THE LEDDY LIBRARY

Leddy Library Annual Report
2013.2014

The 2013/2014 reporting year saw continued efforts to implement the Library five-year strategic plan (2012-2017). Based on the core values and five strategic priorities in the University strategic plan, the Library continued to implement goals in support of learning and teaching while maintaining the technology, learning spaces and core collections key to the advancement of research, teaching and learning activities across the campus.

A key strategic direction of the Library's plan continued to be a focus this year as staff and librarians assisted our faculty researchers across campus in depositing their published research and presentations into the university's digital repository - *Scholarship at UWindsor*. The open access digital institutional repository (IR) allows the publications and cultural accomplishments of our researchers, faculty and students to be collected, preserved and exposed for broad online discovery.

Leddy Library made a bold move to adopt a next-generation cloud computing system designed to enhance the online discovery of its rich digital and print collections while providing improved functionality for the processing and delivery of materials to the campus.

As the budget allowed, the Library undertook to renovate space to better serve library users. The 2013/14 reporting year saw a complete overhaul of the main service desk at the entrance of the library with the installation of a sleek new desk and an inviting space for staff to offer assistance with using the collection, the building or the online systems. The main library building also saw the installation of two new public washrooms and the renovation of two existing washrooms for increased accessibility, safety and modernization.

Gwendolyn Ebbett
Dean of the Library

# INTRODUCTION

The Leddy Library plays a fundamental role in supporting the delivery of academic programs and research activities at the University of Windsor. The Library provides timely and ready access to the world's knowledge and information through the development and preservation of both print and digital collections and the provision of a learning environment which enables the unfettered pursuit and creation of knowledge. Increasingly, the role of the Library is growing to include activities associated with the scholarly publishing and communication environment, where librarian expertise in digital technologies, metadata schemas and alternative digital communication models.

# GOALS & OBJECTIVES, EVENTS AND MILESTONES

| Goals & Objectives, Events and Milestones | undergraduate experience | research and graduate | best faculty and staff | community partnerships | international engagement |
|---|---|---|---|---|---|
| Implementation of new library system | x | x | x | | |
| Scholarship at UWindsor: Faculty Focus | | x | x | | x |
| Open Access Initiatives | | x | x | | x |
| Library Events & Campus Engagement | x | x | | x | x |
| Library Renovations & New Service Models | x | x | x | | x |
| Data Initiatives | | x | x | x | |

# 2013.2014 - SUCCESSES

**Strategic Plan**

Library activities continue to be guided by the Goals and Objectives identified in the Library strategic as we roll toward full implementation by 2017.

*Scholarship at UWindsor* **Institutional Repository**

The number of faculty publications deposited into the university's IR have increased significantly with the dedicated assistance of library staff and librarians.

**Open Access Initiatives**

An increasing number of new OA publications are being developed by our students and faculty researchers with the help of Leddy Library staff and librarians.

**Consortial Partnerships**

Leddy entered into a consortial partnership with nine other Ontario university library's to secure funding from MTCU-PIF for the establishment of key infrastructure – the Ontario Digital Library Research Cloud (ODLRC) – in a joint effort to house and preserve large data sets generated by faculty researchers across Ontario universities.

**Unique Collections**

Through negotiations undertaken as a result of the Assumption University Building being purchased by the University of Windsor, the full archival records of Assumption University were received by the University of Windsor Archives in early 2014.

# 2013.2014 - CHALLENGES

**Budget realignment**

In the 7$^{th}$ year of realignment Leddy Library again had to make careful decisions regarding resource allocations and acquisitions budgets. Each year is a challenge to continue offering the expected level of service and access to our campus users in the face of a dwindling staff complement and resources.

**Implementation of next-generation cloud computing library system**

The new library system Alma/Primo from Ex Libris offers the potential for great efficiencies to be realized in materials processing, but the learning curve has been steep and technical challenges many. Leddy staff are assisted by ITS as we continue to learn about the complex new system and its ability to offer deeper access to Leddy collections for our users.

**Renovations**

The Library buildings benefited from two large renovation projects in busy public areas during 2013/2014. However the renovations necessitated closing off a good deal of public space and the temporary relocation of core library services. Also, due to the large number of campus renovation projects underway simultaneously the projects had an extended timeline. Staff and students were patient and understanding, but it was a challenge to maintain services over a number of months while the work was completed.

