

University Librarian's Annual Report 2004 - 2005

Statement of the University Librarian

What if I said that there was an online collaborative encyclopaedia whose entries, compared to that of Encyclopaedia Britannica, had similar accuracy of information?¹ What if I then said that you may be able to Google the University of Michigan's entire library collection?²

These two seemingly incredible statements, based on the top library news stories of 2004/05 illustrate the changing nature of information. Wikipedia, the controversial online encyclopaedia is currently the 34th busiest web site on the internet. Wikipedia uses "wiki": a web application that allows users to add content but also allows anyone to edit that content. Google Scholar and Google Print have sent shock waves through the academic and publishing worlds. Google Scholar is designed to search across many disciplines and sources including peer-reviewed papers, theses, books, and articles. Google Print would go father by digitizing and making searchable whole Library collections.


In this milieu of collaboration and reshaping, libraries remain central to the scholarly communication process. We have been the collector and preserver of scholarly print publications, and we continue to play this role for digital information. Librarians have acquired a new skill set in brokering licenses for digital resources and the University of Windsor can be proud that we are part of the unique OCUL Scholars Portal project that has allowed us to set up an infrastructure to host much of our licensed digital resources on consortially owned provincial servers. Scholars Portal is also developing a more sophisticated search engine that will allow our students and faculty to use one search to simultaneously search abstracts and indexes, full text journals and web resources.

As well as striving to ensure we preserve all of our resources no matter the format, we are involved in exploring non-traditional publishing opportunities and solutions. We are participating in a national proof of concept project that is using open source publishing software to set up a new learned e-journal, and to scan an existing one to make back issues as well as new issues available in a digital format that is searchable by any web browser. Archiving digital scholarly journals is an important role of an academic library in the 21st century, and one that brings new challenges that we have embraced nationally to ensure our Canadian scholarly digital heritage is preserved for future scholars. At the same time providing an infrastructure to make our Canadian scholarly print resources searchable via web browsers has become an essential part of our activities as research libraries in Canada.

In this time of transition Leddy Library formulated its Operations Strategic Plan (2005 – 2009). Challenging issues were explored in this process, most important of which is the changing nature and role of the academic library. Within the areas of Governance, Collections and Resources, Services and Space and Facilities. Leddy staff have formulated a practical plan to fulfill our mission over the coming years. This plan lays the groundwork for our Five Year Plan, which addresses wider University issues such as teaching and learning, learning centredness, research priorities, profile and reputation and collaborative initiatives.

A primary role of an academic library is to provide access to the information that students and faculty need to carry out their teaching, learning and research activities. The year covered in this report was once again a very busy one for Leddy Library and its staff and I would like to acknowledge and thank Leddy staff for their continued commitment, resourcefulness, and efforts in fulfilling this role. In examining our gate statistics and digital resource usage for 2004/05, it is very apparent that the University of Windsor community is accessing Leddy resources in ever-increasing numbers.

I urge you to peruse the following snapshot of our activities and welcome your reactions and input into future endeavours.



Gwendolyn Ebbett
University Librarian

Collections

The library continues to support teaching, learning and research at the University of Windsor by balancing the development of its print-based collections with a wide array of digital resources available online. Leddy's print collections provide a strong resource base for our campus and we continue to add over 15,000 volumes per year. The demand for print resources remains strong, and the vast amount of digital resources the library has purchased has been extremely popular with students and faculty alike and we receive regular requests for more digital content.

The library's ongoing challenge with respect to its print and digital collections is to continue its efforts to acquire the resources needed by members of the campus community, regardless of format. With the large number of new faculty and many new programmes on campus, and with the anticipated rise in graduate students across all disciplines, a major focus of the library will be to address how its collections will meet new research and learning needs while continuing to support established campus programmes and research endeavors.

Some of the highlights of the past year, along with some goals for the coming year in collections development for digital resources, monographs, government documents and multi-media are described below.

