

2020-2021 OKANAGAN LIBRARY REPORT TO SENATE

Heather Berringer
Chief Librarian and Associate Provost, Learning Services
The University of British Columbia, Okanagan Campus
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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.

Aligned with campus and institutional strategic priorities, the Library continued to make significant contributions to the Okanagan Campus in 2020/21 in each of its areas of focus: **Teaching and Learning, Discovery and Research, Campus and Community, and Spaces and Collections** in spite of the challenges presented by COVID-19.

Teaching and Learning

The Okanagan Library is integrated in transformative teaching and learning efforts, providing essential services, spaces, and resources for student success. In 2020/21, the Library pivoted to move reference and student learning support services online, developed new, asynchronous online learning materials, and significantly ramped up its academic integrity programming for students.

Providing outstanding library reference services

Typically, the Okanagan Library has three primary physical service points: the campus Library's single service desk, the Special Collections service desk located in The Commons, and the Innovation Library, located in downtown Kelowna at Okanagan Regional Library's Kelowna branch on Ellis Street. Although the COVID-19 pandemic reduced in-person services in these locations, the Library offered a suite of online reference services and assistance. Staff resources were redeployed to respond to email inquiries and answer questions via Ask Away, the Library's virtual chat platform. Professional librarians offered in-depth research consultations to students and faculty via video (e.g., Zoom). Additionally, the Library contributed to several campus-wide and library-led virtual programs to support the campus transition to online learning.

Information literacy initiatives

During the period covered by this report, librarians taught 250 instructional sessions. With the move to remote learning, the majority of sessions were taught online (183 sessions taught online, and 66 in person). 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.

The Learning & Curriculum Support Librarian's major priority over the last two years has been developing a series of asynchronous information literacy foundational skills modules which have now been turned into a self-enroll course. This course currently has over 400

students enrolled, as well as additional students who have been using the individual modules supplied through Canvas Commons or directly by instructors. Additional instructional support initiatives during this time period included development of support materials for using Canvas, Collaborate Ultra, and Kaltura, Teaching and Learning monthly check-ins, and discussion groups on Inclusive Teaching and Indigenous Information Literacy.

Other highlights from 2020/21 include ongoing community of practice meetings with colleagues at Okanagan College, collaboration with the Teaching and Learning Team at UBC Vancouver Library, and significant revisions to the Library's instructional web page focusing on asynchronous and synchronous online course supports, diversifying reading lists, and integrated approaches to library instruction.

Student Learning Hub

In September 2019, the new Student Learning Hub (SLH), a partnership between Student Services and the UBC Okanagan Library, was unveiled, offering a centralized space for students to access academic support. Over the subsequent 6 months, writing and language consultants, math and science tutors, and other peer support staff worked alongside one another, exploring the new opportunities offered by this space, including writable walls, a variety of study/consultation spaces, and a larger conference room for Supplemental Learning sessions, staff meetings, and workshops.

March 2020 unexpectedly necessitated another change of venue as all services abruptly transitioned, for the first time, to a completely virtual environment. Staff said goodbye to the space with which they had only recently become acquainted, but remained excited and dedicated to continuing their important work of supporting students in achieving academic success. The SLH supported students around the world, adjusting to meet students wherever and whenever they needed help; extended service hours allowed students in all time zones to access support without losing sleep.

In September 2021, staff eagerly returned to (a slightly dusty) LIB237, still a new space for most despite being two years past its official opening. With students still learning remotely, the SLH developed hybrid appointment options to meet the needs of the new flexible learning environment.

Writing and Language Learning Supports

Despite the challenges of the pandemic, the SLH's undergraduate writing and language learning portfolio conducted 934 tutoring hours during the 2020/21 academic year, which was 83% of the previous year's hours; we expect that numbers will return to previous levels as in-person instruction resumes.

In response to student feedback, and to provide buffer time for technical difficulties, all appointments for the 2020/21 academic year were 60 minutes in length. The retirement of 30-minute appointments was a great success: technical issues had low impact, tutors'

time management improved, and students no longer reported a need for more time in sessions.

Of the 919 online appointments, 647 appointments were synchronous, and 272 were asynchronous. To meet the diverse needs of students learning remotely, the asynchronous eFeedback option provided students with written advice letters on strengths and areas for improvement of their writing. eFeedback provided writing support for 94 students across a range of time zones; 52% of these students used eFeedback two or more times, and 52.5% of eFeedback users identified as international students.

In the 2020/21 academic year, there were 161 tutoring hours for French and Spanish support, a 9% increase over the previous year. French and Spanish consultations accounted for over 17% of total tutoring hours in 2020/21.