# A. Annual Report

*In July 2012 Leddy Library launched a five year Strategic Plan after a great deal of focused effort by staff, librarians and administrators. The library plan includes five strategic directions guiding multiple goals and actions items, all of which reflect the values and priorities of the University's Strategic Plan. This report reviews the 2nd year of implementation for the library's plan and highlights how our achievements in the second year supports the strategic priorities and values of the University.*

## IMPLEMENTATION OF A NEXT-GENERATION CLOUD COMPUTING SYSTEM

**Direction 1**   Enable an inviting and successful library experience
**Goal 1.2**   Develop and augment virtual services and support for new technologies
**Action Item 1.2.1**   Develop integrated search and discovery tools for resources in all formats

The arrival of the next-generation cloud-computing library system (Alma/Primo) in May of 2014 launched a new approach to the delivery of access to a growing collection of digital resources used by students and faculty. Months of preparation and collaborative efforts with ITS led to the arrival of the single-search box that appeared on the Leddy Homepage on May 4th. The magnifying glass "Find It! icon cannot adequately reflect the enormous effort, training, testing, and data extraction that went on behind the scenes at Leddy and in collaboration with Information Technology Services to prepare for this launch. Staff and librarians were deeply involved in ensuring the successful rollout of the new system



As digital collections have become the primary format for delivery of scholarly materials by academic libraries, the role of the library as warehouse of print collections has changed to one where libraries strive to meet the needs of scholars who expect to have scholarly materials delivered to them either through their desktop or mobile device. Academic libraries are tasked with adopting or developing delivery methods that re simple, thorough, intuitive and prompt. The Alma/Primo system combines a next-generation cloud-based library catalogue system (Alma) with a robust "discover" layer (Primo) which sits above both the catalogue and all digitized and subscription-based collections in order to offer a

single-search experience that will give users access with one search across the broad array of collections offered at Leddy Library.

| Value | Strategic Priority |
|---|---|
| Commitment to student experience as a central consideration in decision-making | • Provide an exceptional undergraduate experience<br>• Pursue strengths in research and graduate education<br>• Recruit & retain the best faculty and staff |

# SCHOLARSHIP AT UWINDSOR: FACULTY FOCUS

**Direction 3** Take a leadership role in scholarly communication

**Goal 3.4** Expand existing tools to curate, preserve and expose scholarly research

**Action Item 3.4.2** Collect and make available published research from UofW researchers as a first step in populating the repository.

Scholarship at UWindsor showcases, provides open access to, and preserves the scholarly and creative works being produced by the faculty, staff and students at the University of Windsor. Institutional repositories (IRs) like Scholarship at UWindsor benefit both the institution and its scholars by raising the institutional profile while also bringing broader dissemination, increased use, and enhanced professional visibility of scholarly research.

Since the launch of Scholarship at UWindsor at the end of 2012 the repository has continued to grow and is now home to 7,500 works including journal articles, conference proceedings, presentations, theses, dissertations and images that have been downloaded over 300,000 times by readers from around the world.

Although the establishment of digital repositories has been well underway at universities for over a decade, getting faculty researchers to deposit materials has always been a challenge. Even when they whole-heartedly support IRs in principle, time constraints frequently impede their desire or ability to make deposits. During the reporting year, this process was facilitate by librarians and support staff at Leddy who undertook to the process of identifying and depositing publications and conference proceedings from our campus researchers.

At the two-year mark for the repository, the statistics reveal a 40% increase in the number of papers deposited resulting in an incredible 284% increase in downloads from readers around the globe.

| Value | Strategic Priority |
|---|---|
| • Commitment to the highest intellectual standards<br>• Commitment to be a responsible steward of people, culture, resources and the environment | • Pursue strengths in research and graduate education<br>• Recruit & retain best faculty & staff<br>• Promote international engagement |

# OPEN ACCESS INITIATIVES

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|---|---|
| **Direction 3** | Take a leadership role in scholarly communication |
| **Goal 3.2** | Augment support for Open Access publishing on campus |
| **Action Item 3.2.2** | Pursue opportunities to collaborate with campus researchers on specific projects around Open Access publishing opportunities |

The number of Open Access initiatives on campus grew substantially in the 2013.2014 reporting year. Campus efforts to establish OA publications began over six years ago with the transition of the seminal journal *Informal Logic* from a subscription-based, print journal to a freely available OA journal, resulting in a substantially increased readership. Our librarians continue to pursue opportunities to collaborate with campus researchers on specific projects.



Last year saw the launch of our first undergraduate journal, ***The Great Lakes Journal of Undergraduate history (GLJUH)***, result of hard work by undergraduates working with Faculty members in the department of History. The result was an exceptional first volume of papers from top undergraduate researchers from across Ontario and the Great Lakes region.

