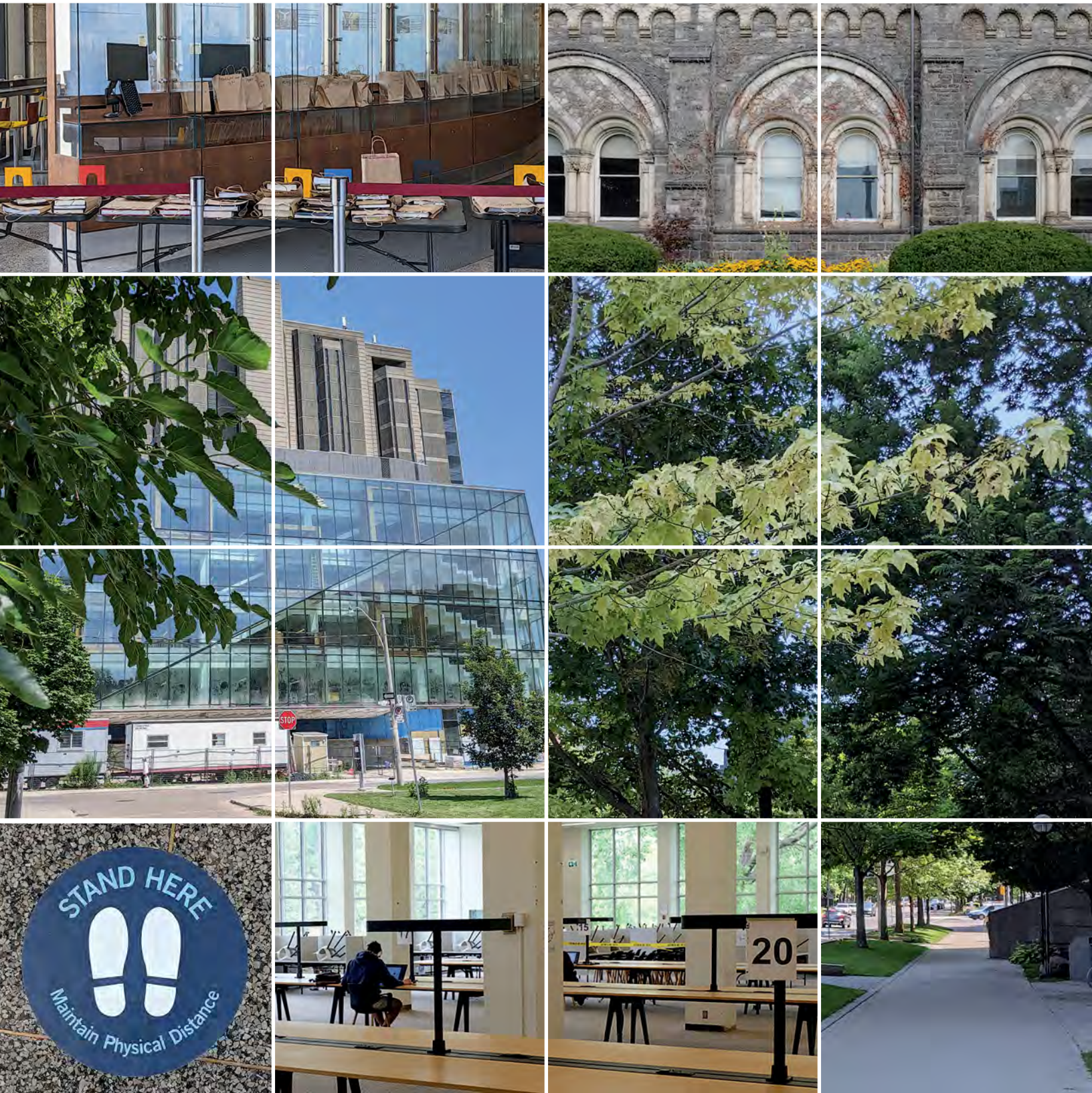


ANNUAL REPORT 2020/21



A MESSAGE FROM OUR UNIVERSITY CHIEF LIBRARIAN

A S I REFLECT on what has been another challenging year, I am very proud of the way UTL staff and librarians found effective ways to meet the learning, teaching and research needs of students and faculty in the face of continuing uncertainty. Amongst the challenges there were a great many successes and silver linings.

With many courses and campus activities fully online for the 2020/21 academic year, UTL embraced online platforms to offer remote research and teaching support to the U of T community. Our Ask Chat with a Librarian virtual reference service and Syllabus Service both experienced a huge increase in use, with Ask Chat calls increasing by 57% and Syllabus Service requests up 41% from the previous year. In addition, the rapid shift to online offerings greatly increased opportunities for global engagement with special collections and events. The Fisher Library continued to digitize its collections in support of remote research and teaching, scanning more than 10,000 pages of rare materials and digitizing exhibitions on Shakespeare, gardening, censorship and Canadian literature, which are now available to researchers locally and abroad. Online events such as the Media Commons Archives' screening of Paul Saltzman's *The Last White Knight* drew hundreds of participants in multiple time zones.

