UNIVERSITY OF TORONTO MISSISSAUGA

50 YEARS | GOVERNING COUNCIL

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

TO: UTM Academic Affairs Committee

SPONSOR: Professor Amrita Daniere, Interim Vice-Principal, Academic & Dean
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PRESENTER: --
CONTACT INFO:

DATE: May 3, 2022 for May 10, 2023

AGENDA ITEM: 7

ITEM IDENTIFICATION:

Annual Report: UTM Library, 2021-22

JURISDICTIONAL INFORMATION:

Under section 5.7 of its terms of reference, the Academic Affairs 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 10, 2023)**

PREVIOUS ACTION TAKEN:

The annual report was provided for information to the Academic Affairs Committee on May 9, 2022.

HIGHLIGHTS:

The professional and academic expertise of librarians and the strong service ethos of library staff supported the UTM Library through the return to in-person operations in 2021–22. By expanding access to physical spaces, collections, and services—which had remained partially open to support those working on campus throughout much of the pandemic— the Library supported the continuity of the core teaching, learning, and research activities central to UTM's mission as the community returned to campus.

Reference and research support services were in high demand this year, sharply returning to pre-pandemic levels as library staff built relationships with students returning to the building. The

Library Instructional Technology Support team was a key faculty resource throughout the gradual return to in-person course delivery and beyond, ensuring the effective pedagogical use of technologies regardless of the mode of course delivery. In addition, the Library opened an Archives & Special Collections Reading Room, enabling access to rare and unique materials for curricular use and research projects.

Overall, the proactive return to in-person activities quickly re-established the Library as a key campus destination for students, staff, and faculty, articulating its continued impact on the success of UTM's mission and establishing a strong foundation for growth responsive to the changing teaching, learning, and research needs of the campus community.

FINANCIAL IMPLICATIONS:

There are no implications for the Campus operating budget.

RECOMMENDATION:

For information.

DOCUMENTATION PROVIDED:

Annual Report: UTM Library, 2021-22

University of Toronto Mississauga Library 2021-22 Annual Report

Introduction

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

I am pleased to present the UTM Library Annual Report for 2021–22. This report highlights exemplary work and provides high-level data that demonstrates the Library's core contributions to UTM's success as an essential part of a world-class institution.

Overview of Library activities

As partners in digital and print collection development at the University of Toronto, UTM librarians contribute to the development of the world-class research collections central to the University's unparalleled learning and research environment. Our staff and librarians support the curriculum through embedded instruction and responsive reference activities and provide core services essential to UTM's academic mission. They also perform important work outside of the Library, contributing to committees, working groups, and task force teams at UTM, UTL, and across the tri-campus.

Supporting the return to campus

During the onset of the pandemic, UTML staff and librarians pivoted to remote service delivery, and some returned to campus early to perform activities essential to academic continuity. In Fall 2021, the team returned to the campus in force, supporting the in-person teaching, learning, and research activities that were already taking place and gradually preparing to resume on-site operations.

Just as our team had innovated programs to meet user needs throughout the pandemic and continued existing online services, we incorporated much of what we had learned while working remotely to improve the provision of library services to our community regardless of how they access them.

Spaces, technology, and people

Throughout 2021–22, our staff and librarians ensured ongoing access to the spaces and technology essential to teaching, learning, and research.

Many Library collections, services, and spaces remained available in-person throughout this period, except briefly during the Omicron wave of the pandemic. Staff and librarians ensured the community could use study spaces and technology, including computer workstations and printers; they also facilitated remote access to software when not being used in person.

We also opened a new Archives & Special Collections reading room to facilitate access to rare and unique materials, and welcomed several new employees.

Access to on-campus online learning technology

While most courses were delivered online, the Library supported academic continuity by providing space and technology for community members to learn remotely: students without personal computers or reliable internet connectivity could therefore continue their studies uninterrupted. We also provided an essential space of connection, both for students living on campus and for new and returning students exploring the campus for the first time.

Remote access to Library computers and software

To support our community's new ways of working and to ensure consistent availability of programs essential to research and learning, we arranged for remote access to specialized software not being used in person, such as Bloomberg, R, and ArcGIS. While this temporary solution ended as the campus began returning to in-person activities, remote workstation access remained in place at the Li Koon Chun Finance Learning Centre in the Innovation Complex in the hours that the lab was closed to in-person use.

