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

TO: Academic Affairs Committee

SPONSOR: Amrita Daniere, Vice-Principal Academic and Dean
CONTACT INFO: 905-828-3719, vpdean.utm@utoronto.ca

PRESENTER: Shelley Hawrychuk, Chief Librarian
CONTACT INFO: 905-828-5235, shelley.hawrychuk@utoronto.ca

DATE: April 29, 2019 for May 6, 2019

AGENDA ITEM: 4

ITEM IDENTIFICATION:

Annual Report (2017-18): 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 6, 2019)**

PREVIOUS ACTION TAKEN:

The annual report was provided for information to the Academic Affairs Committee on May 7, 2018.

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. A major Library re-organization was implemented this year, which included the development of a new unit within the Library – Research Scholarship and Data Services – to better support research activities across the campus. Other significant work this year included the roll out of Quercus, led by the Library's Instructional Technology team.

Library statistics continue to reflect a very busy and vibrant environment within the HMALC. Each year, in most use areas, numbers continue to rise, reflecting the importance of the Library for

both study and support. Librarians and staff have also increased programming and services for students and researchers across the disciplines through programs such as Library 101 and a new program for graduate students, Library 501. They also continue to build relationships with faculty 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.

DOCUMENTATION PROVIDED:

Annual Report (2017-18): UTM Library

UNIVERSITY OF TORONTO MISSISSAUGA
LIBRARY
ANNUAL REPORT
2017-18

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 2017-18. 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/print 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 2016-18.

Statistical Highlights	2016-17	2017-18
Total visits to the Library	1,437,765	1,352,496
Number of days with visits >8,000	75	68
Number of days with visits >10,000	10	7

Service hours per standard week	98	86
Total LibGuide views	174,593	199,610
Instruction sessions	362	424
Instruction - # of participants	14,946	20,008
Specialized reference including: Ask A Librarian –online Email Reference, Ask Chat, Twitter, etc.	2202	3805
Total library service transactions including: reference, directional, technical	68,885	82,514
Short term loans transactions: Reserve collection Laptop loans Accessories (e.g., chargers, calculators)	31,184 18,927 49,974	24,649* 12,094** 49,395
Total desktop logins	331,127	339,053

*The Syllabus Service grew in popularity resulting in an increased use of both e-books and scanned book chapters which are not part of this total. Print is still being used as evidenced by the high number of unfilled requests – also not recorded here.

**A significant number of laptops were unavailable because of technology problems/end of life for the laptops; at one point during this year only 7 of 20 laptops were available; in 2018 fifty new laptops were purchased. We anticipate that the 18/19 numbers will rise.

The number of library visits are traditionally used to demonstrate the value of the Library and to measure its impact. During 2017-18, the number of visits to the Library was **1,352,496**, a decrease from 2016-17 - not as significant as hoped. During 2017-18 some initial strategies were implemented to move students to other parts of the campus to study to help ease some of the pressure on the Library. There still were a high number of over 8,000 and over 10,000 visit days during 17-18. Laptop loans are a popular and highly valued service but as mentioned above the total loan numbers 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 (along with textbooks) while commuting long distances.

Along with laptop loans, 'gadget' borrowing is very popular. The number of loans in 2017-18 was similar to the year before. These accessories include phone and laptop chargers, dry board markers, calculators, etc.

Technology in the Library is heavily used. The number of desktop logins rose slightly and continues to represent heavy use of the Library's computers. This total reflects a strong use of the digital collections at UofT, the use of LibGuides by students to do their research, and access to Quercus for course readings. The Library also continues to be the place where most campus printing is done.

Highlights of Our Year

UTM Library staff and librarians played an integral role in two major UofT projects started during 2017-18.