Other major accomplishments included the launch of our new Library Services Platform (LSP), which made several important user experience improvements technologically possible, including the launch of a curbside pickup and holds program, expansion of the Scan & Deliver service, and integration with



PHOTO BY GORDON BELRAY

the University's course management software, Quercus, making it easier for students to access the materials they need for their courses all in one place. Another important focus this year has been the advancement of UTL's inclusion, diversity, equity and anti-racism (IDEAR) goals. Highlights include collection development projects

underway to expand access to literature by Black Canadians, increase the diversity of our streaming music collections, fill the gap in the Libraries' holdings documenting Black citizens in the Soviet Union, and acquire a collection of Ethiopic manuscripts dating from the sixteenth century to the twentieth century. In addition, significant efforts were made to improve our recruitment and retention practices to reflect IDEAR goals.

I hope you will enjoy reading about these and other highlights documented within these pages. I look forward to reporting again in one year's time, with updates about these and other exciting initiatives we have underway.

As always, I welcome your input. Please feel free to contact me at larry.alford@utoronto.ca.

With best regards,

A handwritten signature in dark ink, appearing to read "Larry P. Alford".

Larry P. Alford
University Chief Librarian
University of Toronto Libraries

UNIVERSITY OF TORONTO Libraries (UTL) is committed to creating a safe, welcoming and inclusive environment[♦] that supports learning, teaching, research and work. Underpinning our inclusion, diversity, equity and anti-racism work is the understanding that structural change is required to address systemic problems in institutions, a commitment to doing the work to create this change, and a commitment to holding ourselves accountable.

UTL's Inclusion, Diversity, Equity and Anti-Racism (IDEAR) Committee maintained the momentum on its ambitious work plan this year. Initiatives included significant efforts to improve our recruitment and retention practices to reflect IDEAR goals. Student employees were invited to sessions about careers in academic libraries; Experience UTL, an internship program for Indigenous and Black high school students, was developed and launched in winter 2022; a Community of Practice for Inclusion, Diversity, and Equity (IDE) in Student Hiring was established; and a rigorous new process for librarian hiring was implemented. The Libraries also partnered with Visible Minority Librarians of Canada (ViMLoC) to offer a three-part series for newcomers to Canada and recent graduates interested in working in academic libraries.

As well, IDEAR Committee members compiled a calendar for staff spotlighting campus IDEAR events and organized, in conversation with the U of T Anti-Racism & Cultural Diversity Office, the :Bcc (BIPOC Collective Chatspace), a self-care space for BIPOC staff and librarians to connect and share openly. IDEAR and unconscious bias training was offered to all staff through the Toronto Initiative for Diversity and Excellence (TIDE) and professional development workshops were offered in partnership with The 519 and U of T Office of Indigenous



GERD ALTMAN FROM PIXABAY

Initiatives, including **Fostering Queer and Trans Inclusive Environments**, Speaking Our Truths: The Journey Towards Reconciliation (**Part 1**; **Part 2**) and **Reflecting on Indigenous Land Acknowledgements**.

Library staff have also been working to diversify our collections and collection development practices. An Indigenous Metadata Working Group worked to improve culturally inappropriate and inaccurate metadata pertaining to Indigenous peoples. Music Library staff searched known lists of BIPOC composers against Music Library holdings to highlight and celebrate the diversity that exists in our collections and identify gaps

to be filled through acquisitions. Twelve librarians enrolled in a three-week course, Equity in Action: Building Diverse Collections, which explored key concepts essential to cultivating and promoting inclusive and equitable collections.

These initiatives represent a few ways we are working to build a culture of inclusion, diversity, equity and anti-racism at UTL. This important work will continue and grow as we ourselves learn and take a mindful, deliberate approach to expanding our skills and knowledge.

♦ **Bold and bold italic text** indicates a hyperlink.

DIVERSIFYING COLLECTIONS Early in 2020, the Canadian Research Knowledge Network (CRKN), the national consortia through which UTL acquires many of its most used and most expensive online journals, achieved a significant win in its negotiations with Elsevier.

Driven by a bold negotiation strategy, which included enlisting the assistance of University of Toronto's President Meric Gertler, the new agreement results in a cost savings of 10.5% over three years. The University of Toronto Libraries chose to amplify this tremendous achievement by developing an initiative to invest the savings into projects that advance our open access and inclusion, diversity, equity and anti-racism (IDEAR) goals. The initiative provides members of the University of Toronto community the opportunity to submit ideas for projects that enhance the diversity of library collections and collections practices. Projects are required to meet one of the following criteria: increase our direct engagement with BIPOC-owned publishers, knowledge holders, creators and vendors; develop collections or support publishing and preservation in areas that have not traditionally been well-funded; or strengthen existing engagement to build broadly representative collections. To date, we have used funds to invest more broadly in Library of Congress acquisitions plans, to participate in new open access models proposed by PLOS and MIT Press, and funded four librarian-led projects: a project to expand access to literature by Black Canadians, a project to increase the

diversity of our streaming music collections, a project to fill the gap in the Libraries' holdings documenting Black citizens in the Soviet Union, and a proposal to acquire a collection of Ethiopic manuscripts dating from the sixteenth century to the twentieth century. We are expecting more submissions over the course of the year and will assess the project at the end of this fiscal year with the aim to find ways to increase community participation.

