



**UTM LIBRARY ANNUAL REPORT  
 2013-14**

**A. From the Office of the UTM Chief Librarian**

The U of T Mississauga Library is world-class facility that provides content, tools, services, and spaces in support of the University of Toronto Mississauga’s teaching, learning, and research mission. The UTM Library is also part of the University of Toronto Library System, the largest library system in Canada, and ranked third in North America by the Association of Research Libraries<sup>1</sup>.

I am very pleased to present the UTM Library Annual Report for 2013-14. The academic success, service, scholarship, and research of Librarians are considerable and varied, as are the accomplishments of our talented Staff. There are far too many activities for this report. This report highlights selected high-impact initiatives, as well as provides a brief summary of future directions.

Ian B. Whyte  
 Chief Librarian

**B. Library Activities – An Overview**

The UTM Library is an extension to the U of T Library System, which means the UTM community benefits significantly from the vast and rich print and electronic collections of the entire system. The UTM Library personnel, collections, and associated financial resources, collectively, represents a sizeable proportion of the entire system and constitutes a significant ongoing investment for the University of Toronto Mississauga campus support of teaching, learning, and research at UTM. 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 and faculty.

As part of this overview section, please see selected indicators for the UTM Library for the period 2012-14 in the *Table of Statistical Highlights*.

<b>Table of Statistical Highlights</b>	<b>2012-13</b>	<b>2013-14</b>
Total visits to the Library:	1,403,869	1,425,106
Number of days with visits > 8000:	80	78
Service hours per week:	98	98
LibGuides Usage:	63,337	105,449
Ask a Librarian (Ontario Council of University Libraries):	393	772
Email Reference:	266	552

<sup>1</sup> Chronicle of Higher Education. (2014). Library Investment Index at University Research Libraries, 2012 – 2013. *Almanac of Higher Education*. The Chronicle.

Other* e.g. Twitter, Chat, etc.:	2,071	1,858
Instruction in Library use sessions:	277	251
Instruction in Library use participants:	11,724	10,486
Total discharges:	143,813	129,280
Total stacks charges:	40,166	34,587
Reserves transactions:	71,175	68,104
Laptop loan transactions <sup>2</sup> :	13,211	12,241
Total volumes:	409,398	417,441
Volumes added to the collection:	8,650	7,962

Library visits has been used historically to provide an overall measure of impact. During 2013-14 the number of visits jumped nominally to 1,425,106, with 78 days greater than 8,000 (peak days). Usage of LibGudes, chat, email, and other electronic modes of service continue to increase exponentially. Mechanisms for tracking meaningful usage data are still in development and it is anticipated that over the next year more effective measures will be implemented.

Prior to the development of the U of T Libraries (UTL) Strategic Plan 2013-2018<sup>3</sup>, the UTM Library independently created its own Library Academic Plan, 2012-2017<sup>4</sup> aligned closely with the UTM Academic Plan. The UTL and UTM Library plans overlap in many respects, particularly in the following areas:

1. Enhancing scholarship and research through the creation of digital collections
2. Expanding capacity to support research data administration
3. Enhancing services to students
4. Adding support for scholarly communications and copyright
5. Revitalizing spaces and technologies available to students and faculty

This report will focus on achievements and progress in each of these areas. Examples are primarily from the period May 01, 2013 to April 30, 2014, as well as more recent examples.

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<sup>2</sup> Laptop loan period was changed from 3 hours to 5 hours.

<sup>3</sup> University of Toronto Libraries. (October 2013). *Charting our Future: A Strategic Plan for the University of Toronto Libraries 2013-2018*. UTL. Available at: [http://onsearch.library.utoronto.ca/sites/default/files/strategic\\_planning/UTL-Strategic-Plan-2013-18.pdf](http://onsearch.library.utoronto.ca/sites/default/files/strategic_planning/UTL-Strategic-Plan-2013-18.pdf)

<sup>4</sup> UTM Library. (June 2012). *University of Toronto Mississauga Library Academic Plan, 2012-2017*. Available at: <http://library2.utm.utoronto.ca/sites/default/files/Library%20Academic%20Plan%20Final%2030June2012.pdf>.

## 1. Digital Collections

The UTM Library's Digital Initiatives team has started or completed several digital collections since 2013 and has successfully raised the profile of the unique research contributions of UTM scholars and students and afforded all users the opportunity to engage with these new rich UTM digital collections:

*Jomon Period Archaeology: The Yagi Project* is a digital collection completed this year. It showcases the artifacts and excavation notes of site work carried out by UTM faculty Dr. Gary Crawford and ROM Senior Curator Dr. Chen Shen. UTM Library has the last remaining records of the excavations and artifacts, all other site work records having been lost over the years. The site thus offers a prized glimpse into the Yagi excavations, but it complements the historical work with new insights by a UTM graduate student still working in the area.