Digital Resources

The library continues to use its consortial partnerships to bring digitized collections and research resources to the University. This past year the Ontario Council of University Libraries (OCUL)'s Scholar's Portal project continued to develop its infrastructure, fully implementing a URL resolver system, SFX, and also implementing a common search engine, Illumina, across a majority of OCUL indexes and abstracts and full-text journals. The University of Windsor is a signatory to the Canadian Research Knowledge Network (CRKN) project to bring digital resources in the social sciences and humanities to Canadian universities. CRKN will be submitting a proposal to support this project in the next round of CFI funding.

Digital acquisitions in 2004/05:

Early English Books Online

Delivering over 75,000 digitized English language books, documents and pamphlets to the desktop.

The 19th Century Short Title Catalogue

To guide students and faculty to publications in English literature from the 19th century.

Communication and Mass Media Complete

Combines two communications research resources, CommSearch and Mass Media Articles Index, and offers full text for over 200 titles.

Business Source Premier

A comprehensive source for business information with over 8,300 full text publications and 10,000 company profiles.

CRSP

Provides access to the data compiled and distributed annually by the Center for Research in Security Prices, Graduate School of Business, University of Chicago and also provides access to NYSE/AMEX/Nasdaq Daily and Monthly Security Prices and other historical data related to over 25,000 companies.

Factiva

Factiva provides a collection of more than 9,000 authoritative sources including the Globe and Mail, the Wall Street Journal, the Financial Times, Dow Jones and Reuters newswires and the Associated Press.

GeoScience World

Provides over 35 peer-reviewed journals in Geology indexed, linked, and inter-operable with GeoRef

Kinesiology Publications fulltext

Archives and disseminates graduate research studies (master's and doctoral dissertations) in Kinesiology on microfiche and in electronic format.

Naxos Music Library

A comprehensive collection of classical music available online. It includes the complete Naxos and Marco Polo catalogues of over 130,000 tracks, including Classical music, Jazz, World, Folk and Chinese music.

Monographs/Government Documents/ Multimedia

The library continues to build its print and multi-media collections. In addition to normal monographs purchases, Leddy was able to make further monograph acquisitions across all disciplines. The funds for these additional purchases were realized through leverage obtained from our digital resource acquisitions.

Highlights of 2004/05:

12,418 new titles received,
processed and on the shelves

A 74% increase in the number of
articles requested through CISTI
Source, an online document
delivery system through the
Canadian Institute of Scientific
and Technical Information

4,882 issues of government
document serials received

15,026 current issues of print
serials received

17,421 government document
monographs and reports added

over 400 new DVDs and videos
purchased

Over \$83,000 of reference titles were purchased including:

- Blackwell Encyclopedia of Management**
(13 vols., Ledl Ref HD 30.15 .B455 2005)
- Encyclopedia of American Social Movements**
(4 vols., Ledl Ref HN 57 .E594)
- Encyclopedia of Applied Psychology**
(3 vols., Ledl Ref BF 636 .E52 2004)
- Encyclopedia of Buddhism**
(2 vols., Ledl Ref BQ 128 .E62 2004)
- Encyclopedia of Children & Childhood**
(3 vols., Ledl Ref HQ 767.84 .E53 2004)
- Encyclopedia of Computational Mechanics**
(3 vols., Ledl Ref TA 350 .E53 2004)
- Encyclopedia of Diasporas**
(2 vols., Ledl Ref JV 6225 .E53 2004)
- Encyclopedia of Islam and the Muslim world**
(2 vols., Ledl Ref BP 40 .E525 2004)
- Encyclopedia of Physical Science & Technology**
(17 vols., Ledl Ref Q 123 .E497 2002)
- Encyclopedia of Sculpture**
(3 vols., Ledl Ref NB 198 .E53 2004)
- Encyclopedia of Separation Science**
(10 vols., Ledl Ref QD 63.54 .E53 2000)
- Encyclopedia of Sports Medicine**
(Ledl Ref RC 1206 .O355 2005)
- Encyclopedia of the Arctic**
(3 vols., Ledl Ref G 606 .E49 2005)
- Encyclopedia of the Great Depression**
(2 vols., Ledl Ref E 806 .E63 2004)
- Gale Encyclopedia of Alternative Medicine**
(4 vols., R 733 .G34 2005)
- International Encyclopedia of the Social &
Behavioral Sciences**
(26 vols., Ledl Ref H41 .I58 2001)
- Oxford Encyclopedia of American Literature**
(4 vols., Ledl Ref PS 21 .E537 2004)
- Reference Guide to World Literature**
(2 vols., Ledl Ref PN 524 .R44 2003)
- St. James Encyclopedia of Labour History
Worldwide**
(2 vols., Ledl Ref HD 4839 .S74 2004)

