

2014

annual report



UNIVERSITY OF TORONTO
LIBRARIES

Just over a year ago, we launched a new strategic plan outlining our key priorities for the next five years—comprehensive collections, singular spaces, innovative inquiry, exceptional engagement and strategic stewardship. Just as we collaborated with the U of T community and our peers in the larger library and archives communities to produce a forward-thinking plan, collaboration has defined our efforts to put it into action this year.



As we continue to build world-class collections, we are mindful of the importance of making them discoverable for today's scholars as well as preserving them for future generations. Work this year to make digitized special collections widely discoverable through a new online portal, *Collections U of T*, was complemented by a partnership with five other academic libraries in Ontario to build a Shared Preservation Copy Storage facility to securely maintain national-level print collections in Ontario.

Enhancements to our physical spaces to facilitate ground-breaking research, teaching and learning are made possible by generous donor support and partnership with the University. The next evolution of Robarts Library is on the horizon. We anticipate a ground breaking in the coming year for a state-of-the-art addition that will transform the student experience.

Library users and local accessibility groups are working with our librarians, library staff and information technologists to inform the growth of our digital services through the lens of Universal Design. With the development of accessible websites, such as the new library catalogue, all students can use the library's powerful tools to find the quality information required to further their scholarship.

In response to student feedback, we are working hard to reduce the cost of course materials. Through our new Scholarly Communications and Copyright Office and our E-Reserves team, we are providing copies of material we own and license via online course

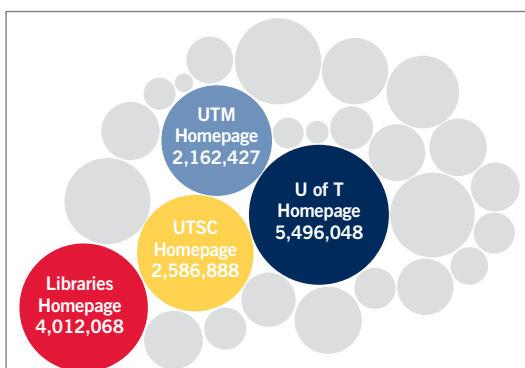
pages, reducing the need for expensive course packs.

We worked closely with the iSchool this year to develop an internship program, Toronto Academic Library Interns (TALint), that will help prepare the next generation of information professionals. Twenty iSchool students are now working with us in various roles, developing the skills they will need to collaborate in new kinds of scholarship.

I hope these highlights inspire you to delve deeper into the stories within these pages. As always, I am interested in hearing from you. Please feel free to contact me at any time with your thoughts and ideas.

With best regards,

Larry P. Alford
Chief Librarian
chiefibrarian@utoronto.ca



The University of Toronto Libraries have made online accessibility a priority, surpassing Accessibility for Ontarians with Disabilities Act requirements for all new, recently revamped and planned websites.

Of unique visits to 27 central administrative and service sites in 2013, visits to the libraries were exceeded only by the U of T homepage. Source: Strategic Communications & Marketing, University Relations.

COMPREHENSIVE COLLECTIONS,
INNOVATIVE ACCESS

collect

Curating unique, specialized and often extraordinary collections has been the domain of libraries and archives for thousands of years. Information seekers of all stripes have returned time and again to libraries for help locating that perfect piece of information to finish the story, complete the puzzle or find the solution.

Where better to do this than the University of Toronto library system, known for its vast collections — from the most current science, technology and medicine journals, to comprehensive print collections in the humanities and social sciences, to unique special collections like the diary and drawings of Captain Owen Stanley who sailed on the H.M.S. *Terror* before it was lost with the Franklin Expedition. This longstanding strength has been cultivated by generations of librarians and library staff, whose work continues today.

This past year, our collection development team of specialized librarians and staff was engaged in the rigorous process of selecting a new vendor for books published in the United Kingdom and United States. This transition will help to streamline and manage complex workflows as we continue to build comprehensive print and electronic book collections that meet both the current and future needs of our faculty and students. Other process improvements accomplished this year will ensure that resources are concentrated in growth areas such as e-resources.

