University Librarian's Annual Report 2003 - 2004

Message from the University Librarian

The continued rapid rate of change in our information environment, the arrival of the very large graduating class of secondary school students, and the physical changes made to our buildings have meant that 2003/2004 has been an extremely busy and challenging year for all of us at Leddy Library. I want to acknowledge and thank Leddy staff for their continued outstanding efforts to meet the demands of our students' and faculty's research, learning and teaching needs. I also would like to acknowledge the ongoing support of the University Administration which continues to demonstrate its belief in the importance of a strong university library through its support of Leddy's acquisitions budget.

We have begun deliberations for a new five year strategic plan. As part of this process we have reviewed our last strategic plan and in so doing, I am struck by the way Leddy has expanded its focus beyond issues contained within our physical library walls. We are very involved in campus teaching and learning efforts, and are working cooperatively with other universities across the country and internationally. By participating in provincial and national consortia, we have been able to leverage our acquisitions dollars to provide more information in all formats, and to greatly increase student and faculty access to full text digital content 24 hours a day. We are seeing the rise of a variety of potential uses for Open Archives initiatives far beyond our original expectations.

Our outward perspective has brought more use of our collection and more people into our facilities. Leddy library is busy day and night, in the fall/winter and spring /summer terms. Our statistics show a 45 percent increase in people in our buildings over last year. We are continuing to upgrade our facilities, adding a new computer classroom, wireless access, more quiet study space and additional group study space. This past year we expanded our information literacy program to include a pilot project that introduced information literacy into the History program curriculum. With the arrival of a data librarian into our complement, we expect to open a Research and Instructional Data Centre in the coming year. This full service Centre will eventually provide consultation services for teaching data research methods and data management; provide computers, software support and tools for managing data, and most importantly establish an archive of locally produced research data, opening the door for collaborative projects between the University of Windsor and other institutions. This can only serve to raise our profile in the academic community, attracting top researchers to Windsor.

This report provides a snapshot of 2003-2004, one that already seems to be far behind us as we forge ahead into the new year.

*"**The shift of librarianship from a role of service provider to collaborator will be particularly important if the many new varieties of scholarly output have any hope of being cataloged and therefore disclosed to potential users, and preserved in ways that will sustain their value to future scholars.**"*
Online Computer Library Centre's 2003 Environmental Scan: Pattern Recognition p.63

Gwendolyn Ebbett
University Librarian

COLLECTIONS

Digital Collections

Resources

Full-text access, 24/7 access, hypertext links to related materials, being able to search several titles at once – all are manifestations of the digital collections the Library has made available to support teaching, research and learning at the University of Windsor.

The Leddy Library has continued to build its digital resources through the acquisition of full-text journal literature, online indexes and abstracts, back-files to further compliment digital content already available, and links to free digital materials from established repositories such as the Public Library of Science, Highwire Press and the Budapest Open Access Initiative.

As the amount of digital information available grows at a fantastic rate it continues to be a challenge for the Library to acquire the digital content that supports the faculty and students of our community. The library's ability to continue to bring new material to your desktop is in great part due to our consortia memberships and the benefits they bring. Through consortial groups such as the Ontario Council of University Libraries, OCUL, Leddy has been able to leverage its acquisitions dollars to take the best advantage of group licensing and group pricing.

This past year we acquired several new suites of full-text journals including the titles from Cambridge University Press, Oxford University Press, the Nature Monthlies and the full suite of materials from the OECD (Organization for Economic Co-operation and Development). The Library has also acquired several online indexes to make identifying journal articles easier. New indexes this year include the Philosopher's Index, INSPEC, the Physical Education Index and Columbia International Affairs Online.