[library2.utm.utoronto.ca/yagiproject/](http://library2.utm.utoronto.ca/yagiproject/)

*Schreiberwood Digital Project* (ANT318 Digital Archive) is a digital collection co-developed by the UTM Library Digital Initiatives team with the UTM Anthropology Department and the Archaeological field school. This project will host field notes, maps, visualizations, photographs of the artifacts, and other data compiled during the summer excavations on the campus grounds as part of the ANT318/ANT418 course. The web site will contain important information and documents for current students enrolled in the course, as well as serving as an archive for the data collected and curated about the Schreiber Family, buildings constructed by the family, and the history of land use on the current UTM campus grounds.

The *Natural Sound Library* is a collection of audio files of 49 everyday sounds, such as a keyboard typing, a vacuum, a bus, made available for the purpose of calibrating hearing aids. Each recording is available in multiple formats to facilitate the collaboration of researchers from around the world who focus on the rehabilitation of people who are hard of hearing. UTM Psychology professor Kathy Pichora Fuller facilitated the archiving of this collection in T-Space on behalf of the International Collegium of Rehabilitative Audiology (ICRA), an affiliate of the International Society of Audiology.

[tspace.library.utoronto.ca/handle/1807/66299](http://tspace.library.utoronto.ca/handle/1807/66299)

The *Erindalian / Medium II / Medium Digitization Project* is a large-scale digitization project focused on the backfiles of the UTM campus student newspaper. The Internet Archive has digitized the newspaper's print runs from 1968-2005. The UTML Digital Projects team is currently working on constructing an online collection of these files as an exhibition on the University of Toronto Heritage website. The newspaper collection will comprise approximately 850 issues covering a span of 37 years of campus history. Further work on this project will focus on filling in missing issues, creating deep metadata, developing flexible and robust sorting and searching functionalities, as well as digitizing issues from the year 2005 onwards.

[archive.org/details/erindalianmedium](http://archive.org/details/erindalianmedium)

*Travels of the Lute* – A digital humanities resource for teaching and learning world history. “This project offers resources that are designed to help instructors and students better understand ‘*connection*,’ a central theme in World History, through the examination of one extended family of musical instruments. These instruments provide us with opportunities to appreciate far-reaching cultural contacts from many centuries ago through considerations for the how the instruments were created, how the players learned their skills, and how appreciation of the music itself created a shared cultural inheritance” (description from website).

[library2.utm.utoronto.ca/travelsofthelute/](http://library2.utm.utoronto.ca/travelsofthelute/)

Other digital collections that are ongoing include the UTM journals – *Prandium*, *With Caffeine and Careful Thought*, and *Soundpost*, all of which are accessible via the Open Journal System platform.

The Library also actively develops the *Fine Art Digital Imaging System (FADIS)*, enhancing its teaching and research value.

[www.utm.utoronto.ca/vrl/fadis.html](http://www.utm.utoronto.ca/vrl/fadis.html)

The UTM Library is now responsible for the “*hi Collaborative*” located at [www.consumerhealthinfo.ca](http://www.consumerhealthinfo.ca), an online health resource portal designed to support the Mississauga and University community with relevant, reliable and accurate consumer health information. An additional objective, which is still to be realized, is the provision of experiential learning opportunities for students to engage them in design, content development, or research projects. The Library continues to partner with the Mississauga-Halton Local Integrated Health Network and Trillium Health Partners, amongst other agencies in achieving the overarching goals of the *hi Collaborative*.

In addition to special digitization initiatives, each year the Library contributes significantly to the acquisition of electronic resources most of which are used across all three campuses. One valuable addition this year is *SimplyMap*, an online mapping and data reporting tool for students and faculty. *SimplyMap* also facilitates access to “adjusted” Canadian Census Data, Environics marketing and household spending databases, Canadian Health Survey data, and Dunn & Bradstreet Business locations and profiles. More information about *SimplyMap* is available at: [library.utm.utoronto.ca/datagis/simplymap](http://library.utm.utoronto.ca/datagis/simplymap), Access *SimplyMap* on- or off-campus from [sm2.simplymap.com.myaccess.library.utoronto.ca/login.html](http://sm2.simplymap.com.myaccess.library.utoronto.ca/login.html).

