FOR INFORMATION   **PUBLIC**   **OPEN SESSION**

TO: Academic Affairs Committee

SPONSOR: Amrita Daniere, Vice-Principal Academic and Dean
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PRESENTER: Ms Shelley Hawrychuk, Interim Chief Librarian
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DATE: April 18, 2017 for April 25, 2017

AGENDA ITEM: 6

ITEM IDENTIFICATION:

Annual Report (2015-16): UTM Library

JURISDICTIONAL INFORMATION:

Under section 5.7 of its terms of reference, the Academic Affairs Committee receives, annually from its assessors, reports on matters within its areas of responsibility, including statements of current issues, opportunities and problems, and recommendations for changes in policies, plans or priorities that would address such issues. The Committee receives annually, from the appropriate administrators, reports on services within its areas of responsibility, including research.

GOVERNANCE PATH:

1. **Academic Affairs Committee [For Information] (April 25, 2017)**

PREVIOUS ACTION TAKEN:

The annual report was provided for information to the Academic Affairs Committee on April 26, 2016.

HIGHLIGHTS:

The professional and academic expertise of librarians and the strong service ethos of library staff at UTM Library impact the teaching, learning, and research success of students, staff and faculty across UTM. Focusing on several strategic priorities, articulated in a new Strategic Plan for the library, this report outlines some of the high impact activities developed and implemented by library staff and librarians. Strategic priorities included in this report are "Make Learning Happen", "Discover Our Collections" and "Connect to Research". Librarians and library staff contribute expertise in programming and services and build relationships to facilitate the integration of technology into teaching and learning activities across the campus while creating

spaces that foster a positive learning environment.

FINANCIAL IMPLICATIONS:

There are no implications for the Campus operating budget.

RECOMMENDATION:

The report is presented for information only.

DOCUMENTATION PROVIDED:

Annual Report (2015-16): UTM Library

UNIVERSITYOF TORONTO MISSISSAUGA
LIBRARY
ANNUAL REPORT
2015-16

A. From the Office of the UTM Interim Chief Librarian

The University of Toronto Mississauga Library provides collections, tools, services and spaces to support the teaching, learning and research activities across the University of Toronto Mississauga campus. The UTM Library is also part of the University of Toronto Library System, the largest library system in Canada and currently ranked third in North America by the Association of Research Libraries.

I am pleased to present the UTM Library Annual Report for 2015-16. This Report highlights the important and exciting work being done by librarians and staff in the library and demonstrates the essential role the library plays in the success of UTM.

B. Library Activities – An Overview

As a partner in digital collection development at the University of Toronto, UTM librarians contribute to the development of the vast print and electronic collections at the University of Toronto, providing our community with access to a world class collection. Representing UTML, UTM librarians and staff demonstrate their expertise in library services and academic activities across the UTL system through their membership on committees, working groups and task force teams.

The services and professional activities of librarians and library staff described in the following sections illustrate the ways in which the UTM Library impacts the teaching, learning, and research success of students, staff and faculty across UTM.

The *Table of Statistical Highlights* outlines selected indicators for the period 2014-16.

Statistical Highlights	2014-15	2015-16
Total visits to the Library	1,344,758	1,382,826
Number of days with visits >8,000	47	65
Service hours per standard week	98	100

Total LibGuide views	99,042	110,834
Instruction sessions	287	367
Instruction - # of participants	14,894	13,982
Specialized reference including: Ask A Librarian –online Email Reference, Ask Chat, Twitter, etc.	1,878	1,921
Total reference desk transactions including: reference, directional, technical	19,420	21,192
Short term loans transactions: Reserve collection	36,639	34,232
Laptop loans	13,493	18,192
Accessories (e.g., chargers, calculators)	18,640	38,151
Total desktop logins	135,599	342,099

The number of library visits are traditionally used to demonstrate the value of the library and to measure its impact. During 2015-16 the number of visits to the library was 1,382,826, an increase from 2014-15. As well there was an increase in the number of days with over 8,000 visits to the library. It is also important to note that the library also saw an increase in 2015-16 in the number of days when the library saw more than 10,000 visits.