Archives & Special Collections Reading Room

In summer 2021, our team designed and refurbished a reading room for students, faculty, librarians, staff, and community members to access our rare and unique holdings, including print and cartographic materials, manuscripts, and electronic media such as video games from the Syd Bolton Collection. Starting in fall 2021, internal and external researchers used the space to access materials, and course instructors worked with Archives & Special Collections staff to integrate them into the curriculum as primary sources for readings, assignments, and learning opportunities via in-person and remote instruction.

Wellness resource hub

We expanded our virtual guide to wellness materials, both openly available and licensed, to support the health, wellbeing, and learning of our community. This resource has had impact across UTL, inspiring a similar collection at the UTSC Library and informing the wellness approaches of our colleagues across the system.

New staff

The Library welcomed three new full-time employees during this period. Amelia Clarkson was the successful candidate for a Media Collections Librarian two-year contract, while the remaining positions—Catherine MacGregor, FLC and Liaison Librarian, and Rebecca Tunney, Information and Loans Technician—replaced staff departures and retirements.

Supporting teaching and learning

Through curriculum-integrated instruction, co-curricular workshop programs, and complementary programming and services developed in collaboration with campus partners, our librarians and staff are key contributors to teaching and learning at UTM and are proud of their impact on the student experience.

Quercus support for teaching and learning

The Library and Instructional Technologies team was integral to UTM's successful pivot to online teaching and learning at the onset of the pandemic. The team continued supporting students and instructors in the effective use of online tools and technologies throughout 2021–22, providing guidance, documentation, and referrals to external resources. The resources created directly by the team were critical for faculty, with over 84,000 unique page views, including 28,000 views for the Quercus UTM Teach Anywhere guide. The team also consulted extensively with faculty, answering 1,827 reference queries for Quercus, completing 199 individual consultations, and hosting 51 group sessions for 546 faculty members.

Syllabus Service, Library Reading List, and digitization

UTML's staff invest significant time and expertise to enable immediate access to course materials, allowing students and instructors to focus on course outcomes and forming an essential support structure for the teaching and learning mission at UTM.

The Syllabus Service connects students directly with their course materials, enhancing course syllabi with permalinks to electronic resources and digitized copies of print resources while respecting the University's licensing agreements and Canadian copyright legislation.

In August and September 2021, the implementation of the Library Reading List tool in Quercus made the service even more valuable, giving students immediate access to resources from within the learning management system rather than indirectly through their syllabus.

The service had played a pivotal role while the campus was closed—particularly as liaison librarians worked with faculty to find electronic alternatives to print learning materials and the team negotiated licenses to digitize DVDs on site for streaming on MyMedia—and it continued to support instructors and students returning to campus, ensuring access to vital learning resources regardless of the mode of course delivery.

Liaison librarian program

UTML's liaison librarians connect academic departments directly to the Library, creating opportunities for partnership and collaboration that directly impact teaching and learning at UTM. This model is among the most highly developed among Ontario's university libraries and is emulated by other libraries across UTL.

Liaison librarians are deeply connected with the departments they support, providing in-person instruction in classrooms and Library labs, co-creating assignments with faculty, offering in-depth reference consultations, and developing print and digital collections to support the curriculum. They were also highly adaptable during the pivot to remote

learning, offering reference and instruction services in virtual formats; they have continued to use these skills after returning to campus by offering both services in-person, virtually, and hybrid.

Synchronous instruction

Librarians were key collaborators with faculty during the pivot to online learning and continued to provide technical and pedagogical guidance and referrals in technology-enhanced instruction; they also continually revised their own instructional approaches and materials to meet changing requirements and best practices.