As we bring more and more digital content to the campus, the use of this material continues to grow. Logs show that library online journal and database holdings were accessed over 422,000 times between July 2003 and June 2004, an increase of over 60% from 2002/2003. The most popular destinations were the full text resources on the Ontario Scholars Portal, the Proquest databases (business, nursing, dissertations online, etc), Wilsonweb (Art Index, Omnifile) and the CSA indexes and abstracts.
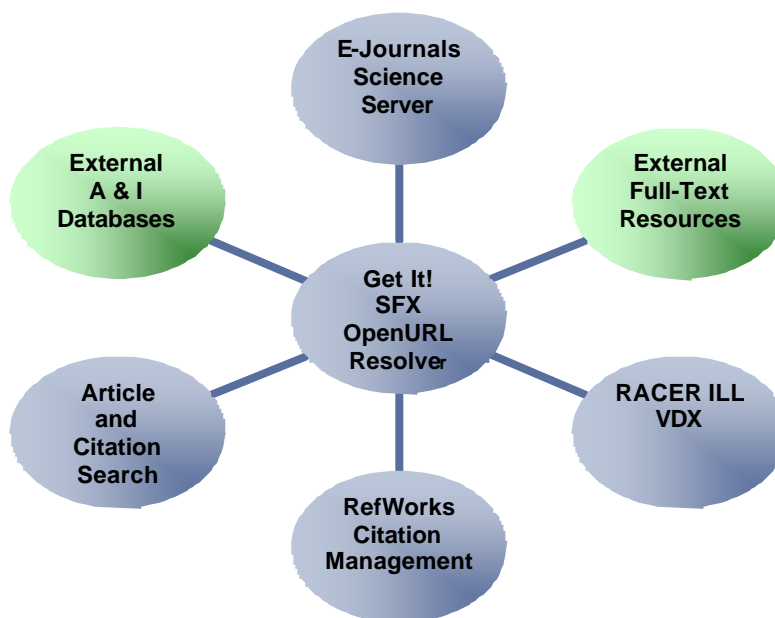
Infrastructure

Just as it is important to obtain a broad array of digital resources that faculty and students need, it is equally important to develop an infrastructure that will support those resources. The Leddy Library, as an information technology provider on campus, works very closely with Information Technology Services and other campus groups to ensure that access is robust and dependable. This includes active participation in maintaining and upgrading campus networks, authentification protocols and security systems. The Library was very active this past year in helping to frame a second information technology strategic plan and will continue to play an integral role in information technology infrastructure development on campus.

As well as our work on campus our membership in OCUL has made us part of a provincial information infrastructure project that is unparalleled in Canada and even possibly worldwide. In 2000/2001 the OCUL libraries began to build a framework for the information resources and information access needs of Ontario universities. This framework, called the Ontario Scholars Portal, will ultimately bring together 7 spheres of information access to build reliable, flexible and long-term infrastructure support for the digital resources and services in which each institution has invested so much. Four of the 7 spheres are already in place: the E-Journals Science Server, which gives access to over 4700 journals and 6.8 million articles; RACER, a shared interlibrary loans system which provides the end user the capability to search the catalogues of all Ontario institutions and initiate his/her own interlibrary loan request; Refworks, a citation management system which will allow you to save citations from a variety of different indexes and our own library catalogue and format them to any one of several hundred citation styles; and Web of Knowledge, an article and citation search module that allows users to link to the full-text of an article directly from the index and/or abstract they are searching. The central hub of this system, "Get It", an SFX open url resolver, is under implementation at this time and students and faculty may already have seen the Get It! button while searching the Library's indexes. The final two pieces of the puzzle, Linking to External Abstracts and Indexes and Linking to External Full-text Resources are under development.

One of the greatest benefits of the Scholars Portal infrastructure is that it rests on the principle that the OCUL institutions own the data on the Portal. Local-loading of the indexes, abstracts and full-text journal literature on an OCUL server eliminates dependence on publishers and vendors to maintain, develop and archive their content.

Ontario Scholars Portal: A Visual Representation

Leddy Library is very active in helping to develop the Ontario Scholars Portal. Several Leddy librarians serve on the OCUL teams and committees that are dealing with the myriad of development and implementation issues that arise from such an undertaking.

Developing Initiatives

Institutional Repositories represent a means by which institutions can organize and archive their intellectual property for generations to come. Many universities across Canada have developed institutional repositories to store working paper series, large data sets and local journal publications, both those that were previously in print format and those that were "born digital".