Notable Acquisitions in Special Collections

The University of Toronto Libraries continued to acquire rare books, manuscripts and archives of national and international significance this year. The most notable acquisition was the *Receuil de Troyes*, printed in 1475 by William Caxton. The book is arguably one of the earliest, if not the earliest, printed French works in the world. We added other important items to our unique holdings, including *On the Jewish Wars*, a 1492 Castilian incunabulum by Josephus, published in Spain mere days before the expulsion of the Jews from that country; two Ethiopic magico-religious manuscript book rolls dating from the late nineteenth century; and a first edition of Salvador Dalí's *Les Diners*

de Gala (1973). Remarkable new Canadian acquisitions include an album of watercolours of Toronto (1854–1856), several scarce federal political posters from the 1870s, and rare Inuit-produced educational materials from the 1970s that were used for Indigenous student instruction in northern Quebec. In 2020/21, we also acquired remarkable archival donations, such as discovery of insulin materials collected by historian Michael Bliss, photographs of post Cultural Revolution China taken in the early 1970s by journalists John Fraser and Elizabeth MacCallum, and the records of professor and Olympian Bruce Kidd. As part of continuous efforts to develop a rich collection in Tibetan Studies, the Cheng Yu Tung East Asian Library acquired a unique collection of Tibet and Southwest China historical photographs depicting the landscape of Sichuan and the Tibet-Qinghai Plateau, including images of Tibetan people and minority nationalities in Southwest China. The photograph album collection was originally created by John Weston Brooke (1880–1908), W. Neil Fergusson (1869?–1964) and Cecil Henry Meares (1877–1937). We also made a significant addition to our special media collections: the archives of Elliott Lefko, who promoted the tours of Leonard Cohen, Nirvana, Morrissey, The Foo Fighters, The Tragically Hip, Arcade Fire and many more.



Publishing in open access (OA) journals or an OA monograph fulfills the mandate of funders, like the Tri-Agencies, who require that research generated from their grants be open. Studies show that OA articles are more discoverable and may be cited more than those found behind paywalls.

In the coming year, the University of Toronto Libraries will continue to work with partners to explore new publishing models that lower costs and provide University of Toronto researchers with options to increase the impact of their scholarship by making it freely available to the global community.

Oral History Collection on Student Activism

In the spring of 2021, the University of Toronto Archives and Records Management Services (UTARMS) was pleased to introduce the **Oral History Collection on Student Activism**, a project made possible by a University Chief Librarian's Innovation Grant, which funds innovative projects with the potential to be transformative for UTL and the communities we serve. Led by Archivist Daniela Ansovini, with help from Graduate Student Library Assistant Ruth Belay, the Collection is a set of sixteen oral history interviews focused on illuminating

COLLECTIONS

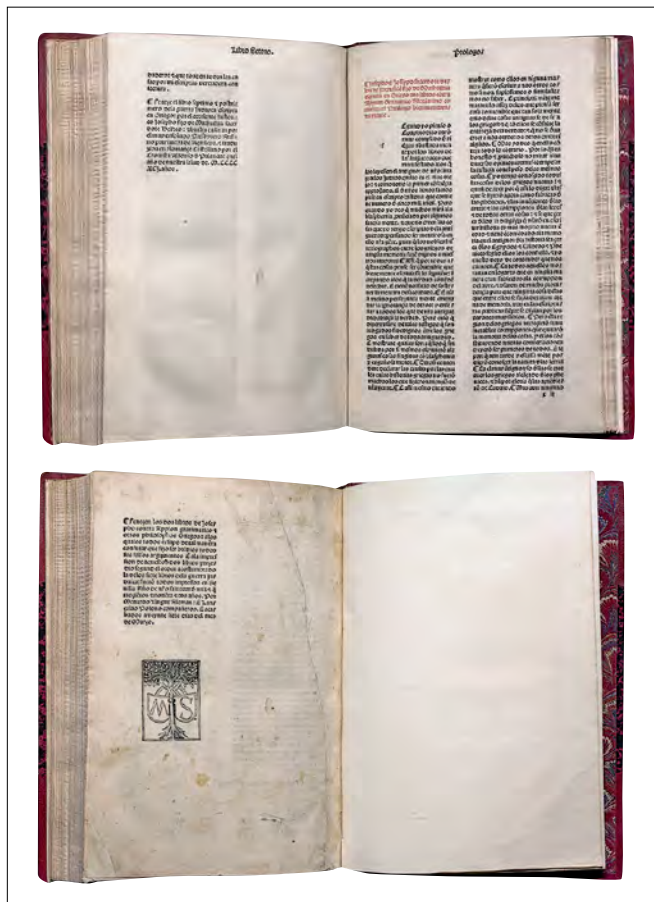
the impact of student action and initiatives across U of T's three campuses.