Laptop loans are a popular and highly valued service, with the number of loans rising from 13,493 in 2014-15 to 18,192 in 2015-16. Students give many reasons why this service is important to them, most notably because they either do not have their own personal laptop but rather share a computer with family members or their laptop is too heavy to carry while commuting long distances.

Along with laptop loans there was also a significant increase in the lending of accessories – rising from 18,640 loans to 38,151 loans in 2015-16. These accessories include phone and laptop chargers, dry board markers and calculators. The large rise in totals for accessories could be attributed, at least partially, to the introduction of additional types of accessories and an increase in the numbers of the more popular ones.

Technology in the library is heavily used. Desktop use continues to rise throughout the library and the number of desktop logins reflect this heavy use. More accurately reported this year, there were 342,099 desktop logins in the library during 2015-16. This reflects a heavy use of the digital collection at UofT, the use of LibGuides by students to do their research and the heavy use of Blackboard for access to course readings.

This past year a new Library Strategic Plan was developed. The Plan focused on 5 strategic priorities:

- Make Learning Happen
- Maximize our Value
- Inspire with Spaces
- Discover our Collections
- Connect to Research

https://library.utm.utoronto.ca/sites/utm-edit.library.utoronto.ca/files/public/annual-report-2017.pdf

The Plan outlines the continued priorities for the Library and effectively categorizes the highlights of our 2015-2016 year. Some examples include:

1. **Make Learning Happen**

Librarians play an integral role in teaching and learning and are proud of their impact on the student experience. The library has a strong instruction program and librarians continue to work closely with campus partners to develop strong programming for a wide range of student needs.

The library had 367 instruction sessions – an increase over 2014-15. There were close to 14,000 participants in specific library sessions and other sessions in partnership with the RGASC, Office of Student Transition and other campus offices and groups.

The UTM Library has one of the most highly developed liaison librarian programs in Ontario university libraries and is the model used by libraries across UofT. Through a robust liaison model and with a wide range of services to students, the UTM Library contributes to the development of critical thinking life-long learners. Librarians provide instruction in the classroom and in the library, assist with the creation of assignments, support learning through the use of Blackboard and support teaching through a robust reference service – in person and virtually. As the *Statistical Highlights* demonstrate reference services continue to be an essential service to our students – numbers continue to rise in both in person and virtual assistance to students.

LibGuides, used by librarians and faculty to facilitate learning, are heavily used by UTM students and faculty. As outlined in the *Statistical Highlights,* LibGuides across the disciplines were viewed 110,834 times – an increase over 2014-15. UTM numbers reflect the highest use of LibGuides across the UTL system. An example of a LibGuide

for History 409 is seen at http://guides.library.utoronto.ca/his409utm

Reference services in the library are available in person at the reference desk or through a research consultation with a reference specialist and online through email or the library's chat service. In-library reference service numbers continue to grow year to year and the addition of a new reference desk has provided a clearer point of contact for our patrons. Reference transactions rose from 19,420 to 21,192 in 2015-16 – an unusual occurrence at UofT libraries and in fact, across the country. Many academic libraries report either dropping or at the very least stagnant totals in reference.

The library continues to provide expertise to support faculty teaching through specialized library services and collaboration on learning projects.
Some examples include:
- Library staff continue to provide expertise in the utilization of Blackboard to both faculty and students across the campus
- Librarians have worked with faculty to develop videos to support online learning and to promote information literacy skills; these videos have been used in the development of hybrid courses
- The library has a specialized syllabus service which scans chapters of print books and provides hyperlinks for e-books and journal articles for uploading into Blackboard

2. Discover Our Collections

Each year, the UTM Library contributes to electronic resources for use across the three campuses. Significant acquisitions in 2015-16 include the e-book collection from the American university presses consortium including MIT, Yale, Harvard and Princeton. As well, a smaller, but no less significant collection of e-books from Canadian university presses was added to the UofT collection.

