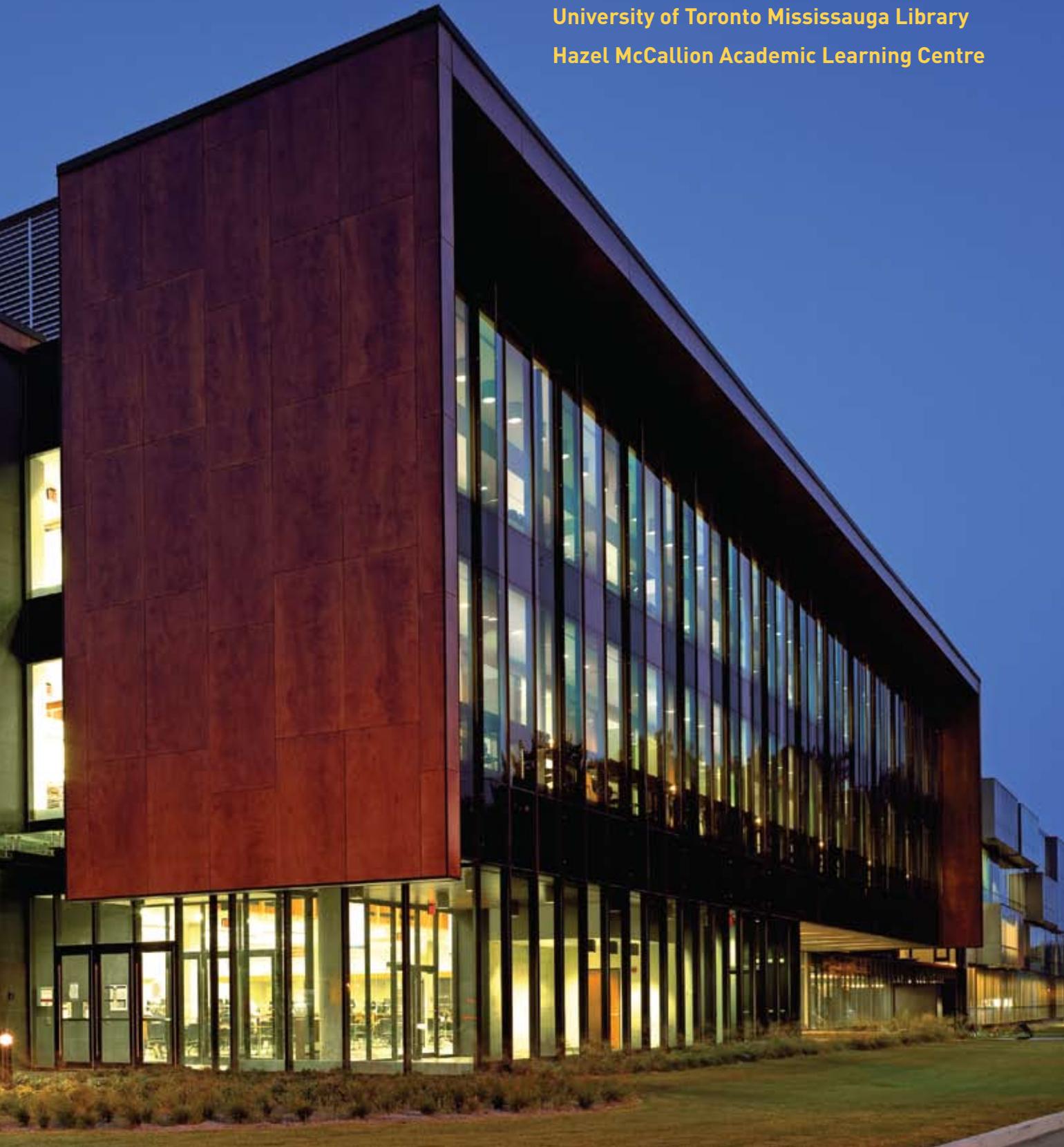


Making Connections

ANNUAL REVIEW 2007-2008

University of Toronto Mississauga Library

Hazel McCallion Academic Learning Centre



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Photo: Stephen Uhraney

From the Chief Librarian

This past year has been another incredible experience for the University of Toronto Mississauga Library, our second year in the Hazel McCallion Academic Learning Centre. Students, faculty and staff continued to demonstrate their love of the library – voting with their feet. Visits increased by 20 per cent over the previous year, totaling over 1.23 million. With a student population of 10,500, the Centre experienced many days where visits exceeded 9,000 per day.

The Hazel McCallion Academic Learning Centre also received a number of awards recognizing its architectural merit, highlights being the People's Choice Award for the City of Mississauga and an Innovation in Sustainable Design Award from the American Library Association.

I had the privilege of a six month research leave from November 2007 to April 2008, and I am grateful to Ian Whyte for capably acting in my stead. Ian provided strong leadership, especially in continuing to develop the library as learning centre. Under his stewardship we received the third year of funding for 24/5 service from the Student Experience Fund and additional funding to increase quiet study. The Library also contributed to U of T Mississauga's response to the University's "Towards 2030" planning process.

A highlight of 2007-08 was the Li Koon Chun Finance Learning Centre project. Through the generous gift of Dr. and Mrs. Ronald Fook Shiu Li, the Library partnered with the Department of Management to develop the design and program for this Centre. The resulting state-of-the-art finance learning centre, located on level one, ceremonially opened in early August to the delight of all who attended.

Once again, the Annual Review demonstrates the breadth and depth of activities that our librarians and staff are involved in. We have used the talent and skill of our GIS/Data Librarian Andrew Nicholson and fourth-year geography student Akhil Parujanwala to spatially depict our impact on our community – locally and beyond.

U of T Mississauga continues to provide rich opportunities for our Library to engage, collaborate and inform the academic enterprise at this campus. I thank our staff, my colleagues, and the administration for their continuing support, enthusiasm and encouragement in my leadership of library initiatives and services.

We hope you enjoy the new look and feel of the Annual Review. Please contact me or any member of our staff should you wish to comment, provide feedback or collaborate.

Kind regards,



MARY ANN MAVRINAC

Our Vision and Values

Who We Are

The U of T Mississauga Library is an innovative, award-winning teaching and learning centre. Since opening in fall 2006 in the Hazel McCallion Academic Learning Centre, the Library has captivated students, faculty and visitors with its innovative design, warm interior, functionality, expert staff, and resource- and technology-rich environment. With an emphasis on people space over collections space, the Library engages users and inspires an integrated approach to learning. It has attracted new opportunities as it evolves to support the academic enterprise and meet the changing needs of users. Part of the University of Toronto Library System, the U of T Mississauga Library supports academic excellence and cultivates a sense of community on campus and within the university.

Our Vision

Leading for Learning

Our Values

- Respect
- Learning
- Innovation
- Service
- Integrity
- Building relationships
- Creating a positive and fun environment



Refining Our New Space

The 2007-08 academic year marks the Library's second year in its new space, the Hazel McCallion Academic Learning Centre. This novelty brings with it milestones, accolades, challenges and opportunities to learn and 'fine tune'. Over this year, we remained committed to providing learning spaces that suit our students' needs, inspire academic success and create an open, safe and collaborative environment.



A New Finance Learning Centre

*“For the plan of one year, plant grains;
for the plan of 10 years, plant trees;
for the plan of a century, plant
[educate] people.”*

The Li family has followed this ancient Chinese philosophy of education for years – most recently through a gift of \$800,000 from Dr. and Mrs. Ronald Fook Shiu Li to build a new finance learning centre in the Hazel McCallion Academic Learning Centre.

