

**UTM LIBRARY ANNUAL REPORT  
 2014-15**

**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 continues to be ranked third in North America by the Association of Research Libraries<sup>1</sup>.

I am delighted to present the UTM Library Annual Report for 2014-15 that highlights selected high-impact initiatives during this time period. Please note there is some content overlap of this report with items reported in the UTM Library Annual Report for 2013-14.

  
 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 2013-15 in the *Table of Statistical Highlights*.

<b>Table of Statistical Highlights</b>	<b>2013-14</b>	<b>2014-15</b>
Total visits to the Library:	1,425,106	1,344,758
Number of days with visits > 8000:	78	47
Service hours per week:	98	98
LibGuides Usage:	105,449	99,042
Ask a Librarian (Ontario Council of University Libraries):	772	749
Email Reference:	552	1,424
Other* e.g. Twitter, Chat, etc.:	1,858	1,878

<sup>1</sup> Chronicle of Higher Education. (2015). Library Investment Index at University Research Libraries, 2013 – 2014. *Almanac of Higher Education*. The Chronicle.

Total Reference Assists	16,221	19,420
Instruction in Library use sessions:	251	285
Instruction in Library use participants:	10,486	14,894
Welcome week tours		100+
Destress week events		3,345
Total discharges:	129,280	120,730
Total stacks charges:	34,587	28,961
Short term loans	68,104	68,775
Reserves transactions:	38,297	36,639
Laptop loan transactions:	12,241	13,493
Gadget transactions	16,670	18,643
Headphones		5182
Phone chargers		6885
Whiteboard markers		4708
Calculators		1346
Other		522
Total volumes:	417,441	424,914
Volumes added to the collection:	7,962	6,868

Library visits has been used historically to provide an overall measure of impact. During 2014-15 the number of visits dropped slightly to 1,344,758. There were 48 days with greater than 8,000 visits (peak days), which is an approximately 40% drop compared with the number of peak days during 2013-14.

Laptop loans continue to be a popular and highly valued service, with 13,493 loans. In tandem with laptops, there has been a significant increase in the loan of headphones, phone chargers, whiteboard markers, and calculators (note these were aggregated together as “Gadget transactions for 2013-14 and for 2014-15 they are also presented separately).

Prior to the development of the U of T Libraries (UTL) Strategic Plan 2013-2018<sup>2</sup>, the UTM Library independently created its own Library Academic Plan, 2012-2017<sup>3</sup> aligned closely with the UTM Academic Plan.

This report will focus on achievements and progress in each of the following areas:

1. Enriching scholarship and research through digital and print collections
2. Enhancing services to students and faculty
3. Revitalizing spaces and technologies available to students and faculty

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<sup>2</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>3</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>.

Examples are primarily from the period May 01, 2014 to April 30, 2015, as well as a few selected more recent examples.

## 1. Digital & Print Collections

Each year the Library contributes significantly to the acquisition of electronic resources most of which are used across all three campuses. One valuable addition during 2014-15 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/)

During 2014-15, an intensive activity across the U of T Libraries was the selection of and migration to a new monograph vendor, YBP, and the establishment of YBP’s collection approval plan. Most UTM Librarians and selected staff were involved in extensive training for the new system. Librarians created new approval plan book profiles that are used for the book selection process.

In addition, as a result of the bankruptcy of a major serial vendor, the UTM Library (like other North American libraries, a new serials vendor was sought, contracted, and implemented; this also required training for librarians and staff.

## 2. 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 285 instructional sessions delivered to approximately 14,894 participants (includes Library 101 programming). 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. Following is a selected list of activities with which Librarians and Staff were involved:

- Subject Librarians liaised 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)
- Developed programming for the Office of Student Transition’s Launch Program
- Partnered with the Robert Gillespie Academic Skills Centre for their Head Start, and PART (Program for Accessing Research Training) Programs, participated on their Advisory Committee and as part of their PASS program.