One of the biggest achievements of the last year was the launch of the ***Ontario Society for the Study of Argumentation (OSSA)*** conference archive. This made more than a thousand papers and commentaries



dating back to 1995 previously available only in CD format available digitally online for the first time.

The *Scholarship at UWindsor* repository offers the infrastructure and services to support on-campus conferences, including the submission, peer-review and OA publishing of conference proceedings. The



department of Psychology utilized these services in 2013 as it hosted the ***International Symposium on Arab Youth***; the presentations, posters, images and keynote videos from top researchers around the world who contributed to the conference can be discovered through *Scholarship at UWindsor*.

| Value | Strategic Priority |
|---|---|
| •Commitment to the highest intellectual standards<br>•Commitment to have the student experience be a central consideration in decision making | • Pursue strengths in research and graduate education<br>• Recruit & retain best faculty & staff<br>• Promote international engagement |

# LIBRARY EVENTS & CAMPUS ENGAGEMENT

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|---|---|
| **Direction 1** | Enable an inviting and successful library experience |
| **Goal 1.1** | Deliver services and spaces to meet the evolving needs of diverse user communities in a welcoming environment. |
| **Goal 1.1.9** | Make the library a cultural centre for the campus |

*"I'm a lecturer in Women's Studies … I wanted to send a quick "way to go!" for the innovative events the library has sponsored in the past while. The Speed Reading event looks like a great way to get people talking about good books … the Valentine books event was very creative!"*
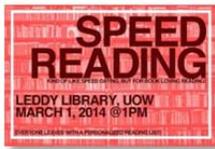
A 'Speed Reading' event, borrowing elements from speed dating, matched book lovers together to share their interests for 4 minutes before rotating readers, ensuring all participants left with a collaboratively created, personalized reading list.

In time for Valentine's Day the Library sponsored 'Blind Date with a Book', giving readers the opportunity to escape the stress of midterms and winter weather by choosing from a selection of books, each hidden beneath layers of red tissue paper, to ensure a surprise reading experience.

During National Poetry Month, Leddy Library collaborated with University of Windsor Creative Writing students and Black Moss Press authors to offer 'Free Verse: Poetry Just Wants to Be Free.' Poems ready for the taking were available at various locations within the library where visitors could help themselves to a creative, introspective or soothing moment through the magic of poetry.

Leddy Library has reached out to the international student community by offering weekly 'English Conversation Group' sessions whose topics range from 'research and writing' to 'life in Canada'. The groups have reached over 350 international students in the past year and are wildly successful in assisting them to build confidence academically, socially and culturally.

| Value | Strategic Priority |
|---|---|
| •Commitment to be responsible stewards of people, culture, resources and environment | • Provide an exceptional undergraduate experience<br>• Community partnerships<br>• International engagement |

# LIBRARY RENOVATIONS & NEW SERVICE MODELS

**Direction 1**   Enable an inviting and successful library experience

**Goal 1.1**   Deliver services and spaces to meet the evolving needs of diverse user communities in a welcoming environment.

**Goal 1.1.3**   Explore reconfiguration of library service points

**Goal 1.1.5**   Pursue renovation of selected areas in the library

Even as students and faculty increasingly engage with library collections and services online, there remains a significant number of our users who use the buildings and approach staff and librarians with various needs each day: ranging from simple directional questions to in-depth reference queries requiring librarian time and expertise.  An internal review of user needs and staffing resources led to a new service model employing a single-service point solution.

As a means of facilitating and streamlining support for users, renovations to the main entry of the library were made to create  an open, modern, approachable desk  offering a "one-stop" solution for students and faculty needing assistance with circulation services , information technology help or with complex reference queries and research assistance.  The new AODA compliant desk serves library users with three unique service points efficiently available in one location.



Service delivery online expanded in the reporting year as well with the introduction of a long-awaited  "desktop delivery" of documents and articles requested from through interlibrary loan (ILL). The Relais Express platform was added to the Racer ILL Request system and offers the rapid delivery  of documents to campus researchers at their desktop or IOS device, substantially reducing the turn-around time from request to delivery.

| Value | Strategic Priority |
|---|---|
| Commitment to have student experience be a central consideration in decision-making | • Provide an exceptional undergraduate experience<br>• Pursue strengths in research and graduate education<br>• Recruit & retain best faculty & staff |

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# DATA INITIATIVES

| | |
|---|---|
| **Direction 1** | Enable an inviting and successful library experience |
| **Goal 1.2** | Augment virtual services and new technologies |
| **Action Item 1.2.3** | Provide training, technical support and personalized services on library resources, research data management and other access or analysis tools |

With the establishment of the new location for the Academic Data Centre (ADC) and the Statistics Canada Research Data Centre (RDC) in 2010, Leddy firmly positioned itself as a central campus service offering core support for data analysis, instruction, curation and management for research and teaching activities on campus.

