

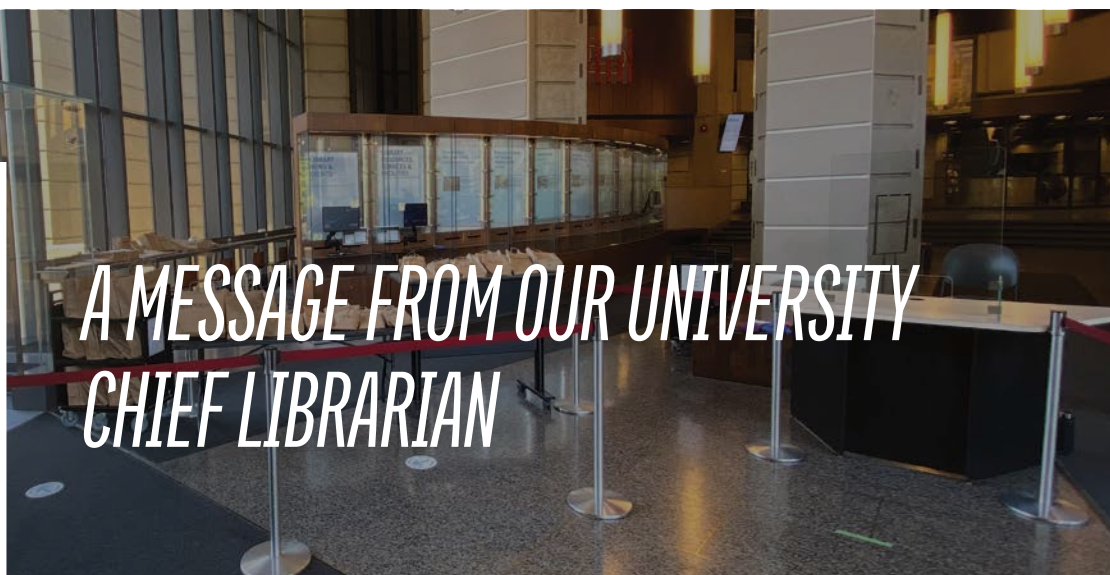
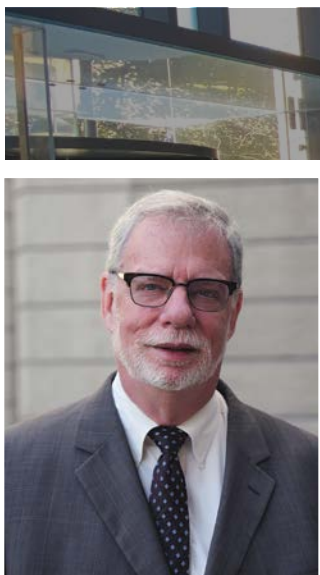
A photograph of a wooden table with various LEGO Technic parts and a partially assembled structure. In the foreground, a grey base plate holds a blue and white minifigure, a blue Technic beam, and a red and white minifigure. To the right, a brown Technic beam is connected to a grey gear, which is meshed with a larger white gear. In the background, there is a red notebook, a black pen, and a pile of loose LEGO parts.

# annual report

# 2019/20



UNIVERSITY OF TORONTO  
LIBRARIES



We had been preparing to release this report in early spring when the COVID-19 pandemic emerged. Within a very short time frame, the Province closed all but essential services and we fully transitioned to online support for our students and faculty. Although all of our library buildings were closed by March 24, our robust online library never closed.

Drawing upon a tremendous amount of skill and dedication, staff immediately began supporting remote courses and helping students and faculty access electronic information from their homes. They partnered with faculty and instructors to ensure our students' academic needs were met as they did their best to finish the winter term. They supported faculty via videoconference, some of whom are doing critical research focused on COVID-19. They compiled resources about COVID-19 to help our community navigate the complex information environment around this topic to find the most reliable sources. They negotiated emergency access to digitized books held by the HathiTrust so that researchers could continue their work. They navigated the complex health, safety and logistical issues required to open a curbside pickup service. They provided moral support to each other in a time of great uncertainty.

I have been so impressed with the resilience, adaptability, professionalism and leadership staff have shown in this work. I am grateful to be part of such a collaborative and caring community.

Our generous donors have been key players in this as well. Their generous support has made possible the investments in digital infrastructure over the years that positioned the University of Toronto Libraries to quickly transition to

remote support, meeting the academic and research needs of our community from a safe distance during an unprecedented global health emergency.

