and databanks. The data, citations, statistics and full-text are transferred from sources over powerful and fast communication lines and networks linking, literally, the world.

subscriptions to electronic journals, conferences and databases, using intelligent workstations that can search, access, download, manipulate and store data. Paperless transactions that identify, locate, request and deliver text are common and routine.

fax machines that bring information quickly to staff and users.

CD ROM databases that hold vast amounts of data which can be searched by students on their own.

automated systems that do the jobs of the Library and provide efficient and effective service to users.

A brief list of Library functions which are automated or use technologies includes:

on-line public access catalogue (Libcat) of all materials housed in the Library system;

circulation, now integrated with Libcat;

interlibrary loan. The Universities and the Colleges on-line databases, and the Electronic Library Network Serials database are used to search and verify citations. All these Libraries have different commands and search protocols for their catalogues. An automated management system (like aviso) would enable staff to process and monitor requests more efficiently;

audiovisual. The Electronic Library Network Media database is used, but an automated booking system is desired by Library staff;

journals. An automated serials management system has just been purchased to check-in, claim, route journals, and compile statistics;

on-line databases. Libraries can search hundreds of databases on-line using DIALOG, Dobis (National Library of Canada), Info Globe and other commercially produced databases to locate sources beyond the Library building walls;

acquisitions. The Library currently uses an in-house system, written years ago, and unable to adequately link with new systems or compile sophisticated data and statistics. There is a desperate need for a more advanced acquisitions program to manage allocations and track orders by Departments and vendors. The approval plan with BNA uses an on-line order system, and other vendors have their own systems accessible on-line;

cataloguing. The Library uses Bibliofile and Utlas to derive records, then transfers the data to Bucat, the Library's own database of holdings.

Cariboo offers users several databases on CD ROM: InfoAccess' Business and Academic Index; CINAHL (Nursing and Allied Health); CBCA (Canadian Business and Current Affairs); BIP+ (Books in Print); WHMIS; Medline. On order are ERIC (education); Psyclit; and Statistics Canada.

There is a wide variety of databases and catalogues all with differing capabilities, languages and hardware. It is critical that these technologies be assessed and balanced, matched to Library policies, services and budgets.

Libraries must experiment with new technology, to improve staff productivity and user access to information sources.

The Electronic Library Network has allowed the Library to benefit from projects developed in conjunction with BC Colleges and Universities, and the public libraries. A CD ROM catalogue of the colleges and public libraries is due for release by the end of the year. It is another welcome product, and the result of collaboration among Ministries and libraries.

Cariboo Library is especially pleased to be involved with the ELN and Simon Fraser University in a pilot project that will permit users to search Wilson's Social Science Index on-line and place requests directly to SFU Library for articles in journals not in Cariboo's collection. This innovative project puts the control, selection and retrieval of information in the hands of the users, giving them prompt and complete service. This will undoubtedly prove to be a success story!

For other user needs and database options, the Library will need to devise strategies to optimize resources, finances, staff and equipment. Even now, the Library taps into on-line databases as needed rather than subscribe to expensive, usually scientific, indexes and abstracts.

Students using CD ROM indexes want articles found in titles cited, which prompts the Library to subscribe to these journals that are readily indexed. The Library attempts a balance between ownership and access and plans for both.

The productive management of all these changes in Library systems and procedures is critical. Library management and staff must understand and evaluate these technologies, and use them to organize collections to provide access and service.

This is especially essential for those systems used to order, catalogue and access Cariboo's collections. Bucat is increasingly unable to meet Library needs as Cariboo grows in size and complexity. An integrated system that enables more efficient processes to track and analyze purchases, to assess the collections and develop them in an orderly process is needed now.

A system is required that is:

- flexible and easily maintained;

- supportive of the multi - functions of acquisitions and cataloguing, and supplies users information as to the location and circulation status of items;

- compatible and can link to the student records system and to the Finance and Purchasing systems;

- able to report on patron and collection use and costs;

- implemented efficiently and within the existing environment;

simple to use and easy to learn;

cost-effective.

The Library would need to work closely with Computer Services and other Departments, and with a consultant, to ensure that the appropriate system is selected and installed.

Recommendation: that a study be done in conjunction with Computer Services and an information management consultant to assess the variety of Library automated systems with a goal to implement an integrated system.

