

FOR INFORMATION

PUBLIC

OPEN SESSION

TO: UTM Academic Affairs Committee

SPONSOR: Professor William Gough, Vice-Principal Academic & Dean

CONTACT INFO: vpad@utm.utoronto.ca

PRESENTER: --

CONTACT INFO:

DATE: May 1, 2025 for May 8, 2025

AGENDA ITEM: 10

ITEM IDENTIFICATION:

Annual Report: UTM Library, (2023-24)

JURISDICTIONAL INFORMATION:

Under section 5.7 of its Terms of Reference, the 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.

GOVERNANCE PATH:

1. UTM Academic Affairs Committee [For Information] (May 8, 2025)

PREVIOUS ACTION TAKEN:

The annual report was provided to the Academic Affairs Committee on May 6, 2024.

HIGHLIGHTS:

The University of Toronto Mississauga Library leads diverse programs and initiatives, collaborating with faculty, staff, and students to provide engaging instruction, unique collections, and dynamic research support. As a place that “puts people first”, the UTM Library is continually updating and adapting its spaces and services in close collaboration with its varied campus partners. Through its frontline services and support of instructional technologies, the library is also a critical partner for all who are engaged in teaching and learning activities at UTM. Importantly, the Library is also a crucial hub for interdisciplinary collaboration and the integration of digital methods into the course curriculum and faculty-led research projects. In 2023–24, UTML’s librarians delivered 522 synchronous in-person and virtual sessions to

24,993 attendees and its 633 research guides had over 492K views online. In addition, over the same period, the library answered 100,745 questions across all asynchronous and synchronous service delivery modes through its reference and information desks.

Overall, usage metrics continue to reflect high demand for library services. The data reflect the importance of the Library for both study and support and point to its continued impact on the success of UTM's mission.

FINANCIAL IMPLICATIONS:

There are no net implications for the campus operating budget.

RECOMMENDATION:

For Information

DOCUMENTATION PROVIDED:

Annual Report: UTM Library, (2023-24)

University of Toronto Mississauga Library

2023-24 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 University of Toronto Mississauga Library Annual Report for 2023–24. 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

The University of Toronto Mississauga Library leads diverse programs and initiatives, collaborating with faculty, staff, and students to provide engaging instruction, unique collections, and dynamic research support. As a place that “puts people first”, the UTM Library is continually updating and adapting its spaces and services in close collaboration with its varied campus partners. Through its frontline services and support of instructional technologies, the library is also a critical partner for all who are engaged in teaching and learning activities at UTM. Importantly, the Library is also a crucial hub for interdisciplinary collaboration and the integration of digital methods into the course curriculum and faculty-led research projects. The team of librarians and staff at UTML are recognized across the university for sharing their knowledge and expertise, their strength in teaching, and their delivery of excellent service to all library users. Our staff and librarians 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.

Spaces, technology, and people

Throughout 2023–24, our staff and librarians ensured ongoing access to essential spaces, collections, services, and technology for teaching, learning, and research at UTM.

Outer Circle Recording Studio and Digital Exploration Lab

In partnership with UTM Information & Instructional Technology Services and Facilities Management & Planning, the library technologies team expanded access to a state-of-the-art self-serve recording studio that supports student and instructor needs around the

completion of audio / video assignments. The Outer Circle Recording Studio provides a space for activities that advance the university's academic curriculum and research programs. It includes a recording studio, a podcast station, and a digital editing suite. The technology team has also piloted the development of a Digital Exploration Lab to support access to 3D and virtual reality technologies for teaching and learning. Through this lab, faculty and librarians can integrate these technologies into course assignments and teach students new digital making skills. Over 2023-24, an increasing number of UTM departments have made use of the lab space and staff support to create new assignments and expand their course curriculum.

New staff

The Library welcomed seven new full-time employees during this period. Over 2023-24, Victoria Ho joined UTML as a Science Liaison and Research Services Librarian, Kathleen Shearer joined as a Strategic Initiatives and Liaison Librarian, and David Gerstle assumed the position of Research Services and Liaison Librarian. Within library learning services, Shanelle O'Neill and Andrew Conner joined as Information and Loans Technicians, Yasser Abdelaal joined as an Instructional Technologies Specialist, and Theingi Zaw took on the position of Library Web Developer & Technologies Specialist.

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 at UTML continued supporting students and instructors in the effective use of online tools and technologies throughout 2023–24, providing guidance, documentation, and referrals to external resources. The resources created directly by the team were critical for faculty, with over 53,000 unique page views. The team also consulted extensively with faculty, answering 1,542 reference queries for Quercus, completing 103 individual consultations, and hosting 27 group sessions for 220 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.

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.

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 continued to offer technical and pedagogical guidance, as well as referrals for technology-enhanced instruction. Additionally, they collaborated with faculty and course directors to revise instructional approaches and materials to meet the evolving requirements of the UTM curriculum.

In 2023–24, UTML's librarians delivered 522 synchronous in-person and virtual sessions to 24,993 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](#): Library 101 CCR Program
- 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 2023–24, UTML’s 633 guides received 492,238 views, and many are among those most heavily used across the three campuses. Some representative examples include:

- [Images and Visual Resource Collections](#)
- [BIO153H5: Diversity of Organisms](#)
- [ANT318 Archaeological Fieldwork: Resources for Research](#)

The impact of these guides increased significantly in 2023 as they were integrated into Quercus, allowing instructors to give students one-click access to curated resources for their course or discipline.

Reference and research support

UTML’s librarians and reference specialists met our community’s needs through a variety of synchronous and asynchronous modes while continuing to demonstrate flexibility in supporting remote learners. The UTM Library Reference & Research Services staff and librarians support students, faculty, and community members in locating library materials and develop research and evaluation skills. Reference service is provided in-person at the Reference and Research Desk, online via chat service, and is available through phone and email. Librarians, reference specialists, and graduate student reference assistants (GSRAs) deliver reference services. Throughout 2023 and 2024, library staff continued to build relationships with students and faculty on campus.

During this period, we answered 100,745 questions across all modes.

Supporting research

Collections

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 continued to focus on expanding our eBook and unique electronic resource collections.

Significant UTML acquisitions included:

- Adam Matthew Digital complete primary documents collections
- Perpetual access purchases of primary source documents via the South Asia Commons: History & Culture, the Hilary Ng'weno Archive, and the World Cities platforms from Coherent Digital
- Streaming media collections from Kanopy.

UTML also contributed to the acquisition of many significant digital collections for 2023–24, including:

- Edward Elgar eBook collections

- Canadian, American, and UK University Presses' complete eBook collections
- Significant investment in eBook collections through ProQuest.

New and updated special collections

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

- Professor Danton O'Day's collection of rare books related to Edward Fitzgerald's *Rubaiyat of Omar Khayyam*
- Added collections of computer game software and magazines to supplement the Syd Bolton collection.

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 support digital scholarship projects, consulting with researchers about theories, methods, and tools and providing spaces, equipment, technology, and expertise when partnering on projects. 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 UTM's mission, leading and innovating impactful services that enable student academic achievement, strengthen teaching and learning, and support faculty research. We look forward to building on our successes and expanding our support of the UTM community as a new academic year begins.

Dany Savard

Chief Librarian

UTM Library

April 2025