Initiatives in Support of Research

The development of a myriad of new technologies and the global acceptance of the internet as a means of scholarly communication have caused a transformation in the ways in which scholars disseminate the results of their research. There are massive changes underway in the amount of information being made available to the world community at the click of a mouse. Scholarly communication is in transition. The facility of moving information around via the internet has resulted in new initiatives in publishing, storing and accessing research results. Digital journals are being created to present the output of institutional research programmes. Institutional repositories are being developed to store and organize institutional data files, e-theses and digital working papers. Research-based collaborative web sites are reflecting partnerships that span continents and eliminate geographical barriers that once impeded the exchange of information.

Academic libraries lie at the nexus of these important changes in scholarly communication. Library staff have the expertise to lead in the development of institutional repositories and the infrastructure required to archive digital resources. The library's web pages and bibliographic control systems make it the natural choice for accessing new virtual collections. Over the past year the Leddy Library has undertaken important initiatives with respect to institutional repositories, digital publishing and research data support that will make University of Windsor research available to the global research community and also provide much needed support on campus for the use, storage and accessibility of research data. Many of these initiatives involve partnering with other campus departments and with other academic libraries to take best advantage of expertise, technology and knowledge as it relates to these new programmes.

Key initiatives developed in 2004/05

Leddy Library is one of four institutions in Ontario participating in the first stage of the Synergies Canada project developed co-operatively by several Canadian universities. Synergies will enable the migration of Canadian learned journals in the social sciences and humanities to the online environment, essentially "bringing them to the world". For its part, Leddy Library will be installing the open source software platform, OJS, which can be used to 'publish' University of Windsor journals. We are working with groups on campus to map out a digitization plan. Leddy is also beginning a pilot project with Graduate Studies to explore the feasibility of storing digital copies of University of Windsor theses on a University of Windsor institutional repository.

Leddy continues to plan for data resources and services for the campus community, and, in that capacity, we are developing an Academic Data Centre to provide data support, data mining assistance, data instruction and data archiving services for the campus. The search process is currently underway to replace our vacant Data Librarian position as well as hire a Data Manager for the Academic Data Centre. In addition, Leddy Library has begun the application process for the University to become a satellite Research Data Centre of Statistics Canada which will bring in-depth access to StatsCan data and eliminate the need for our faculty and students to obtain or purchase Statistics Canada data from external sources.

Leddy Library has been working on obtaining Category 'A' status for Heritage Collections from the federal government. Specifications for renovations were identified and budget requests were made for 2005/06. Planning to do the renovations has begun. Category A status will bring richer archival and rare book research collections to the University and will enhance our research culture. Ensuring that University of Windsor students graduate with lifelong learning skills has been a focus of the University

Initiatives in Support of Learning

and of Leddy Library. Leddy took the lead in developing a campus-wide Information Literacy programme. A focus of this programme is to work with faculty to integrate information literacy and the foundations for the critical assessment of information into curricula from first year through to graduation. Leddy's Information Literacy programme has been very successful. Over the past year the library has worked with several faculties and departments. We are in the second phase of the ongoing curriculum mapping project with the History Department to integrate information literacy outcomes over the undergraduate life of History students. In addition we have been working with Educational Development Centre to train students in the Outstanding Scholars programme in the delivery of information literacy skills.