## In Review

The last year was characterized by a great deal of collaboration across our extensive library system. Our entire community was deeply engaged in projects with the potential to transform the way we work and provide service, including the creation of a new Strategic Plan and preparation for the launch of our new Library Services Platform.

Both of these initiatives require wide-ranging input and a great deal of work from staff in every functional group, department and library for their implementation. I am very appreciative of the high degree of energy, expertise and dedication brought to this work by staff. We are so fortunate to have the range of creativity and skills in-house that make these kinds of initiatives so successful.

Another important accomplishment was the creation of both an *o*Inclusion, Diversity, and Equity (IDE) Statement and Anti-Racism Statement both of which will function as action plans to removing barriers for our community members to fulfilling their academic, research and employment goals. The care taken in their creation, and the commitment our community has already demonstrated to realizing their vision are reflective of the values of inclusion and welcome that are so widely shared here. We must continue to press forward; this is more important now than ever, with world events calling us to take urgent, concrete action against racism and discrimination.

Improving the student experience was also a key focus, with supports for mental health and family life such as drop-in counselling during exams, meditation and prayer space, and child-care for student parents provided in library spaces in partnership with the University. As part of our COVID-19 response, the Libraries hosted an online story time during which UofT librarians read from their favourite picture books. The Library also created a toolkit of resources for families with children learning from home to support educators, students and families adjusting to distance education.

## Looking Forward

These past months have been a very difficult time for all of us—for our students, our faculty, and our larger community. Together, we are all doing everything we can to play our part in limiting the impact of this crisis, not only for the health of those in our immediate circles, but for our entire community and beyond. There is much uncertainty at present, but I believe we will come through this and continue to thrive once this emergency is past.

As always, I welcome your input. Please feel free to contact me at [chieflibrarian@utoronto.ca](mailto:chieflibrarian@utoronto.ca).

With best regards,

A handwritten signature in black ink, which appears to read "Larry P. Alford".

Larry P. Alford  
University Chief Librarian  
University of Toronto Libraries





## PLANNING OUR FUTURE

In the spring of 2019 UTL embarked on the planning process for our new 2020–2025 strategic plan. *Barrier-free Access to All of the Right Information* is an ambitious plan that reflects our work as one of the leading research libraries in the world and looks forward to new, innovative ways we can partner with faculty and students to inspire academic curiosity and help develop and support creative and thoughtful scholars, learners, and citizens.

The plan positions the Libraries as partners and leaders in the academic endeavor of the University and aligns our work closely within the priorities of our students, faculty, and staff. At its core, the plan highlights what we will do and how we will do it. What we will do is represented by our two functional areas, Teaching & Learning and Research, two key facets of the academic enterprise which the library has always supported and continues to advance. How we will accomplish this work and innovate in these areas is enabled by the people, collections, and spaces that make up the University of Toronto Libraries and that support our strategic vision. Together, these enablers represent what we as UTL know is necessary to build and maintain a world-class research library.

The strategic planning process itself involved extensive consultation both within the University of Toronto Libraries system and across the University of Toronto community. It was a wonderful opportunity to engage our staff and stakeholders in meaningful conversations about what we do at the University of Toronto Libraries and expand our vision of how we can do it better. We really appreciated the enthusiastic engagement, which directly

informed the development of the plan. The plan will be shared widely with the community in 2020 and we look forward to its implementation.



▲ A 3D model of participant ideas from the Strategic Planning Group's LEGO Serious Play session.

▲ Brainstorming note from the Strategic Planning Group's LEGO Serious Play session.



# FAMILY STUDY SPACE

## Events for Student Parents and their Kids

## OUR COMMUNITIES

### Student experience

Improving the student experience has been a key focus this year, with supports for mental health and family life such as drop-in counselling during exams, meditation and prayer space, and child care for student parents provided in library spaces in partnership with the University.

### Science libraries

Two of several renovations started this year in the science libraries are described below.

The new Centre for Research & Innovation Support (CRIS) was built in the Gerstein Science Information Centre. The Centre, a joint endeavour by the Division of the Vice-President, Research & Innovation (VPRI), Uof T Libraries (UTL) and the Office of the Chief Information Officer (CIO), will function as a gateway to help faculty at all three campuses access the University's rich array of research support resources while boosting the potential impact of their discoveries.