- As lead on the implementation of the new Learning Management Engine (Canvas/Quercus) at UTM, the Library Instructional Technology team started the process of rolling out Quercus at UTM. Kenneth Berry, Angie Cappiello, and Simone Laughton provided expertise, training, and support to faculty, students, and staff across UTM
- The RFP for a new University wide library system purchase was written during this time period and many UTM Library staff and librarians were on the Steering Committee and several working groups, looking at assessment, policies, discovery, systems, etc. to include in the RFP

Library Re-organization and New Hires

During this year, after lengthy consultation and investigation, a new organizational structure was rolled out in the Library. This occur after the Chief Librarian position was filled in early Spring 2018. The initial re-org 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 re-align services and programming to better support teaching, learning, and research at UTM. The decision to reorganize the Library was also impacted by the development of the UTM Academic Plan and the Library's strategic direction. Through this re-organization, a new Unit called Research Scholarship and Data Services (RSDS) was created. The development of this Unit allowed for the bringing together of already existing services currently dispersed throughout different departments of the Library (e.g., metrics, scholarly communication, GIS/Data) while adding additional expertise (e.g., Systematic Reviews services). Work also started during the initial stages of the re-

organization to develop the Digital Scholarship Unit to support digitization projects and the development of special library collections.

There were three senior librarian retirements in 2017-18 and several new librarian and staff hires occurred during this period to support teaching and research at UTM. Specifically, a new scholarly communications librarian was hired as part of the new RSDS initiatives.

Security

A security audit was done in the Library because of the age and location of cameras and other security measures. It became clear that new technology was required in the Library to provide better security and to ensure increased safety for Library patrons. A plan was developed during 2017-18 with the rollout to start in the summer of 2018.

Renovations

The 3rd floor staff renovations occurred during 2017-18. This included changes to the Technology Centre, librarian offices, the Research and Reference staff area, and the Office of the Chief Librarian. Also, there was a re-design of student study spaces to create a dedicated silent space on the 4th floor and a collaborative study space on the 1st floor. These spaces were to be ready for Fall 2018.

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 and staff 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 Quercus 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 **199,610** times – a significant increase over 2016-17. UTM numbers reflect the highest use of LibGuides across the UTL system. Take a look at a couple of examples:

HIS 201 Introduction to Middle Eastern History
https://guides.library.utoronto.ca/HIS201utm

Chemistry Resources at the UTM Library
https://guides.library.utoronto.ca/ChemistryUTML/CHMResources

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:

- 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"
- A new program was developed called *Library 501*. Supporting graduate students with courses such as "How to be a Graduate Scholar" and "ArcGIS Beginners: Sources and Steps for Mapping out your Research Sites"
- The Library continued to update its website to improve accessibility and ease of use

New Collections in the Library

The Library continued the process of acquiring the Al-Waez Abualy Alibhai Collection during this time period.   During 2017-18, the Library received the first major shipment of this collection and started the process of reviewing the content.   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.

UTM Library served as one of two international beta test sites for a new digital platform for the management of digital assets. Mary Atkinson, Digital Scholarship Technician, UTML, provided expertise to the creator, Adam Matthew Digital and developed webinars for libraries around the world to share this knowledge. https://www.amdigital.co.uk/about/quartex

Each year, the UTM Library contributes financially to electronic resources through a distributed tri-campus model but UTML also completely funds titles that are important to our own researchers – and are not necessarily a priority for St. George. In all cases, purchases are made for use across all campuses. Significant UTML acquisitions in 2017-18 include:

- *Adam Matthew Digital* - New collections for 2017-18 from Adam Matthew Digital – a world class collection of primary documents – were added to the UofT digital collection. Of particular note is the *Sociology on Film* video collection added this year. 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/.
- *Simply Analytics* – a web-based mapping, analytics, and data visualization application which now includes both Canadian and American data
- *Sage Publishing: Business* which includes research methods videos, business cases, and datasets

UTML contributed to many other significant digital collections for UofT during 2017-18 including:

- *Communication Abstracts* and *Criminal Justice Abstracts* – full text databases
- Oxford University Press digital collection including e-books, journals, handbooks and specialized resources
- American University Presses and Canadian University Presses e-book collections
- Edward Elgar digital collections 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:

- The development of the Research Scholarship and Data Services Unit within the Library to support research across the campus

- Providing expertise in research services and scholarly communication such as research data mapping with GIS, visualizing data research, copyright, authors' rights, and scientific/research data management
- 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 the Research Office in the provision of information to faculty regarding their Open Access responsibilities within the Tri-Agency requirements
- Acquiring world class scholarly resources available to faculty, staff, and students
- Working as ROP partners
- Assisting both undergraduate and graduate students by providing researching expertise and database training opportunities
- Acquiring, through Resource Sharing, rare specialized materials from around the world for faculty and students to support their research

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 2019