Opened in August 2008, the Li Koon Chun Finance Learning Centre will for years to come enrich the learning experience for students studying finance, accounting, economics, mathematics, psychology and related disciplines. Named for Li’s father, an advocate of education, this centre enables hands-on learning and provides an environment that simulates future workplace settings in the global business world.

The Li Koon Chun Finance Learning Centre includes advanced computer hardware, sophisticated financial analysis and simulation software, more than 30 workstations and the first-in-Canada eight-colour stock market ticker board displaying live data feeds from the global financial community. Faculty can now integrate these resources into existing undergraduate and graduate courses, allowing students to benefit from teaching and learning methods previously unavailable in U of T Mississauga classrooms.

Enhancing Our Spaces

In our ongoing effort to provide quality study spaces and build a dynamic environment conducive to learning, collaboration and creative thinking, we made the following enhancements to address operational and user issues:

Study Spaces

Level One Study Rooms: We purchased new tables, installed chair rails and repainted four study rooms. One room

received acoustical insulation to reduce noise emanating from the adjacent elevator mechanical room.

• **Level Four Group Study Area:** In response to feedback from our patrons, we added acoustical panels, which have effectively absorbed ambient noise. We also added soft seating and privacy barriers at select locations, and installed glass baffles to isolate the collaborative study area from the silent study area.

• **Silent Study Zones:** To increase quiet library study space, the Library was awarded \$60,000 from the Student Experience Fund.

Social Spaces

The Library café – Starbucks – opened in the Fall 2007 term, providing a gathering space for students, staff and faculty.

Sound Solutions

We enhanced the sound masking system provided by Environmental Acoustics in the Hazel McCallion Academic Learning Centre. Now, all four levels are fully equipped with sound masking technology to reduce ‘noise carry’ and enhance the library’s paging system.

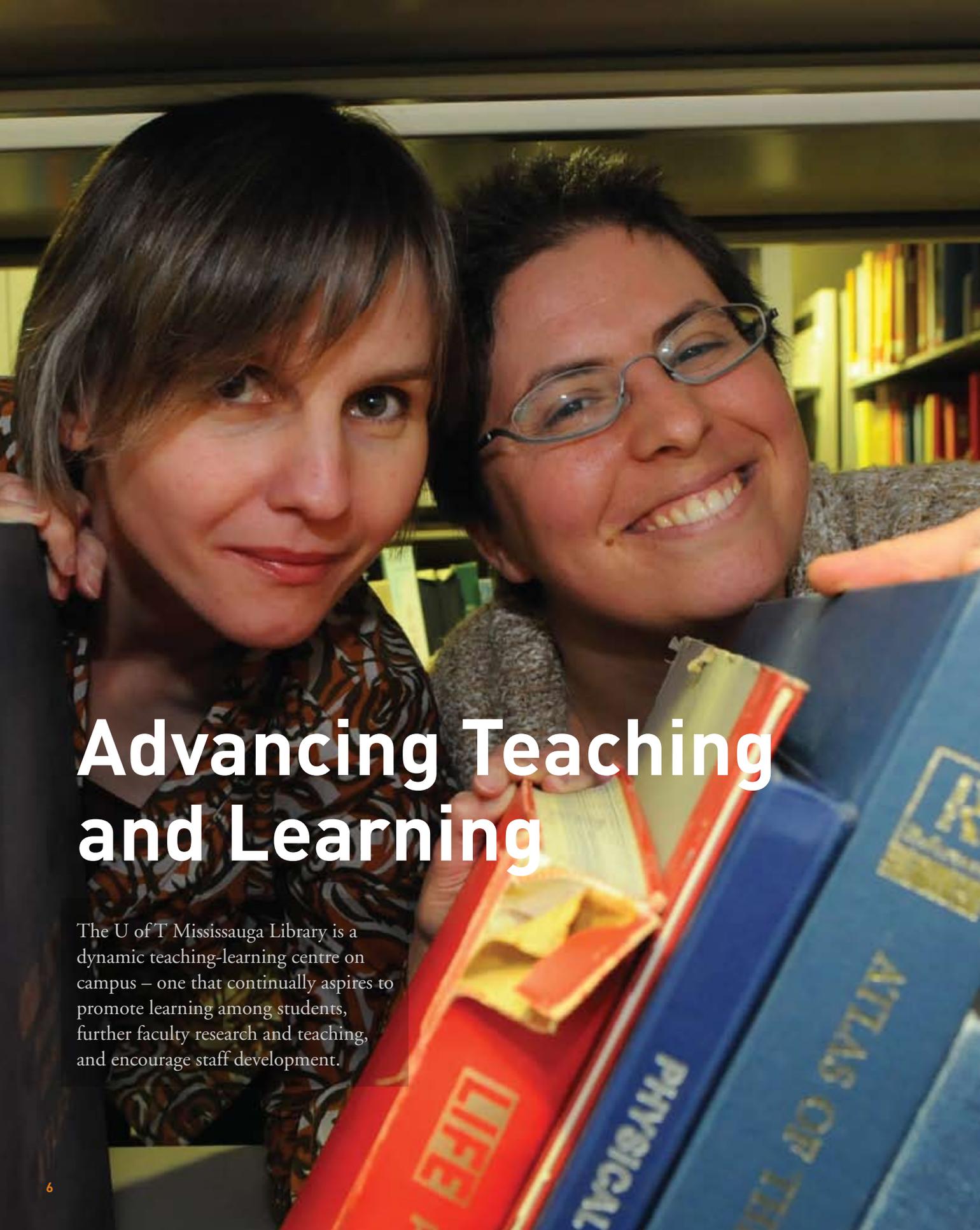
Accolades

In 2007-08, the Hazel McCallion Academic Learning Centre won the following architectural and design awards:

- Canada Green Building Council – 2007 LEED Silver Certification
- City of Mississauga – 2007 Mississauga Urban Design Award, Award of Excellence
- City of Mississauga – 2007 Urban Design Award, People’s Choice Award
- International Interior Design Association/ American Library Association – 2008 Innovation in Sustainable Design Award
- Ontario Association of Architects – 2008 Design Excellence Award

In addition to these honours, *Canadian Architect* featured the Hazel McCallion Academic Learning Centre as the cover story of its October 2007 issue.

(L-R) Vice-President and Principal Ian Orchard, Professor Varouj Aivazian of the Department of Economics and Dr. Ronald Fook Shiu Li at the opening of the Li Koon Chun Finance Learning Centre Photo: Stephen Uhraney



Advancing Teaching and Learning

The U of T Mississauga Library is a dynamic teaching-learning centre on campus – one that continually aspires to promote learning among students, further faculty research and teaching, and encourage staff development.

Educating Our Students

The Library aspires to “build upon the strong working relations with other U of T Mississauga departments in the development of innovative services to support faculty teaching and research and student success.”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

The Library plays an important role in educating U of T Mississauga students. We care about students’ academic success and strive to boost their information literacy, technological competency and critical thinking skills. We work with faculty to provide course-specific instruction and instructional technology with an eye to strengthening the teaching and learning process.

In 2007-08, the Library team engaged with students and faculty to further teaching and learning...

... In the Classroom

We spoke to students about topics ranging from information and spatial literacy to research skills and statistical analysis, and worked with faculty to enrich the classroom experience. Here are some highlights:

Department of Anthropology, U of T Mississauga

- To understand the background of pneumonia victims whose bones they analyzed, students enrolled in the third-year course, Laboratory Methods in Biological Anthropology, needed to recreate a picture of life in the Golden Horseshoe between 1900 and 1950. Liaison Librarian **Joanna Szurmak** (pictured at far left) created a workshop to teach students about online and print archival sources and also temporarily obtained a special collection of medical texts on pneumonia published during this period to provide students with primary sources on medical terminology and treatment for this illness.