Academic Integrity Matters (AIM) Program

In the 2020/21 academic year, referrals to Academic Integrity Matters (AIM) increased by 335% (+108 referrals) compared to the previous year. In this year, AIM received 154 referrals, with 135 of these students successfully completing the program. The shift to online learning brought novel challenges for both students and the AIM Program, as AIM began receiving referrals for cheating, unauthorized collaboration, and misconduct in exams, expanding its original focus of supporting students in learning practices of citation and avoiding plagiarism. 87 students were referred for support avoiding plagiarism, while 67 were referred for support with avoiding cheating, collusion, or other forms of academic misconduct.

AIM saw a substantial increase in referrals from Associate Deans, receiving 74 referrals (+72 from previous year), while 78 referrals (+34 from previous year) were from individual faculty members. AIM also partnered with the Provost's Office's Senior Manager, Academic Integrity and Initiatives, and term Project Manager, Academic Integrity and Initiatives to address the need for increased academic integrity support and resources at UBCO. At present, AIM is working with FCCS on a new Canvas module that addresses the issue of academic integrity and the visual arts.

Academic Integrity Poster Competition

In collaboration with the Academic Integrity Advisory Group and the Academic Integrity (AI) portfolio in the Provost's Office, the Student Learning Hub launched an Academic Integrity poster competition in December 2020, encouraging students to create a digital poster to help educate peers about AI. In addition to a cash prize, UBC Okanagan student winners had their work featured in a cross-campus campaign to bring awareness to the importance of academic integrity.

Support for students with language backgrounds other than English

English Language Development (ELD) support, which offers free English language acquisition supports for students, totaled 60 hours for the 2020/21 academic year, accounting for 6.5% of all tutoring hours for Writing & Language support – more than

doubling since the program's first year. 18 English learners received ELD support, and 8 of them had 6 or more appointments over the course of the academic year.

Staff Training and College Reading and Language Association (CRLA) Certification

In 2020/21, most of the new writing consultants completed all three levels of the CRLA International Tutor Training program (which we have been certified to offer):

- 18 completed Level 1: 10 training hours + 25 tutoring hours
- 11 completed Level 2: 10 more training hours + 25 more tutoring hours
- 5 completed Level 3: 10 more training hours + 25 more tutoring hours

For the first time, we offered this certification to staff other than writing and language consultants. We awarded CRLA ITTPC Level 1 certificates to 9 Subject Tutors and 1 Online Learning Coach.

The move to remote tutoring gave the SLH the opportunity to create a staff training course on UBC's learning platform, Canvas, which allowed tutors to complete a portion of their training asynchronously. In total, 60 student staff (including subject tutors and Online Learning Coaches) completed more than 740 training hours in 26 modules. Integration of Badgr, a microcredentialing tool, meant that staff could attain up to 24 digital badges as proof of their training – 475 badges were issued in one academic year!

In the winter terms of 2021/22, writing and language consultant staff meeting topics have had an increased focus on education regarding justice, inclusion, accessibility, and anti-oppression. In October 2021, tutors participated in two workshops led by Johannah Black of the SVPRO, on responding to disclosures of sexual or gender-based violence, harassment, or harm, and on establishing and upholding healthy boundaries in interpersonal relationships.

Summer session support

Writing and language support was offered during the 2021 Summer sessions to respond to both student and instructor feedback on need for support throughout the academic year. Writing, French and Spanish, and AIM appointments proved important services for students enrolled in summer courses. Summer support was last offered in 2017, seeing relatively low uptake (57.5 tutoring hours for writing support) at the time. In contrast, during the 2021 Summer sessions, consultants conducted 148 tutoring hours total. Spanish and French language support, which included a weekly group session for first year Spanish courses, totaled 44 tutoring hours. Writing support saw 72 tutoring hours, while AIM appointments accounted for 32 tutoring hours. The success of summer support in 2021 suggests a positive outlook for continued summer services in 2022.

New appointment booking platform

In September 2021, the Student Learning Hub retired its longstanding booking platform WOnline and transitioned to a new platform, QReserve, which addressed a need for improved privacy and data storage compliance, allowed for integration with CWL login, and offered increased flexibility and customization of the booking site. The prompt and excellent support from QReserve staff has allowed for quick implementation of this new platform and for site customization to meet the unique needs of the SLH's use case.

Support for external units during online transition

During the online transition, the Student Learning Hub supported external units across campus by providing access to training, implementation, and ongoing support for using WCOOnline, the appointment booking platform used by writing and language services for over 10 years. Career Services, including both professional and peer staff, as well as Peer Mentors (part of the Student Experience Office at the time), were welcomed onto the WCOOnline platform, providing a solution to an apparent gap in campus online scheduling programs. In September 2021, the Student Learning Hub also supported a new venture: embedded Graduate Teaching Assistants in the Faculty of Creative and Critical Studies for first year English courses. The SLH supported this program by providing access to training, implementation, and ongoing support with the new scheduling program QReserve.