The Leddy Library is continuing to explore the potential of institutional repositories for the University of Windsor. Through sharing information with our sister institutions and through our own work here at Leddy we have explored many of the technological issues involved. Recent contacts with faculty on campus have provided the content we need to pilot a project to test the ins-and-outs of developing and maintaining an institutional repository. Some of the significant issues to explore include: developing metadata for articles posted on the repository such that appropriate author/title/subject access is provided, building a framework for the content so that it is easily understood (i.e. for an online journal developing a web page to show titles, tables of contents, access restrictions, etc.) and solving access and security issues involved in maintaining a repository that will be accessed both internally and externally. The Library will be beginning to learn more about these issues with a few projects in the coming year. Once more of the operational details are known we hope to broaden the scope to include more content and other types of content such as data, video and sound.

Print / Media / Special Collections

Summary Statistics

The print collections of the library continue to grow. Again in 2003/2004 over 15,000 items were added to the collection, including over 11,223 books, over 2,000 documents, 645 videos, 623 CD ROMs and 868 maps. For print serials, Leddy staff checked in 22,758 journal issues this past year.

The use of in-house collections (i.e. non-digital) is decreasing. Print serials pick-up statistics show that there was a 27% decrease in their use from 2002/2003 to 2003/2004. This is most likely due to the increasing use of digital full-text journal resources in place of print serials. The most heavily used subject areas in print serials were Sociology at 18%, Medicine at 10%, Sports and Recreation at 7% and Psychology at 7%. For the monograph collections there was a total of 143,039 transactions (borrows, renewals, etc.) in 2003/2004 a decrease of 7% from 2002/2003. The most popular subject areas for books were: Social Pathology, Social and Public Welfare at 5% of the total borrowed, History at 5%, Family, Marriage and Women at 5% and Medicine at 4%. From the borrowing statistics undergraduates were the largest user group comprising 74% of the borrower group, followed by graduate students at 15% and then faculty at 6%.

Changes, Additions & Use: some examples

Over 2,200 videos were placed in locking display cases and moved out of the Media Centre Office to enable patrons to access them all hours the library is open. Videos are becoming increasingly popular as teaching tools and for research and learning. By moving them all out to self-service we have increased their availability and use.

As well as the collections we have in house, Leddy Library provides an interlibrary loans service to all patrons to get the research papers, books and reports we do not carry.   This past year Leddy received 7,921 photocopies of articles from other institutions including through our document delivery service at CISTI (Canadian Institute for Scientific and Technical Information).   We borrowed significantly more books this year, 388 in total, up 16% over last year.   To balance this borrowing activity, a total of 6,370 requests for loans came to Leddy from other institutions (2,972 photocopies, 3,398 book loans).

109 new titles were purchased for the reference collection, including:

Learning Theories, A to Z
Old French-English Dictionary
Sage Encyclopedia of Social Science Research Methods (3 vols)
Encyclopedia of the Dead Sea Scrolls (2 vols)
Encyclopedia of Global Environmental Change (5 vols)
Encyclopedia of Catalysis (6 vols)
Cambridge Encyclopedia of the English Language
The Bronte's A to Z: the essential reference to their lives and work
American Culture After World War II
Alcohol and Temperance in Modern History: an international encyclopedia (2 vols)
The Advertising Age Encyclopedia of Advertising (3 vols)

Archives, Rare Books and Special Collections

In Archives/Special Collections/Rare Books, the records and information management program continued for Basic Administrative Units at the University of Windsor, with accessions from the Office of the President, Senate, The office of the Dean of the Faculty of Arts and Social Sciences, the Department of Kinesiology and the School of Dramatic Art.