Department of Biology & Department of Chemical and Physical Sciences, U of T Mississauga

- **Mindy Thuna** (pictured at left), AstraZeneca Science Liaison Librarian, presented the workshop “Refining your Research Skills” to help students navigate the various databases at the university.



Photo: Katrina Bolinas

Department of English and Drama, U of T Mississauga

- Liaison Librarian **Pam King** developed and delivered a session on research concepts and resources to students in the course, Topics in Shakespeare, strengthening their research skills and boosting their knowledge of specialized digitized collections. To complement the session, she collaborated with the faculty member to create a customized resource list of online indexes and other sources for students.

Department of Geography, U of T Mississauga

- Recognizing that students in the first-year geography course “Where on Earth?” often have difficulty understanding population pyramids, GIS/Data Librarian **Andrew Nicholson** and Geography Professor **Kathi Wilson** collaborated with the Library’s Learning Objects Team to develop an online learning module to provide students with experience in interpreting them. After introducing this learning object as an optional exercise, 96 per cent of the more than 200 students in the class used it to complete their population pyramid evaluation assignment.

**Department of Historical Studies,
U of T Mississauga**

• Course instructor **Andrew Graham**, (pictured with a student on page 7) also the Library's research and instructional support technician, and GIS/Data Librarian **Andrew Nicholson** partnered to help students bring ancient cities to life. The pair developed an assignment to introduce information and spatial literacy concepts to first-year students in Graham's Introduction to Classical Studies course. This assignment combined the visual power of Google Earth with the evaluation and presentation of information resources, enabling students to create 'tours' of ancient Greek or Roman sites and present information about these civilizations.

**Department of Management,
U of T Mississauga**

• Liaison Librarian **Paula Hannaford** provided distance library and research instruction to students in the Master of Management & Professional Accounting and Diploma in Investigative & Forensic Accounting programs.

**Department of Political Science,
U of T Mississauga**

• Liaison Librarian **Elaine Goettler** led a workshop to help students in the third-year course, State Society and Regime Change in Latin America, select appropriate sources and develop effective information strategies for accessing information on this region.

Faculty of Information Studies, U of T

• **Sheril Hook**, coordinator of instructional services, taught the graduate credit course, Information Literacy: Designing and Delivering Effective Information Literacy Courses and Programs.

Faculty of Medicine, U of T

• In collaboration with the Gerstein Science Information Centre, **Mindy Thuna** co-taught a session on evidence-based resources for the course "Determinants of Community Health III."



Tanya Kenesky, part of the Library's Research and Instructional Support team, scans the stacks to help a student locate a book. Photo: Stephen Uhraney

... On the Web

- **Andrew Nicholson** and **Mindy Thuna** developed a set of online Microsoft Excel "Point of Need" tech tutorials and pathfinders for students needing help performing specific tasks with the software.
- The classroom blogging system EduBlogger, an Instructional Courseware Development Fund project, is now available for use by faculty and students at U of T.
- **Rochelle Mazar**, instructional technology liaison librarian, collaborated with history professor Derek Williams to help students improve and modify Wikipedia entries on Latin American Revolutions.

FAST FACTS

Instruction sessions: 241

Audience Reached:
9,713 session participants

Sessions delivered to students
and faculty: 214

- Undergraduate: 178
- Graduate: 10
- Faculty: 26



“The assignment allowed students to step away from just a theoretical understanding of ancient civilizations and offered a hands-on analysis, broadening my view of how technology can be incorporated into a theoretical course. I also learned where to look for help – in terms of using the Library’s resources and relying on its helpful staff. The Library played an integral part in my ability to gather evidence and put it together into a cohesive and meaningful Google Earth presentation.”
— U of T Mississauga student Milan Gozmanac (Introduction to Classical Studies) on the Google Earth class assignment



Mapping for a Better Tomorrow: Librarian, Geographer and Student Zone in on Poverty in Mississauga

It’s all about how you look at things.

This is one lesson that third-year student Vinhson Tran learned by working on the project “Mapping for a Better Tomorrow: Geographies of Poverty and Prosperity in Mississauga,” as part of U of T Mississauga’s Research Opportunity Program (ROP), which allows students to collaborate with faculty on research projects for course credit.

This project, supervised by geography professor Kathi Wilson, responded to the East Mississauga Community Health Centre’s (EMCHC) need for a study on the relationship between services (such as grocery stores, walk-in clinics and recreation facilities) and poverty levels in its vicinity and in Mississauga as a whole.

This study required Tran to look at information in a different way – in a visual way. And this is where Andrew Nicholson’s expertise in Geographic Information Systems (GIS) came in. Nicholson, a GIS/Data librarian, worked one-on-one with Tran, who had developed a database of city services, to teach him about using the GIS and statistical software to map information on city services and input census information.

“My interest is in helping students think differently about geographical information and how they can use it to further their own education,” said

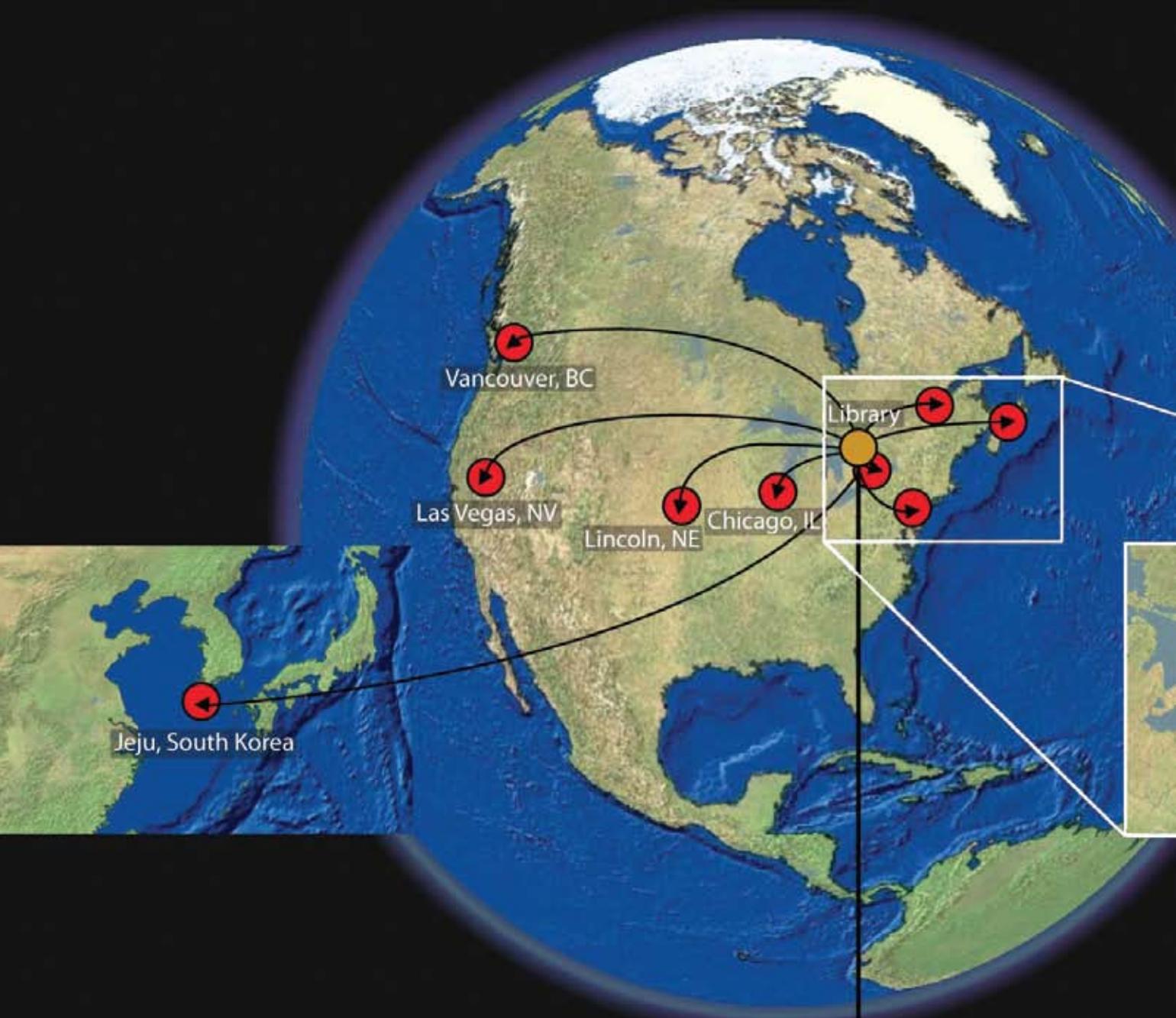
Nicholson. “I saw this project as an opportunity to encourage a student to use advanced GIS software to create maps that communicate his particular message. This is really about promoting visual literacy. I help students communicate their messages visually.”