Minimum ASZ for Learning Resources Facilities							
FTE Students	Staff	Users	Media Production	Viewing Storage & Other	Space	Total	Users
100	2,000	1,000	2,000	4,500	13,700	17,200	10
200	4,000	2,000	4,000	9,000	27,400	34,400	20
300	6,000	3,000	6,000	13,500	41,000	51,500	30
400	8,000	4,000	8,000	18,000	54,600	68,600	40
500	10,000	5,000	10,000	22,500	68,200	86,200	50
600	12,000	6,000	12,000	27,000	81,800	103,800	60
700	14,000	7,000	14,000	31,500	95,400	121,400	70
800	16,000	8,000	16,000	36,000	109,000	139,000	80
900	18,000	9,000	18,000	40,500	122,600	156,600	90
1,000	20,000	10,000	20,000	45,000	136,200	174,200	100

Excellent ASZ for Learning Resources Facilities							
FTE Students	Staff	Users	Media Production	Viewing Storage & Other	Space	Total	Users
100	2,000	1,000	4,100	9,000	15,100	21,200	10
200	4,000	2,000	8,200	18,000	30,200	42,400	20
300	6,000	3,000	12,300	27,000	45,300	63,600	30
400	8,000	4,000	16,400	36,000	60,400	84,800	40
500	10,000	5,000	20,500	45,000	75,500	106,000	50
600	12,000	6,000	24,600	54,000	90,600	127,200	60
700	14,000	7,000	28,700	63,000	105,700	148,400	70
800	16,000	8,000	32,800	72,000	120,800	169,600	80
900	18,000	9,000	36,900	81,000	135,900	190,800	90
1,000	20,000	10,000	41,000	90,000	151,000	212,000	100

1. Based on the minimum ASZ for Learning Resources Facilities, the following table shows the space requirements for a range of facilities. The space requirements are based on current standards and are not intended to be used as a guide for future planning.

The Canadian Standards for two-year colleges and the American Standards for four-year colleges recommend one seat for every five students. With 25 to 35 sq. ft. allocated per study station, the Standards recommend 10 sq. ft. per volume for the first 150,000 volumes. Staff space for office, work areas, etc. is set at one-eighth the sum of the space needed for books and users.

FACILITIES

Standards.

CPSLD Standards (1991) for BC Colleges and Institutes endorse those of the American Association of College and Research Libraries (1990).

TABLE F
ASSIGNABLE SQUARE FEET (ASF) FOR LEARNING RESOURCES
(Excluding Corridors, Stairs, Rest Rooms, etc.)*

Minimum ASF for Learning Resources Facilities

FTE Students	Stock	Staff	User	Media Production	Viewing Storage & Other	Total Space	User Stations
To 200	2,000	890	1,925	3,800	4,561	13,176	70
200-1,000	3,000	1,380	4,125	5,000	7,625	21,130	150
1,000-3,000	4,000	1,800	9,625	8,000	15,285	38,710	350
3,000-5,000	6,000	2,500	14,575	9,500	22,065	54,640	530
5,000-9,000	9,500	3,900	26,474	12,500	35,625	87,500	720
9,000-12,000	10,200	5,300	33,500	13,250	44,445	106,695	960
12,000-15,000	14,000	6,980	43,259	14,000	53,265	131,504	1,200
15,000-19,000	17,000	8,940	51,225	15,000	65,025	157,190	1,520

Excellent ASF for Learning resources Facilities

FTE Students	Stock	Staff	User	Media Production	Viewing Storage & Other	Total Space	User Stations
To 200	3,000	1,380	2,340	4,100	5,020	15,920	85
200-1,000	4,500	2,080	4,800	5,500	8,390	25,270	175
1,000-3,000	6,000	2,920	11,000	8,800	16,820	45,540	400
3,000-5,000	8,500	3,760	16,775	10,450	24,270	63,755	610
5,000-9,000	12,000	6,000	22,825	13,750	39,180	93,765	830
9,000-12,000	17,000	8,100	30,250	14,575	48,890	118,815	1,100
12,000-15,000	24,000	10,200	48,950	15,400	58,500	157,140	1,780
15,000-19,000	29,000	13,280	59,125	16,500	71,530	189,435	2,150

* Based initially on legal formulas for California community colleges; these formulas are based on current enrollment statistics. Since enrollments fluctuate and buildings are planned for long-term usage, these tables were adapted for a range, modified by the provisions in other portions of these standards

The Canadian Standards for two-year colleges and the American Standards for four-year colleges recommend one seat for every five students, with 25 to 35 sq.ft. allocated per study station. The Standards recommend .10 sq.ft. per volume for the first 150,000 volumes. Staff space for office, work areas, etc. is set at one-eighth the sum of the space needed for books and users.