And now we are collaborating with five other academic libraries in Ontario to build a Shared Preservation Copy Storage facility at our Downsview campus, which will free up space at each participating library while making certain that national level print collections are securely maintained in Ontario. The project, a partnership between the University of Toronto, McMaster University, the University of Ottawa, Queen's University and Western University, will ensure that



Owen Stanley (1811–1850). 'Arctic amusements, Dec. 1836' from 'The drawings made by Captain Owen Stanley when on the Arctic expedition commanded by Sir George Back in H.M.S. "Terror" 1836 and 1837'

we provide optimal value for funding allocated to universities by collaborating to use our facilities and expertise in the most effective and innovative manner possible.

Preserving the cultural and research record for future generations is vital, as is building new tools to enhance access to these collections for today's researchers. This year we welcomed two new digital curation librarians to lead projects which will make digitized collections accessible to researchers wherever they are. With their specialized skills, they are building *Collections U of T*, an online portal to fascinating local collections including Soviet Samizdat Periodicals: Uncensored Texts of the Late Soviet Era; Korean Canadian Heritage Archive (a collaboration of U of T and the University of British Columbia); selected special collections from the Thomas Fisher Rare Book Library; Canadian government documents; and the Heritage U of T web portal. Bringing these collections

together in one online space will facilitate easy access to a range of important materials, enhancing discoverability via a single access point.

These initiatives continue our long history of building, preserving and facilitating access through cutting edge discovery tools, to the world class collections that support academic and research excellence on behalf of our students and faculty.



BUILDING AN ONLINE EXPERIENCE WITHOUT BOUNDARIES

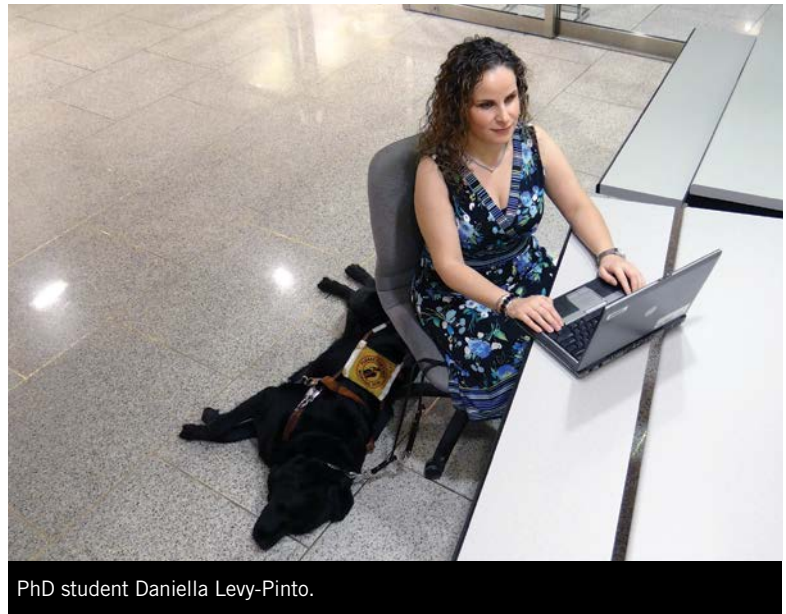
inquire

We live in an information-intensive world, ripe for exploration, discovery and creation. Too often this wealth of information is unavailable to students and researchers with physical, emotional, educational or social challenges, who can be unfairly excluded from this rapidly evolving information environment.

The key to unlocking this world of information lies in Universal Design - designing all spaces, both virtual and physical, for use by any person. Building accessible websites and online tools means simplifying. Clean layouts, intuitive interaction and concise content benefit all users, regardless of ability or need.

The University of Toronto Libraries have made online accessibility a priority. The Accessibility for Ontarians with Disabilities Act (AODA) requires all public-facing websites to be accessible at an 'A' level standard. UTL has surpassed these recommendations — all new, recently revamped and planned websites, including the library catalogue, strive for the 'AA' level standard to better serve our large and diverse student body. When tools cannot be made accessible we have made alternate options available, such as text-only interfaces and personal assistance from librarians.