In 2021–22, UTML's librarians delivered 397 synchronous virtual sessions to 11,469 attendees. This instruction took place in one of three main types:

- Curriculum-embedded: Information literacy workshops tailored to specific courses, assignments, and learning outcomes in consultation with instructors; in many cases, librarians co-designed assignments with instructors.
- Co-curricular workshops: Instruction on research skills and tools such as identifying fake news, citation management software, and designing research posters.
    - Library 101: Information Literacy Certificate Program
    - Library 501: Graduate Student Workshops
- Instructional partnerships: Workshops delivered through campus partner programs; a partial list follows.
    - LAUNCH (Centre for Student Engagement)
    - Program for Accessing Research Training (RGASC)
    - Promoting Academic Skills for Success (RGASC)
    - Professional Skills Development Program (MGT)
    - Scholars-in-Residence (JHI)
    - Instructor Support Drop-ins (TLC & I&ITS)

Asynchronous instruction

UTML's staff and librarians supplement live instruction and reference support with a wide variety of resources that meet students at the point of need, often anticipating and answering questions before one-on-one interaction is necessary.

Library research guides

Liaison librarians create and maintain hundreds of guides that provide discipline- and course-specific guidance on research resources and topics, facilitating student learning and exploration.

These expert resources see extremely heavy use that demonstrates their value: in 2021–22, UTML's 657 guides received 265,233 views, and many are among those most heavily used across the three campuses. Some representative examples include:

- Primary Sources: Digital Collections
- ISP100: Writing for University and Beyond
- SOC353: Borders and Human Rights

The impact of these guides increased significantly in 2021 as they were integrated into Quercus, allowing instructors to give students one-click access to curated resources for their course or discipline.

Instructional videos

To support multimodal learning and to supplement synchronous teaching, staff and librarians created instructional videos, hosted on UTML's YouTube channel. Some representative examples include:

- [ISP100: Brainstorming Keywords](#) and [ISP100: Locating Sources](#)
- [Quercus Gradebook Tools](#)
- [How to Use Sociological Abstracts](#)
- [How to Find and Download an Ebook in LibrarySearch](#)

In addition to new videos, previously published video content continued to have value to our users. For example, the instructional videos created to support ISP100 students nearly doubled their overall view counts, reflecting continued use in classrooms and at the point of need.

Reference and research support

UTML's librarians and reference specialists met our community's needs through a variety of synchronous and asynchronous modes, including a return to in-person Reference and Research support in Fall 2021, while continuing to demonstrate flexibility in supporting remote learners.

During this period, we answered 17,476 questions across all modes.

Reference and Research Desk

We resumed providing in-person reference services as soon as students returned for in-person and hybrid learning; as one of the few service points open in Fall 2021, we prioritized continuity and equitable access for students learning on campus. Since we had already transitioned to in-person service delivery, we were also well-prepared for the sharp rise in demand when students returned to campus in large numbers in February 2022.

The Li Koon Chun Finance Learning Centre, which provides dedicated support and spaces for Management and Economics students, also reopened in February 2022, while still providing remote access to workstations when the space was closed.

Zoom reference

Prior to re-opening the physical desk, we offered drop-in reference services via Zoom; this support was available multiple days each week and at various times to accommodate students connecting from other time zones; students received support in breakout rooms for additional privacy.

Liaison librarians and reference staff also provided targeted support to larger courses at scheduled times, generating exceptionally high engagement and providing a model for further developing our approach to reference.

Live chat

We provided live chat-based assistance via the UTML website during regular service hours, providing a drop-in option when face-to-face interaction was not required. When this service was unavailable, our users connected with the Ask a Librarian provincial service; these questions are not reflected in the usage data above. These core services were in place before the pandemic and continued after the return to in-person learning.

Reference consultations

Liaison librarians hosted one-on-one research consultations both in-person and over Zoom, with online support often offered outside of normal work hours to accommodate students learning overseas.

Asynchronous support

We supplemented the above live support with asynchronous reference help via email, Quercus, social media, and other channels; in many cases, we referred complex queries to the synchronous modes listed above to provide more effective support.

Supporting research

Collections

HathiTrust Emergency Temporary Access Service and Curbside Pickup Service

During the opening months of the pandemic, UTL negotiated access to the HathiTrust Emergency Temporary Access Service, connecting our users to digitized copies of older books only available in print; we also launched a Curbside Pickup Service for print titles not covered by the HathiTrust service. Both services ended as the campus returned to in-person learning and we re-opened access to our physical collections.

Restarting collection development

In 2021, UTML restarted acquiring electronic and print materials for its general collection; we also backordered resources we would have purchased in 2020, working to close any collection gaps in supporting curriculum and research. In early 2022, we also started the same process for items we would have purchased in 2021 before reactivating our collection development plan.