The Dentistry Library was renovated this year. The updated space has been very well received by the students in the faculty.

### Outreach activities

The Libraries ran a series of outreach activities for undergraduate and graduate students this year. Activities at the Engineering & Computer Science Library included two new escape room games, *Colourful Carnival* and *Zombies in the Library*, weekly opportunities to have photos taken for LinkedIn profiles, and two maze activities to introduce students to their liaison librarians (and eat chocolate), one for first year students as part of the personal librarian program and one for graduate students.

The Gerstein Science Information Centre also continued its many outreach activities, including acting as an ongoing host for National Library of Medicine (NLM) travelling exhibits and organizing science literacy week events, including a panel of U of T graduate students discussing microplastics and their own research areas. The Gerstein, Engineering and Robarts libraries again ran the popular Unstudy Spots to help students destress at exam time. This December a new activity was added—creating handmade holiday cards for seniors. Almost 150 cards were created by students and delivered to seniors living at the Annex Revera Retirement Residence.

Another exciting project undertaken this year across all three campuses was the 99 AI Challenge, an open education experiment to help build capacity and context for artificial intelligence among non-technical experts at the University of Toronto. The cohort of 99 students, composed of staff, faculty and community members was selected from nearly 600 applicants. They completed an online course on the basics of AI and attended a series of in-person conversation sessions with U of T experts on AI application and implications in areas like human rights, ethics, and health care.



▲ Free childcare and story time events were offered in the Family Study Space, a secure, child-friendly, sound-proofed room in the Robarts Library stacks, open to UofT affiliated users.

▲ One popular activity of the unstudy spots this year was making a December holiday card, which resulted in over 100 cards being distributed to seniors at the Revera Annex Retirement Home.



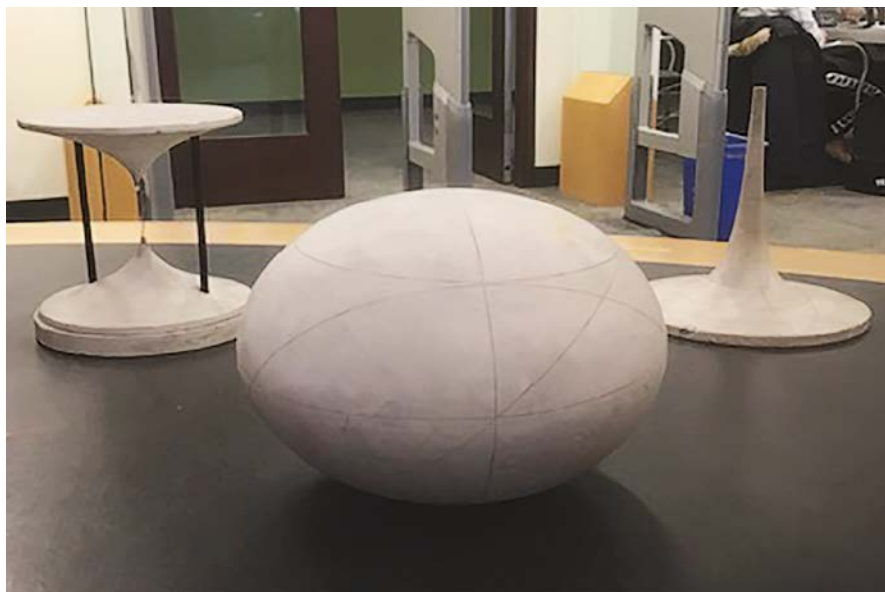


▲ The journals section in the Dentistry Library.

University of Toronto students and faculty benefit from the library's subscriptions to resources that aid the research process. This year the library purchased a subscription to Covidence, a web-based platform that helps streamline aspects of knowledge syntheses such as citation and full-text screening, risk of bias assessment and extraction of study characteristics and outcomes. Another new purchase was NVIVO, a software designed to help researchers organize, code, and analyze qualitative and mixed-methods research data.



▲ Robarts Library offers weekly mindfulness meditation sessions and yoga classes in the Reflection Room and now online.



▲ Books are not the only items that can be found in the spaces of the science libraries. In the Math Library, visitors can view plaster models from the Coxeter Collection, which is part of the larger U of T Scientific Instruments Collection. The collection includes representations of three-dimensional geometric shapes which are believed to have been used as teaching materials. The models were constructed largely by students and researchers over the 60 years (1936–1995) of Harold Scott MacDonald “Donald” Coxeter’s career at the University of Toronto in the Department of Mathematics.