Open Education

UBC Library's open education services seek to support the UBC community in finding, adapting, and creating high-quality open educational resources (OERs), as well as planning and implementing innovative open education projects and open practices.

Both UBC Vancouver and Okanagan libraries play an active role in progressing open education initiatives and practices across campuses. For the March 2020-March 2021 reporting period, UBC Library (collectively) engaged in consulting on 160+ open education projects, developing highly-used resources, communication tools, and toolkits for OER development, such as the Open Textbook Publishing Guide. UBC Library also organized open education and open scholarship events attended by 650+ faculty, staff, and students. UBCO Library collaborated with the UBCSUO and UBCO Open Education Working Group on the first OER Champions campaign, honouring seven faculty members who have made significant contributions to open education at UBC Okanagan.

Under the Library's leadership, the UBC Okanagan Open Education Working Group (UBCO OEWG) was formalized in 2020 with cross-campus representation including students, librarians, bookstore representatives, administrators, and the Centre for Teaching and Learning. The UBCO OEWG successfully received one of BCcampus' 2020 Open Education Foundation Grants for Institutions to pilot an OER grant program. Supported by additional funds from the Provost's Office, the Library implemented and coordinated the 2020/21 OER Grant program, awarding \$41,525 across 9 projects that sought to create or adapt OERs for implementation in UBCO courses by January 2022. The projected number of students that will be impacted by these grants is approximately 2,400 and the projected cost savings for students approximately \$190,000. Following the successful pilot program, the OER Grant program was merged into the ALT-2040 Fund as a distinct stream in Fall 2021, demonstrating the campus' ongoing commitment to this important area of practice.

In 2020-21, the Community Engagement and Open Education Librarian successfully completed the SPARC Open Education Leadership Program. For her capstone project, she developed a strategy and service model for supporting and sustaining open education

across UBC Library. This project focused on how the libraries at both the Okanagan and Vancouver campuses can work together to leverage resources and expertise, and build out new services through collaboration.

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 post-doctoral fellows, to researchers completing Tri-Agency grant applications – attending relevant workshops and requesting assistance with the creation of research data management plans. In 2020/21, we have focused on streamlining services to researchers through the Centre for Scholarly Communication's unique support model, partnering with the College of Graduate Studies to develop non-credit credentials for graduate students, and furthering contributions to Open Science efforts.

Centre for Scholarly Communication

Through a partnership with Advanced Research Computing (ARC), the Office of Research Services (ORS), and the UBC Okanagan Library, the Centre for Scholarly Communication (CSC) functions as an information hub for research support services at UBC Okanagan. Our goal is to connect researchers with support and tools at every stage of the research life cycle. To facilitate this aim, our new website (csc.ok.ubc.ca), which launched in Fall 2021, features an online catalogue of the various tools and services available to researchers at UBC Okanagan from all CSC partners. This regularly updated catalogue can be browsed either through an A-Z listing or by category. An online ticketing system using JIRA software was also launched to seamlessly move requests for information or services from our users to our partners.

From 2020 to 2021, the CSC saw an increase in efficiency related to our workshops. The number of workshops hosted decreased by 34% (from 62 to 41), while the number of participants increased by 32% (322 to 426). In addition, the CSC launched the Online Writing Community initiative designed to combat online isolation and build community at UBCO among faculty, post-doctoral fellows, graduate and undergraduate students. Over the course of the past two years, participants have noted these sessions afford them great benefits with regard to creating positive writing habits through regular participation.

In May 2020, the CSC transitioned its very popular Writing Retreats to an online format, supporting both graduate and post-doctoral writers in maintaining their motivation to write via Zoom and through asynchronous learning materials, such as videos and text-based engagement opportunities. In 2021, sessions remained online and additional materials were developed to provide participants with options for engagement.

In response to the popularity of asynchronous Writing Retreat materials and the need to support researchers in different time zones, the CSC developed a self-enroll CSC Online

Learning Resources Canvas course (<https://canvas.ubc.ca/enroll/C3XYY>), which houses resources for preparing and writing theses and dissertations, research articles, academic CVs and cover letters. Registrants can also find materials related to SPSS and Qualtrics, time and project management, drafting, revising, and editing their writing. The course has continued to grow in popularity, with 170 registrants as of December 2021; registrants typically return to the course multiple times to view additional modules.

The CSC supports instructors by facilitating in-class workshops and attends new graduate and post-doctoral fellow orientation events. During the 2020/21 academic year, we saw a 62% increase in the number of attendees for our in-class presentations. The previous year we saw 277 participants in 15 classes, whereas this year the number of participants increased to 448 in 16 classes.

Our one-on-one writing consultations saw an increase of 30% from 490 writing consultations in 2019/20 to 636 writing consultations in 2020/21. This increase in consultations was a direct result of increased available Graduate Writing Assistant positions (three positions, up from two in the previous year).

