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

TO: UTM Academic Affairs Committee

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PRESENTER: N/A
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DATE: April 26, 2021 for May 3, 2021

AGENDA ITEM: 8

ITEM IDENTIFICATION:

Annual Report (2019-20): 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. **UTM Academic Affairs Committee [For Information] (May 3, 2021)**

PREVIOUS ACTION TAKEN:

The annual report was provided for information to the Academic Affairs Committee on May 4, 2020.

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. Following its development last year, the Digital Scholarship Unit has established a digitization lab and made progress in making the Library's archives and special collections discoverable, including the Al-Waez Abualy Alibhai Collection and the *Visualizing the Americas* collections. The Library Instructional Technology Support team also continued the successful rollout of Quercus to improve the online learning experience and played a pivotal role in the shift to online learning during the onset of the COVID-19 pandemic.

Usage metrics continue to reflect a busy, vibrant environment within the Library and virtually. Each year, numbers continue to rise in most key use areas, reflecting the importance of the Library for both study and support; although complicated towards the end of the year by COVID-19, the overall statistical picture is very positive. Librarians and staff expanded programming and services for students and researchers across the disciplines and shifted quickly to provide them virtually after the Library closed in March 2020. They continue to build relationships with faculty to facilitate the integration of technology into teaching and learning activities while creating physical and online spaces that foster a positive learning environment.

FINANCIAL IMPLICATIONS:

There are no implications for the Campus operating budget.

RECOMMENDATION:

For information.

DOCUMENTATION PROVIDED:

Annual Report (2019-20): UTM Library

University of Toronto Mississauga Library
2019–20 Annual Report

A.   From the Office of the UTM Chief Librarian

The UTM Library (UTML) provides collections, tools, services, and spaces to support teaching, learning, and research activities across the UTM campus. The UTML is also part of the University of Toronto Libraries (UTL), the largest research library system in Canada and consistently ranked among the top ten in North America by the Association of Research Libraries.

I am pleased to present the UTM Library Annual Report for 2019–20. This Report highlights the important and exciting work of our librarians and staff and demonstrates the essential role the Library plays in the success of UTM.

B.   Overview of Library Activities

As partners in collection development (both digital and print) at the University of Toronto, UTM librarians contribute to the development of the vast collections at U of T, providing our community with access to a world-class selection of resources. Our librarians and staff also represent UTML 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 and the University.

COVID-19
The onset of the COVID-19 pandemic in Winter 2020, including a shutdown in mid-March, significantly impacted the provision of Library services towards the end of the period covered by this report. Librarians and staff pivoted, almost overnight, to providing many Library services remotely and created resources to support the UTM community during a stressful and uncertain time

Where possible, this report acknowledges the influence of the pandemic on Library services, but all evaluation of its impact should be made with this context in mind.

Table of Statistical Highlights

The *Table of Statistical Highlights* outlines selected indicators for the period 2019–20, as well as a comparison with statistics from the previous year.

COVID-19

In order to facilitate year-over-year comparison despite the onset of COVID-19, I have included both the actual figures for 2019–20 and a pro-rated figure (marked 2019–20*) which estimates figures had the Library remained open. However, this calculation (original figure x (52/46)) does not reflect the Library's normally busy activity in March and April, nor the uneven distribution of the pandemic's impacts on the use of Library services; for those statistics unaffected by the pandemic, the number is the same in both columns.

Statistical highlights	2018–19	*2019–20*	2019–20*
GENERAL			
Visits to the Library	1,236,396	*975,068*	1,102,251
Regular service hours	87	*87*	87
INSTRUCTION & GUIDES			
LibGuides views	210,947	*207,236*	207,236
Instructional sessions	583	*475*	537
Instructional session participants	23,002	*21,641*	24,464
SERVICE & REFERENCE			
Total service transactions *Includes reference, directional, and technical questions.*	84,447	*72,789*	82,283
Specialized reference *Includes live chat, Ask a Librarian service, email, social media, etc.*	5,620	*6,423*	6,423
SHORT-TERM LOANS			
Reserves	20,298	*14,254*	16,113
Laptops	13,622	*10,120*	11,440
Accessories *Chargers, calculators, etc.*	54,112	*48,283*	54,581

General

The number of physical visits to the Library (gate count) is traditionally used to demonstrate the Library value and measure its impact. During 2019–20, there were **975,068** visits (pro-rated: 1,102,251), a decrease from 2018–19.

These numbers are not reliable as the gate counter at the Library entrance continued to malfunction during the period covered by this report. The Library also continued to be the place most students rely on for their printing needs.