▲ Undergraduate students Sterling Mancuso, Chloe Bray, Kenzie Zimmer, Karina Stellato, Ron Ma and Danielle Lee were the 2019 winners of the Patricia and Peter Shannon Wilson Undergraduate Research Prize. Their work represented a range of fields, including international relations, film studies, music history and nutrition science. Read their winning papers through TSpace, U of T's open access digital research repository: <https://tspace.library.utoronto.ca/handle/1807/73266>.



▲ Graduate students Rahul Arora (left), Alina Bykova (centre) and Amanda Khan (right) were recognized by UTL for their research on computer graphics, a Russian ghost town in the Arctic and laparoscopic surgery. The three winners of the 2019 U of T Libraries Graduate Student Exhibition Competition Awards each received \$1,000 and the opportunity to exhibit their work at the library. Read more about their work: <https://go.utlib.ca/gradresearch>.

## Student research

U of T students at both the undergraduate and graduate levels conduct impactful research, supported by the wealth of information available through the University of Toronto Libraries. The Libraries offer two annual prizes which recognize and encourage excellence in student research.

The \$1000 Patricia and Peter Shannon Wilson Undergraduate Research Prize is awarded to U of T undergraduates who demonstrate effective and innovative use of information sources and the development of their understanding of what it means to be information literate in the 21st century.

The University of Toronto Libraries Graduate Student Exhibition Competition recognizes the comprehensive and innovative use of library information resources, and excellence in research communication and exhibition design.

**"This event [The Patricia and Peter Shannon Wilson Undergraduate Research Prize] highlights the importance of having such a wealth of resources for our students so they can access traditional scholarly materials and primary sources like letters, rare books, films and more. Often, information housed in our libraries is simply not found anywhere else."**  
—U of T Vice-President and Provost Cheryl Regehr

## Inclusion, diversity and equity work at UTL

An important accomplishment this year has been the creation of an Inclusion, Diversity, and Equity Statement. The statement, crafted based on broad consultation with library users and staff, will guide ongoing efforts in this area as we work to become an organization and profession in which inclusion, diversity and equity are prioritized, understood, and meaningfully enacted.

Some of our initiatives to help realize this goal to date include making adjustments to the Toronto Academic Library Internship (TALint) recruitment process to make it more broadly inclusive, UTL membership on the University's Positive Space Committee, and professional development for staff, including a workshop on unconscious bias and participation by UTL librarians in the ARL Leadership and Career Development Program and the Minnesota Institute for Early Career Librarians, both of which are directed at those from historically underrepresented racial and ethnic groups.

This work is led by our Inclusion, Diversity and Equity committee. Using the earlier input gathered from staff to identify UTL's IDE priorities, the committee created a work plan, which includes actions related to professional development, capacity building, recruitment, and assessment to ensure we are effectively working toward our inclusion, diversity and equity goals.



*University of Toronto Libraries (UTL) is committed to creating a safe, welcoming, and inclusive environment that supports learning, teaching, research and work. This commitment extends to everyone regardless of race, ethnic group, nationality, socioeconomic status, sex, gender identity, gender expression, sexual orientation, ability, language, religious affiliation, or age. The fulfillment of the library's purpose depends upon an environment of acceptance and mutual respect. Everyone should be able to work, live, teach and learn in a University free from discrimination and harassment.*

### TO CREATE THIS ENVIRONMENT, UTL IS DEDICATED TO:

- Increasing staff diversity through improved recruitment, hiring, retention, and promotion practices
- Providing opportunities for staff to develop cultural competencies and increase their awareness of unconscious and systemic biases
- Building and improving relationships with Indigenous communities to better understand our obligations and responsibilities
- Incorporating the principles of the Accessibility for Ontarians with Disabilities Act in the design and delivery of services, collections, and physical and online spaces
- Developing initiatives which promote diversity and inclusion in collaboration with the University's Equity Offices
- Removing barriers to support our community members in fulfilling their academic, research, and employment goals





# GOODBYE

*Sirsi, Endecca and LOCR:*

# HELLO

*Alma, Primo and Leganto!*

## COLLECTIONS


### LSP update

This year UTL wrapped up the process to select a new library services platform (LSP)—a cloud-based system designed to manage all of our print and electronic collections in one place. The LSP provides both behind-the-scenes collection management tools and user-facing tools such as the library catalogue, so it was important to ensure we selected the system which would be most user-friendly for our students, faculty and researchers. This careful selection process relied on the hard work, participation, and expertise of more than 60 staff across our three campuses.

