



Statement of the Dean of the Library



During the 2012/2013 reporting year staff, librarians and administrators worked to begin the implementation of a comprehensive five-year strategic plan which Leddy Library had completed in July 2012. Based on the core values and five strategic priorities in the University strategic plan, the Library committed itself to five specific directions designed to bring a renewed focus on meeting the changing expectations of our campus while continuing to offer supportive learning spaces and collections critical to the learning and teaching needs of the University of Windsor campus community.

One key strategic direction of the Library's plan came to fruition with the launch of *Scholarship at UWindsor*, an open access digital institutional repository (IR) to allow the research and cultural accomplishments of our researchers, faculty and students to be collected, preserved and exposed for wide online discovery. The first materials in *Scholarship at UWindsor* include over 4,000 digitized theses and dissertations from University of Windsor graduates dating back to 1953. Work continues on securing deposits of research articles and conference proceedings from our campus researchers to continue building a rich collection of materials.

In tandem with the development of an institutional repository is the Library's growing participation in Open Access (OA) initiatives. OA seeks to accelerate the pace of scientific discovery and encourage innovation by offering broad online access to published peer-reviewed research. In addition to the collection of established OA journals on campus, the Library helped to establishing an open access monograph series with our Philosophy department. Librarians will bring a focused effort in the coming year to raising awareness and participation on campus around open access issues and initiatives.

The new and attractive study space on the 1st floor of the west library building was well received by our students this year. Short of a complete renovation for both aging buildings, we will continue to renovate and update as the budget allows in order to offer our students comfortable and functional spaces for study.

Gwendolyn Ebbett
University Librarian



INTRODUCTION

The Leddy Library is an integral participant in the delivery of academic programs and the pursuit of research at the University of Windsor. For its primary user group of students, faculty, and staff Leddy 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.

GOALS & OBJECTIVES, EVENTS AND MILESTONES

Goals & Objectives, Events and Milestones	undergraduate experience	research and graduate	best faculty and staff	community partnerships	international engagement
Customer Service Excellence	X	X			X
New Study Space	X	X	X		
Selection of next-generation library system	X	X	X		
Leddy Library on myUWindsor mobile app	X	X	X		
SWODA	X	X		X	X
Copyright Education and Support	X	X	X		
eTextbook Pilot Project	X		X		
Open Access Initiatives		X	X		X
<i>Scholarship at UWindsor</i>		X	X		X

2012.2013 - SUCCESSES

Strategic Planning

A library-wide effort undertaken over several months produced a plan grounded in the five campus strategic priorities and a vision for library initiatives and goals for the next five years.

Scholarship at UWindsor Institutional Repository

A key campus resource for the collection, preservation and dissemination of the unique research and creative efforts of our faculty, researchers and students.



Open Access Initiatives

Key efforts designed to build awareness and engagement with the increasingly important OA movement and the impact it is having on scholarly communications systems currently and in the future.

Customer Service Excellence

A commitment to delivering an exceptional experience for the campus and also to the lifelong learning and development of staff and to building a respectful, fulfilling workplace environment.

Copyright

A commitment to continue leading students, faculty and staff in understanding the ways in which they can effectively exercise their user's rights within the educational environment to the benefit of all university operations.

2012.2013 - CHALLENGES

Budget realignment

Each year of realignment requires the careful consideration of resource allocation and acquisitions budgets. This is becoming an increasingly difficult exercise which challenges library administration on ways to infuse new energy into the library system going forward.

Digital collections acquisitions – the demise of the Big Deal

Consortia deals for suites of digital journal collections are beginning to fray at the edges as budgets shrink, publishers increase prices and negotiations become strained. The American Chemical Society price increase triggered fierce negotiations and threats from national library consortia in both Canada and the U.S. to walk away from purchases.

Library Assessment practices

As academic libraries continue to transition from being repositories of physical materials to being key portals to the world of recorded knowledge in digital form, it becomes critical to clearly define and measure our activities in a meaningful way.

Scholarly Communications

Leddy is committed to developing effective communication in order to engage our campus constituents and raise awareness around the importance and effectiveness of open access publishing. Leddy is ready to receive deposits in compliance with new policies introduced by CIHR, SHRC and NSERC. The challenge is to effectively communicate the opportunities for broad dissemination offered by open access.