New collections for 2015-16 from Adam Matthew Digital – a world class collection of primary documents – was added to the UofT digital collection. UTM librarians recognize the importance of this collection to our researchers and students and therefore UTML paid the full amount for the 2015-16 collections for access across UofT. It is important to note that the the heaviest use of this collection occurs at UTM. See the list of collections at www.amdigital.co.uk/.

UTML contributed to many other significant digital collections for UofT during 2015-16 including:
- *Dynamed Plus* – an evidence based content provider for clinicians and practitioners in medicine
- Proquest Newspapers – a significant collection of historical newspapers from around the world
- *Communication Abstracts* and *Criminal Justice Abstracts* – full text databases

- Oxford University Press digital collection including e-books, journals, handbooks and specialized resources.

3. Connect to Research

Librarians and library staff contribute to both student and faculty research through many campus activities and initiatives. Librarians are also researchers, contributing to the scholarly literature both inside librarianship and in other academic disciplines. Services in the area of research include:

- Acquiring world class scholarly resources available to faculty, staff and students
- Working as ROP partners
- Providing expertise in areas such as research data mapping with GIS, visualizing data research and scientific data management
- Acquiring, through Resource Sharing, rare specialized materials from around the world for faculty and students to support their research
- Assisting the Research Office in the provision of information to faculty regarding their Open Access responsibilities within the tri-Agency requirements
- Providing scholarly communication resources and support in the areas of copyright, authors' rights and research dissemination
- Acting as metrics consultants focusing on the interpretation and effective use of impact metrics (including altmetrics) and identifiers (e.g., ORCid)
- Providing of the TSpace Deposit Service which allows faculty to share their research around the world

- Assisting both undergraduate and graduate students by providing researching expertise and database training opportunities

- Contributing expertise in areas such as copyright, intellectual property, scholarly communication and open access to faculty authors and researchers

- Providing RDM (research data management) expertise to faculty and graduate students

The Library is much more than a passive repository for knowledge and a place for students to study and socialize. The UTM Library staff and librarians are leaders in the provision of high impact valuable services that support faculty and contribute to student academic success and play an important role in the the success of the University of Toronto Mississauga.
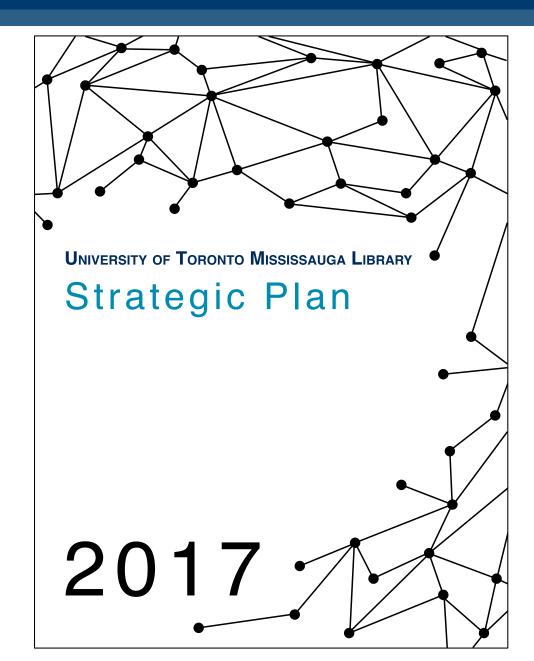
Shelley Hawrychuk
Interim Chief Librarian
April 2017

Agenda

1. Introduction
2. Strategic Plan
   1. Make Learning Happen
   2. Maximize Our Value
   3. Inspire with Spaces
   4. Discover Our Collections
   5. Connect to Research
3. Challenges
4. Questions

https://library.utm.utoronto.ca/sites/utm-edit.library.utoronto.ca/files/strategicplan2017.pdf

UNIVERSITY OF TORONTO MISSISSAUGA LIBRARY

Strategic Plan

2017

Library
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Make Learning Happen

Liaison librarians work closely with **faculty** and our campus partners to create teaching collaborations within the classroom and throughout the campus

- Instruction sessions 2015-16:   367
- Participants: 13,983

- Research consultations

- LibGuide views 2015-16:   110,834
- LibGuide views 2016-April 2017   168,387

Doing Digital History
http://guides.library.utoronto.ca/c.php?g=611185&p=4262547

The **Library** has its own programming and also works with **campus partners** to support transition, orientation and information literacy initiatives including:

- **Library Academy** – a unique library certificate program offering sessions such as fake news, digital security, and advanced subject programs such as the importance of primary documents
- **Library Ambassador Program**

Campus partners

- **RGASC** – through their PART, Head Start, PASS programs, etc.
- **Office of Student Transition** – Launch program
- **AccessABILITY Resource Centre**

Reference Service

The Library is a destination both physically and virtually

- **Reference and Research Desk**
  - Ref transactions
    - 2015-16   12,000
  - Total assists – (total including reference, technical and directional)
    - 2015-16   21,000
    - 2016-17   58,000

Provide service to students through email and chat services at UTML and as part of the chat team for the Ontario Universities chat service
  - Total chats 2015-16   1547

Worked with students from over 510 different courses

Services to support teaching and learning

- **Short Term Loan** (Reserves) (includes textbooks, laptops and accessories) - 2015-16
  - 90,573 loans

- **Syllabus Service** - 2015-16
  - 216 syllabi
  - 588 scanned documents
  - 1180 hyperlinked articles

- **Resource Sharing**
  - Borrowing materials from across the University and from around the world

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Services to support teaching and learning…cont'd

- **Accessibility to technology** – 2015-16
  - 342,077 unique logins (includes all areas of the Library)
  - Most logins in March 2016 - 53,149
  - Laptops and accessories were loaned 56,331 times

- **Blackboard**
  - Instructional Technology group in the Library provide exceptional support to faculty and students in the use of Blackboard within the classroom

- **Data/GIS Support**
  - Support specialists work with students on course assignments, ROPs, etc.

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Maximize Our Value

Telling our Story

- **New positions**
  - Communication and Assessment Librarians

- **Better communication**
  - New communication strategies; working with UTM Advancement/Communications; Research Communications Group

- **Better statistics**
  - Robust statistics gathering strategy
  - Better reporting to required external bodies
  - Demonstrates our uniqueness at UofT

Telling our Story…cont'd

- **Partnerships**
  - Celebration of Books
  - Science Literacy Week

- **Uniqueness of our work at UTM**
  - Reference model
  - Liaison model – unique at UTM
  - Conferences; presentations
  - Novelties
  - United Way Book Sale

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Inspire With Spaces

- **Gate Counts**
  - 1,382,826 visits in 2015-16
  - Many days over 10,000 visits

- **Renovations**
  - Reference changes, staff spaces
  - 1st Floor
  - ASC spaces

- **Campus Spaces**
  - LKCFLC
  - Arts and Cultural Centre

Collections

- **Collection Development**
    - Both locally and as part of the tri-campus collection team
        - Contribute to the costs of digital products for UofT Libraries
    - Continue to add to the UTM collection both print and digital
    - UTM collection development is curriculum based

- **Total collection transactions**
    - 2015-16   135,746

Quality of Collections

- **Richness of UofT collection**
  - 3rd in North America

- **Uniqueness both at UTM and UofT**
  - Primary documents – Adam Matthew Digital
  - Media collection at UTM and downtown
  - Unique print collections at UTM, e.g., Criminology, South Asian
  - Novelties collection at UTM
  - FADIS
  - Archives

Connect to Research

- **Librarians are researchers and authors**
- **Librarians work with faculty and staff to support research across the campus and university**
  - ROPs
  - Scholarly Communication
    - T-Space
  - Copyright
  - Intellectual property
  - Open Access
  - RDM
  - Data/GIS
  - Metrics
  - Partnerships across the campus

Challenges

- **Ability to meet demands**
  - Turn-aways (October 3, 2016-March 31, 2017)
    8,491 (total unfilled: laptops, STL – gadgets, chargers, textbooks)

- **Costs of collections**
  - Canadian dollar
  - Costs of library materials - unsustainable

- **Stresses on infrastructure/staffing/services**
  - Space/wear and tear
  - Capacity in terms of staffing/librarians
  - Gate counts
  - Mobile shelving