Enhanced Partnership with College of Graduate Studies

Developed in Summer 2021, and approved by the UBC Okanagan Senate in October 2021, the College of Graduate Studies (CoGS) and the Centre for Scholarly Communication have partnered to develop a non-credit credentialing program in Scholarly Research, Writing, and Publishing. This program consists of 6 workshops over 4 themes: Scholarly Research, Research Data, Writing, and Publishing. These workshops focus on building awareness of effective scholarly research, writing and publishing practices. As of December 2021, 64 students have already enrolled and begun their journey toward earning the credential.

We have also partnered with CoGS to increase awareness among graduate students on best practices in research transparency, reproducibility, and data deposit. To this end, we now have language covering these as part of the thesis deposit overview (<https://gradstudies.ok.ubc.ca/theses-supplementary-deposit/>). This is unique in the Canadian post-secondary landscape. This content will be available as part of the UBC 501 graduate student orientation course, with anticipated inclusion in Fall 2022.

New Training Opportunities

The CSC now supports new digital tools, including SPSS, R, Excel, and LaTeX either through consultation or workshops. We have also participated, with Okanagan and Vancouver partners, in the delivery of several Research Data Management (RDM) training opportunities, including the Fall RDM Series (launched in 2020 and run again in 2021, with 592 workshop attendees), RDM for Graduate Engineering Research Assistants, and creating an RDM Lab Handbook for graduate level training. The CSC participated in a 2021 university-wide Digital Research Infrastructure survey alongside ARC, examining researcher need and awareness of training and support; with over 400 respondents, we anticipate results and recommendations to be communicated in mid-2022.

Fostering Open Science

With a successful Curricular and Teaching Innovation Grant from IK Barber Faculty of Science, and a UBC Okanagan Open Educational Resources Grant, the Fostering Open Science Initiative has made significant inroads since early 2020 to pilot integration of Open Science (OS) principles and practices into UBCO Biology undergraduate instruction – integrations that are embedded, connected, and reinforced throughout the undergraduate curriculum. Core instructional materials, tailored to 1st and 2nd year students, have been deployed for BIOL 116, 125, and 202 (W1 and W2 2021), with key skillsets in methods and computational transparency and reproducibility being scaffolded across the three consecutive terms in which these courses are offered. Materials (licensed CC-BY-NC) published to date are viewable at <https://ubco-biology.github.io/>. Upcoming activities include piloting the extension of these approaches to upper-year lab assignments modularized to mimic a “registered reports” publishing workflow.

Current and former undergraduate Biology students are employed to help identify opportunities for OS integrations and connections among courses, and to work with instructors to bring existing materials in line with OS best practices. The procedures and OERs arising from this pilot project are designed to be readily transferrable to other disciplines and undergraduate programs, and efforts to this end are already underway. The long-term (5 year) goal is to offer UBCO Biology students the option to obtain a Certificate in Open Science to complement their main biology degree. If realized, it will include the option of completing a 6-credit capstone or honours research project that fully implements OS best practices.

Unique in Canada and possibly North America, this program aims to create graduate students who, as future researchers, policy-makers, or engaged citizens, are knowledgeable about “reproducibility crisis” and its causes, can make informed decisions, and are well-equipped to enter workplaces where best practices in OS are increasingly the standard.

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 (sometimes virtual) walls.

In 2020/21, our community partnership initiatives included our British Columbia Regional Digitized History project, a Community Scholars Program pilot, and another successful Leader in Residence event. On-campus and inter-campus projects included our Authors in Conversation initiative, a shift in the student Peer Technology Assistant program, collaboration on an Indigenous Knowledges and Open Education Symposium, expansion of the records management program collaboration with the UBC Records Management Office, and coordination of a campus food drive.

Authors in Conversation: T'áncháy Redvers and Joshua Whitehead

In January 2021, the UBC Okanagan Library, with support from the UBC Students' Union Okanagan and Equity and Inclusion Office, was pleased to present a unique online author event celebrating the diversity of literature created by and for Two-Spirit and Indigiqueer people. This event featured writers and creators T'áncháy Redvers and Joshua Whitehead in conversation. Speakers presented some of their work and offered attendees to ask questions. Important themes such as decolonizing Queer literature, exploring intersecting identities, Indigenous Futurism, and Indigenous ways of knowing and learning were explored. An intimate after-event with T'áncháy Redvers and Joshua Whitehead was available for self-identifying Two-Spirit, Indigenous Queer, and Indigenous students.

British Columbia Regional Digitized History (BCRDH)

Many community museums and archives struggle to collect, preserve and provide access to their holdings due to inadequate resourcing. Recognizing that building access to the traces of our shared history at the regional level generates value and is of urgent concern, UBC Okanagan Library initiated a collaborative solution in 2017, under the name Digitized Okanagan History (DOH). The project, made possible by generous external funding, has magnified the existing professional and technical expertise of the University to provide digitization services to numerous organizations and has culminated in the development of a single online access platform through which these digitized resources can be searched, discovered, and shared.