Leddy Librarians taught 155 information literacy sessions last year to over 4,800 students. The goal over the next few years will be to build on this solid foundation by working with an increasing number of faculty members in diverse disciplines. We will also continue to develop effective assessment tools for the programme thus clearly identifying the essential competencies the information literacy programme addresses. The library will continue to work closely with faculty and with other campus groups to develop flexible information literacy initiatives that address unique curricular needs and document important information literacy outcomes.

Being learning-centred for the library means providing facilities, resources and services that support students' learning needs in a manner that facilitates the acquisition of knowledge. The library has long been recognized on campus as a place that supports all levels of learning in all disciplines. The library as a "Learning Commons" is a concept that is gaining momentum. The Learning Commons involves librarians, professional staff and peer-to-peer help to provide assistance with the learning, writing and research needs of students. The Learning Commons essentially provides multiple services that can be accessed at time and point of need. Our ongoing collaboration with IT Services to provide student IT consultants available at reference service points is very popular, and this fall, in partnership with the Academic Writing Centre Leddy is planning for a writing drop-in centre on the main floor of the library to assist students with their assignments. Future plans will involve further development of the Learning Commons' concept in the library, bringing more peer-to-peer and other campus services that will ultimately enrich the learning experience for University of Windsor students.

Other facets of being learning-centred involve the development of integrated and ubiquitous library services to meet faculty and student needs. This includes continual work on the library web pages to facilitate common search engines, easier access to library digital resources, digital course reserves, email notices, self-validation, and other services that all combine to make the library and life on campus easier to navigate.

The Library as a Place

The Leddy Library has become a hub of activity on the University of Windsor campus, meeting a broad range of educational needs. Gate counts at Leddy are significantly higher than they were five years ago. Crowded study areas and queues at computer workstations are becoming an ongoing reality despite the increased availability of remotely-accessible digital resources and virtual services.

Over 1.2 million people have entered the library gates in 2004/05, up 20% from 2003/04. The table below shows exit gate counts for the period from September 2004 to April 2005 by time of day. Average daily traffic in the library was 4,500 people, with 1,500 people in the Library between 6 p.m. and 2 a.m. From September 2004 to April 2005, over 70,000 people were in the library between 1 a.m. and 2 a.m. (the library was open to 2 a.m. Monday to Thursday during the fall and winter terms only). The high use of the library during all hours of operations underlines the need to continue to be responsive to trends in student and faculty use of library resources. That is why in 2005/06 the Library will expand its Sunday evening service until 2 a.m.

Reference service activity in the library also increased with over 27,000 questions being asked of our reference staff in 2004/05 (an increase of 2,500 questions over the previous

year). As well, there was an increase in virtual reference questions through the 'Chat with a Librarian' service with 945 virtual reference questions asked this year (up 12% from 2003/04).

Despite the fact that the breadth of digital collections in the library has increased dramatically in recent years, the Library's rich print collections continue to outgrow our shelving capacity, creating serious space considerations. The Library has been challenged to find the right balance between shelving, computer, study, and service space. The way our students learn is changing. The need for individual study space must be balanced with the growing demand for collaborative learning environments. We also work to address accessibility issues for our patrons and staff. The Library is continually working towards the creation of a welcoming, learning-centred facility that meets the information needs and learning styles of our users. Over the past year we have renovated library space to increase our technological capacity, introduced more study areas, increased library hours and tailored reference service to meet changing patron needs. Over the next few years Leddy Library will work toward creating a future-oriented library that will integrate flexible study spaces, technology, peer-to-peer and other services.