The **interviews** cover a range of themes, including community building and mentorship, institutional response, and the deep personal and educational value drawn from commitments to systemic change. In the past, archivists have been hesitant to engage with and collect oral histories, questioning the reliability and authenticity of

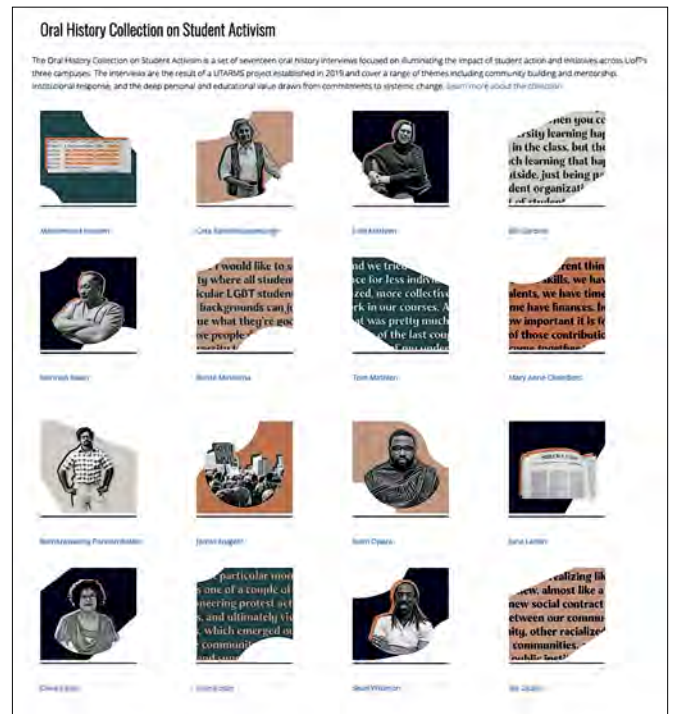
oral accounts of events compared to written records. By proposing the Oral History Collection on Student Activism, Ansovini recognised the need to capture the experiences and insights of those who record and hold memory in less traditional ways in order to provide a rich view of the University's history.

The Oral History Collection on Student Activism helps UTARMS respond to increas-

ing requests from archival researchers seeking material related to student organizations, initiatives and activism, and demonstrates to students, both current and former, the value that we place on their experiences by ensuring that their voices are part of our historical record. Learn more about the project, listen to the interviews and access transcripts through our **online exhibit**.



PHOTOS BY NADAV SHARON



Top left: The first colophon, following *The Jewish War*, and the prologue to *Against Apion* in the 1492 Castilian translation of Josephus. **Bottom left:** Colophon at the end of the Castilian translation of Josephus. Printed in Seville and finished on the twenty-seventh day of March, 1492. **Above:** The Oral History Collection on Student Activism.

REMOTE SUCCESSES AND SILVER LININGS With many courses and campus activities fully online for the 2020/21 academic year, UTL embraced online platforms to offer remote research and teaching support to the U of T community. Interactions with faculty, students and colleagues took place via videoconference in Teams, Zoom or Bb Collaborate and virtual connection spaces like Teams chat.

Librarians offered library skills workshops online and through synchronous and pre-recorded asynchronous videos and modules, allowing learners to engage wherever and whenever they wanted. One-on-one research consultations also went virtual with great success. Feedback indicated that students and faculty appreciated the flexibility and convenience offered by the online format for connecting with a librarian to discuss library research strategies for literature reviews, systematic reviews and other projects.

Our Ask Chat with a Librarian virtual reference service and Syllabus Service both experienced a huge increase in use, with Ask Chat calls increasing by 57%, and Syllabus Service requests up 41% from the previous year. We thought it would be fitting to share a **video chat** with a few of the library staff who worked remotely to ensure essential course readings were made available and to answer library-related questions from students, faculty and even alumni.

HathiTrust ETAS Supported Researchers During the Pandemic

One of the Libraries' key pandemic responses was to provide online access to millions of pages of print material through the HathiTrust Emergency Temporary Access Service (ETAS). HathiTrust is a membership-based collaborative repository of more than 17 million digitized items from academic and research libraries around the world. In 'normal' times HathiTrust provides reading access to online versions of out-of-copyright items and computational access to the entire corpus in the repository for



PHOTO BY RUPIXEN.COM ON UNSPLASH

scholarly research. During the pandemic, the ETAS made it possible for UTL to provide our faculty and students with lawful online access to in-copyright materials held in the HathiTrust repository that corresponded to physical materials held by any U of T library. The overlap between the HathiTrust repository and the University of Toronto Libraries collections counts about 2 million items, all of which became available online almost overnight when the libraries closed and access to print collections was suspended. This access was an invaluable resource for our users who found themselves suddenly teaching and learning remotely, and played an important role in the library's ability to provide continuity for the university's researchers.

University of Toronto ETAS access began in April 2020 and lasted until the re-opening of the stacks in September 2021. From April

2020 to August 2021, library users accessed almost 120,000 items, borrowing an average of 248 unique titles each day. The single most popular title, accessed 702 times, was *They Say/I Say: The Moves that Matter in Academic Writing* by Gerald Graff and Cathy Birkenstein. Library staff are now reviewing HathiTrust ETAS usage data and plan to purchase, for the permanent collection, the titles used by our community that are available as ebooks.

