



FOR INFORMATION

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OPEN SESSION

TO: Academic Affairs Committee

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DATE: April 30, 2018 for May 7, 2018

AGENDA ITEM: 4

ITEM IDENTIFICATION:

Annual Report (2016-17): 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] (May 7, 2018)

PREVIOUS ACTION TAKEN:

The annual report was provided for information to the Academic Affairs Committee on April 25, 2017.

HIGHLIGHTS:

TBD.

FINANCIAL IMPLICATIONS:

There are no implications for the Campus operating budget.

RECOMMENDATION:

The report is presented for information only.

DOCUMENTATION PROVIDED:

Annual Report (2016-17): UTM Library

**UNIVERSITY OF TORONTO MISSISSAUGA
LIBRARY
ANNUAL REPORT
2016-17**

A. From the Office of the UTM 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 sixth in North America by the Association of Research Libraries.

I am pleased to present the UTM Library Annual Report for 2016-17. 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 2015-17.

Statistical Highlights	2015-16	2016-17
Total visits to the Library	1,382,826	1,437,765
Number of days with visits >8,000	65	75
Number of days with visits >10,000	5	10
Service hours per standard week	100	98

Total LibGuide views	110,834	174,593
Instruction sessions	367	362
Instruction - # of participants	13,982	14,946
Specialized reference including: Ask A Librarian –online Email Reference, Ask Chat, Twitter, etc.	1,921	2,202
Total library service transactions including: reference, directional, technical	21,192*	68,885*
Short term loans transactions: Reserve collection	34,232	31,184
Laptop loans	18,192	18,474**
Accessories (e.g., chargers, calculators)	38,151	49,974
Total desktop logins	342,099	331,127

*This year the category was changed from **Total reference desk transactions** to **Total library service transactions** which includes all service points.

**This number would have been much higher but for several weeks during the school year we had a significant number of laptops out of service due to technical problems. In the winter term, all laptops were replaced and more were added to the lap program.

The number of library visits are traditionally used to demonstrate the value of the Library and to measure its impact. During 2016-17, the number of visits to the Library was 1,437,765 an increase from 2015-16. As well there was an increase in the number of days with over 8,000 visits to the Library and the number of days over 10,000 visits.

Laptop loans are a popular and highly valued service, with the number of loans rising by a small amount in 2016-17. As mentioned above, this number would likely have been higher if we had not had so many laptops out of service. Students give many reasons why this service is important to them, most notably because they do not have their own personal laptop but rather share a computer with family members, cannot afford to purchase a laptop, 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 38,151 loans to 49,974 loans in 2016-17. These accessories include phone and laptop chargers, dry board markers and calculators. The 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. Though desktop use did decline slightly throughout the Library, the number of desktop logins still represents heavy use of the Library's computers. This reflects a strong use of the digital collection at UofT, the use of LibGuides by students to do their research and access of Blackboard for course readings.

Highlights of Our Year

Library Re-organization and New Hires

During this year, a new organizational structure was planned. The initial work included staff and librarian consultations, meetings, forums, etc. started at the beginning of 2017 with the plan to roll out the re-org at the beginning of 2018. The re-structuring was driven by the need to better align services and programming to better support teaching, learning, and research at UTM. Through this re-organization, a new Unit called Research Scholarship and Data Services was created. The development of this Unit allowed for the bringing together of already existing services currently dispersed throughout the different departments of the Library.

Several new librarian and staff hires occurred during this period to support teaching and research at UTM.

Renovations

Two staff area renovations were initiated during the year. It is anticipated that these renovations will be finished by fall 2018. The Reference area was also completely renovated to remove non-functioning mobile shelving and to create a more inviting space for students and staff. The reception to celebrate the 10th anniversary of the HMALC was held in this new space.

Support for Teaching and Learning

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 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.

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 174,593 times – an increase over 2015-16. UTM numbers reflect the highest use of LibGuides across the UTL system. Take a look at a couple of examples:

SOC 332 Race and Ethnicity I: Race and Ethnicity in Canada

<https://guides.library.utoronto.ca/UTMSOC332/news>

BIO 153 Diversity of Organisms

<https://guides.library.utoronto.ca/bio153>

Library service transactions include statistics from all service points in the Library – Reference, Information & Loans, the Finance Learning Centre, etc. Also included are both in person and online reference transactions. These statistics continue to reflect very busy service points throughout the Library.

The Library continues to provide expertise to support faculty teaching through specialized library services and collaboration on learning projects.

Some examples include:

- Jessica Hanley, Science Liaison Librarian, has been working closely with Sanja Hinic-Frlog and Simone Laughton to develop an open access eTextbook for **BIO202 - Introductory Animal Physiology**. Sanja had received a grant from eCampus Ontario to develop the book which is hosted via the Pressbooks platform.
- 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
- The Library has expanded their Library 101 program to include new courses for its' certificate program. New Courses include "Fake News – Or is it?" and "Privacy and Security"
- The Library updated its website to improve accessibility and ease of use

New Collections in the Library

The Library started the process of acquiring the Al-Waez Abualy Alibhai Collection during this time period. This collection contains materials indispensable for scholarly

research into the history and evolution of Satpanth Ismailism in India, East Africa, and the West. The materials include books, manuscripts, newsletters books, DVDs etc. in languages such as Urdu, Persian, Gujarati, and Khojki.

Each year, the UTM Library contributes to electronic resources for use across the three campuses. Significant acquisitions in 2016-17 include:

- *Statista* – An online statistics, market research, and business intelligence portal
- *Adam Matthew Digital* - New collections for 2016-17 from Adam Matthew Digital – a world class collection of primary documents – were added to the UofT digital collection. UTM librarians recognize the importance of this collection to our researchers and students and therefore UTML continues to paid the full amount for the yearly collections for access across UofT. It is important to note that the heaviest use of this collection occurs at UTM. See the list of collections at www.amdigital.co.uk/.
- *The Hill Times* – a Canadian twice-weekly newspaper that covers Parliament, the federal government and federal politics
- *Simply Analytics* – a web based mapping, analytics, and data visualization application

UTML contributed to many other significant digital collections for UofT during 2016-17 including:

- *Communication Abstracts* and *Criminal Justice Abstracts* – full text databases
- Oxford University Press digital collection including e-books, journals, handbooks and specialized resources
- *Oxford Digital Reference* – electronic reference resources
- Edward Elgar digital collection including e-books and encyclopedias

Research Support

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 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 UTM Library staff and librarians are leaders at the University of Toronto in the provision of high impact valuable services that support faculty research and contribute to student academic success and play an important role in the success of the University of Toronto Mississauga.

Shelley Hawrychuk
Chief Librarian
April 2018