And what their work showed – literally – was that the area surrounding the EMCHC had lower poverty but comparably good service coverage compared to the rest of the city, and that no significant correlation existed between service coverage in Mississauga and poverty.

“This was a great learning experience for me,” said Tran whose work culminated in a poster presentation at the ROP Poster Fair in March 2008 and a report for the EMCHC. “I had certain expectations when I started this project, and I learned that research is unpredictable. This experience taught me both about my research subject and about the art of research itself.”

(L-R) Geography Professor Kathi Wilson, GIS/Data Librarian Andrew Nicholson and student Vinhson Tran teamed up to explore the relationship between services, such as walk-in clinics, and poverty levels in Mississauga.

Photo: Stephen Uhraney



Sharing Our Knowledge with Faculty and Peers

The Library aspires “to work closely with U of T Mississauga faculty to enhance and promote technological competencies and teaching and learning processes using technology.”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

The U of T Mississauga Library placed a strong emphasis in 2007-08 on creating learning opportunities for the campus and university community – opportunities that impacted teaching, complemented faculty research, enhanced information literacy and helped our students excel. We also looked beyond the university for opportunities to share knowledge and exchange ideas with our peers in library and information sciences.

Speaking Out

Over the year, our librarians and staff presented at conferences, led workshops, created poster sessions and published articles – all in support of teaching and learning. As the image of the globe shows, we shared our knowledge locally, nationally and internationally.

U OF T MISSISSAUGA

Liaison Librarian **Pam King** (pictured below) led a workshop at the Institute of Communication and Culture for members of the Visual Resource Association (Canadian Chapter) about library resources available to local researchers.

Instructional Technology Liaison Librarian **Simone Laughton** and Lecturer Alison Weir, Department of Mathematical and Computational Sciences, presented “Impact of technology on academic performance and student experience: A case study” at U of T Mississauga’s Teaching Innovation Fair.

Simone Laughton presented “Learning Technology Team” at the Teaching Innovation Fair.

Mindy Thuna, AstraZeneca Science Liaison Librarian, presented “Excuse me, may I interject? Using current news articles to step into the middle of a scientific conversation” at the 30th Annual Association for Biology Laboratory Education Conference held on campus.

Simone Laughton engaged faculty by organizing three Instructional Technology Lunchtime Sessions: “Learning’s quicker with a clicker” (Shafique Virani, Department of Historical Studies), “ePortfolios: Mirror, map, and sonnet of a student’s life” (Simone Laughton, U of T Mississauga Library) and “Graded discussion forums in Blackboard” (Lee Bailey, Department of Economics).



Photo: Stephen Uhraney

UNIVERSITY OF TORONTO

Simone Laughton presented “Supporting Human Diversity Through Inclusive Design – The Role of Standards” at the open forum of the Standards Council of Canada, the e-Learning Standards Advisory Council of Canada and the Adaptive Technologies Resource Centre.

Simone Laughton, through the ISO/IEC JTC1 SC36 Canadian Advisory Committee, participated in the Plenary #16 conference, which focused on the development of international standards for using information technology in education.

Rochelle Mazar, instructional technology liaison librarian, delivered a workshop on using blogging as part of the classroom experience at the U of T New Faculty Technology Orientation.

Sheril Hook, coordinator of instruction services, and Librarian **Simone Laughton** presented “Using information literacy assessment as a Teaching and Learning Strategy” at the U of T Teaching and Learning Symposium.

Simone Laughton presented “Online Information Literacy Assessments in Blackboard” at a conference co-sponsored by BB-LIB and ILU at OISE/UT.

GIS/Data Librarian **Andrew Nicholson** and Geography Professor Kathi Wilson presented “A ‘Building Block Approach’: Creating Assignments that Promote Active Learning in the Large Class” at the Office of Teaching Advancement Workshop Series.

Ian Whyte, coordinator of public services, co-presented “Reconfiguring Academic Library Services for 24/7” with Elizabeth O’Brien (U of T Scarborough) at the U of T Libraries’ TRY (Toronto-Ryerson-York) Staff Conference.

Chief Librarian **Mary Ann Mavrinac** was an invited workshop facilitator for the “Campbell Leadership Descriptor” for Librarian Professional Development, U of T Libraries.



(L-R) Simone Laughton and Sheril Hook, part of the Library’s Instruction Services team, shared their experience with information literacy assessment at U of T’s Teaching and Learning Symposium and the Ontario Library Association’s Annual Conference. Photo: Stephen Uhraney

TORONTO, ON, CANADA

Mindy Thuna presented “So why am I learning this? Helping students internalize the underlying patterns and concepts of searching for information” as part of an invited audio conference for the Education Institute, Ontario Library Association (OLA).

Sheril Hook and Simone Laughton presented “Engaging Your Community through Assessment” at the OLA Super Conference.

Simone Laughton presented “Developing international standards for learning, education, and training: A librarian’s perspective” at the OLA Super Conference.

Chief Librarian **Mary Ann Mavrinac** presented “Successful Leadership Begins with Self” at the OLA Super Conference.

Rochelle Mazar presented “The library and Learning Management Systems: Partnering from the Ground Up” at the OLA Super Conference.

Ian Whyte presented “Me & Now of Customer Satisfaction: Library Assessment and Continuous Improvement” at the OLA Super Conference.

QUEBEC CITY, QC, CANADA

Mindy Thuna delivered the conference presentation, “Where do I start... Training non-medical librarians and technicians in the how and what of medical resources and evidence,” at the World Library and Information Congress’ 74th IFLA General Conference and Council.

VANCOUVER, BC, CANADA

Rochelle Mazar and Jason Nolan (Ryerson University) presented “Hacking Say and Reviving Eliza,” a paper on the similarities and differences between the telnet MOO Virtual Worlds of the 1990s and today’s popular graphical virtual world Second Life, to the Association of Internet Researchers.