Discussion.

Student seats. Using the guidelines of providing seats for 20% of the student enrolment, the Library should have space for 650 students based on the 1990-1991 enrolment of 3,280 FTE's. The Library building has only room for 186 seats. New space added in the recent expansion included:

- three group study rooms,
- an A-V viewing room for individual and group use,
- an orientation room, equipped with datalines, overhead projector, magnabyte, and PC for teaching classes.

Stacks. At the end of the 1990-1991 academic year, there were 70,600 volumes in Cariboo's collection. Using the recommended standards of .10 sq.ft.per volume, 7,000 sq.ft. would be required for book stacks. The upper floor of the Library has 5,730 sq.ft. for book stacks.

The lower floor contains 7,415 sq.ft. of stack space, used for journals, videos, government documents, microfilm, reference books, indexes, and reserves.

Staff work areas. BC College Standards suggest 2,500 - 3,760 sq.ft. (minimum to excellent) for institutions with 3,000 - 5,000 students. Canadian and American Standards recommend one-eighth the sum of the space needed for books and users. Calculated on potentially 650 seats and 100,000 volumes, space for staff would equal 3,300 sq.ft. Cariboo now has 4,300 sq.ft. used for staff work areas. Almost 1,000 sq.ft. of this is in the public area adjacent to study carrells and student tables.

Needs.

The renovation and expansion to the Library, though a welcome addition, will soon be at capacity for students, collections and staff.

Student seats. Given continued growth in enrolment, and using minimum standards, the Library requires over 300 additional student study spaces.

Stacks. Support to the six degrees and majors programs requires the book and journal collections to increase significantly. The Library hopes to add in excess of 10,000 volumes annually in order to build a retrospective and current collection. This means 1,000 sq.ft. of new materials must be shelved and accessible each year.

The journal collection will increase in 1992 to 1,000 titles. Shelving must be added to house the 350 new journals.

The Library total area amounts to 33,130 sq.ft. Minimum Standards endorsed by BC Colleges require a total space of 54,640 sq.ft. for an enrolment of 3,000 - 5,000 students.

Staff space. The 1,000 sq.ft. on the lower floor, used now as a staff area will be needed for additional study carrells and journal shelving. These staff must be moved to other existing areas.

Recommendation: that Library space needs be addressed as part of the College's campus development plan.

STAFF

In the end, it is the staff who order and organize collections, provide services to patrons, teach the use of Library sources and tools and implement the new technologies. Sufficient qualified and motivated staff is the best asset of any organization.

At Cariboo, a strong dedicated team is forming in the Library, committed to service to users and welcoming the challenges of degree-granting status.

However, even prior to becoming a University-College Library, the Library was under-staffed and the shortage is reaching critical proportions in all areas for clericals and professional Librarians. As a result, services are suffering with the growing numbers of users and requests for assistance, information and materials. Refer again to the activity levels for user services on page 4. Chart 2 compares pre-Access staff levels with current numbers.

CHART 2

Library Staff

1988 - 1989	1991 - 1992
1 Administrator	1 Administrator
1 Librarian	2 Librarians
2 Library Technicians	5 Library Technicians
5.5 Clericals	9.5 Clericals
<hr/> Total 9.5	<hr/> Total 17.5

Four-year, degree institution standards.

The American Library Association (ALA's) Standards to the calculated cumulatively, are:

For each 500 FTE students, or fraction thereof,
up to 10,000 1 Librarian

For each 1,000 FTE students, or fraction thereof,
above 10,000 1 Librarian

For each 100,000 volumes in the collection, of
fraction thereof, 1 Librarian

For each 5,000 volumes added per year. 1 Librarian

In 1990-91 there were 1,575 FTE academic students at Cariboo. The Library had 70,000 volumes, 6,000 of which were added that year. Based on the ALA standards, a Library of this size should have five librarians.

Two Year College Standards.

The Canadian College Standards (1991) and BC's CPSLD Standards (1991) support those of the American Library Association (1990) for staffing levels.