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 are reflect the values and priorities of the university's Strategic Plan. This report reviews the first year of implementation for the library's plan and highlights how our achievements in the first year support the strategic priorities and values of the University.

CUSTOMER SERVICE EXCELLENCE

Direction 1 Enable an inviting and successful library experience

Goal 1.1 Enhance and deliver in-person services and physical spaces

Action Item 1.1.4 Establish a culture of diversity awareness and customer service excellence

During the reporting year the department head of the Access Services department began implementation of a program to enhance customer service among the staff in the department as a means of providing an exceptional and supportive experience to students and all library users who interact with front-line staff dozens of times a day. Training and focus group sessions with staff have resulted in improved interactions with library users as evidenced by data collected in a library survey undertaken during the reporting year. The effort to build customer service excellence also reflects a commitment to creating an environment of civility and respect, which helps in hiring the best staff and leads the way to a broader application of customer service training in other library departments. In addition, during the reporting year the number of student complaints regarding cleanliness in the buildings have all but disappeared since changes were introduced to the provision of housekeeping services by the Facility Services department.

Value	Strategic Priority
Commitment to student experience as a central consideration in decision-making	<ul style="list-style-type: none">• Provide an exceptional undergraduate experience• Recruit & retain the best faculty and staff• Promote international engagement

NEW STUDY SPACE

Direction 1 Enable an inviting and successful library experience

Goal 1.1 Enhance and deliver in-person services and physical spaces

Action Item 1.1.5 Within budgetary constraints, peruse renovation of selected areas



As part of a long-term plan for repurposing library space to meet student needs, a large area on the main floor of the west library building was converted into open study space and accommodated with large study tables and comfortable couches and chairs during the reporting year. The expansion of study space was made possible through the careful weeding of print journal volumes which were under-utilized by library researchers who have routinely accessed full text journal articles online for over a decade. The provincially organized Thunder Bay Agreement is an effort among academic libraries to allow for the judicious weeding of print from existing collections while ensuring that copies of legacy print journals remain available through a joint commitment and retention strategy. Although students are not using the physical print collection to same degree as previous decades, as seen by the continuing decline in the circulation of materials (8% in the reporting year), the need for study space and in particular collaborative space continues to grow and the library is the prime campus location to provide this much needed resource. The use of private group study rooms increased by 10% this year.

Value	Strategic Priority
Commitment to student experience as a central consideration in decision-making	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Pursue strengths in research and graduate education • Recruit & retain the best faculty and staff



SELECTION 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

Leddy Library provides a wealth of information to users in many different formats. E-resources have become our predominant ‘collection’ with access provided to hundreds of thousands online journals, indexes and abstracts, primary source documents and e-books. The library also partners with groups on and off-campus to create online journals and digitized collections (e.g., digital theses collections, institutional repositories of faculty publications, digitized archival collections) that are available to the global community. The library’s ongoing challenge has been to maintain an infrastructure that makes all of its collections, regardless of format, manageable and fully discoverable. In 2009 the library moved to an open source library system – Conifer – in partnership with several other provincial libraries. Conifer provided much needed functionality at the time, but as online collections grew in number and diversity the library had to develop additional platforms and work-arounds outside of Conifer to effectively manage its resources and provide relevant user access. The library began investigating commercially available next-generation cloud computing systems as a means to integrate back-room work-flows and provide a one-stop user interface for discoverability and ease of use. Leddy Library began the process in the reporting year and hopes to have full implementation of a new integrated library system in 2014. By committing to this course of action the Library strives to provide optimum accessibility to library collections for all students faculty and staff.

Value	Strategic Priority
Commitment to student experience as a central consideration in decision-making	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Pursue strengths in research and graduate education • Recruit & retain the best faculty and staff

LEDDY ON MYUWINDSOR MOBILE

Direction 1 Enable an inviting and successful library experience

Goal 1.2 Develop and augment virtual services and support for new technologies

Action Item 1.2.2 Establish a library presence on in myUWindsor mobile application

Early in 2013 Leddy Library joined other key campus services and locations with a distinct entry point on the myUWindsor mobile app, reaching students where they increasingly spend their time



seeking information. Students can check which books they have on loan or when the library is open, or they can chat with a librarian from their phone or tablet. Full search functionality for books and journals is also part of the Leddy interface on the myUWindsor mobile application. Since its inception the Leddy mobile app has garnered close to 50% of new visits to the website, providing a convenient entry point for students on their ubiquitous mobile devices. A 22% increase in the number of ‘virtual’ reference interactions over the previous year reflects the continuing shift in student communication patterns when reaching out for assistance.