Broadening Access to Special Collections to Support Research in a Remote Environment

The Fisher Library continued to digitize its collections in support of remote research and teaching. Rare Books staff scanned more than 10,000 pages of rare materials, fulfilling urgent reference requests. The Internet Archives digitized almost 32,000 pages of its Victorian Natural History and

SUPPORTING RESEARCH AND TEACHING

Canadian History materials and began to add content on the subject of the Asian Canadian experience to **COVID-19 in Ontario**, the growing UTL **Toronto Web Archiving Collection**. Staff also restored the 1988 award-winning television movie, *Glory Enough for All*, based on Michael Bliss's book depicting the discovery and isolation of insulin by U of T researchers. In response to limited physical access to its collections due to public health restrictions, the Cheng Yu Tung East Asian Library implemented a **pilot program** which offered special support for faculty and doctoral students in the field of East Asian Studies in Canada to conduct research during the month of March 2021.

New Library Services Platform Facilitates User Experience Improvements

While transitioning to our new Library Services Platform (LSP) we were able to make use of its new functionality to offer a curbside pickup service to our users and expand our existing Scan & Deliver service for print journal articles from select libraries to faculty, staff and students. Both services facilitated access to UTL collections while our physical spaces were closed. Now that we have reopened, library users can either retrieve materials from the stacks themselves or place requests through the new LibrarySearch interface, for retrieval by staff.

Another user experience improvement made possible by the new LSP is harmonization of policies across our large library system. To coincide with the reopening of the stacks in the fall, UTL implemented shared loan policies across our 40 libraries, making loan periods more predictable for our users who often borrow from multiple libraries, automating renewals, and automating holds and recalls, shortening the wait time for needed materials.

After a successful pilot program in the summer, we implemented the final module of our Library Services Platform, *Library Reading List*, which is integrated with the University's course management software, Quercus. This new feature enables access to electronic articles, streaming media, digitized content, physical materials and other formats, making it easier for students to access the materials they need for their courses all in one place.

“The individual who helped me was fantastic! It is my first time navigating such a large library system. She helped me immensely. **UNDERGRADUATE STUDENT**”
“Brilliant tool! I can get my questions answered right away wherever I am. **UNDERGRADUATE STUDENT**”
“The librarian I dealt with was extraordinarily helpful with a complicated request. Exemplary patience too.”

PROFESSOR EMERITA



ROBARTS LIBRARY CURBSIDE PICKUP SERVICE

Beginning June 22, curbside pickup for some print books will be available for UofT students, faculty and staff.

“One of my favourite things is borrowing from @uoftlibraries on any subject. They have it all. Thnx to the person currently pulling, into the same bag: spatial stats, mlm, bruce newbold, @ivancoyote and Leslie Feinberg. If this mix is anyone else's jam - plz DM me.”
“A big thank you to the Robarts workers for keeping curbside pickup running. And really for providing an occasional architectural experience. I'll take anything right now.”
“My @uoftlibraries colleagues helping me get every book I need during lockdown. Thank you for being our academic superheroes!”

COMMUNITY ENGAGEMENT WITH SPECIAL COLLECTIONS Since the outbreak of the pandemic there has been a rapid shift to the delivery of online offerings that would have been unimaginable a few years ago. Through numerous online exhibitions and events we were able to engage our various communities not only across campus but also around the world.

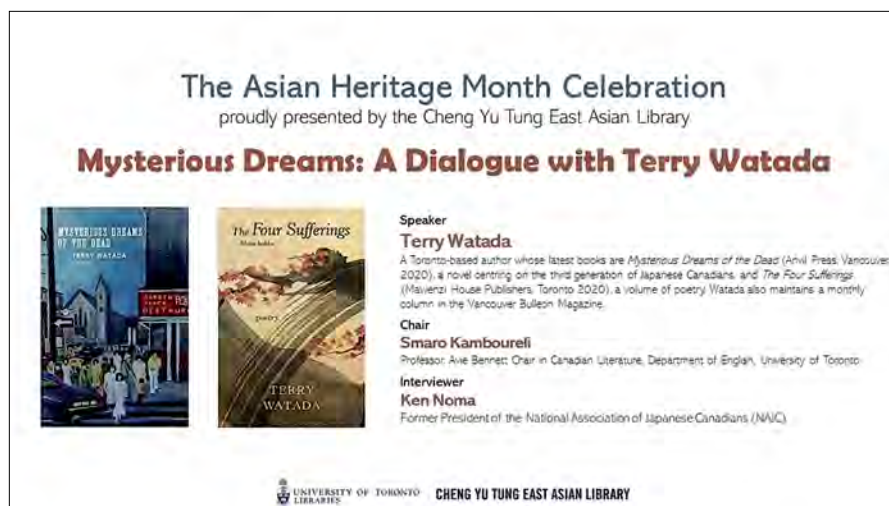
Fisher Library staff mounted several digital exhibitions that were previously physically displayed in the library, including exhibits on **Shakespeare, gardening, censorship** and **Canadian literature**. Rare Books also hosted virtual Friends of the Fisher lectures, developed an informative bi-weekly podcast and weekly blog covering timely topics, and created a **webpage of puzzles** and **colouring books** based on our unique materials. Throughout the fall and winter, Media Commons Archives held a successful virtual screening series, including Paul Saltzman's *The Last White Knight*, which attracted hundreds of participants in multiple time zones. The University Archives launched an Oral History Collection on Student Activism, focusing on the impact of student action and initiatives on U of T's three campuses. In