HALIFAX, NS, CANADA

Mindy Thuna co-developed the poster session “EBM Tool-Picking Made Easy: Simplifying the Tiers of Evidence helps students choose the best information tools for their clinical questions” at the Canadian Health Library’s Conference, “Navigating the Seas of Change.”

BROCKPORT, NY, USA

Liaison Librarians **Elaine Goettler** and **Pam King** presented the poster session “LMS Opportunities Abound: Blackboard at U of T Mississauga” at the Conference on Computing in the Disciplines.

CHICAGO, IL, USA

Mindy Thuna published a non-peer reviewed publication – the book review “Gluten-free Girl” – in CAPHIS Consumer Connections in 2007.

Mindy Thuna co-developed the poster session “EBM Tool-Picking Made Easy: Simplifying the Tiers of Evidence helps students choose the best information tools for their clinical questions” for the Medical Library Association Annual Meeting and Exhibition, “Connections: Bridging the Gaps.”

PHILADELPHIA, PA, USA

Sheril Hook co-presented “Collaboration for Information Literacy” at the Mid-Atlantic Regional Conference of Educause.

Ian Whyte presented “Me & Now of Customer Satisfaction: Library Assessment and Continuous Improvement” at the 2008 American Library Association Mid-Winter Conference.

LAS VEGAS, NV, USA

Sheril Hook co-presented “Information Literacy Best Practices: Innovative Approaches to Fit Your Institutional Needs” at the Loex-of-the-West conference, “Hit the Jackpot: Successful Experimentation and Innovation in Instruction.”

LINCOLN, NE, USA

Mary Ann Mavrinc was an invited workshop facilitator for the “Campbell Leadership Descriptor” at “Thinking Outside the Borders: Library Leadership in a World Community,” Nebraska Library Commission.

JEJU, SOUTH KOREA

Simone Laughton, through the ISO/IEC JTC1 SC36 Canadian Advisory Committee, participated in the Plenary #17 conference, which focused on the development of international standards for using information technology in education.

Putting a Word Foreword

Through the e-newsletter, *Foreword*, the Library communicates with faculty and staff about initiatives, services, resources and topics that may impact their work – like technology, for instance. In the “Teaching with Technology” column, we present best practices in the use of teaching technology.

In 2007-08, we produced three issues of *Foreword* and, in these, highlighted the following aspects of ‘teaching with technology’:

- “Testing the Limits with Blackboard” – Lee Bailey (Department of Economics) talks about using Blackboard to enhance teaching in economics and CCIT courses.
- “A Catalyst for Effective Teaching and Learning” – A reflection on Judith Poë’s (Department of Chemical and Physical Sciences) experiences using different technologies to enhance teaching and learning.
- “Connecting with Students” – A discussion with Shafique Virani (Department of Historical Studies) on using technologies such as clickers and wikis.

Spotlight on Blackboard

The U of T Mississauga Library enthusiastically advocates the use of the learning management system Blackboard on campus. In 2007-08, we handled over 1,000 questions from students, faculty and staff and responded to more than 30 in-depth issues related to Blackboard.

To support our faculty, staff and students in their efforts to use Blackboard, we:

- developed five Blackboard demonstration courses aimed at faculty training, Blackboard functionality testing and troubleshooting, and information literacy assessment and testing by liaison librarians;
- led training sessions with faculty, teaching assistants and academic administrators in various departments;
- liaised with academic departments to ensure first-year students could access Blackboard before arriving on campus;
- provided individual instruction and troubleshooting support to students;
- created online resources for academic administrators – a.k.a. Single Point of Contacts (SPOCs) – in each department;

- raised awareness of how Blackboard can enhance teaching in a “Teaching with Technology” column in the Library’s e-newsletter, *Foreword*, and through an Instructional Technology Lunchtime Session with faculty;
- shared U of T Mississauga’s Blackboard experience with peers at the campus’ Teaching Innovation Fair 2008, through a podcast for the Resource Centre for Academic Technology at Robarts Library and at a Conference on Computing in the Disciplines in New York.

Here are some specific resources we developed to help students, faculty and staff integrate and use Blackboard in academics:

- Instructor Blackboard Toolbox
- Blackboard Student Orientation video that instructors can link to within their Blackboard course shells or display during a class
- PowerPoint presentation that instructors can insert within their own classroom presentations
- A guide – “Setting up your course website in a hurry” – with instructions for faculty to update their online information at the start of term
- two listservs: UTM-Blackboard-L and SPOCS
- A syllabus insert to help students access course websites via Blackboard
- a flyer about Blackboard for faculty and SPOCs

Faculty can also find the following resources on the U of T Mississauga Instruction Wiki:

- Blackboard Troubleshooting Guide
- SAILS Agreement and Information Handout
- FIPPA wording for UTML Assessments
- U of T Mississauga Blackboard rollout plan

FAST FACTS

Conference Presentations: 19

Workshops: 7

Poster Presentations: 3

Non-Peer Reviewed Publications: 4

Blackboard Queries Handled: over 1,030

Developing Our Staff

The U of T Mississauga Library continues “to place a strong emphasis on staff development and learning to ensure [our] environment provides opportunities for growth and advancement, and is stimulating, creative and fun in service to our community.”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

Innovative Programming

To share expertise and promote lifelong learning, our librarians and staff led the following training and development programs and presentations:

S.A.G.E. (Students Acquiring Great Education) Program – Tanya Kenesky,

Ian Whyte, Susan Senese, Dorota Swieton, Candy Yip and Mary Ann Mavrinac

A half-day orientation that introduced the Library’s more than 40 student employees to its services and resources, such as the Blackboard student community portal, and also trained them in customer service, conflict communication skills, workplace safety and professional ethics.

Introduction to Medical Resources –

Mindy Thuna

A two-hour U of T Mississauga Library workshop with accompanying online multi-faceted modular training

Primary Sources – Elaine Goettler,

Pam King and Mindy Thuna

A three-hour U of T Mississauga Library workshop

Learning 2.0 Program –

Learning and Development Committee

A self-paced program delivered through Blackboard that provided Library staff with exposure to, practice in and discussion of Web 2.0 technologies. The program encouraged librarians and Library staff to think about Web 2.0 through a lens of information literacy. The program had an 83 per cent completion rate.

Learning 2.0 at U of T Mississauga –

Tanya Kenesky and Luke Barber

A presentation at the TRY Library Staff Conference on Learning 2.0, a self-paced program that encourages library staff to explore and think critically about Web 2.0

Google Earth and Information Literacy:

The Ancient World Comes to Life! –

Andrew Nicholson and Andrew Graham

A presentation at the TRY Library Staff Conference

Learning about Self: Campbell Leadership Descriptor – Mary Ann Mavrinac

An invited workshop facilitator, Librarian Professional Development, U of T Libraries

Accolades

Chief Librarian Mary Ann Mavrinac was appointed one of 23 Research Libraries Leadership Fellows in North America from member libraries in the Association of Research Libraries. This executive leadership program offers an opportunity for the development of future senior level leaders in large research libraries.

“We had fantastic feedback. The Learning 2.0 program was a huge success.

We incorporated an information literacy component to each piece. Library staff enjoyed learning about the various Web 2.0 technologies that [the program] introduced them to – web technologies many staff had not used.”

— Tanya Kenesky,

*Learning & Development Committee,
U of T Mississauga Library*



Photo: Kenji Le, U Photography

Enhancing Our Services

The U of T Mississauga Library aspires “to build upon the strong customer service ethos already in existence through the development of services which anticipate and/or respond to customer need; a culture of assessment; and a customer focused operation, where each decision is deliberated in relation to its impact on our customers.”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

Special Projects and Initiatives

Instant Message Chat Service

Students and researchers can now Instant Message the Library with basic research questions. This project, launched by the Reference and Research Service in October 2007, was so successful that the Library has already extended service hours to meet student demand.