Value	Strategic Priority
Commitment to student experience as a central consideration in decision-making	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Pursue strengths in research and graduate education • Recruit & retain the best faculty and staff

SWODA: SOUTH WESTERN ONTARIO DIGITAL ARCHIVE

Direction 2 Expand upon the library’s role as a hub for research

Goal 2.3 Acquire and digitize material of historic or cultural significance

SWODA is a resource developed at Leddy Library for the purpose of assisting faculty, students and researchers to explore the rich history of the Windsor/Essex county region. Leddy Library has committed to continuing its development of this digital repository for local materials. By making historical artifacts openly available online it increases their accessibility to researchers while expanding the presence of the library and the university in the community. The digitization and cataloguing of fragile items allows the originals to be preserved while access is increased through the digital archive. SWODA currently holds over 2,700 images, maps and ephemera; during the reporting year there were over 15,000 visits and 65,000 page views. Several community partnerships have been formed including with the Windsor Community Museum, Windsor Public Library and the Essex County Public Library, all of which have contributed to the curation of unique materials for inclusion in this regional archive.

Value	Strategic Priority
Commitment to be responsible stewards of people, culture, resources and environment	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Pursue strengths in research and graduate education • Community partnerships • International engagement



COPYRIGHT EDUCATION AND SUPPORT

Direction 3 Take a leadership role in scholarly communication

Goal 3.1 Develop a comprehensive scholarly communications plan

In 2011 President Wildeman appointed Dean Gwendolyn Ebbett as the campus Copyright Officer charged with leading on education and support for the use of copyright protected materials in teaching and research. Copyright education and support activities are part of a broader, evolving plan being developed under the auspices of a campus-wide Scholarly Communications committee. During the reporting year the library worked closely with CTL and the director of legal services to adapt CLEW to offer options for identifying the copyright status of uploaded teaching & learning materials. Numerous information sessions were held for faculty councils and student groups across campus in an effort to assist faculty and staff understand and apply campus policies and legal requirements with regard to the use of protected materials. Updates to the copyright webpages are ongoing.

Value	Strategic Priority
Commitment to the highest intellectual standards.	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Pursue strengths in research and graduate education • Recruit & retain best faculty & staff

eTEXTBOOK PILOT PROJECT

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 projects

Led by the Scholarly Communications Committee and supported by Strategic Priority funding, the eTextbook pilot project, launched in the fall of 2012, with the goal of investigating and reporting on the viability of etextbooks as a delivery mechanism for courses on the UofW campus. Propelled by student demand for cost savings and the growing availability of etextbook offerings, the goal is to identify issues, examine costs and explore options core course content to students. The eTextbook pilot team forged a partnership with an open access publisher – Flat World Knowledge – in the 2012/13 academic year and successfully provided free etextbooks in order to gauge student uptake, etextbook functionality and to explore cost incentives.

Value	Strategic Priority
Commitment to student experience as a central consideration in decision-making	<ul style="list-style-type: none"> • Provide an exceptional undergraduate experience • Recruit & retain best faculty & staff



OPEN ACCESS INITIATIVES

Direction 3 Take a leadership role in scholarly communication

Goal 3.2 Augment support for Open Access publishing on campus

Action Item 3.2.1 Take a leadership role in OCUL's deployment of PKP OMP software

Action Item 3.2.2 Plan events to celebrate Open Access week

Faculty and researchers can benefit from the advancement on campus of a robust open access culture that recognizes the value of broad dissemination of academic research knowledge. Campus initiatives 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. A suite of open-source software applications made available through the Public Knowledge Project (PKP) includes Open Journal Systems (OJS) and the Open Monograph Press (OMP) both of which Leddy Library has utilized to provide an publication platforms for campus use. The University of Windsor currently hosts seven open access journals, and in 2012 work began with CRRAR (Centre for Research in Reasoning, Argumentation and Rhetoric) to use Open Monograph Press for the launch of a new book series titled *Windsor Studies in Argumentation (WSIA)*. The first book is scheduled to launch in the fall of 2013. As the OA movement gains international recognition and support, efforts to engage researchers and raise awareness include a week set aside each October for scheduling events and activities. During Open Access Week at the University of Windsor in October 2012 the library hosted a discussion on academic publishing and the new scholarly communication environment featuring Shana Kimball, Head of Publishing Services at the University of Michigan.