The Archives also received the following:

· Lillian Ried, nursing diaries, 1920s
· Edward Chandler Walker, will of probate, 1915
· Richard Moriarty, sport archives
· SOHLIN, administrative archives
· Marcel Beneteau, agricultural account books, early 19th century

Rare Books and Special Collections received a total of 349 items, the majority of which are south-western Ontario publications, reflecting labour, manufacturing, agricultural, social and historical topics, including:

• 4 tickets from the Detroit & Windsor Ferry company for
    "one passage between Detroit and Windsor"
• The American Anti-Slavery Almanac, for 1839
• Birds of the Detroit Windsor Area: a ten-year survey
• Centenary, St. Andrew's Presbyterian Church, Sarnia, Ontario, 1841-1941
• Chatham Fire Fighters 8th Annual Field Day 1946
• Hidden in Plain View: the secret story of quilts and the underground railroad
• The House of Four Winds
• That Noble Country: the romance of the St. Clair river region
• Toronto of Old
• A Yankee in Canada: with Anti-Slavery and reform papers

LEDDY LIBRARY – People at Work

Celebrating Leddy Library

In recognition of their accomplishments, the staff and friends of Leddy Library were lauded at a celebration in April. The following awards were presented:

"Raising the Bar" Professional Excellence Award - Art Rhyno
Social Justice Award - Tad Venkateswarlu
Teaching Award - Peter Zimmerman
Service Excellence Award - Gail Hunt
Outreach Award - Karen Needham
Spirit Award - Dorothy Kinsman
Best New Technology Project Award - Patricia Moore, Peter Lukasewych, Alida Demarco, Janice Bell, & Maureen Souchuk
Collaboration Award - The Members of the History Department
Library Advocacy Award - Jim Green, Chemistry & Biochemistry
Outstanding Addition to the Collection - Members of the Music Department
Student Participation Award - Ed King, OPUS student representative
Service and Support Awards - Ted Bott, Gayle Howe, Housekeeping

Publications & Presentations

Joan Dalton (2004) "Electronic Theses and Dissertations: Two Surveys of Editors and Publishers" in Electronic Theses and Dissertations: A Sourcebook for Educators, Students and Librarians (New York: Marcel Dekker Inc.

Cathy Maskell (June 18, 2004) "After the MLIS, why not a PhD?" Canadian Library Association Annual conference, Victoria.

Patricia Moore (January 28, 2003), "Next Generation Web: Semantic Structures in Web", Ontario Library Association Superconference, Toronto.

Sharon Munro and Linda Patrick (2004), "The Literature Review: Demystifying the Literature Search", Diabetes Educator 30 (1).

Brian Owens (2003), "The Safeguarding of Memory: The Divine Function of the Librarian and Archivist" Library and Archival Security 18 (11).

Art Rhyno (2003), "From Library Systems to Mainstream Software: How Web Technologies are Changing the Role of the Systems Librarian" in Library Hi Tech, 21 (3).

Art Rhyno (2004), Using Open Source Systems for Digital Libraries. Westport, CT: Libraries Unlimited.

Mita Sen-Roy and Lisa Sloniowski (February 1, 2004), "Weapons of Mass Instruction", Ontario Library Association Superconference, Toronto.

Tad Venkateswarlu (June 1-4, 2003), "Globalization of Businesses, Information Technology and Developing Nations" at the Canadian Association for the Study of International Development annual Conference, Dalhousie University.

Awards

Art Rhyno: Emerald Literati Club 2003 Highly Commended Award for "XML and Relational Databases" (OCLC systems and services)

Art Rhyno: OCULA 2004 "Librarian of the Year" award

Tad Venkateswarlu: Governor General's Meritorious Service Award, the Centre for Social Justice 2003 "Person of the Year" Award, Indian Association of Canada Distinguished Service Award

Leila Wallenius: 2003 Equity Assessor Award

News

Karen Needham & Kirsti Stipanicic worked together to develop an idea for the Head Start theme of "Create your Own Adventure".   Karen and Kirsti conceived the Pirates of Leddy Library display, and peopled it with Librarians in full costume. Over the course of Head Start, the Reference Help Centre received many new visitors who came to redeem their "coins" for "treasure". It was a great opportunity for Librarians and staff to meet the new students.