A New Code of Conduct

The Library implemented a new Code of Conduct in fall 2007, adapted from the U of T Libraries’ Conduct Regulations. The new code strives to ensure quiet and safety for everyone using the Library. It is based on two principles:

- **Courtesy & Respect:** The Library is a place for quiet study and reflection. Everyone using the Library is expected to treat others with courtesy and respect.
- **Consequence:** The Library Code of Conduct describes consequences for anyone who chooses not to abide by its policies.

Adopt-A-Floor Campaign

In response to student feedback, Library staff implemented “Adopt a Floor” – a team approach to creating a positive learning environment. As part of this campaign, staff walk about and provide assistance, monitor noise levels and promote other elements related to the Library Code of Conduct. The campaign has significantly increased staff visibility and, according to student feedback, successfully reduced noise in the Library between February and April 2008.

Wireless Service and Printing

To expand capacity and meet the increasing demand for Wi-Fi service, we upgraded the wireless infrastructure in the Library. This came in response to student feedback which, in turn, prompted an analysis of the existing wireless capacity. Our objective: to ensure wireless capacity for every library patron.

Together with Computing Services, we implemented wireless printing in the Library because of student demand for this service.

Late Night Policy in Effect

Beginning September 2007, the Library restricted access after 10 p.m. to U of T students, faculty and staff holding a valid identification card. This new policy helps provide students and employees with a safe learning environment during evening and overnight hours.

Blackboard eReserves Service

At the start of the academic year, Information & Loans Services staff began receiving reading lists and course syllabi electronically from instructors to create HTML links to the full-text electronic source documents (when available) or links to Library catalogue records providing location details. Staff then uploaded these reading lists to the Catalogue Course Reserves module, enabling students to locate them through the Catalogue or via each course’s Learning Resource Tool in Blackboard.

Next Generation Service

The Reference & Research Services team developed a model of service offerings and referral guidelines for internal use that clarifies and outlines some of the Library’s areas of expertise and service.

Other Service Developments

The Library also:

- enhanced signage;
- opened a Plotter Printing Service in the Library, offering an accessible and affordable poster printing option on campus for students, staff and faculty;
- developed new policies: Unattended Belongings Policy, ‘Tell Us What You Think’ Comment Policy, and Photographing and Video Recording Policy;
- became the supplier of multimedia items for all faculty, so now the Resource Sharing department borrows items from across Ontario for faculty use in the classroom;
- initiated and coordinated a three-day site visit from an external consultant (Professor Lisa Given, University of Alberta) to holistically review student use of spaces in the Hazel McCallion Academic Learning Centre and across campus to support academic success.



Assessing Our Services

And the Survey Says ...

To improve services and meet patron needs, the Library has continued to collect and report information about service satisfaction through the LibSat service satisfaction survey – becoming the first university library to adapt the survey within the academic community. This service management tool enables us to solicit, track, understand and respond to faculty and students' comments relating to service quality.

During 2007-08, we collected 669 surveys, and since its inception in February 2007, we collected a total of 1,052 surveys with 3,690 comments. Survey results revealed:

What matters most to our patrons?

1. Hours of access and operation
2. Seating/workspace
3. Internet access
4. Computer workstations
5. Electronic resources
6. The Library building (e.g. cleanliness)
7. Printers
8. Using the Library's facilities (e.g. chairs, tables, rooms, washrooms)
9. Access to the online catalogue
10. Access to an online database provided by the Library

What do our patrons feel most satisfied with?

1. The Library building
2. Access to the Library's website
3. Online catalogue
4. Access to the online catalogue
5. Information available from the Internet
6. Access to the Library from another location
7. Access to an online database provided by the Library
8. Express checkout kiosks
9. Library electronic resources
10. Remote access facilities

What do our patrons think about Library staff?

- "This isn't just about one experience, but rather the typical experience whenever I'm here. The library staff is so helpful and nice – particularly the people who regularly work the front desk. It's amazing. Their professionalism and kindness is a breath of fresh air."
- "The full-time employees that work the help desk are awesome, very approachable and really make this a friendlier library..."
- "Staff services – They are absolutely wonderful."

Tell Us What You Think

We asked and our patrons answered.

Through the bulletin board assessment forum, "Tell Us What You Think," students, staff and faculty submit comments, suggestions or questions about the Library to a drop box. Our staff then check this box, filter submissions to appropriate colleagues and post these submissions with their responses on the bulletin board within a week, creating a continuous dialogue with Library patrons.

In 2007-08, student feedback ranged from compliments on their new Library space and suggestions for improved service to comments on noise levels and study space shortages during peak hours.

Here is a sampling of students' comments and our responses:

Comment: "I would like to congratulate the library staff, technicians, and everyone else who has helped make the HMALC such a success. This truly is one of the finest libraries. I have one suggestion: Can we please have some printers installed on the 3rd and 4th floors. Thank you."

Our Response: We are delighted you think the HMALC is one of the finest libraries! Library staff appreciates your high praise. Thank you for the compliment and your suggestion.

Comment: "Some students were not really studying in the quiet study area. Instead, they greet and chat with their friends, making the quiet study area very noisy. This is usually observed at the afternoon/evening (around 1pm – 7pm). Could you please maintain the noise level so that the quiet study area would remain quiet all the time? Thank you."

Our Response: We regret you have had problems with noise in the Library. We agree that at times and in specific areas of the Library noise is a problem. Since Reading Week, Library and security staff has stepped up efforts to counter noise with much success. Staff will keep at it by continuing with their noise abatement program. People who make noise, who are socializing, or who are horsing around will be asked to leave. The Library is a space for academic research, study, and learning.



24/5 Service Pilot Project

2007-08 represented the second year of the Library's 24/5 service initiative supported by the Student Experience Fund. Over the year, we extended hours from mid-October 2007 to the end of the exam period in December, as well as from mid-February to the end of exams in April. Coupled with this, we increased security on evenings and weekends.

To evaluate the effectiveness of the extended hours, the Library surveyed students and other patrons, resulting in 1,338 responses from LibQUAL, LibSat Survey and a printed year-end survey. Results revealed that the Library is an important space for students, and that many students want 24-hour access to a quiet and safe place to study on campus.

Why have students chosen the library as their study space?

- Silence
- Safety
- Access to research materials

What could improve their Library experience?

- Allow snacks
- Provide better coffee or refreshment options (e.g. Starbucks closes too early)
- Ask students who socialize or make noise to leave

What did students say about the 24/5 service?

- "I think it's great that the library is open 24 hours during the week. Like many U of T Mississauga students, I commute and, as such, I come to campus early in the morning. I encourage the library to extend this for the whole year."
- "The 24-hour service was fantastic... It was one of the... things that made me really glad I chose to go to U of T Mississauga... Also, the staff is really friendly and helpful, and that makes a big difference to me!"