Another important addition to the electronic collections at UTM is the continued support for Adam Matthew Digital collections. This is a collection of unique primary source materials from archives around the world. It is an essential collection for researchers in the social sciences and humanities across the University of Toronto. [www.amdigital.co.uk/](http://www.amdigital.co.uk/)

## **2. Research Data Management**

The development of capacity to support research data management is an important emerging area across all three campuses, particularly as a result of the open access movement, the trend towards mandating publication in open access journals by funding agencies, and the trend towards the collection of *big data*. The UTM Library is collaborating in planning University-wide initiatives to provide infrastructure and support research data management.

At UTM, a survey of research data management practice was conducted the results of which were shared with members of the UTM Research Council. In addition, workshops on research data management for graduate students have been developed.

## **3. Student/Faculty Services & Experience**

### ***Student Engagement***

A core activity of Librarians is their involvement with teaching, learning, and shaping student experience in a myriad of ways. From the *Table of Statistical Highlights* above, note the 251 instructional sessions delivered to approximately 10,486 participants. Research conducted on Library instruction on research skills strongly suggests that skills and concepts must be learned iteratively and incrementally to enable life-long learning. In addition, library anxiety, an area with a sizeable body of research studies, is still very much prevalent in the 21<sup>st</sup> century research library. Many activities are designed to bring students in

to the Library to overcome this anxiety and to start introducing students to basic research concepts. Following is a selected list of activities with which Librarians and Staff are involved:

- Subject Librarians liaise with faculty to develop information literacy initiatives to support student research skills and learning. Librarians provide library instruction both in the classroom and in the library, assist with the creation of assignments, support faculty and students through the development of Library Guides for individual courses and coordinate online course related discussions through Blackboard or other technologies. See an example of a course related LibGuide for History 395 at [guides.library.utoronto.ca/HIS395FUTM](http://guides.library.utoronto.ca/HIS395FUTM)
- Provide over 65 sessions each year to incoming first year students (2013-2014) as part of utmONE, genONE, rezONE, and International LIFE programs
- Integrally involved in developing programming to support new first year experience initiatives (with the Dean's Office for Academic Transition and Office of Student Life)
- Partner in Head Start Program (Robert Gillespie Academic Skills Centre) - invited presenters and Library specific workshops for transition from high school to university
- Librarians co-instructed 3 sections of the PART (Program for Accessing Research Training) program; 2 librarians participated in working group to develop program [www.utm.utoronto.ca/utmone/other-initiatives#PART](http://www.utm.utoronto.ca/utmone/other-initiatives#PART)
- Academic Culture and English (ACE@UTM) - provided tours and library overview
- Summer Transition Program for Students with Learning Disabilities – Librarian provided session at weekend workshop
- Welcome Day – Liaison librarians were embedded in academic programming workshop
- Welcome Week – Library Volunteer program provides tours, fun quizzes to engage students
- Undergraduate Student Advisory Board – provides students with volunteer/leadership opportunities and an active forum for student feedback
- Living Library: two Librarians involved in planning this event designed to create dialogue, promote understanding, and reduce prejudice. A collection of "human books" (widely varied in gender, cultural and religious backgrounds, and age) were offered on loan to visitors.

A relatively new position in the Library is the Library Community Development Leader who coordinates a vibrant and growing student volunteer/leadership program. Student volunteers learn a variety of skills (photoshop, leadership, communication, video production, etc.) as well as plan and carry out a variety of activities for UTM students. These activities are developed to provide an outlet for students to de-stress, take part in creative play, and to meet fellow students outside of their disciplines. Examples include: Get Crafty, Mini Massage, Paws & De- Stress, Henna, Meditation with Dr. Jeff, Sit & be fit, Welcome Week, Welcome Day, Crochet Project.

Student volunteers articulate strong satisfaction with the program, citing the benefit of meeting other students from outside their program, being part of a community of volunteers, a sense of being connected, opportunities to learn and be creative, and connecting with Staff and Librarians as mentors and friends. There were 17 volunteers. The total number of student participants in volunteer events during 2014-2015 was **3,548**. All of the activities are part of the growing complement of experiential opportunities available to students with contributions to UTM co-curricular record.