Jennifer Soutter joined the Leddy Library as our new Digital Services Librarian. She will be coordinating our digital resources, related policies and participating in projects such as our Research and Instructional Data Centre.

Barbara James, Dorothy Kinsman, Adele MacLennan and Jane Seguin retired this year.

Patricia Moore and Mita Sen-Roy achieved permanence effective July 1, 2004.

Art Rhyno achieved Librarian IV, effective July 1, 2004.

Donors

We would like to thank our donors for their support:

Barry Adam	Ann Gravelle	Howard Pawley
Kenneth Badder	Irene Hornich	Al Plante
Katharine Ball	Tom Horodniczy	The Polonia Centre Windsor, Inc.
Elizabeth Behrens	David Jacklin	Joan Renaud
Jacques Beland	Mary Janzen	Gerald Romsa
C. Brown-John	Purna Kaloni	Beverly Searcy
Keith Burrows	Peter Lukasewych	Barbara Seech
Patrick Butcher	Barbara Niewitecka	Jake Soderlund
Narinder Chana	The University of Windsor	Christopher Spourdalakis
Johanna Foster	Nursing Society	Lynn Tisdale
Nancy Frederick	Damian O'Gorman	Leila Wallenius

INFORMATION LITERACY

Through our information literacy programme, the Leddy Library continues its leadership role in the classrooms of the University with the goal of fostering students' academic achievement as well as their lifelong ability to engage critically and effectively with information. The President's "To Greater Heights" Strategic Planning document marks information literacy as a key skill that must be developed in all University of Windsor graduates. To that end continuing collaboration on information literacy with faculty in all departments on campus will continue to be a primary goal of the Leddy Library.

Our librarians have been working with several dedicated faculty members from the History Department to develop a curriculum map which ties information literacy objectives to research needs specific to History. The first phase of the curriculum mapping project was developed over the summer of 2003, resulting in individual curriculum maps for some core courses and an overview of specific curricular objectives for information literacy in the History Department. An embedded incremental program of instruction for undergraduate students was developed and put in place. This project will continue for another 3 years, and the next steps include further curriculum development (and adjustment of existing curricula) as well as determining some appropriate evaluation and assessment methodologies for the project. It is hoped that one or two other departments will become interested in a collaborative curriculum mapping project in the near future.

Our high school library instruction program is alive and thriving. In 2003/2004 nineteen high school sessions were given including several in conjunction with the Liaison and Recruitment Office.

Overall the library delivered 182 instruction sessions to over 6,000 individuals. These sessions accounted for 216 hours of staff classroom hours not including preparatory time required. Sessions for undergraduates were the majority totaling 112. Most of the sessions were in the Arts and Social Sciences faculty (96 sessions given), with all other faculties totaling 30 sessions.

On the broader stage, the Leddy Library is involved in the Cooperative Online Repository for Information Literacy (CORIL), an OCUL initiative in support of information literacy instruction. The initiative is calling for submissions such as interactive, multi-media tutorials, generic and discipline-based guides and assessment tools. The repository is significant in that it is a peer-reviewed forum for publishing library instruction material, and the creators hope that it will bring instruction librarians together as a community to share their knowledge. The repository may be found at https://ospace.scholarsportal.info/index.jsp.

Other activities of note in 2003/2004 include the creation of a brochure promoting our information literacy activities to faculty members, the development of better templates for library guides, ongoing creation and maintenance of various web help guides in the research help section of the Leddy page and an increased emphasis on faculty/librarian collaboration on the development of research assignments.

Leddy Library: Busy, Busy, Busy......

It is very apparent when you come into the library that it is much busier than it was a few years ago. The arrival of the double cohort plus the attraction of an environment that offers state-of-the-art technology, study space, a coffee shop and longer hours has meant a dramatic increase in the number of people in and about the library.

In 2003/2004 every month (even the summer months) saw an increase in the number of people in the library. As the gate counts below show our busiest months were October, March, November, April and February. Overall traffic in the library increased by 52% . Over 1 million people moved through the gates in 2003/2004.