honour of Asian Heritage Month, the Cheng Yu Tung East Asian Library launched a social media series highlighting Asian and Asian Canadian histories, and hosted *Mysterious Dreams: A Dialogue with Terry Watada*, touching on the trauma of the Japanese Canadian internment during World War II. The East Asian Library also generated an important dialogue on ongoing movements by Indigenous peoples in Taiwan for recognition and rights by hosting a lecture by Professor Awi Mona, National Dong Hwa University, who is the first Indigenous person in Taiwan to obtain a Doctorate degree in Law. Finally, Special Collections celebrated the centenary of the discovery of insulin with a major online **exhibition** highlighting the rich insulin archive which is listed on the UNESCO Memory of the World Register.

New Online Exhibitions Celebrate Centennials

100th Anniversary of the Discovery of Insulin at U of T
The Discovery of Insulin at the University of Toronto: An Exhibition in Celebration of the 100th Anniversary features highlights from the Fisher Library's collection of original documents relating to the history of insulin research, originally selected for an exhibition that took place at the Fisher Library in 1996, curated by the Library's former Assistant Director, Katharine Martyn. This digital re-mounting, assembled in 2021 by Science and Medicine Librarian Alexandra K. Carter and Archivist Natalya Rattan, includes many of the same significant documents from the original exhibition,





along with an important essay by historian Michael Bliss, republished online for the first time.

100 Years of Skule Nite

The **100 Years of Skule Nite** digital exhibit developed by the Engineering & Computer Science Library celebrates 100 years of Skule™ Nite, a professional-level musical revue, comedy and sketch show produced entirely by Engineering students at the University of Toronto and performed at Hart House each year.

100 years at the Music Library: 1921–2021

In 1921 the University of Toronto took over ownership and operation of the Toronto Conservatory, whose library collection became the basis for the present-day Music Library. In celebration of its 100-year anniversary, library staff have been selecting and featuring 100 items from the library on **Instagram**, **Facebook** and the blog series

100 years at the Music Library. To learn more about its past, present and future, see the series of articles written for *Open Shelf*, the Ontario Library Association magazine: **Becoming University of Toronto Music Library.**



Facing page: Photograph of C.H. Best and F.G. Banting, ca. 1924. **This page, clockwise from top:** Opening screen from *Mysterious Dreams: A Dialogue with Terry Watada*. Poster advertising 100 Years of Skule Night. Photo by A. Kung, OT9. Opening screen of the Music Library's 100th Anniversary Open House video.

U TL WELCOMES NEW ASSOCIATE CHIEF LIBRARIAN FOR SCIENCE RESEARCH & INFORMATION

On July 1, 2021 Mindy Thuna became the new Associate Chief Librarian for Science Research & Information for the University of Toronto Libraries.

Mindy holds a Master of Library and Information Studies degree from the University of Toronto, a Master of Science (Vertebrate morphology) from the University of Calgary, and a Bachelor of Science (Zoology, with high distinction) from the University of Toronto. She previously served as the AstraZeneca Science Liaison Librarian, the Science Liaison Librarian, and the Research Enterprise Librarian at the University of Toronto Mississauga Library. Mindy was seconded to the Gerstein Science Information Centre where she was Liaison Librarian to Undergraduate Medical Education and Coordinator of Resource Sharing. In September 2016, Mindy was appointed to the role of Head Librarian at the Engineering and Computer Science Library, and in September 2019, she took on the additional responsibilities of Interim Associate Chief Librarian for Science Research & Information. She is also the recipient of the 2017 Ontario Council of University Faculty Association's (OCUFA) Academic Librarianship Award.

Mindy has provided leadership to the portfolio that serves the science, engineering, and health science disciplines during a time of dramatic change because of pandemic restrictions and a pivot to online learning, as well as the implementation of the new Library Services Platform. She has worked to break down silos across the science libraries and built peer support networks to facilitate staff development and learning, one of her passions. As part of the Chief Librarian's Executive Leadership Table, Mindy has been deeply involved in the many decisions required to ensure continued provision of the library services during the pandemic that our students and faculty rely on for their work.



PHOTO BY MAX THUNA

I see the Library and all of its staff members as partners, facilitators, supporters, connectors, researchers and instructors who support the research endeavours of our community. I want to rethink and re-envision our current research support structures starting from 'first principles', by focusing on the research cycle. I will seek to identify all the ways in which the libraries that touch this portfolio support faculty through all steps of the research process. It will also be important to improve the way we tell our story. We know that faculty and students are not always aware of all the services and supports we offer. How can we tell our story in a way that resonates with our community to highlight the significant role we can play as partners and supporters?

