

Report from UTM Library

Supporting Our Community through COVID-19

Presentation to UTM Campus Council

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The Library needs to know about the needs of academic departments at UTM.

Liaison librarians connect the campus to the UTM Library.

- Support every program at UTM
 - Collections
 - Instruction
 - Research help
- Build relationships with faculty
- Communicate needs with Library staff
- Relationships moved online during the pandemic



Access to teaching and learning and research

Connecting our community to world class collections

Supporting a positive teaching and learning environment



Students need fast, easy access to course readings.

What we were doing

- Review syllabi to ensure access to materials including acquisition of copyright permission and licensing agreements for media; STL print materials including textbooks
- Providing permanent links to electronic resources one-click access

What we changed

- E-alternatives to print resources
- Purchase electronic materials
- Digitize when necessary
- Pilot project for digitization of DVDs; streaming more film/media



Students and faculty need an effective online learning environment & technology support.

What we were doing

- Library Instructional Technology Support team (unique to UTM)
 - Quercus
 - Instructional technology
 - Works closely with I&ITS

What we changed

- Needed support increased
 - More widespread use
 - Greater variety of software
 - Regular software updates
- Created new online support spaces
 - Learn Anywhere & Teach Anywhere
 - Teach Anywhere Quercus course
 - Webinars & additional training
- Supported UTM remote learning plans



The UTM community needs safe access to Library collections.

What we were doing

- U of T Libraries provides licensed access to millions of e-resources
- Large collections of print materials including access to print textbooks for each class

What we changed

- Current loans extended
- Freeze on print purchasing
- E-alternatives to print resources
- HathiTrust Emergency Temporary Access Service (older books)
- Curbside Pickup Service
- Digitization of essential items



Where they are

Guiding our community through the research process

Spaces & programming for equitable learning



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On-campus students need technology to complete their coursework.

What we were doing

- Large computer bay on main floor
- Two instructional computer labs
- Li Koon Chun Finance Learning Centre computer lab (specialized software)
- Technology lending collection
- Worked with I&ITS to ensure specialized software and hardware was up to date and available

What we changed

- While services went remote continued to keep the doors open for technology
- Provided supports online
- Seat booking system within COVID-19 protocols
- Access to FLC workstations via Citrix/Xenweb
- Negotiated remote access with software vendors



Students need to learn research & information literacy skills.

What we were doing

- In-class workshops by liaison librarians
- Library 101 & Library 501 for co-curricular skill development
- Partnerships: LAUNCH, PART

What we changed

- Librarians moved instruction online
 - Learned & adapted alongside faculty
 - Developed remote learning alternatives to workshop activities
 - More flexible scheduling for live instruction
- Created asynchronous content to supplement live instruction



Students need research assistance for their assignments.

What we were doing

- In-person help desk w/ dedicated staff
- Live chat supplemented by provincial Ask a Librarian service
- Consultations with librarians
- Referral to subject experts

What we changed

- Live chat: primary mode of delivery
- Zoom Reference: live help desk
- Librarian consults moved fully online



We need to support the whole student.

What we were doing

- Library Ambassador Program
 - Weekly de-stress events
 - Library De-Stress Week during exams

What we changed

- Remote Wellness Supports guide
- Wellness social media campaigns
- Campus partnerships

What's next?

Finding new ways to support evolving needs



We will find new ways to meet the evolving teaching, learning, and research needs of the UTM community.

What we're planning next

- Continue to provide the excellent services and supports provided both on campus and online; strategize about balance between the two
- New spaces: Outer Circle A/V Studio, digitization lab, makerspaces
- Bolton Collection: making UTM a hub for video game research
- Archives & Special Collections: bringing our local history to life
- Digital scholarship: taking faculty research into engaging online spaces



Thank you.

Any questions?

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