Leddy Library Gate Counts

	2003/04	2002/03	% increase
May	27,902	23,346	20%
June	59,732	16,270	267%
July	30,438	21,557	41%
Aug	32,724	25,463	29%
Sept	97,736	72,340	35%
Oct	146,989	92,587	59%
Nov	129,470	91,344	42%
Dec	84,396	51,699	63%
Jan	81,948	63,287	29%
Feb	110,277	69,743	58%
Mar	145,974	85,788	70%
Apr	119,959	91,201	32%
Totals	**1,067,545**	**704,625**	**52%**

The Library has taken several steps to increase services to meet the increased demands from our patrons. Staff have been hired for the circulation desk to enable longer hours of opening, as well staff at the circulation desk were trained to provide reference help to patrons after the Reference Help Desk is closed (evening hours). As well, the Media Centre Clerk position was made full-time to provide more complete user assistance with non-print formats. Leddy continued its collaboration with ITS placed Student IT Assistants at the main reference desk and in the basement of the west building. These IT student helpers are very welcome and take on the technical questions that come to the service points. The Reference Services department varied reference service hours on weekends and in the spring/ summer term to offer more service to patrons unable to come in during normal business hours. The virtual reference assistance service "Chat with a Librarian" saw an increase in use from last year on both active and email questions.

In response to consistent feedback from students the library extended its hours of operation in the fall and winter terms. It is now open until 2 a.m. Monday to Thursday, 11 p.m. on Friday and 10 a.m. to 10

p.m. Saturdays and Sundays. This is an increase of 16 hours per week over 2002/2003. Response from students to the extended hours has been very positive and led to a call for what one may think of as the next natural extension, opening 24 hours per day. The library is monitoring late night use to determine which areas are most heavily used.

Another major effort for improvement in 2003/2004 was the upgrade of existing microcomputers in the library and the addition of over 100 additional public use terminals. Leddy completed the installation of two classroom areas, one in the basement west building (approx 42 machines) and one in the basement main building (approx. 42 machines). Other technological improvements included printer installations in the basement main building and the west building. Leddy is part of the campus wireless project with hubs on 4 different floors. Expanding wireless access to other areas of the library is an ongoing goal.

With the library becoming such a busy place it is becoming more apparent that attention needs to be paid to balance what may be seen as competing needs. In Winter of 2004, the Leddy Library participated in LibQUAL, a web-based survey conceived by the Association of Research Libraries (ARL) to gauge users' opinions of the quality of our library services. The survey, in which 400 institutions across the United States, Canada the UK and Europe participated, allowed us to track user satisfaction in a systematic way and gave us access to concrete benchmarks from our peer institutions. The overall goal of ARL in offering this service is to identify best practices in library service. At the University of Windsor over 700 users responded to the LibQUAL survey in April, 2004. Their feedback offered the library valuable insight into how our patrons think our facilities could be improved. Comments received called for more quiet study space, more group study space, more wired group study areas, more microcomputers, more or better printing services, and more ways to help students find the materials they need:

> *I want the library open ... 24/7 and I want food service in library more convenient and available all the time...and I also want more computer and more electronic sources*

> *I believe there needs to be quiet study rooms offered to the undergraduate students, on an as needs basis. Those graduate study rooms are hardly ever in use.*

> *Need more spaces to sit that you can work in groups without disturbing quiet study people, but not in the cafeteria area where you can't get anything done due to noise*

> *The coffee pub is fantastic*

> *With the large number of students I find it much more difficult to find a quiet spot to study during midterms, exams, etc...more study rooms (open quiet areas)...would be preferred*

> *Overall I am pleased with the library services. If I could make and recommendations; I would like to see more computers, more areas for large group work and easier internet access to periodicals and journals*

The library is faced with less and less space as our collections grow and we reach the limit of what can be renovated. Satisfying user needs with respect to our facilities will be a focus in the coming years. The use of newer, more advanced technologies such as wireless will help. Re-examining the use of current space will also play a role in making the library as a place better for all of our patrons.