Daniella Levy-Pinto is completing her PhD in Political Science at the Uni-



PhD student Daniella Levy-Pinto.

versity of Toronto. Daniella, who is blind, requires the use of assistive technologies when navigating online, such as the screen reader JAWS. Discovering and accessing useful research resources is often challenging for students; with additional barriers, successful research

can be time consuming and frustrating. With the development of accessible websites students like Daniella can use the library's powerful tools to find the quality information required to further their scholarship.

We continue to learn new ways to build an environment that fits the needs of all individuals who visit the University of Toronto Libraries online. A growing group of library users with a variety of disabilities, and local accessibility groups are working with our librarians, library staff and information technologists to refine and expand our accessible websites. As we grow our constellation of digital services through the lens of Universal Design, students like Daniella will face fewer barriers on their road to academic success.

Library Catalogue
Search | What's New | Journal Articles | Libraries | Hours | Renew | Help | Contact

Search for books, journals and more

Anywhere

Advanced Search | Browse Search

Welcome to the new responsive redesign of the library catalogue, a flexible web interface that scales to multiple devices, desktop, tablet and mobile.

NEW SERVICES FOR A NEW SCHOLARLY COMMUNICATIONS ENVIRONMENT

engage

The cost of pursuing a post-secondary education is increasing and students have indicated that it is getting more and more financially difficult to attain. We know that the cost of books and course packs is a significant expense for students, which is why we work so hard to maintain our world-class collections. In fact, the University of Toronto, through the Libraries, is one of the largest Canadian purchasers of copyrighted material from publishers and authors, spending almost \$30 million annually on scholarly books, journals and other materials to support the University's broad-based curriculum.



SCCO staff member Stephanie Orfano with Tiziana Volpe, Research Coordinator, CAMH.

Recent changes in Canadian copyright law, including the 2012 Copyright Modernization Act, which expanded the scope of permissible educational uses for copyrighted material, and a Supreme Court decision the same year that broadened the interpretation of fair dealing, allow us to respond to student needs for cost-effective access to course materials by providing copies of material we own and license via their online course pages, reducing the need for expensive course packs.

To support faculty with this change when the University began operating without an Access Copyright agreement in January, the Libraries quickly moved into action, rolling out a syllabus service through our new Scholarly Communications and Copyright Office (SCCO) in partnership with our E-Reserves team. To engage the service, which builds on the existing course reserves infrastructure, faculty

members send their course syllabi to us. In turn, library staff provide links or copies of course materials accessible through fair dealing, open access and transactional licenses via the Canadian Copyright Clearance Centre.

Faculty, students and administrators have long relied on experts from across the library system to provide leadership on copyright issues. And since 2012, the Scholarly Communication and Copyright Office has offered copyright consultations, open access publishing assistance and other services to faculty, staff and students. With four copyright librarians and a licensing specialist, the SCCO is one example of how we are moving forward on our strategic priority to engage deeply with the higher education community on issues that impact their scholarship.

"I contacted the Scholarly Communications and Copyright Office (SCCO) for help resolving a problem in securing permission to use copyrighted material in a research study being conducted at the University of Toronto and CAMH. My initial attempts to secure permission indicated that we would have to pay thousands of dollars for such rights, money that our small research budget could not support. Bobby Glushko, who leads the SCCO, responded without hesitation and took the lead in securing permission from the copyright holder. Throughout, he was responsive and friendly, never hesitating to answer my questions and follow up on additional concerns. I am so happy with the service and support I received from the SCCO."

– Tiziana Volpe, MSc, PhD,
Research Coordinator,
Provincial System Support Program,
CAMH



Assessment Librarian. Scholarly Communications & Licensing Specialist. Digital Scholarship Librarian. These job titles would be utterly unrecognizable to Reverend John Small who, in 1852, managed a collection of about 4,000 books during his tenure as the University's first full-time librarian. Today, these positions are commonplace in libraries and archives, reflecting the changing nature of scholarship, pedagogy and learning that is taking place at warp speed inside labs and classrooms on campuses around the globe.