The ADC offers access to hundreds of data sources as it works to  fulfill its three-pronged mandate:
- to support ongoing research by faculty, staff and students;
- to facilitate and enhance instruction in quantitative and qualitative research methods with the aim of raising data/statistical literacy levels on campus;
- to help archive locally produced data in order to ensure its future accessibility

The Statistics Canada RDC allows for onsite access to survey master files that would otherwise be inaccessible locally to our researchers.  The value of this access is appreciated by our campus, and is able to offer support more broadly in the academic environment more recently the available statistical files at Leddy Library were used by two Michigan doctoral students and their faculty advisors who needed access to restricted Canadian data, and whose projects were greatly facilitated because the University of Windsor RDC was within commuting distance.

In order to extend resources and reach, Leddy entered into a consortial partnership with nine other Ontario university library's to secure funding from MTCU-PIF for the establishment of key infrastructure – the **Ontario Digital Library Research Cloud** (ODLRC) – in a joint effort to house and preserve large data sets generated by faculty researchers across Ontario universities.

Led by the University of Toronto, the project will see the design of a network topology between the partner sites that supports traffic between storage nodes, integrate storage service software with common repository tools, and develop a research support computer cluster to support analysis of content in the cloud.

| Value | Strategic Priority |
|---|---|
| • Commitment to the highest intellectual standards<br>• Commitment to student experience as a central consideration in decision-making | • Provide an exceptional undergraduate experience<br>• Recruit & retain best faculty & staff |

# B. Future Actions & Initiatives

In the 2014/2015 reporting year the library will continue to advance progress on the five directions outlined in its strategic plan, with particular emphasis on:

1. International search for a new University Librarian.
2. Begin development of a program of outcomes-based assessment practices.
3. Develop services, infrastructure, equipment and expertise in support of a Scholarly Communications Centre, to occupy space on the 4th floor, main Library building;
4. Increasingly collaborate with campus partners to introduce library services, resources and expertise through Blackboard LMS and in the development of programs of online course delivery.

# C. Recommendations for Senate Consideration

**Proposed Recommendation for Senate Consideration:**

In the 2014/2015 academic year the campus Scholarly Communications Committee, chaired by Library Dean Gwen Ebbett, in conjunction with the Office of Research and Innovation Services will bring forward a campus Open Access Policy in support of encouraging faculty and student deposits of scholarly research output into the institutional digital repository *Scholarship at UWindsor.*

**Rationale:**

Canada's three major research funding agencies -- NSERC, SSHRC and CIHR are expected to announce details of a **Tri-Agency Open Access policy** in the Fall 2014. The policy is expected to require recipients of Tri-Agency funding to make the results of their research publicly accessible within 12 months of publication, either via publishing in an Open Access journal or depositing their work in an online archive, such as *Scholarship at UWindsor.*

The annual MacLean's University Ranking issue (November 2014) saw Leddy Library maintain  5th place among 15 in the percentage of campus budget devoted to library services (4.9%).

In 2012/13 Leddy committed 36.3% of its overall budget to maintaining current subscriptions and acquiring new materials for the collection, ranking 9[h] of the 15 comprehensive institutions - down from 6th place in the previous year.

## Leddy Library - Overall

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|---|---|
| 20 | Librarians & AAS |
| 46 | Full and part-time support staff |
| 271 | Public computer workstations |

## Information Services Department

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| 7% | Increase in in-person reference interactions at library service points. |
| 18% | Decrease in virtual (i.e. online) reference interactions |
| 1,753 | Students reached with Information Literacy sessions |
| 77,185 | Page views of SWODA (SouthWestern Ontario Digital Archive) |
| 29% | Increase in data reference questions at the Academic Data Centre |

## Acquisitions/Bibliographic Services Department

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| 2,831 | Monographs (print) processed for collection |
| 7% | Decrease in overall inter-library loan transactions |

## Access Services Department

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| 20% | Decrease in the overall circulation of physical library materials |
| 767,391 | People entered Leddy Library (daily average: 3,403 during academic year) |
| 4,497 | Number of Course Reserve items processed  (70% books, 20% links, 10% scans |
| 70%/90% | Hours per week open during academic term / during final exams |

## Systems Department

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|---|---|
| 1.8M | Number of pages printed on library networked printers |
| 1,091,000 | User visits to Leddy Library webpage in the reporting year |
| 389,068 | Requests to SFX (ejournals) |
| 80% | Ejournal access success rate (ratio of click-through to requests) |