TABLE A *
STAFFING REQUIREMENTS FOR SERVICES
(EXCLUDING THOSE IN APPENDIX C**) ***

FTE Students	Administrators	Professionals		Technicians		Other Staff		Total Staff	
	Min. and Excel	Min.	Excel	Min	Excel	Min.	Excel	Min.	Excel
Under 200	1		2	1	2	1	2	3	7
200-1,000	1	2	4	2	4	2	3	7	12
1,000-3,000	1	3	5	3	6	3	6	10	18
3,000-5,000	1	5	7	5	8	4	8	15	24
5,000-7,000	1	7	9	7	12	6	11	21	33
7,000-9,000	1	8	11	9	17	7	14	25	43
9,000-11,000	1	10	15	11	20	9	17	31	53
11,000-13,000	2	14	21	13	24	11	20	40	67
13,000-15,000	2	16	24	16	28	13	24	47	78
15,000-17,000	2	18	27	19	32	16	28	55	89
17,000-19,000	2	20	30	21	36	18	32	61	100

* Does not include student assistants

** Most will require 3-8 additional positions

*** Additional staff will be needed if enrollment is 50% greater than FTE

**** Secretaries, clerks, lab aides, etc.

In 1990-1991 there were a total of 3270 FTE students at Cariboo, which would require 15 to 24 staff according to the Two Year College Standards.

As yet, there are no standards specific to the comprehensive University-Colleges that have been established in British Columbia. With the Access initiatives, the range and depth of programs have increased along with enrolments. These new demands for resources and services require that library collections be developed to provide timely access to information sources by faculty and students.

In order to support the six degrees and other programs with satisfactory collections and services, the following additional staff are required.

Circulation Clerk.

There is only one full-time Circulation clerk, with part-time staff to cover evening, weekends, and some peak day-time hours. Two full-time Public Services Clerks each work 10 hrs. per week at the Circulation desk. The Circulation desk needs two staff there during the day to handle the increased circulation of all materials.

Interlibrary Loan Clerk.

In 1988-89 the Library recorded 950 interlibrary loan (ILL) requests. Last year, ILL requests totaled 2,400. One Clerk handles ILL transactions: sending email messages requesting items; receiving books and articles from other libraries; posting daily lists; sending loans to faculty; re-packaging material for return. As well, this Clerk deals with requests from the Williams Lake Library, searching stacks for needed items and sending them to Williams Lake. This Clerk works regular hours at the Circulation desk.

The demand for materials outside Cariboo's collection will continue to grow, as is the case at other colleges and universities. There is no restriction or limit or charge to faculty and students for interlibrary loans. The \$8.50 (or more) fee per item charged by the lenders is paid by the Library budget. Malaspina and Fraser Valley University-Colleges limit the number of requests students can make. Okanagan University-College allows only third and fourth year students to place interlibrary loan requests.

A considerable amount of interlibrary loans is done for faculty research and their work on advanced degrees. This will continue to be an issue as they are required to do scholarly research.

Journals Clerk.

To support six degrees, the journals budget has increased over the past three years, growing from 500 titles to 650 now. This year the Library doubled the journals budget and will add 350 new titles, for a total of 1,000 subscriptions.

Currently, one Clerk checks in journals, routes and claims issues, and prepares for binding. She also processes the reserve books and articles that faculty need on short-term loan every semester. This Clerk works regularly at the Circulation desk.

Bibliographic Instruction Librarian.

The impact of degrees has affected the quantity of library activities and the quality. Reference assistance and instruction to students is more complex and sophisticated. The research needs often require the skills and training of librarians, especially for upper-level students and faculty requests. There is but one Public Services Librarian who also supervises staff and coordinates the Reference and Circulation desks.

In the Library's new training room, in-depth, specialized and general orientation classes are offered to students and faculty. These sessions are properly the role of the librarian, especially in light of the recent downgrading of the Library Technician position. It is more difficult now to consider the technicians as para-professionals, capable of some bibliographic instruction.

A Librarian has training in user education and a Bibliographic Instruction Librarian would develop and deliver programs throughout the region, prepare search-strategy guides for students, and conduct sessions on CD ROM and other databases.

Access Librarian.