UTL is both reacting to and helping create this seismic change in the scholarly landscape. We are responding to the changing needs of scholars by expanding collections into non-traditional areas and growing our service offerings to meet the needs of future researchers. This progress is possible because of the talent of our library staff. We have continued to expand our skills capacity this past year by hiring 25 new librarians and support staff in the central libraries. Their fresh skills, combined with the expertise of existing staff, are reshaping the University of Toronto Libraries to align with the changing information landscape.

The past year also marked the launch of a new partnership between the Libraries and the iSchool. Toronto Academic Librarian Interns, or TALint for short, is a newly developed internship program that is both helping

attract top students to the University, and preparing the next generation of information professionals with the skills they will need to collaborate in new kinds of scholarship.

Through TALint, twenty iSchool students are working alongside professional librarians and archivists in roles such as Reference LibAnswers Intern and Digital Communications Intern to develop skills critical for success. At the same time they are bringing new energy and ideas into the UTL system.

Today, more than 500 people are employed across our 44 libraries and that number increases to more than 800 when the many undergraduate and graduate student employees who are hired annually are included. Careful stewardship of our resources requires the expert knowledge of this excellent staff. As our roles and service

offerings change to support the evolving scholarly process, UTL remains grounded in the timeless principles of adaptability and innovation which have characterized the library since the days when the Reverend John Small was the first and only full-time librarian more than 160 years ago.

“As an aspiring academic librarian and archivist, I am excited about being able to gain professional experience through my TALint program position at the OISE Library while embarking upon my studies at the iSchool. For me, the TALint program means having the opportunity to get a head-start on my career as an information specialist in a rapidly changing field that is truly at the precipice of our digital age.”

—Bridgette Kelly

“In today's workplace, potential employers are not only asking that candidates have a graduate-level education. They also want to see a CV with work experience. The TALint program and my work with the OISE Library will help me to develop the professional experience that will be formative in building a long career.”

—Catherine Fournier Boulianne



TALint students with their supervisors

URBAN RENEWAL THROUGH ROBARTS COMMON

space

Robarts Library is the heart of the downtown campus. More than 10,000 people access the building daily and that number increases to 18,000+ visitors at peak service times. Annually, upwards of 100,000 people from the University, from the community, and from around the world, visit the University's beloved 'Fort Book' to study, to collaborate and to use its internationally recognized research collections.

Much has changed since Robarts opened its doors in 1973. The campus population has multiplied, new buildings line the neighborhood and digital scholarship has flourished. At the same time Robarts has evolved from a research facility with restricted access into an open and multipurpose space with individual and group study rooms, and a welcoming interior with 4,000 seats for students and researchers. And the next evolution of Robarts Library is on the horizon.

Robarts Common is the long planned final wing to complete the triangular configuration of the city block which houses Robarts, the Thomas Fisher Rare Book Library and the iSchool. Over the past year, the Robarts Common project has taken on urgent momentum as we raise funds to build a state-of-the-art facility where students can create their future through learning and research.

The vision for Robarts Common is to create a space that will grow and respond to the needs of scholars as technology changes, and that will accommodate new skills development. The facility will provide much needed study space equipped with advanced technologies and skilled staff to provide students and faculty with an engaging place to experiment, to build and to collaborate. The design of Robarts Common, coupled with reconfigured spaces in the original building, will challenge students to interact with technology and immerse themselves in multimedia creation, data visualization and interactive computing. It will



Proposed Robarts Common; rendering by Diamond + Schmitt Architects.

give students direct experience working collaboratively with access to the newest and best communications and technology equipment. In this model, the tools of the future are embedded in the library itself, creating a dynamic and experimental space.

Robarts Common has the potential to transform the student experience and make a significant difference in the quality of the academic life of the campus. It is a critical investment in students to ensure they have the space needed for learning and research while they are here, and to ensure they leave the university with the skills and abilities they need to be successful in the modern information economy. Fundraising efforts were redoubled this year, and we anticipate a ground breaking in the coming year!