Instruction & Guides

The instructional support provided by staff and librarians remained strong through 2019–20, including a projected increase in total students taught via instructional sessions had the Library remained open. The continued strength of LibGuides metrics demonstrates the value of the instructional materials prepared by UTM librarians; see below for more details about LibGuides.

Service & Reference

Our pro-rated figures anticipate that service transactions overall would have held steady without the Library closure, and our specialized reference enjoyed a significant increase in usage this year.

Short-Term Loans

The Syllabus Service is one of the most heavily-used services in the Library, including increased usage of both e-books and scanned booked chapters. Since these electronic resources are not loaned out through the short-term loan system, they are not included in the figures above; we anticipate that usage of the reserves collection, based primarily on print materials, will continue to drop as usage of the Syllabus Service increases.

Laptop loans continued to be a popular, highly valued service. Students give many reasons for the importance of laptops at the Library, including not owning personal laptops or not wanting to carry one for a long commute to campus.

Gadgets and accessories, such as phone and laptop chargers, dry erase board markers, and calculators, represent an increasing percentage of all short-term loan transactions; this share has increased every year since the collection was first offered.

C.   Highlights from the Past Year

UTM Library staff and librarians played an integral role in three major projects during 2019-20.

- The Library Instructional Technology team continued the successful roll out of Quercus at UTM. Kenneth Berry, Angie Cappiello, and Simone Laughton provided expertise, training, and support to faculty, students, and staff across UTM. This team played an integral role in the successful move to online teaching and learning in March 2020 due to COVID 19.
- During 2019-20, the Digital Scholarship Unit (DSU) began the development of tools and methods for the Library's collection development and the faculty's knowledge mobilization of research. The digitization lab was designed and built, allowing for the digitization of print materials, photographs, film, and 3D objects. The Archives and Special Collections website was also created to provide access to special collections, services, and pedagogical resources for digital methods in online environments.   The DSU will begin to make the Library's archives and special collections discoverable and provide faculty and students with dynamic options for research production and dissemination.

https://collections.utm.utoronto.ca/

New Hires

Communications is important to the successful provision of services and supports for teaching, learning, and research at UTML. A Communications Librarian was hired during this period which allowed the Library to promote services to our community of students, faculty, and staff. As well, a Head, Public Services joined UTML during 2019-20 to lead the activities of all public facing staff.

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 has contributed 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 **194,657** times – a decrease over 2018-2019. As LibGuides are heavily used at the Research and Reference desk at UTML, this decrease could be explained by the fact that the Library was closed for almost 2 months in March and April 2020, usually one of the busiest times for reference support for students.   UTM LibGuides are some of the most heavily used at UofT. Take a look at a couple of examples:

- [SOC349 Sociology of Food](#)
- [BIO152H5 Introduction to Evolution and Evolutionary Genetics](#)

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 expanded its *Library 101* Information Literacy Certificate Program, with new workshops such as "Fake News – Or is it?" and "Privacy and Security"
- The Library expanded its *Library 501* graduate workshop program, with new workshops such as "ArcGIS Beginners: Sources and Steps for Mapping Out Your Research Sites" and "Build a Website with Jekyll and GitHub"
- The Library continued to update its website to improve accessibility and ease of use

New Collections in the Library

The Library started the process of accessioning and describing 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.

During 2019-20, the UTM Library, began the accessioning and describing the *Visualizing the Americas* collections. The design of a website for this collection was also started. Collections include the photographs of Rafael Paz and the papers of the United Fruit Company. The Digital Scholarship Unit began the process of digitizing the photographs using the Quartex platform from Adam Matthew Digital.

https://visualizingtheamericas.utm.utoronto.ca/

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 2019-20 include:

- *Adam Matthew Digital (primary sources for teaching and research):* New collections for 2019-20 were added to the UofT digital collections. 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
- *JoVE Core:* Over 300 animated video lessons that explain key concepts in biology and more than 150 scientist videos that show actual research experiments https://www.jove.com/science-education/jovecore
- *Digital Theatre+:* Contains some of the world's finish productions, backstage insights, practitioners' interviews and written analysis, theory and criticism

UTML contributed to many other significant digital collections for UofT during 2019-20 including:

- Cambridge University Press e-book collection
- 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:

- Providing expertise in research services and scholarly communication such as research data mapping with GIS, visualizing data research, copyright, authors' rights, open access, 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 support for the TSpace collection 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
UTM Library
April 2021