Interlibrary loans are searched and verified now by one Library Technician who also works regular hours at the Reference desk, including an evening shift. Routine requests to Lower Mainland institutions are reasonable expectations of the Library Technician position, but more elaborate or obscure studies and reports should be searched by a librarian.

The Library would like to purchase the aviso software to manage, control and process interlibrary loans. It would provide statistics on user requests, frequency of titles borrowed, sources used, response time and other factors affecting interlibrary loan service. There has been reluctance to do this without a librarian to implement, and train others on the system.

An Access Librarian could conduct on-line database searches, which automatically generate requests for interlibrary loans.

An Access Librarian could coordinate the Library's regional services. Many of the College's distance students have no core collections in their community and rely on the Kamloops campus Library for support and materials. These requests are not adequately met now because they compete with Kamloops needs for service.

Collections Librarian.

The Technical Services Librarian is presently responsible for acquisitions and cataloguing and supervising Technical Services staff. There is simply too much activity in ordering and cataloguing for him to serve as a Collections Librarian as well.

The Library has a variety of resources, books, journals, CD ROM databases, reference tools, audio visual, government documents, pamphlets, on-line databases subscriptions and micro forms. There needs to be evaluation and coordination to ensure an orderly growth in all areas and formats, to meet the needs of the curriculum of all programs.

The degrees need special attention for collection development for upper level courses. It will be especially critical to acquire adequate and in-depth resources to support the introduction of major programs. A Collections Librarian would be available to liaise with Department faculty.

A healthy collection is one that is regularly inventoried and weeded and both tasks are long overdue. A Collections Librarian would maintain a regular program of assessment.

The Library frequently is the recipient of donations of books and journals by faculty and those of other institutions. These gifts need to be evaluated for their relevance to the collection. A Collections Librarian could assess donations and actively pursue materials no longer needed by other institutions, the Universities and the National Library, in order to obtain out-of-print material.

Systems Librarian.

It is increasingly obvious and at times overwhelming, that the Library has a proliferation of automated systems that are not necessarily acting or developing in tandem. Work must be done to bring these technologies into a coherent relationship with each other. Public and Technical Services constantly overlap and a Systems Librarian can serve all staff and users and bring a unifying perspective to procedures and services. It is interesting to note that UNBC has already advertised for both a Systems and a Collections Librarian.

Processing Clerk, and a Cataloguing Clerk.

If the Library is to reach appropriate size collections to serve the needs of degree programs, it must acquire more books and more quickly than now, and make them available without delay to students and faculty.

This year, projections indicate 12,000 titles will be ordered. At best, technical services staff can only catalogue 8,000 volumes now. The three library technicians also work in Public Services at the Reference desk and have scheduled evening and weekend shifts.

Training.

In the educational setting of Cariboo, the Library is a learning department, one that provides opportunities for staff training and development.

Technology is changing at such a rapid pace that staff need to deliberately prepare for the changes, not just react to them. This is not without difficulties. Staff training is hard to plan for in a customer-service department that has no down-time, and high expectations from patrons for increased and uninterrupted access. Most training opportunities are offered at the Lower Mainland, and frequently training and development do not happen because of limited travel budgets.

Performance, productivity, job satisfaction and customer service depend on a qualified and competent staff - clerks, technicians, secretaries and librarians. This means a commitment of time and dollars for relevant and regular enrichment and enhancement of skills, strategies and content.

Recommendation: that the following staff be added to the Library over the next three years, in order to match the growth of Cariboo's programs and enrolments:

1992-1993	Circulation Clerk Processing Clerk Collections Librarian
1993-1994	Interlibrary Loan Clerk Cataloguing Clerk Bibliographic Instruction Librarian Systems Librarian
1994-1995	Journals Clerk Access Librarian

Conclusion

The Library is in the midst of change brought on by the transition to a degree-granting institution and the accelerated pace in growth and technologies.

Increases in student numbers and the variety of course offerings bring a need for more resources and services to support teaching and learning. The Library's ability to respond to these objectives requires sufficient collections, space and staff.

This report has reviewed Library activities and services since the Access program began, highlighting strengths and indicating areas of deficiencies. The Library's commitment is to provide resources and services to the College community. The responsibility of staff is to build collections and offer services that ensure timely access to sources of relevant information.

Continued growth, the introduction of degree programs, regional expansion and innovations in technology have altered the context and environment of the Library. The challenge is to configure the components and systems in ways that promote and achieve effectiveness.