The Marco Muzzo Atrium in the Hazel McCallion Academic Learning Centre

Photo: Kenji Le, U Photography

FAST FACTS

Exit Counts: 1,231,336 – an increase of 21.2 per cent from last year

Average Visits per Day (Peak Periods): 7,000 (with 34 days greater than 8,000 visits)

Stack Charges: 59,165

Total Renewals: 21,033

Total Discharges: 157,599

Total Re-Shelving: 152,859

Self-Checkout Transactions: 27,051 – 46 per cent of total stacks transactions

Reserves Transactions: 70,361 – an increase of 21 per cent from last year

Course Reserves Submissions: 5,199
E-Reserves Documents Added: 525
Total E-Reserves: 2,384

Laptop Transactions: 23,572 – an increase of 25 per cent from last year

Average # Students Logging into Amgen Canada Inc. Smart Classroom Monthly: 1,525

Average # Students Logging into Express Computers Monthly: 2,370

Average # Students Logging into Adaptive Technology Centre Monthly: 155

HIT Squad Patron Assists: 4,863

One-on-One Patron Assists: 51,971 – a decrease of 2.6 per cent from last year

- Electronic: 724
- In-Person, Phone, Fax, Mail: 51,247



The ‘HIT’ (Help with Information Technology) Squad is one example of this. In 2007-08 – its second year – this team of nine student assistants provided valuable technical, reference, service and referral support to peers in the Learning Commons. “Students feel comfortable approaching us, and it feels rewarding to help them,” said Rabiya Faruqi, biology student and HIT Squad member. “Working as part of this team is a dynamic and collaborative experience. I learn new things all the time as I interact with students and Library staff. It’s exciting.” Between September 2007 and April 2008, this team addressed 4,863 questions from library patrons – 23 per cent of these relating to connecting students’ laptops with the Library Wi-Fi.

Other highlights in the RBC Learning Commons over the year included:

- Developing a Reference & Research Services vision for mobile programme-based and on-demand research services;
- Implementing a new Reception & Referral staff role to market services and referrals across the range of Library services; and
- Promoting student peer support by hiring Referral Student Assistants and evaluating this decision to inform plans for 2008-09.

Spotlight on the RBC Learning Commons

Just as its name suggests, the RBC Learning Commons joins into one space the services and resources students need to succeed academically. A hub of student activity, it features a public computing area with 110 desktop computers and 30 laptops for loan, a Print and Copy Centre, Information and Loans services, Research and Reference support and a Reserves section. It is here that students flock for help with their academic pursuits.

And flock they do.

The Library sees a significant number of students everyday. An average of 7,500 students visit the Library per day during the academic term, and this number often hits 9,000 during peak periods. Approximately 5,000 students – or 50 per cent of the student body – logged into a computer in the RBC Learning Commons at least once a month last year.

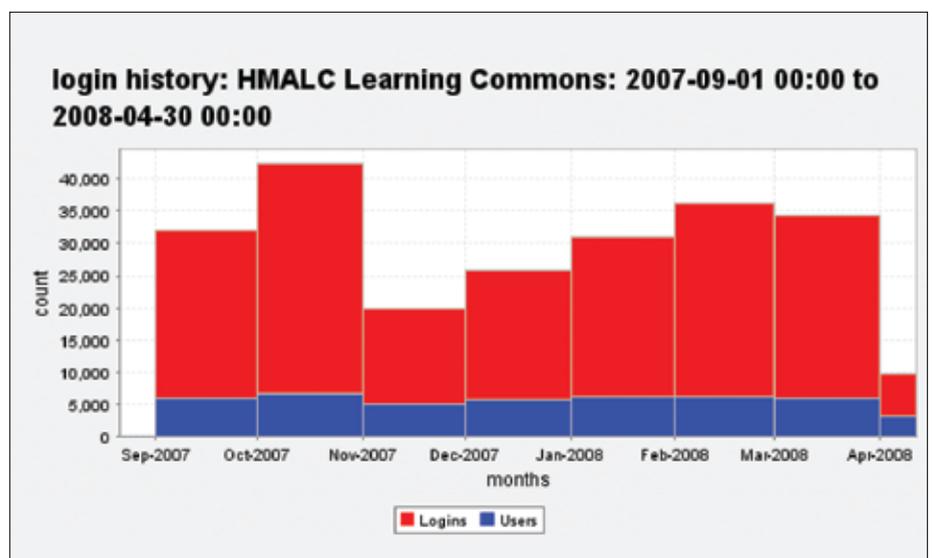
To best serve the campus community, Library staff seek out opportunities to build on areas of expertise, offer new services and create partnerships.

“The delivery of services for our

Learning Commons is a collaboration between Library staff, between Library staff and students and faculty, and between the Library and other campus units,” said Ian Whyte, coordinator of public services. “It is through these collaborations that we work to co-create an integrated ‘one-stop’ environment in our Learning Commons.”

HIT Squad member Rabiya Faruqi (R) helps fellow student Madiha Khan (L) in the RBC Learning Commons.

Photo: Stephen Uhraney





Developing Our Collections

The U of T Mississauga Library aspires “to support the increase and variety of teaching, research and graduate student presence at the U of T Mississauga campus through enhanced access to and quality of Library collections.”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

As the U of T Mississauga campus grows, so have the Library’s collections.

Along with building collections in all subject areas to support U of T Mississauga programs and curriculum, we developed interesting collections in foreign languages and strengthened the Cinema Studies and Historical Studies collections.

The Library also continued to develop a strong DVD/multimedia collection, and made some significant electronic purchases during this year. Highlights include:

- a subscription to Quicklaw, an important tool in the areas of crime and deviance, forensic science and forensic accounting; and
- a backfile for the journal *Zoological Record*

The Avie Bennett Community Novelties Reading Area, the Library’s collection of recreational reading materials, continued to be a popular collection for undergraduate students. Circulation numbers for these materials hit 1,372 last year – with 78 per cent of these loans to undergraduate students.

As part of the Google Earth Educational Initiative, the Library now offers students, staff and faculty access to Google Earth Pro with its enhanced map images, GPS downloading and spreadsheet/data importing functions. We also acquired an updated, customized collection of City of Mississauga Base Maps for use by the campus community.

Over the year, the Library digitized and archived a publication of great importance to the campus and wider U of T community – Celebrating 40 Years of History at the

University of Toronto Mississauga. Edited by John Percy and Sabeen Abbas, this book is now available in digital format through the U of T Mississauga Library Archives and T-Space, U of T’s institutional repository.

While Shelley Hawrychuk, collections services coordinator, enjoys the printed word, she is actively expanding the Library’s collections with digital resources too.

Photo: Stephen Uhraney

FAST FACTS

- New Collections Acquired: 9,635 items
- Total Collection Volumes: 377,635
- Circulation – Avie Bennett Community Novelties Reading Area: 1,372

Building Relationships

Photo: Kenji Le, U Photography



Advisory Committee to the U of T Mississauga Library 2007-08 Members

Hugh Gunz, Chair
Mary Ann Mavrinc, Chief Librarian
Ian Whyte, Acting Chief Librarian
Steven Bernstein, Social Sciences
Amrita Daniere, Social Sciences
Pascal Michelucci, Humanities
Kathy Pichora-Fuller, Sciences
Bryan Stewart, Sciences
Alexandra Gillespie, Humanities
Jon Prince, Association of Graduate Students at Erindale
Rose DaSilva, Association of Graduate Students at Erindale
Elaine Goettler, Librarian
Joanna Szurmak, Librarian
Joseph Santiago, Undergraduate Student

The Library aspires “to balance the needs of U of T Mississauga with the need to build upon strong community relationships...”

— Reaching Out: U of T Mississauga Library’s Academic Plan, 2004-2010

Reaching Out Across Campus

The Library is deeply engaged with its campus community. Over the year, our librarians and staff supported student success, faculty research and staff initiatives through workshops, lectures, events, class instruction, individual consultations and, among others, assignment development.