Participation in the original DOH catchment area quickly outstripped initial estimates; consequently, and based on interest from organizations in the neighbouring Kootenay Columbia region, a second regional collection of repositories was created giving rise to the rebranded British Columbia Regional Digitized History (BCRDH) project in early 2020. Plans are now underway to add partners from a new Thompson Nicola region in 2022. Currently, 44 community partners have contributed content to the platform and it now provides online access to over 40,000 photographs, 22,000 issues of community newspapers, hundreds of oral histories, as well as many other formats of archival materials and publications. The site receives approximately 10,000 visits per week, and traffic is steadily growing.

Project partners have recognized the strategic importance of moving copies of select portions of their content online. The need for this enhanced access became even more evident during the COVID-19 pandemic that closed or significantly restricted access to repositories and their holdings. Also, fires and floods in 2021 threatened or, in some cases, devastated communities resulting in the loss of all records documenting community history. This, too, demonstrated the importance of moving local historical resources to the online environment.

While of significant benefit to our partners, BCRDH's integrated online platform has also proved valuable in other related areas. For example, the investment made in BCRDH has led to technological infrastructure and procedural standards which have made possible

the development of a set of archival collections supporting UBCO's Bachelor of Nsyilxcn Language Fluency (BNLF) degree program. These collections are access-restricted to the public according to Indigenous knowledge protocols, but enrich the learning experiences of BNLF students starting with its first cohort (2021) and extending into the future.

BCRDH has tackled the challenges of digitization on a regional basis across many different repositories and historical organizations to grow the collective capacity of the heritage community to preserve and provide access to unique, local history resources in support of research and promoting more accessible access to the past.

Community Scholars Program

In 2020, UBC Okanagan Library became involved in the UBC Library pilot year for the Community Scholars Program (CSP). UBC Library, through the Irving K. Barber Learning Centre, joins Simon Fraser University Library, Vancouver Island University, the University of Northern British Columbia and Thompson Rivers University as a Community Scholars Program partner to share involvement in the program with their non-profit networks. The CSP provides BC non-profits and charitable organizations with free access to academic journals and research related to their fields. Many of the 170,000 non-profits and charitable organizations in Canada are doing critical work on social issues, but most have little or no access to academic journals or research unless they are affiliated with a university. CSP provides BC organizations with access to more than 20,000 academic titles at no cost. In addition, the program provides research support, consultations with libraries, communities of practice through workshops and journal clubs. During UBC's pilot year sponsorship there will be limited placements available for qualifying organizations that are referred to the program by the UBC.

Indigenous Knowledges and Open Education Symposium

Organized by the UBC Students' Union Okanagan and the UBC Okanagan Open Education Working group in partnership with Indigenous Programs and Services, the Centre for Teaching and Learning, and the UBC Okanagan Library, the inaugural Open Education and Indigenous Knowledges Symposium provided an opportunity to learn about and discuss the intersections between open education and Indigenous knowledges and ways of knowing. Many conversations around open education focus on a Eurocentric framework of copyright and intellectual property rights that are sometimes in tension with Indigenous knowledge systems. The goal of the Open Education and Indigenous Knowledges Symposium was to centre Indigenous ways of knowing, culture, experiences, and worldviews within open education advocacy work.

Leader in Residence

The Library's Leader in Residence (LIR) event was postponed in 2020 due to COVID-19. In June 2021, the Library relaunched the event online with the theme "Leading from Anywhere", and a keynote presentation titled, "Respecting Our Knowledges: Indigenous

Data Sovereignty and Protocols in Canadian Libraries,” presented by Kayla Lar-Son. Kayla is the Program Manager Librarian for Indigitization and Indigenous Programs and Services Librarian for the Xwi7xwa Library at the University of British Columbia (UBC). Kayla is also one of the co-hosts of masinahikan iskwêwak, the Book Women Podcast. In total, 52 people registered for the event.

Peer Technology Assistance

To support the transition to online learning in the 2020/21 academic year, a Peer Technology Assistant (PTA) co-op position was established based out of the Student Learning Hub. Working closely with partners in IT Services, the PTA provided technical support and advice to students to help them navigate the online learning environment. Between September 12, 2020 and April 30, 2021, the PTA responded to 350 student technical support requests. Additionally, many more students interacted with the PTA through attending workshops, drop-in sessions, and presentations held throughout the year. Most notably, the PTA offered specific sessions called “Prep your Tech” which assisted students in learning more about technology requirements while preparing for online exams. The PTA contributed a variety of technical resources and informational guides and offered a personalized approach to troubleshooting student learning technology issues. This program shift was so successful, that the Library and IT Services will continue the new co-op student model moving forward, physically locating the PTA in the Library.