In 2019, we began the transition to the new system, which will be comprised of three Ex Libris products: the Alma LSP (the back end); the Primo resource discovery service (the catalogue); and the Leganto course resource list management service. Library users and staff will begin using the new tools in 2021. Researchers will notice that the new Primo search will do a better job at finding materials in our print and electronic collections, and will include content from HathiTrust, Internet Archive, and Center for Research Libraries—collections that our users have to search separately now. The new system will also improve workflows for staff, allowing for more collaboration and greater efficiency in our work across the system.

### Collaborative collection development

This year saw advancements towards the development of large-scale collaborative collections in libraries when the Big Ten Academic Alliance (BTAA) issued a statement of their “intent to pursue a BIG Collection—a shared commitment to realizing our interdependence through coordinated stewardship of the print scholarly record. This intent is the result of a report titled *Operationalizing the BIG Collective Collection: A Case Study of Consolidation vs. Autonomy*. Inspired by this work, UTL’s Keep@Downsview partnership is also exploring collaborative collection

opportunities. The Coordinating Committee of the K@D partnership was asked by the University Librarians to develop a five-year plan for the project that includes developing a framework for collaborative collection building and a pilot for taking on new partners. To that end, early in 2020 K@D became a founding member of the  Partnership for Shared Book Collections, a federation of monograph shared print programs which seeks to coordinate collaboration across shared programs in North America. We also agreed to investigate the possibility of building on work done by the joint LAC/CARL Canadian Collective Print Strategy Working Group and develop a shared collection of federal government documents. And finally, this year K@D will work with Memorial University Library to test the possibility of adding “Associate Members” to the project.

### Working toward barrier-free access to research

The University of Toronto and Karger Publishers have entered into a transformative open access agreement that includes reading access to all Karger e-journals with immediate open access to U of T-authored articles. This agreement is the first of its kind for the University of Toronto and in Canada. Under the terms of the experimental one year agree-

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*“This [Karger] is an example of our institution and a publisher working together to find a new path forward,” said Larry Alford, Chief Librarian of the University of Toronto Libraries. “It recognizes the value of publisher’s contributions while also making scholarly output open and accessible to the widest audience possible.”*

---

ment, U of T researchers have the option to make their articles open access in all Karger journals, free from article processing charges, as of January 1, 2020.

This agreement is an important milestone for both the University and our peers in Canada, as we work towards securing equitable access to publicly-funded research and sustainable models for paying for this content. It is part of the ongoing work by the University of Toronto Libraries in support of initiatives that work towards immediate and barrier-free access to research.



## PRESERVING OUR PAST

### What's so special about special collections?

The journal that saved the life of Canadian economist Harold Innis while at Vimy Ridge; a letter from English mathematician and codebreaker Alan Turing to Nobel Prize winner John Polanyi; Blue Rodeo's set list—these wonderful items can all be found in UTL Special Collections. As research libraries become more intertwined, plugged into a network that provides resources and materials virtually, there is a heightened awareness of the value of distinctive collections.

Special collections have helped UTL engage new audiences in the local community and the general public. Our exhibitions, open houses, film screenings, and participation in Doors Open entice people through our doors. Many locals and tourists now see UTL as a cultural destination. Last year, alone, the Thomas Fisher Rare Book Library welcomed over 42,000 visitors.

**Last year, Rare Book and Special Collections staff led over 150 seminars and tours for 2500 University of Toronto students and members of the wider local and international communities. Teaching sessions ranged across multiple academic disciplines such as history, film studies, business, engineering, sexual diversity studies, theology, material culture, book history, and the digital humanities.**

**Former Assistant University Archivist, Harold Averill, compiled a bibliography of the thousands of researchers who have used the University Archives to create articles, books, theses, plays, and films. The bibliography is now 67 pages long!**

These collections are ultimately meant to be used by scholars. Special collections spur the creation of new knowledge, serving as the raw material for researchers to produce original and innovative research. They support research and teaching across all disciplines on all three campuses and attract research scholars from around the world.