To accomplish these goals, I intend to lead with curiosity – to ask and invite questions that cultivate a spirit of exploration, inventiveness and growth. I will embrace diverse perspectives and seek out opportunities for collaboration, as partnerships often facilitate the most interesting results. I will encourage experimentation that re-imagines traditional offerings and explores new types of collections, services, metrics and spaces while continuing to offer the core functions valued by users.

Mindy Thuna
Associate Chief Librarian for Science Research & Information
University of Toronto Libraries

PEOPLE

Larry Alford, University Chief Librarian, Honoured with CARL Award for Distinguished Service to Research Librarianship

Larry Alford is the recipient of the 2021 **CARL Award for Distinguished Service to Research Librarianship**. The award is conferred annually to a Canadian individual who has served the profession with marked distinction and has made significant national and international contributions to research librarianship through their leadership and engagement

Larry's record of service to the profession is extensive. He has served as President of ARL, and in leadership roles and committees within CARL, CRKN, OCLC, OCUL and Canadiana.org, amongst many other key organizations within the library profession. He is a tireless advocate and enthusiast for research libraries, holding a strong belief that our work has inherent value and importance, and that research libraries underpin academic pursuit and knowledge creation.

University of Toronto Libraries has itself been transformed under Larry's leadership. He has nurtured innovation and bold ideas, championing our progress on so many fronts, including linked data, digital preservation, entrepreneurship, research data management (RDM), scholarly communications, and new approaches to public service and outreach, like the creation of a Family Study Space, which was the first space of its kind in Canada. He has also invested in capital projects to improve the student experience

His strong work ethic and ingrained sense of service have made him a respected colleague whose council is frequently sought by peers. He is a tireless advocate and enthusiast for research libraries, holding a deep sense of purpose and belief that our work has inherent value and importance, that research libraries underpin academic pursuit and knowledge creation, and that it is our continued objective to meet the current needs of faculty and students while keeping a steady eye on the future.

Julie Hannaford
Deputy Chief Librarian
University of Toronto Libraries

through the revitalization of library spaces, including the 1,200 seat Robarts Common addition.

Larry has been committed to acquiring unique and distinctive collections, which has led to far-reaching and ambitious collaborations at both the provincial and national level. He played a key role in creating the Keep@Downsview shared print partnership, which is the first repository-based shared print program in Canada. He also collaborated with Library and Archives Canada on the designation of the Marshall McLuhan Archives as one of UNESCO's six Memory of the World Collections in Canada.

Larry is dedicated to nurturing the research library leaders of the future. He encourages growth and provides opportunities for library colleagues. He acted as a mentor in the ARL Leadership Fellows Program, the Northern Exposure to Leadership Initiative

(NELI), and the UCLA Library Senior Fellows Program, of which he is a graduate. He championed the Toronto Academic Library interns (TALint) program, in partnership with the University of Toronto iSchool, and is working to diversify the profession by reserving some TALint positions for Black and Indigenous students.

He has a strong personal work ethic, deep empathy and respect for his fellow human beings, and a generous spirit of giving. This has never been more apparent than during this period of pandemic, which has uprooted so much of what we take for granted. He has been a steadying, reassuring voice for UTL staff, during a time that has been filled with uncertainty, ambiguity and considerable anxiety.

Larry is a wonderful mentor and leader. Please join us in congratulating him on this well-deserved honour.

PEOPLE

Lari Langford, recently retired as Head of User Services, Robarts Library, is the recipient of the 2021 Northrup Frye Award of Excellence in the Staff category.

With this prestigious award given each year by the University and the University of Toronto Alumni Association, Lari Langford takes a well-deserved place among outstanding faculty members, staff and students who exemplify U of T's culture of excellence. Awards of Excellence recipients are chosen for their dedication to improving our community and our world through their scholarship, caring and ingenuity.

During her decades of dedicated leadership and above-and-beyond service in support of research, teaching and learning at U of T, Lari tirelessly and selflessly worked in support of students, faculty, researchers and community users, and generously mentored many staff. We are very proud to have Lari represent the Libraries with this award.

As Head of User Services at Robarts Library, Lari oversaw such innovations as the TCard, which revolutionized student identification and access to services. She was an advocate for students' accessibility needs, helping to establish the Accessible Content ePortal (ACE), which has grown into a province-wide repository of accessible-format texts that supports students with print disabilities. She also established Robarts Library's much-appreciated extended hours service 20 years ago and helped plan the new Robarts Common space.