Value	Strategic Priority
Commitment to the highest intellectual standards	<ul style="list-style-type: none"> • Pursue strengths in research and graduate education • Recruit & retain best faculty & staff • Promote international engagement

SCHOLARSHIP AT UWINDSOR

Direction 3 Take a leadership role in scholarly communication

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

Action Item 3.4.1 Deploy a digital repository system for the curation of campus research

An institutional repository (IR) is an online location and service for the collection, preservation and dissemination of the intellectual output - in digital form - of a university or research institution. In November 2012 Leddy Library launched the university's new institutional repository named ***Scholarship at UWindsor***. The first collection added to the repository was over 4,000 digital theses and dissertations



produced by University of Windsor graduates from 1953 to the present day. *Scholarship at UWindsor* is now home to several more thousand documents including published journal articles, white papers and full proceedings from conferences held on campus. To date documents in *Scholarship at UWindsor* have been downloaded nearly 75,000 times by users around the world. With the establishment of an open access digital institutional repository, faculty now have a secure platform for exposing their intellectual output for maximum discoverability, resulting in increased readership, downloads and citations to their work. *Scholarship at UWindsor* is a vehicle for faculty to share published papers, chapters and conference proceedings as well as creating a web-based presence to feature academic expertise and accomplishments. As content is added, the repository will serve to increase the profile of faculty research. At the one year mark, the statistics are revealing: 5,389 papers in the repository (including 4,000+ ETDs) garnered over 78,000 full-text downloads in the first year.

Value	Strategic Priority
Commitment to the highest intellectual standards	<ul style="list-style-type: none"> • Pursue strengths in research and graduate education • Recruit & retain best faculty & staff • Promote international engagement

B. Future Actions & Initiatives

In the 2013/2014 reporting year the library will continue to advance progress on the five directions outlined in its strategic plan, with particular emphasis on:

1. Implementation of next-generation cloud computing library system – Alma/Primo
2. Develop a program of outcomes-based assessment practices
3. Continue Open Access initiatives outreach, and educational campaign including
 - addition of new content to *Scholarship at UWindsor*
 - participation in constorial cloud storage project with the OCUL
4. Facilities improvements, including
 - renovation of 1st floor to include a merged service point for Reference & Circulation
 - renovations of washrooms for AODA compliance; new washroom on 1st main



Leddy by the Numbers

The MacLean's University Issue (2013) Leddy Library ranked 4th among the fifteen comprehensive institutions in the ratio of library holdings per student. Percentages in 'by the numbers' reflect changes over statistics from the previous reporting year.

21	Librarians & AAS
47	Full and part-time support staff
20,000+	Square feet of public space in two buildings
282	Public computer workstations

Information Services Department

12%	Decrease in number of in-person reference interactions at library service points.
22%	Increase in number of online 'virtual' reference interactions
3,522	Students reached with Information Literacy sessions
5%	Increase in researchers assisted at the Academic Research Centre

Acquisitions/Bibliographic Services Department

304,426	E-book titles loaded into online catalogue
32%	Increase in total e-book titles loaded
6,222	New book titles catalogued and added to the collection
15%	Decrease in total print book titles added to the library collection
7%	Decrease in overall inter-library loan transactions

Access Services Department

8%	Decrease in the overall circulation of physical library materials
3,779	Daily average – number people using the library during the academic year
10%	Increase in use of group study rooms
116	Hours open during academic term (70% of week)
152	Hours open during three weeks of final exams (90% of week)

Systems Department

1.65M	Number of pages printed on library networked printers
772,000	Visits to Leddy Library webpage in the reporting year
393,000	Requests to SFX (ejournals)
322,566	Click-throughs on SFX
82%	Ejournal access success rate (ratio of click-throughs to requests)