The Fisher Library hosted its third Summer Seminar from June 3–5, 2019 on the subject of medieval manuscripts. The three-day seminar provided

an intensive introduction to manuscript culture during Late Antiquity, the Middle Ages, and the Renaissance, as well as the methods and terminology used in the description and cataloguing of manuscripts. The seminar was led by Michelle P. Brown, Professor Emerita of Medieval Manuscript Studies at the School of Advanced Study, University of London.

### Digital preservation — Project Canopus

In all of our libraries, we spend time pondering how we should morph our services and practices with the rapidly shifting digital world around us, and digital preservation comes up quite often in these conversations. How do we make sure that increasingly massive amounts of digital knowledge in our care, so varied, so potentially invisible, is available for our future users? That was the starting point for Project Canopus, a two-year joint project between UTL and the Ontario Council of University Libraries (OCUL). Project Canopus was designed to advance our digital preservation capacity by making it easier to put digital content into a preservation pipeline, by building out smooth workflows between carefully chosen technologies, guided by useful standards.

Canopus is now in operation as the central repository for all of UTL's preservation metadata. It was purposefully built to be flexible so that preserved content can be collected from multiple sources and stored in a range of ways. Our digital preservation team is now ingesting into Canopus more than 400TB of content that we've secured over the last two years, including records from the Fisher Library, Media Commons, and a great deal of licensed content. The Canopus team is currently in conversations with OCUL partners to pilot Canopus use for non-UTL users.

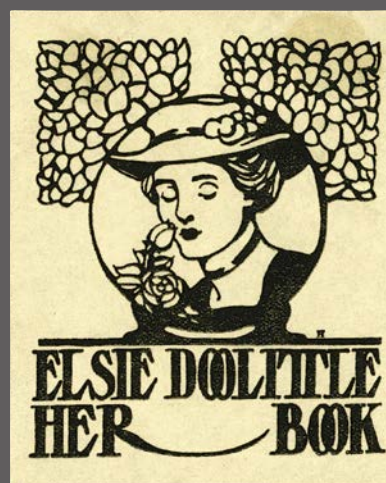


- ▲ Historiated initial depicting Euclid holding compasses and a plumb line, symbols of geometry; from a 14th-century French manuscript of Euclid's *Elements*.
- Some of the equipment UTL uses to help preserve and access old digital files.



# OUR DONORS

Between May 1, 2018 and April 30, 2019, 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>.



## CASH DONORS FROM MAY 1, 2018 TO APRIL 30, 2019

*Note: Deceased donors  
are indicated by italics*

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3 anonymous donors

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Your feedback is important to us. Please contact:  
Michael Cassabon | Director of Advancement, U of T Libraries  
✉ [michael.cassabon@utoronto.ca](mailto:michael.cassabon@utoronto.ca) | 416.978.7644

▲ Bookplate of Elsie Doolittle. From the  
Beulah Knox Bookplate Collection, Thomas  
Fisher Rare Book Library.

# FACTS & FIGURES

## Library Financials

**Collections** \$41,076,582  
**Salaries and wages** \$45,892,254  
**Benefits** \$10,747,517  
**Other expenses** \$13,336,740  
**Total** \$111,053,093

## Collections

**Print books** 12,426,395  
**Digital books** 2,624,513  
**e-journal titles** 184,228  
**Archival materials (metres)** 33,063

## Traffic

**Questions answered** 425,070  
**Items circulated** 1,310,323  
**E-journal downloads** 22,445,695  
**Library instruction sessions** 2,326  
**Library instruction participants** 68,644  
**Visits to Robarts Library** 2,482,349  
**UTL gate count totals\*** 7,393,229

## Unique Page Views

**Research guides** 1,310,368  
**FAQs** 238,094

## People

**Staff, including student assistants** 683

▲ Totals are from the 2018–2019 fiscal year.

\*The gate count total reflects traffic from 20 of the library locations within the University of Toronto Libraries system.

## SEE HOW WE GROW



Construction of Robarts Common, the 1,200 seat addition to Robarts Library, is well underway. This crucial investment in student success has been made possible by leading support from a major donor in partnership with the University, and with additional gifts from hundreds of Friends of the Libraries. For information about how to contribute to the Libraries' priorities, please contact Michael Cassabon, Director of Advancement, ✉ [michael.cassabon@utoronto.ca](mailto:michael.cassabon@utoronto.ca) or 416-978-7644.

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