Records Management

A new term Project Records Manager hired in the Summer 2021 was the result of expanded institutional commitment to UBCO records management (RM) initiatives. Initially, this position was intended to focus on supporting Faculties and Schools in the development of unit-specific RM policies and helping them apply retention to their institutional records, but a needs assessment in December 2021 resulted in shifting over full oversight of the Okanagan Records Management program, allowing the UBC Okanagan Archivist to focus on the expanding portfolio of archives, special collections, and BC Regional Digitized History.

By December 2021, and during the six-month period wherein Digital Readiness Projects were under supervision of the Project Records Manager, one project was concluded, six projects were at various stages of completion, and 3 more units had expressed interest in commencing a project as soon as possible.

The Records Management Community of Practice (RMCoP) was reanimated following a hiatus initiated by the COVID-19 pandemic. The goal of this community is to provide a shared space for discussion and learning, open to the needs, questions, and concerns of the administrative support teams dispersed throughout UBCO. The RMCoP meets regularly, and focuses on sharing best practices, policy insight, innovations, and solutions surrounding the classification, retention, and disposition of records regardless of medium.

A combined effort to update and expand the UBC Retention and Disposition Authority was started in 2021 in conjunction with the Records Management Office in Vancouver. Limited but effective automated retention was applied to the University email system and in MS Teams. Furthermore, a greatly expanded Retention and Disposition Authority is now in the last stages of approval and will cover all the major functions and activities producing institutional records at both UBC campuses.

These, along with a continued effort to support instruction, and provide council on retention and classification of various institutional records on an ad-hoc basis, constitute the Records Management highlights at UBCO in 2021.

A more comprehensive UBC Okanagan Records Management website was developed and launched for the campus community, including a quick reference document library, and fuller descriptions of services: <https://library.ok.ubc.ca/services/records-management-services/>

Despite the pandemic, the records management program saw an increase in the overall amount of campus records being received and stored. At the end of FY19 there were 194 boxes stored; this increased to 460 boxes at the end of FY20. In order to better track these items, the adoption of UBC Vancouver inventory tracking software (RS-SQL / O'Neil) was prioritized and implemented near the end of FY20.

Taste of Home Food Drive

The UBC Students Union Okanagan and UBC Okanagan Library collaborated on a food drive to help stock the shelves of The Pantry student food bank with items to suit our diverse campus community. Donations were collected on the main floor of the Library from November 15 to December 15, 2021.

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. For obvious reasons, physical spaces took a backseat to virtual presence in 2020/21, with some of the Library's popular physical spaces – including the campus Library building, ORL@UBC, the Inclusive Technology Lab, and the downtown Innovation Library – being required to close in response to COVID-19. Other spaces, including The Commons and makerspaceUBCO, were able to maintain at least reduced hours, providing students who were, at various points during the academic year, present on campus with welcome locations to work, study, and connect.

Spaces

makerspaceUBCO

"I always feel at home even when I walk in feeling like my project is big or burdensome, I'm always put at ease and feel genuinely welcome"

- anonymous makerspaceUBCO user

Throughout COVID-19 closures and limitations, makerspaceUBCO continued to support the network of users and community in a variety of ways. Pivots began with the creation of remote access, featuring a consultation process for 3D printing that allowed student users the ability to continue rapid prototyping regardless of physical distance. makerspaceUBCO values the journey and peer connection required for quality innovation and creation; remote 1-on-1 access allowed for a continual delivery of that maker spirit as well as a tangible final product.

Channelling the space's motto of *'Innovation, Creativity, Community & Collaboration,'* makerspaceUBCO led a collaborative, interdisciplinary, and community-based project to design, prototype, build, and distribute the PPE desperately needed in Spring/Summer 2020 due to supply chain issues. Over 60 passionate makers in the community banded together to produce over 7,500 units of PPE to be allocated as needed within the Okanagan. Although the majority of the units were sent to bolster Interior Health's diminishing supply, 1,000 units were provided to UBCO (800 to the School of Nursing, 200 to lab technicians) for the continued, safe, in person work that was necessary. This project resulted in 1,200+ hours of printing in the space directly, and 3600+ hours of printing collaboratively, providing theoretical and technical hands-on experience solving real world issues for the staff and volunteers involved.

Upon soft re-opening, makerspace staff were greeted by users expressing their gratitude for being able to once again visit a place where their creativity flourished and to further the sense of community and belonging.

"Makerspace is amazing, it feels like a second home"

The space witnessed a myriad of project types, and also saw a shift toward more personal creations on available equipment (average year: 54% academic, 46% personal; 2020-2021: 27% academic, 73% personal).