UTM Library has provided a highly used and valued chat service operating from 10 AM to 10 PM. While the 12 noon to 7 PM chat service is staffed out of the UTM library, the 10 AM – 12 noon and 7 PM – 10 PM blocks of service hours have been staffed by the Ontario Council of University Libraries Ask-A-Librarian service. The UTM Library is a leading partner in this province wide essential librarian-run research help chat service, both in staffing hours during the week, and by participating in Ask-A-Librarian Training for new operators. Library chat service, prominent on the homepage, is used by UTM

faculty and students to ask questions ranging from “how do I put a course text on reserve” to “I don’t know how to start researching for my sociology essay, and it’s due tomorrow.” Users often close with: “Wow, this is a great resource. Keep it going!”

### ***Faculty Engagement***

The Library continues to provide instructional technology leadership and support for instructors, students, and departmental Single Point of Contacts on a range of different technologies such as Blackboard, Turnitin, and iClickers.

As a result of a successful collaborative submission to the Provost’s Instructional Technology Innovation Fund (ITIF) with the Robert Gillespie Academic Skills Centre and Information & Instructional Services, the UTM Library became involved in several new initiatives such as the Active Learning Classrooms project. Active Learning Classrooms (ALCs) – 8 instructors have been exploring the use of the two pilot Active Learning Classrooms, DV1151 and DV1154 with the support of a team including UTM Library, Robert Gillespie Academic Skills Centre, Information & Instructional Technology Services, Facilities Management & Planning, and the Office of the Registrar.

Together with instructors and the Robert Gillespie Academic Skills Centre, the UTM Library is spearheading a research project to investigate how student participants experience active learning pedagogies in the pilot classrooms in terms of the supports these types of activities provide for their own learning; gather feedback from instructors and students regarding the effectiveness of active learning classrooms to support teaching and learning activities across various courses, and disciplines; and determine the supports that must be in place for instructors to teach in active learning classrooms (e.g., curricular/pedagogical, technological, other).

The Library participates in ongoing collaborative work in partnership with UTM instructors who are interested in hybrid and online learning (e.g., Ontario Online Initiative (LIN204), Online Undergraduate Course Initiative (RLG203), ALOR Project, HEQCO Project – two year research project (HIS101)).

The Library continues its collaboration with the Centre for Teaching Support and Innovation (CTSI) in their Partnering for Academic Student Success program. As part of this program, a UTM librarian is seconded to work with the CTSI one day a week. Outcomes of this program include support for faculty / librarian collaboration, collaboration on presentations at Society for Teaching and Learning in Higher Education (STLHE) conferences, publications relating to faculty-librarian collaborations, and participation in the planning and delivery of sessions for CTSI’s Course Design Institute.

## **4. Scholarly Communications & Copyright**

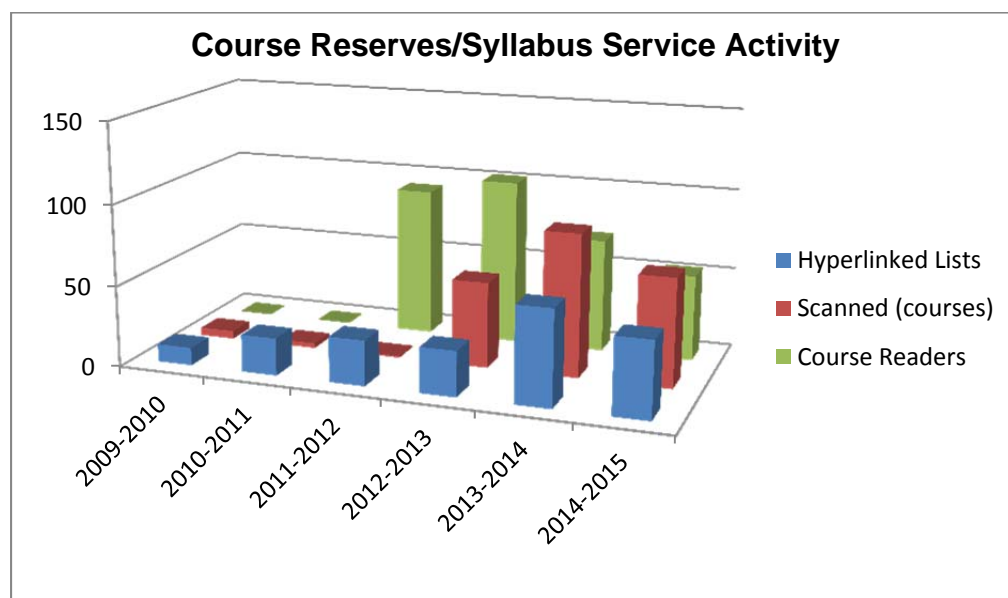
The UTM Library directly supports faculty and graduate student research and scholarship in a multitude of ways. Following are several examples of recent initiatives:

- Each year the Library hosts events for faculty and students in celebration of Open Access Week. For example, in October 2014 a series of provocative documentaries for UTM undergraduate students was promoted (“RIP: A Remix Manifesto” & “The Internet’s Own Boy: The Story of Aaron Swartz Story”). Additional information on Open Access initiatives is available at: [guides.library.utoronto.ca/content.php?pid=634838&sid=5252220](http://guides.library.utoronto.ca/content.php?pid=634838&sid=5252220).
- For several years, the UTM Library has also financially contributed to a tri-campus Open Access Author Fund pilot project that provides funds to faculty without access to funding in order to

publish in open access journals. This valuable support to faculty has been extended to April 2016.

- Each year the Library co-sponsors the Graduate Student Research Symposium, providing prizes totaling \$500 and free poster printing.
- In 2014, the Library supported an event hosted by the UTM Research Office entitled *A Celebration of Books*, honouring publications from the UTM research community. Publications from 23 researchers were on display, and 11 authors spoke briefly about their work. Presentations covered a diverse range of subject areas, such as literacy, French Canadian women and Shakespeare, neoliberalism, ethics and the locavore movement. The 2015 event is scheduled for Wednesday April 29th from 4-5:30pm in the Blind Duck Pub.
- Science Literacy Week

With the cessation of the Access Copyright Agreement and the change in the Copyright Act, the UTM Library has also been involved in providing expertise in regards to copyright and intellectual property issues associated with scholarly publications. For approximately seven years the Library has run a course syllabus service with awareness and usage of this valuable service increasing significantly since 2013. The following chart illustrates the rise in activity:



Librarians and staff provide scanning, course syllabus markup with persistent links, transactional licensing when required, and consultations on Copyright issues and/or any aspect of the service.

## 5. Revitalization of Library Spaces & Technologies

Librarians and Library Staff initiated a multi-year Library Space & Technology Revitalization Initiative, the overarching purpose of which was to optimize and use creatively existing Library space, increase collaborative and silent study spaces, and create innovative experiential learning spaces.

The Library's academic plan,<sup>5</sup> articulates many aspirations relating to space, teaching, and technology. As a result of shifting campus priorities, a Library capital expansion project is beyond the period specified in the plan (2012-2017). Furthermore, in considering the refresh of Library public computers and laptops during the summer 2014, it became evident that delaying this technology refresh until the summer of 2015 would enable staff to review space and technology in a more systematic and holistic manner.

In February 2014, approval from UTM's Vice President and Principal was received in support of the Library's *Space and Technology Revitalization Initiative*. The purpose of this project was to fully engage Library staff and the campus community in exploring creatively existing spaces and technologies within the Library. Following are the overall ideas explored which will improve student experiences in the Library:

- Evaluate options for the refresh of Library *Learning Commons* computers (summer 2015);
- Prepare for and remove Reference & Research mobile shelving to provide additional collaborative study space in the *Learning Commons*;
- Examine ways to more effectively utilize the space in the *Learning Commons* and increase collaborative working space;
- Review possible re-alignment of the *Learning Zones* and associated signage;
- Refresh technology in the Level 1 *Smart Classrooms*;
- Plan for the re-purposing of the *Li Koon Chun Finance Learning Centre (LKCFLC)* location for student study space once the LKCFLC moves to the Innovation Complex

### **C. Charting the UTM Library's Future**

As indicated in the Overview, the activities of UTM Library Librarians and Staff are many. UTM Librarians and Staff participate on University of Toronto, UTL, and UTM committees in order to keep engaged in new developments and facilitate strategic decision-making. Librarians also are contributing members of provincial, national and international associations, their respective committees and projects, and continue to be actively engaged in professional service, teaching, research, and scholarly publication. UTM librarians participate in campus governance and are actively involved in planning for and shaping of Library services, resources, and support for the future.

The Library's primary goal continues to be the provision of high impact value-added services that support faculty and student academic success. In addition, Library Staff is engaged in looking to the future and exploring academic and research libraries trends that will impact how and what services we offer. Over the next year, the Library will continue to shape services and supports which are aligned closely with UTM academic priorities in the following areas:

- Enhancing Digital scholarship
- Expanding capacity
- Enhancing student and faculty experience
- Supporting scholarly communications and copyright
- Revitalizing spaces and technologies

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<sup>5</sup> UTM Library. (June 2012). *Library Academic Plan, 2012-2017*. The Library.