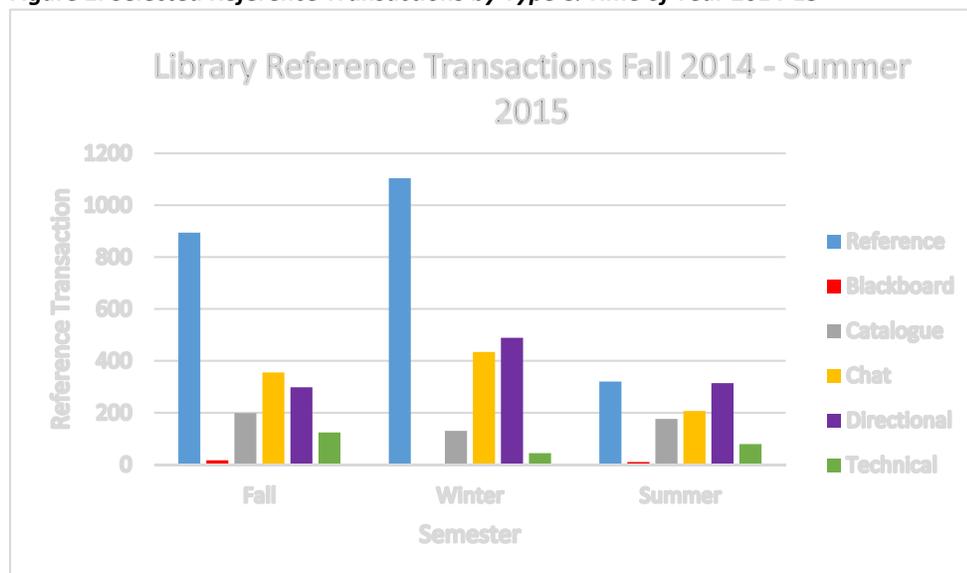
- Provided tours and library overview to students in the Academic Culture and English (ACE@UTM)
- Partnered with Student Life for Orientation and Transition, Living Library Event, and the UTM Co-Curricular Committee
- Participated in the Summer Transition Program for Students with Learning Disabilities
- Participated in the Office of the Registrar’s recruiting events: Fall Campus Day and March Break Open House
- Welcome Day – Liaison librarians were embedded in academic programming workshop
- Welcome Week – Library Volunteer program provided tours, fun quizzes to engage students
- Undergraduate Student Advisory Board – provided students with volunteer/leadership opportunities and an active forum for student feedback

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 (Adobe 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.

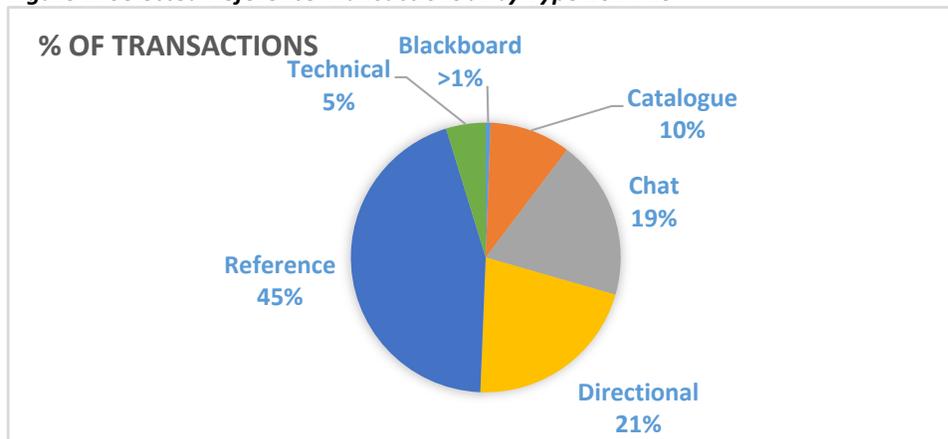
Student volunteers articulate strong satisfaction with the program, citing the benefit of meeting other students from outside their program, being part of a community of volunteers, a sense of being connected, opportunities to learn and be creative, and connecting with Staff and Librarians as mentors and friends. The total number of student participants in volunteer events during 2014-2015 was 3,548, as well as 100+ tours provided to new students during Welcome Week, and five high school sessions to 250 participants. 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. The Library chat service, prominent on the homepage, is used by UTM faculty and students to ask a wide range of questions.

**Figure 1. Selected Reference Transactions by Type & Time of Year 2014-15**



**Figure 2. Selected Reference Transactions % by Type 2014-15**



In addition to chat, the Library offers in-person and email Reference & Research assistance. This too is a high impact service, with 19,420 reference assists overall during 2014-15 (see *Figure 1* and *Figure 2* for selected reference desk only transactions by type and time of year and percent type respectively; note Blackboard stats reported are for students only at the Reference & Research Desk). Through analysis of course tracking data for questions asked and mining course syllabi for research assignment milestones, targeted supports are provided to students proactively. For many courses, Librarians prepare tailored *LibGuides* that present shortcuts for students and are frequently designed in collaboration with faculty who teach the courses as a way of scaffolding support and meet course learning outcomes.

### ***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.

### **3. Revitalization of Library Spaces & Technologies**

Librarians and Library Staff continued the multi-year *Library Space & Technology Revitalization Initiative* (LSTRI) that was started in 2013-14, 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. During 2014-15, this initiative was the single largest activity occupying the time of Staff and Librarians in their respective roles on six working groups associated with the LSTRI, as well as the Coordinating Group (some staff were one more than one team).

All Library public computers and laptops were refreshed during the summer 2015 and detailed specifications and plans were developed for the refresh of the Level 2 Learning Commons, Level 2 and Level 3 staffing areas, and the Level 3 AstraZeneca Centre for Information & Technological Literacy. At several points during the planning phase there were consultation sessions with faculty, students, and staff to solicit feedback on design options.

Use plans were also developed for the Level 1 Smart Classrooms (Room 185 and Room 190), as well as the space previously occupied by the Li Koon Chun Finance Learning Centre (Room 115).

## **C. Library Strategic Planning**

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 are offered.

During 2014-15, because the Library has been approaching the end of the period covered by its last academic plan, the initial stages of new planning to articulate activities for 2015-16 and 2016-17 were completed.