Exit Gate Counts 2004/05

	8am-6pm	6pm-1am	1am-2am	Monthly
September	93,608	31,608	4,007	129,223
October	107,541	40,633	10,001	158,175
November	100,065	46,824	9,295	156,184
December	60,325	33,569	10,861	104,755
January	60,833	17,626	5,840	84,299
February	80,075	33,347	10,633	124,055
March	91,021	31,142	7,691	129,854
April	87,153	49,055	11,543	147,751
Total	680,621	283,804	69,871	1,034,296

The Leddy Library is a technology centre on campus providing state-of-the-art workstations, printing facilities, fully wired individual and group study areas and multi-media equipment. Library workstations averaged 1,200 sessions per day, with over 450,000 sessions last year. The library web pages, providing access to our in-house and digital resources as well as organized access to the web and all of its information resources, saw an enormous amount of activity. Fifty-two percent of our digital resource activity came from on-campus users. The digital resource site that proved the most popular was the Scholars Portal site at 73,175 hits. University of Windsor faculty and students make good use of the Scholars Portal journals and indexes. Between July 2002 and October 2005 the University of Windsor connected to 4,329 of the 6,083 or 71% of the titles in Scholars Portal.

An ongoing challenge for academic libraries today is to stay abreast of developing technologies that will make access

easier and ubiquitous. The rapid pace at which information technology develops poses significant opportunities as well as challenges for the Library. Machines must be updated or replaced, software upgrades must be performed on a regular basis and new platforms for searching, retrieving, organizing and delivering information must be investigated and integrated into library operations. In 2004/05 the upgrade of library workstations was a major project with systems staff installing new access platforms, links to new servers and re-imaging over 400 library workstations (public and staff). One upgrade to our integrated library system, Voyager, was done, with a 2nd major upgrade planned for late summer. An inadvertent result of the Voyager upgrades was the realization that the Voyager platform that was developed on architectures considered leading-edge ten years ago are fast becoming out-of-date. New approaches such as the use of open access technology and content will be explored to determine if they provide new ways of delivering services, developing resources and delivering information.

Top 10 Scholars Portal Titles 2004/05

Title	# of Hits
Journal of Alloys and Compounds	2251
Journal of Biomechanics	1725
Journal of Power Sources	1424
Water Research	1382
Angewandte Chemie International Edition	1341
Journal of Organometallic Chemistry	1125
Surface and Coatings Technology	881
International Journal of Radiation Oncology*Biology*Physics	876
Social Science and Medicine	847
Materials Science & Engineering A, Structural Materials	845

Collaborative Initiatives/Partnerships

Leddy Library partners with administrative and academic departments on campus to develop services and programmes such as our Information Literacy programme. Our ongoing involvement with other technology centres on campus (the Centre for Flexible Learning and IT Services), have helped us ensure the seamless integration of technology into campus life. We are working closely with the Accessibility Working Group, Student Services and the Special Needs Office to meet our accessibility responsibilities under the *Ontarians With Disabilities Act*.

Consortial activity has been the primary means by which we have been able to deliver over 23,000 digital titles to users' desktops (along with the tools to use them, such as RefWorks, RACER, and the Scholars Portal integrated search system). Our activities with OCUL and The Canadian Association of Research Libraries (CARL) have

meant we can benefit from the shared expertise of academic libraries in Ontario and across Canada. Consortial activity allows Leddy Library to leverage its resources to provide more content and service than would otherwise be possible on our own.

Over the past year the Leddy Library has been involved in many provincial and national projects. CARL has launched an information Literacy web portal. The portal is a gateway to information literacy resources. These run the gamut from instructional resources – such as program design and teaching resources – to institutional research projects and Canadian university initiatives. The portal is located at http://www.carl-abrc.ca/projects/information_literacy/information_literacy-e.html#portal. University of Windsor will be the maintenance/update contact for this.

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News

There were three new librarian appointments in 2004/05:

- Anne Kaay joined us in July of 2004 as our new Social Sciences Librarian.
- Jonathan Makepeace began his appointment as Bibliographic Services Librarian in September of 2004.
- Tamsin Bolton, our new Information Literacy Librarian, joined us in February of 2005.

Librarian Christine Jain will be retiring this year, having served 37 years at the University of Windsor. Shelves Ann McIndoe and Pam Renaud will be retiring after serving 17 and 19 years respectively.