New and updated electronic collections

Each year, UTML contributes to the acquisition and licensing of electronic resources for the entire U of T community through a distributed tri-campus model. However, we also purchase collections of unique importance to UTM researchers.

In response to feedback from our community and their new ways of working and learning, we focused on expanding our ebook collections.

Significant UTML acquisitions included:

- Adam Matthew Digital complete primary documents collection
- Significant ebook collections from Sage Publications

UTML also contributed to the acquisition of many significant digital collections for 2021–22, including:

- Edward Elgar ebook collections
- Canadian, American, and UK University Presses' complete ebook collections

New and updated special collections

UTML acquired several rare and unique collections and archives this year:

- The papers of Associate Professor Guido Pugliese from Italian Studies
- The South Asian Oral Histories in Peel Collection from History of Religions
- Computing technologies and software from the Personal Computer Museum

The Personal Computer Museum Collection is a unique set of materials covering the history of personal computers from the past 50 years. It includes dozens of variant personal computers and technologies—such as the Apple II, Commodore PET, and Radio Shack's TRS-80—and a rare example of Electrohome's Telidon terminal, an early alphageometric videotex system developed by the Canadian Communications Research Centre. This hardware is supplemented by thousands of software, games, and print manuals developed specifically for these proprietary technologies.

Behind the scenes, our staff worked to accession our growing holdings of archival and special collection materials, including the extensive Syd Bolton Collection of video games. We also began cataloguing the Alibhai Aziz Abualy Collection of 20th century South Asian print material, which will be of particular interest to faculty and students in Historical Studies the Department of Religion, and the South Asian studies program.

Research services and digital scholarship

In addition to in-depth reference support, UTML's expert staff and librarians support students and faculty throughout the research process via a wide range of programs and services, including support for research data management and data visualization; geographic information systems; copyright and author rights; and open access funding requirements, including deposit into the institutional research repository TSpace.

We also provide an Open Journal Service, which now supports 12 undergraduate peer-reviewed journals, including two new journals: University of Toronto's *Journal of Scientific Innovation* (from the Insitute for the Study of University Pedagogy) and *Language Studies Undergraduate Journal*. Taken together, these journals published 8 volumes of peer-reviewed journal articles in 2021–22.

We also support digital scholarship projects, consulting with researchers about theories, methods, and tools and providing spaces, equipment, technology, and expertise when partnering on projects. This year, we successfully partnered with Boris Chrubasik on his SSHRC-funded Sealings of Maresha project: the Digital Scholarship team will consult on digitization and metadata practices and host the digital repository of sealings data as part of the Library's open access online collection platform. We also continued our long-term project of digitizing the Department of Biology's Herbarium Collection, making the massive

95,000 sample publicly available through international biodiversity databases such as Canadensys and the Global Biodiversity Information Facility.

Conclusion and looking ahead

UTML's staff and librarians play essential roles in the success of UTM's mission, leading and innovating impactful services that enable student academic achievement, strengthen teaching and learning, and support faculty research.

While we plan and prepare for 2022–23, we anticipate milestones on several major projects and initiatives:

- We will strengthen our commitment to the in-person campus experience.
  - Our fully staffed **Reference and Research Service**, integrated with and responsive to our teaching and course support activities, will continue to offer drop-in, virtual chat, email, and research consultation services.
  - We will support the whole student through robust **in-person outreach and wellness activities**, including de-stress events led by student volunteers.
- In partnership with UTM Information & Instructional Technology Services and Facilities Management & Planning, we will prepare for the soft launch of two new curriculum-focused, technology-enabled spaces for academic projects:
  - The **Outer Circle Recording Studio**, scheduled for soft launch in Summer 2022, will support audio and video creation.
  - The **Digital Exploration Lab**, offering 3D printing and augmented/virtual reality technologies, will open in Fall 2022.
- We will strategically focus our approach to supporting research, including by recruiting and welcoming an **Associate Librarian, Collections & Research Services**.

We look forward to building on our successful return to on-campus activity and to supporting our community as they begin a new academic year.

Paula Hannaford
Interim Chief Librarian
UTM Library
April 2023