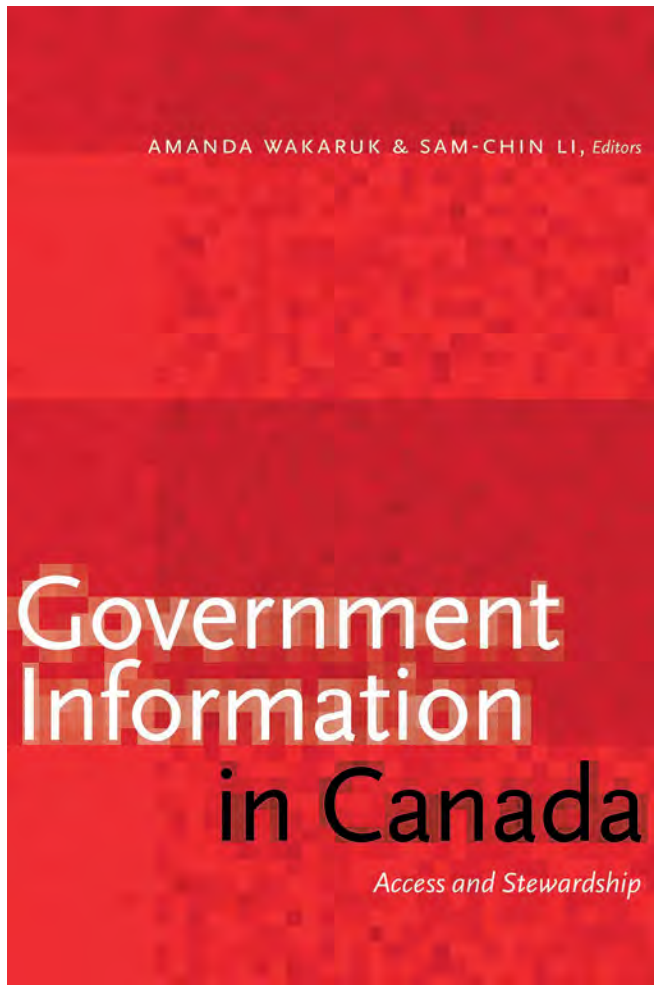
With the onset of the pandemic she worked tirelessly on students' behalf. She was instrumental in establishing curbside pickup—often personally retrieving materials from other campus libraries. Her unit's contributions to the Ask Chat with a Librarian service saw student engagement increase by 57% during the pandemic.

Her colleagues have praised her as an outstanding librarian who was deeply valued for her many selfless contributions, her sage input and her high personal standards.



PHOTO BY NICK IWANYSHYN

Top: Lari Langford Using Felix: the First Online Catalogue at UTL, ca 1987. University of Toronto Archives.A2000-0013/001P (09). **Below:** Lari Langford in 2020.



Sam-chin Li, Government Information Librarian, along with co-editor Amanda Wakaruk of the University of Alberta Library, received the Margaret T. Lane/Virginia F. Saunders Memorial Research Award for their book **Government Information in Canada: Access and Stewardship**. Publications dedicated to librarianship of Canadian government information are rare with the most recently published book on the subject nearly forty years old. With this publication, Li and Wakaruk brought together chapters from various sources and authors to fill this gap and meet a significant need.



Grant Hurley, Digital Preservation Librarian, was named the winner of the Archives Association of Ontario's Alexander Fraser Award. This award is given to individuals who have contributed in a significant way to the advancement of the archival community in Ontario. Grant was commended for his dedication to developing professional capacity around digital preservation, through teaching, outreach and publication in Canada and internationally.

OUR DONORS

BETWEEN MAY 1, 2019 AND APRIL 30, 2021, 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 <https://www.library.utoronto.ca/boundless-donors-list>.

CASH DONORS FROM MAY 1, 2019 TO APRIL 30, 2020

Note: Deceased donors are indicated by italics

25,000 – 99,999

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PHOTOS BY NICHOLAS MARLOWE RARE BOOKS. (LEFT) AND DANIELLE VAN WAGNER (RIGHT)

Above: Gift-in-kind donations to the Fisher Library included the Schomberg Pocket Book (the binding, plus the page of pencil annotations attributed to General Wolfe are shown on the left), and items from John Polanyi's archival papers (image on the right includes a photograph of Polanyi as a young man, his diary entry as a twelve-year-old crossing the Atlantic, an invitation to a dinner party with the Queen, a letter describing a meeting with William Faulkner, and a letter and envelope from Alan Turing).

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FACTS AND FIGURES



LIBRARY FINANCIALS 19/20

Collections \$42,470,234
Salaries and wages \$47,847,884
Benefits \$11,161,247
Other expenses \$13,283,320
Total \$114,762,685

LIBRARY FINANCIALS 20/21

Collections \$36,200,795
Salaries and wages \$44,843,155
Benefits \$10,617,110
Other expenses \$15,341,280
Total \$107,002,339

COLLECTIONS 19/20

Print books 12,481,859
Digital books 2,805,424
Journal titles 187,656
Archival materials (metres) 33,305

COLLECTIONS 20/21

Print books 12,544,580
Digital books 3,470,013
Journal titles 204,636
Archival materials (metres) 33,280



TRAFFIC 19/20

Questions answered 347,577
Items circulated 1,138,966
E-journal downloads 13,295,989
Library instruction sessions 2,274
Library instruction participants 66,855
Visits to Robarts Library 2,429,600
UTL gate count totals* 5,550,605

TRAFFIC 20/21

Questions answered 61,697
Items circulated 109,966
E-journal downloads 13,945,205
Library instruction sessions 1,743
Library instruction participants 57,810
Visits to Robarts Library 28,036
UTL gate count totals* 83,424

▲ Totals are from the 2019/2020 and 2020/2021 fiscal years.

*The gate count total reflects traffic from some but not all library locations within the University of Toronto Libraries system.

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