Here is an overview of the campus units our team collaborated with:

Academic Affairs Committee

Academic Departments

- Anthropology – Biology – Master of Biotechnology – Chemical and Physical Sciences – Economics – English and Drama – Forensic Science – Geography – Historical Studies – Institute of Communication and Culture – Language Studies – Management – Mathematical and Computational Sciences – Philosophy – Political Science – Psychology – Sociology

AccessAbility Resource Centre

Office of Advancement

- Fundraising Initiatives
- Joint presentation on “Fundraising for the Hazel McCallion Academic Learning Centre Capital Project” to participants in the Research Library Leadership Fellows Site Visit, Association of Research Libraries, U of T Libraries

Campus Police

- Training Partnerships

Career Centre

- “Careers in GIS” showcase to provide course information, demonstrations of Library resources and useful career tips

Computing Services

- Wireless printing service implementation

Office of the Dean

- Research Opportunity Program

Erindale College Council

Food Services and Retail Planning

Joint Health and Safety Committee

Infrastructure and Facilities

International Student Resource Centre

- “Global Café” information session to ease the transition of new international students to the academic library and its services

Media Services

Office of the Registrar

- StepONE program
- Hotlink e-newsletter monthly submission

Robert Gillespie Academic Skills Centre

- Headstart University Prep Program for first-year students

Student Affairs

- Academic Orientation

Student Residence

- rezONE Program Steering Committee

Teaching-Learning-Collaboration Group

- Teaching Innovation Fair 2008

U of T Mississauga Student Union

- “De-Stressor” event during the exam period in the Library Link area

U of T Mississauga Student Clubs

- “Roots & Shoots” – Library environmental awareness campaign

Reaching Out Across the University of Toronto

The Library has strong links to the larger U of T community. Last year, librarians and library staff sat on University-wide committees, partnered with academic departments and administrative offices on the St. George campus and participated in U of T events. The following is an overview of these collaborations:

Committees

- Advisory Board, Professional Learning Centre/Faculty of Information Studies
- Faculty Council, Faculty of Information Studies
- U of T Libraries Advisory Committee
- Digital Reference Group, U of T Libraries
- Instruction in Library Use, U of T Libraries
- Library Council, U of T Libraries
- Reference Services Committee, U of T Libraries
- Resource Discovery Team, U of T Libraries
- Blackboard Users Group
- TRY Library Staff Conference Committee
- Informatics Education Curriculum Review Team
- Steering Committee for Informatics Education

Departments and Offices

- U of T Libraries
- Faculty of Information Studies
- Department of Geography
- Gerstein Science Information Centre
- Faculty of Medicine
- OISE/UT
- Office of Teaching Advancement
- Resource Centre for Academic Technology, Robarts Library

Events

- U of T Teaching and Learning Symposium
- New Faculty Technology Orientation
- Research Library Leadership Fellows Site Visit, Association of Research Libraries – U of T Libraries
- TRY Library Staff Conference

Reaching Out Across the City

In 2007-08, the Library continued to connect with the Mississauga community, supporting local initiatives, sharing knowledge and contributing to the development of its youth.

Local High Schools

The Library connected with local high schools and high school students – a group we committed in our academic plan to working with to develop information literacy skills.

As a first-year experience librarian, Paula Hannaford represented the Library on the High School Students as Researchers Committee. Through this commitment, we share information on information literacy, discuss curriculum requirements for information outcomes and communicate our Standardized Assessment of Information Literacy Skills' testing to Board of Education members, teacher librarians and other academic colleagues.

The Library's research and instructional support technician Donna Liu also brought high school students into the Hazel McCallion Academic Learning Centre and delivered two sessions in the Amgen Canada Inc. Smart Classroom, followed by a tour of the building.

Together, the pair field high school queries from local teachers and teacher librarians about session requests, research questions and more.

Local Organizations

Through the efforts of librarians and staff, the Library participated in the following local initiatives:

- Annual Community Forum, Mississauga Public Library Board
- Mississauga Consumer Health Information Collaborative
- United Way Campaign

Reaching Out Across the Globe

As already spatially depicted in this Annual Review, U of T Mississauga librarians and Library staff shared their knowledge worldwide through conference presentations, workshops, poster sessions and publications.

Our outreach activities did not end there.

In 2007-08, we also participated in various collaborative initiatives with peers and built relationships with various national and international organizations, including:

- Association of Canadian Map Libraries and Archives
- Ontario Council of University Libraries Map Group
- Data Interest Group of Ontario
- American Library Association Science and Technology Section research committee
- Special Library Association, Biomedical and Life Sciences Division Special Projects Team (an international association representing over 80 countries)
- Nebraska Library Commission, USA
- Association of College and Research Libraries, American Library Association
- College and Research Libraries Journal, Association of College and Research Libraries
- "Communications in Information Literacy" journal
- Mortenson Centre, University of Illinois, Urbana-Champaign



Photo: Stephen Uhraney

A Look Back: Goals for 2007-08

The U of T Mississauga Library's goals over the last academic year reflect a commitment to advance its academic plan, Reaching Out, 2004-2010 – the vision for how the Library will enrich the student experience and enable teaching and learning within the campus and university community.

- Enhance the Hazel McCallion Academic Learning Centre project by completing its functional plan and addressing deficiencies as well as operational and user issues
- Analyze and report on information collected through service satisfaction surveys, such as LibQUAL, and use these results to develop recommendations for improved service
- Advance plans to develop an appropriate curriculum for an information literacy program
- Raise awareness of information literacy at U of T Mississauga and promote and expand our services in support of faculty teaching, learning and research
- Create and promote technologies to achieve basic information literacy competencies among students
- Envision and plan for high-tech, high-touch, next generation research

and information services

- Realize the Public Service Team's vision for superior service delivery through increased engagement and interaction with all Library users
- Further the planning for undergraduate medical education, the Academy of Medicine and the Forensic Science Institute at U of T Mississauga
- Provide and maintain a robust public computing platform encompassing diverse network, hardware and software resources that provide access to and support the delivery of information and services to Library users
- Transform the Library's website into an enticing virtual presence that communicates effectively and enables access to and delivery of library information, resources and services
- Support students in their learning and use of information technology by providing knowledgeable Library staff and student assistants to help them
- Support Library staff in their learning and use of new and emerging information technologies, such as Web 2.0
- Ensure a safe, secure and compliant library computing environment



Photo: June Seel



A Look Ahead: Goals for 2008-09

- Refine our collection management strategies and procedures to improve efficiency and delivery of service
- Further the curriculum development for an information literacy program
- Raise awareness of information literacy and promote and expand our services to support faculty teaching, learning and research
- Provide supplemental and integrated learning opportunities for undergraduate and graduate students
- Develop and build base-level competencies to ensure quality service delivery by Library staff
- Envision and evolve plans to integrate and deliver services in the Learning Commons that support learning, research and the use of information technology
- Enhance efficiency and service delivery through workflow analysis and process improvement to propel our academic mission
- Support and enhance the Library's public computing infrastructure to meet or exceed the requirements of our students and faculty in support of their research, scholarship, teaching and learning
- Develop enticing digital visual and virtual communication channels that foster access, communication and delivery of library information, resources and services
- Support Library staff in their learning through immersive and relevant learning opportunities, including awareness and knowledge of emerging technology
- Evolve the Hazel McCallion Academic Learning Centre as a vibrant, positive, safe and secure learning space
- Promote and support the U of T Mississauga Grow Smart, Grow Green mandate through "Go Green" initiatives



LIBRARY

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Academic Learning Centre

University of Toronto Mississauga Library
Hazel McCallion Academic Learning Centre
University of Toronto Mississauga

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Photo: Ben Rahn, A Frame Photography