Your support of the Robarts Common project presents a wonderful opportunity to enrich the campus experience, to contribute to the foundations of education and to create the conditions in which independent thought can flourish.

Through your gift, we will reach beyond Robarts and the University of Toronto, ensuring that future generations of students have the mindset to excel in the knowledge-based economy of tomorrow.

To learn more, please contact Megan Campbell at 416-978-7644 or mea.campbell@utoronto.ca.



partners

OUR DONORS

Between May 1, 2013 and April 30, 2014, the Libraries received support from many donors in the form of cash and gifts in kind. The following lists donors of \$500 or more. The University of Toronto Libraries are very grateful for their generosity, and for the contributions of all donors of funds and collections. For the list of donors to the Libraries within the Boundless Campaign, please visit <http://www.library.utoronto.ca/support>.

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“Research essays are a big part of International Relations studies. Thanks to the resources at the Fisher Rare Book Library, I was able to get an A on an important recent assignment.”

Your gift to U of T Libraries helps us nurture tomorrow's leaders today.

To become a Friend of the Fisher Library or to support the Library, please contact Anna Maria Romano at 416-978-3600 or annamaria.romano@utoronto.ca, or visit www.library.utoronto.ca/support



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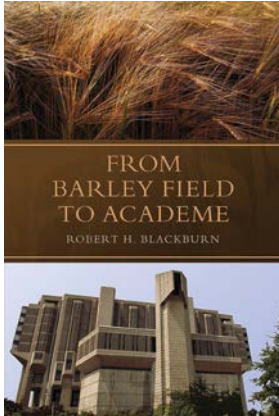
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Your feedback is important to us. Please contact:
Megan Campbell
Director of Advancement, U of T Libraries
mea.campbell@utoronto.ca
416.978.7644



highlights

There is always something new taking place at the University of Toronto Libraries. Here is a look at some recent events.



The publication of *From Barley Field to Academe* by Chief Librarian Emeritus Dr. Robert H. Blackburn was celebrated on May 23 at a large gathering of current and retired staff and other University of Toronto Libraries friends. Dr. Blackburn led the Libraries from 1954–1981.



For sixty years, Phyllis Gotlieb, a celebrated poet, author and University of Toronto graduate, penned heartfelt verses for her husband, Kelly, a distinguished Professor Emeritus in Computer Science at U of T. Together with Professor Gotlieb, the University of Toronto Libraries compiled these works into one book, *Phyllis Loves Kelly*, in time for Valentine's Day. University of Toronto Professor of English, Ian Lancashire, edited the book and coordinated its publication.



On the busiest day in September, staff in the library helped 1,108 students who lined up to get their TCards.



Each year library staff pitch their tent at the Orientation Week street fair.



Don McLeod heads the newly merged Book and Serials Acquisitions department. The merger will streamline workflows.

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EDITORIAL TEAM Laura Anderson · Lisa Gayhart · Margaret Wall (Editor) **DESIGNER** Maureen Morin

PHOTOGRAPHY Gordon Belray · Robert Carter · Stephen Hong · Margaret Wall

PICTOGRAMS FROM THE NOUN PROJECT On the 'Inquire' panel: Responsive Design by David Waschbüch; on the 'Engage' panel: icon by Adriano Emerick; on the 'Space' panel: Traffic Cone by jon trillana; on the 'Highlights' panel: Photo Comment by Sachin Jose; on the 'Partners' panels: Hands by Mourad Mokrane; on cover: Globe by Edward Boatman.

COVER IMAGES, CLOCKWISE FROM TOP LEFT bracelet produced using the 3D printer in the MADLab in the Gerstein Science Information Centre; staff from Information Technology Services assemble server equipment for the Ontario Library Research Cloud (OLRC); image from Vesalius's 1543 *De humani corporis fabrica*, Thomas Fisher Rare Book Library; University of Toronto Libraries' Personal Librarian Meet and Greet 2014.