Users took advantage of the quieter campus to pursue detailed and elaborate projects, choosing to steep themselves in each stage of the design thinking process and pushing their own skill sets to new levels. Notable projects during this period include a group of students taking creative writing prompts to the next level: writing short stories, formatting using Publisher, printing and finally hand binding into a custom embroidered anthology.

Prior to this, the group had experience only with writing; this experimentation truly embodied the immersive experience that makerspaceUBCO provides.

Sawchuk Family Theatre

The Sawchuk Family Theatre, located in the Commons (107), engages diverse audiences through the creative use and display of digital media. The theatre features a large video wall (16' x 9') and has been used for classroom critiques, speaker events, and digital exhibits. In 2021, the Library completed a renovation project to remove the folding doors and raise the bulkhead in order to create a more accessible space that better showcases the screen. Additional improvements to the space included introducing soft seating, adding flexible tables, and upgrading the software to make scheduling and displaying media more user friendly.

Visualization and Emerging Media Studio (VEMS)

The Visualization and Emerging Media Studio, located in the Commons (104), is a multidisciplinary space encouraging digital experimentation in immersive realities and big data visualization. The room features a 40-screen 180-degree curved video wall with spatial audio, enabling dynamic 3D experiences, virtual reality, small interactive lectures, and decision theatre setups. The installation of the technology was completed in late 2021 and there is already a waiting list of faculty members interested in using the facility.

Collections

It is likely no surprise that circulation of physical library materials was extremely low during the reporting period; from March 2020 to August 2021, the Okanagan Library building was closed to the public due to COVID-19 protocols. During this time, the Library facilitated access to the physical collection (e.g., books and media) through a contactless pick-up service. Faculty, staff, and students requested materials via the Library catalogue. Library staff retrieved the materials from the book stacks, placed them in lockers in the Commons, and notified users when their materials were ready for pickup. The Library loaned over 2,400 items in 2020 and over 3,300 in 2021 via the contactless pick-up service during this period.

While the COVID-19 pandemic significantly altered traditional access to library collections, it also inspired considerable innovation and generosity. Many publishers offered free access to online resources for many months; UBC Library took advantage of these opportunities by activating 9+ e-book platforms that provided new or enhanced access to content. We also saw an increase in requests for new journals and databases to facilitate online learning, and most of these requests were able to be accommodated. During this period, many non-English language publishers started releasing outputs as e-books, contributing to research and teaching in areas that are traditionally difficult to support through online resources, such as Japanese language studies.

Arguably, the most substantial pandemic collections support the Library was able to provide was through participation in the HathiTrust [Emergency Temporary Access Service](#), where temporary electronic access was granted to over 450,000 titles in the UBC

Library print collection, and remained accessible for 14 months before the re-opening of the Library building in Sept 2021.

Print vs. Electronic Acquisitions

In FY22, the Library spent 97.5% of its collections budget on electronic resources, including e-books, streaming film, and journals. This is an increase from an average of approximately 85%, which speaks to needs surfaced by the COVID-19 pandemic, and transition to online/hybrid learning.

Streaming Film

In FY20, UBC Okanagan maintained subscriptions to only 2 streaming film platforms. The shift to online/hybrid learning contributed to the addition of 3 additional platforms and a significant increase in the number of individual title requests. Ultimately, because of demand, the Library has maintained access to these 5 platforms, and added \$25,000 worth of individual orders. In addition, we facilitated access to temporary streaming film collections of laboratory experiments and procedures for the sciences which were used for approximately 18 months, before the transition back to largely in-person lab sections in Jan 2022.

In 2021, UBC agreed to co-facilitate an Ithaka S+R research study investigating faculty use of streaming film, DVD, and VHS in courses on both campuses. Other participating institutions are from around the world. UBCO is helping to conduct and textually analyze interviews, with a report anticipated in early 2023.

Open Access Agreements

Over the past several years, UBC Library has made efforts to transition from partial discounts to full transformative agreements, including via consortia such as the [Canadian Research Knowledge Network](#), such that researchers (including graduate students) can have the cost of open access publishing covered as part of a Library subscription to older content that remains paywalled. Both campuses actively collaborate to co-operatively fund these agreements. As examples, in FY22 UBCO funded the University of Michigan Press [Fund to Mission Open Access Monograph Model](#), while UBCV funded MIT Press' [Direct to Open](#) framework. A breakdown of all agreements available to UBC researchers is at <https://scholcomm.ubc.ca/open-access-publisher-discounts/>.

Queer Recommends

In September 2020 and 2021, during Queer Orientation, the UBC Okanagan Library asked students, staff, and faculty to recommend their favourite 2SLGBTQIA+ literature, films, and more through its social media channels to help develop relevant collections. This initiative was shared widely on campus channels and was quite successful in sourcing community recommendations.

