



**FOR INFORMATION**

**PUBLIC**

**OPEN SESSION**

**TO:** Academic Affairs Committee

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

**DATE:** April 27, 2020 for May 4, 2020

**AGENDA ITEM:** 8

**ITEM IDENTIFICATION:**

Annual Report (2018-19): 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 4, 2020)**

**PREVIOUS ACTION TAKEN:**

The annual report was provided for information to the Academic Affairs Committee on May 6, 2019.

**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 continued this year, which included the development of a new unit within the Library – the Digital Scholarship Unit - which has begun to make the Library's archives and special collections discoverable and provide faculty and students with dynamic options for research production and dissemination. Other significant work this year included the continued rollout 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 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:**

For information.

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**DOCUMENTATION PROVIDED:**

Annual Report (2018-19): UTM Library

**UNIVERSITY OF TORONTO MISSISSAUGA  
LIBRARY  
ANNUAL REPORT  
2018-19**

**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 consistently ranked in the top 10 in North America by the Association of Research Libraries.

I am pleased to present the UTM Library Annual Report for 2018-19. 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 and across the University.

The *Table of Statistical Highlights* outlines selected indicators for the period 2017-19.

<b>Statistical Highlights</b>	<b>2017-18</b>	<b>2018-19</b>
Total visits to the Library	1,352,496	1,236,396 <sup>1</sup>

<sup>1</sup> It is important to note that the gates/counter at the front door of the Library malfunctioned during this year and visit counts should be considered unreliable.

Number of days with visits >8,000	68	31 <sup>2</sup>
Number of days with visits >10,000	7	0 <sup>3</sup>
Service hours per standard week	86	87
Total LibGuide views	199,610	210,947
Instruction sessions	424	583
Instruction - # of participants	20,008	23,002
Specialized reference including: Ask A Librarian –online Email Reference, Ask Chat, Twitter, etc.	3,805	5,620
Total library service transactions including: reference, directional, technical	82,514	84,447
Short term loans transactions: Reserve collection	24,649	20,298
Laptop loans	12,094	13,622
Accessories (e.g., chargers, calculators)	49,395	54,112
Total desktop logins	339,053	----- <sup>4</sup>

The Syllabus Service continued to grow in popularity resulting in an increased use of both e-books and scanned book chapters which are not part of the total for the Reserve collection numbers above. It is anticipated that the Reserve collection numbers, based primarily on print materials, will continue to drop as the use of the Syllabus Service increases.

<sup>2</sup> See Note #1

<sup>3</sup> See Note #1

<sup>4</sup> A total desktop login number could not be obtained during April 2020 due to access to Library and I&ITS statistics while the campus is closed.

The number of library visits are traditionally used to demonstrate the value of the Library and to measure its impact. During 2018-19, the number of visits to the Library was **1,236,396**, a decrease from 2017-18. These numbers, unfortunately, are not reliable as the gates/counter at the front of the Library began to malfunction during this time period. This also impacted on the count for over 8,000 and 10,000 days during this time period.

Laptop loans are a popular and highly valued and the number of loans this year reflect the importance of this service. Students give many reasons why this service is important to them, most notably because they do not have their own personal laptop (perhaps they 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 a very popular service. The number of loans in 2018-19 show another increase over the previous year (this service has increased year to year since the program started). Gadgets include phone and laptop chargers, dry board markers, calculators, etc.

The service/instruction support provided by staff and librarians remained strong. This is demonstrated by the increased use of LibGuides by students to do their research, the higher number of reference interactions, and the increase in instruction sessions and session attendees. The Library also continued to be the place where most campus printing is done.

### **Highlights of Our Year**

UTM Library staff and librarians played an integral role in three major projects during 2018-19.

- As lead on the implementation of the new Learning Management Engine (Canvas/Quercus) at UTM, the Library Instructional Technology team continued the successful roll out Quercus at UTM. Kenneth Berry, Angie Cappiello, and Simone Laughton provided expertise, training, and support to faculty, students, and staff across UTM
- A team of librarians, working with colleagues from the Registrar's Office, started the redesign and upgrade of a UTM designed instruction database. This database was originally developed at UTM over 10 years ago. It is recognized as a unique data collection tool in libraries, adopted and used by other University of Toronto libraries to provide specialized insight and use of the data collected, including the ability to cross analyze and interact with student data. This re-designed database will be instrumental in providing robust data sets to inform curriculum mapping projects within subject areas and to provide even more targeted teaching and support for UTM students. One of the Library's priorities is tracking instruction statistics to ensure continuous improvement of

instruction support for curriculum based and specialized programming to teach information literacy and critical thinking skills.

- During 2018-19, the Digital Scholarship Unit (DSU) was developed in the Library and a Coordinator (Librarian) was hired. The DSU began the development of tools and methods for the Library's collection development and the faculty's knowledge mobilization of research. It is anticipated that the development of a digitization studio, web platforms for digital storytelling, 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.

### **Library Re-organization (cont'd) and New Hires**

The re-organization of the Library 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. As part of this re-organization, the Digital Scholarship Unit was created. As mentioned above this Unit allowed for the Library to provide new services to students, faculty, and staff. Through the re-allocation of existing staff and librarians and the addition of a Coordinator, this Unit was created to support digitization projects, the development of special Library collections, and the refocus on the UTM Archives.

Several new librarian and staff hires occurred during this period to support teaching and research at UTM. Specifically, a new library technologies librarian and a digital scholarship librarian were hired during this time period.

### **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 **210,947** times – a significant increase over 2018-2019 and an increase year over year for the past 6 years. UTM numbers reflect the highest use of LibGuides across the UTL system. Take a look at a couple of examples:

SOC349 Sociology of Food

<https://guides.library.utoronto.ca/SOC349H5>

HIS 201 Introduction to Middle Eastern History

<https://guides.library.utoronto.ca/HIS201utm>

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 its *Library 101* program to include new courses for its' certificate program. New Courses include “Fake News – Or is it?” and “Privacy and Security”
- The Library has expanded its *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 2018-19, the Library received the second major shipment of this collection and continued 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.

During 2018-19, the UTM Library, working with Prof. Kevin Coleman, began the acquisition of the *Visualizing the Americas* collections. 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.

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 2018-19 include:

- *Adam Matthew Digital* - New collections for 2018-19 from Adam Matthew Digital – a world class collection of primary documents – were added to the UofT digital collection. 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/](http://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
- *Statista* – a database which includes market data, retail and advertising data, and many other types of business data

UTML contributed to many other significant digital collections for UofT during 2018-19 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:



- 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  
April 2020