R.S. Sargent Indigenous Collection

A gift allowed the Library to purchase over 160 titles by Indigenous authors and/or publishers, or on topics of interest to Indigenous Studies. This directly supports UBC's Indigenous Strategic Plan, as well as UBC Okanagan's Declaration of Truth and

Reconciliation Commitments, including the acquisition of resources for the Nsyilxcn Language Fluency program.

Electronic Course Materials Affordability Pilot

As a response to online learning and affordable textbook needs, the Okanagan Library began a pilot project to explore purchase of, or subscription to, electronic textbooks from major higher education publishers, or to support faculty in moving to the use of OERs. So far in FY22, we have been able to fund 3 electronic textbooks for 5 courses, and support a variety of individual faculty members seeking to move to OERs. Faculty and student survey data will be analyzed to facilitate ongoing efforts towards student affordability.

UBC Okanagan Special Collections and Archives

Okanagan Special Collections (OSC) has experienced substantial growth and development even in the pandemic period. Its holdings of primary source, archival, and special materials continue to attract research attention from faculty and students as well as the community. Notable acquisitions in 2020 and 2021 include:

- Quails' Gate Estate Winery fonds. 60cm textual and other materials, ca. 1986-2018. Administrative records, photographs, and ephemera documenting the activities of a key Okanagan winery with emphasis on marketing. Includes comprehensive set of wine labels.
- Peter Carl Anderson fonds. 4.5m textual and other materials, 1955 – 2018, 1978-1999 predominant. Scripts, publicity, production notes, photographs, and AV capture of stage productions delivered at Caravan Farm Theatre and other venues. Caravan Farm Theatre, established permanently in Armstrong BC in 1978, is today one of Canada's premier open-air theatres.¹
- Bill Collings fonds. 60 cm textual record, 1941-2002, 1994 predominant. Correspondence, notes, position statements, and technical articles by Collings, amateur winemaker based in Okanagan Falls, BC. Includes documents relating to the Strategic Plan for the B.C. Wine and Grape Industry prepared by The Chancellor Partners (also known as "The Chancellor Report").
- Ernest Laviolette fonds. 40cm photographic and other materials, 1955-1980. Still images and moving pictures created by Laviolette, photographer and historian, based in Cherryville, BC. Includes DVD copy of Laviolette's film compiled in the

¹ From <https://caravanfarmtheatre.com/about/>: "The company began in the early 1970's as the Caravan Stage Company, an avant-garde horse-drawn touring company that brought experimental, left-wing populist theatre productions to rural communities throughout BC and Alberta. Bertolt Brecht, Carlo Gozzi and Peter Anderson were the playwrights of choice, and the company operated as an ensemble, creating a distinct style and body of work marked by its eclecticism, inclusivity, and audacity."

1960s and winner of the 1968 Canadian Amateur Film Award. *The Call of the Monashee*.

- Leonard Bawtree fonds. 2.7m textual record, 1965-1986, 1977 predominant. MLA for Shuswap, Leonard (“Len”) Bawtree (1924-2014) was chairman of the Select Standing Committee on Agriculture. In 1977, the committee was instructed by the BC Legislature to make a comprehensive survey of agriculture in the province including production, processing and consumption. They received briefs and conducted hearings throughout the province. Their staff of twenty created reports for the legislature. The hearings, reports and correspondence are the bulk of this archive.
- The Pocket Desert fonds. 10cm textual and other materials, 1993-1996. Sound recordings and supporting documents leading to the broadcast of *The Pocket Desert* on CBC Radio’s *Ideas*, 1994. Includes interviews and conversations with syilx elders Jeannette Armstrong and Delphine Derrickson, as well as UBC professor emeritus Dr. Geoffrey Scudder illuminating the unique climate and geography around Osoyoos BC – Canada’s “pocket desert.”
- Dr. W.J. Knox Collection. 10 reel-to-reel tapes, 1958-1961. Sound recordings by and about Dr. William John Knox (1878-1967), one of Kelowna’s first medical doctors. Includes sound capture of the opening banquet of the Dr. Knox Junior-Senior High School in 1961 and Dr. Knox’s receipt of the Key to the City of Kelowna in the same year.

In 2021, photographic content of the Simpson Family fonds amounting to 800 historical images was uploaded and is now public on the BC Regional Digitized History website (<https://bcrdh.ca>). Other digitization projects have included *The Kootenay Express, 1988-2001*, a community newspaper based in Nelson, B.C. (acquired 2017) and the Dr. W.J Knox collection (acquired 2020).

In 2020, partnership with the Faculty of Management led to the launch of the BC Wine Territory Memory Project, a collecting campaign which seeks to compile and interpret the archival record of winemaking and viticulture in the Okanagan. Experiential learning opportunities for graduate students were supported by the Faculty of Management and further supplemented by Young Canada Works and Quails’ Gate Estate Winery.