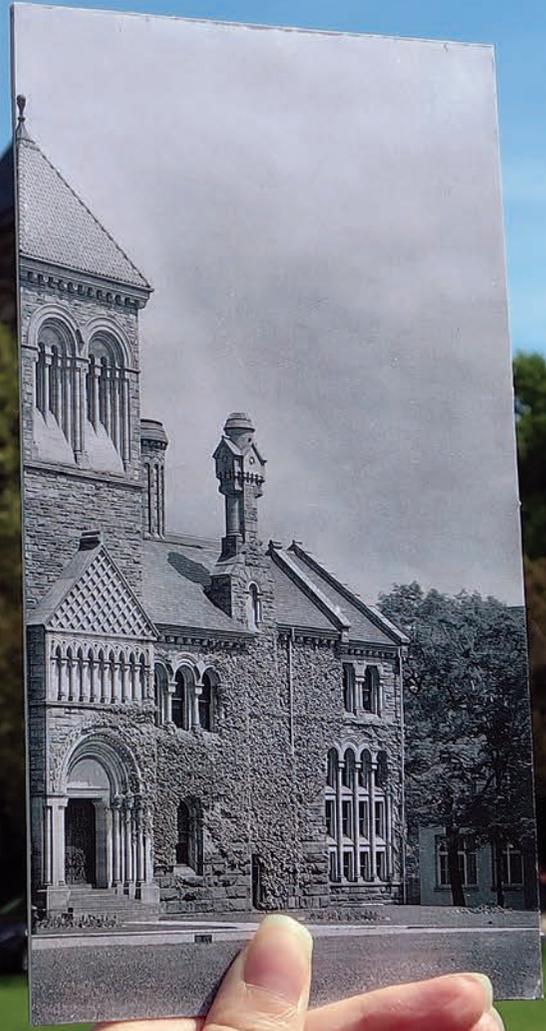




UNIVERSITY OF TORONTO  
LIBRARIES

Annual Report 2017



## About Us

**Annual Report 2017** is published by the University of Toronto Libraries.

Right: some new members of the library staff.



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**Robert Carter**—new staff · page 2

**Kaitlin Fuller**—blanket exercise · page 4

**Lindsay Harker**—Fisher Library · page 8

**Vincii Lui**—Harry Potter · page 4

### FRONT COVER

University Library, exterior view from north west before addition, 1907. University of Toronto Archives. A1965-0004/007 [3.2] / 2005-38-3MS. Composite photo by Francesca Kennedy.

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[www.library.utoronto.ca](http://www.library.utoronto.ca)

## From the Chief Librarian



Left: Chief Librarian  
Larry Alford.

This year the University of Toronto Libraries (UTL) celebrated 125 years of excellence in serving the University of Toronto community. The first modern library at the University opened in 1892, rising out of the ashes of the devastating University College fire of 1890. One hundred and twenty-five years later, UTL has evolved into one of the largest academic library systems in North America. This significant milestone presents an opportunity to reflect on our legacy of innovation as we also plan for the future.

A special anniversary centerfold provides a glimpse into this history and some of our milestones along the way. Also within these pages are highlights from the past year. You will read about events which promoted science literacy and our science collections, partnerships with the Toronto Public Library and the City of Toronto which leveraged our urban location for mutual benefit, engagement beyond the University to strengthen access to legal and government information for scholars and practitioners, a Zero-to-Low Cost Course project which has saved students over \$435,000 to date, renovation of the Thomas Fisher Rare Book Library to protect its irreplaceable treasures, and other initiatives which highlight the expertise and creativity that shape our work.

These projects and, indeed, all of our work, rely on the expertise, dedication and behind-the-scenes efforts of the entire UTL team, who are continuously engaged in research and a wide variety of professional collaborations, developing new skills and knowledge to inform future initiatives. Innovation requires excellent leadership. Patrick Hop Hing was appointed to the role of Chief Administrative Officer this year, following the retirement of Alfred Cheng after thirty years of dedicated service. We also welcomed new leaders in the Engineering and Computer Science, Music, OISE and Law libraries, and the Security, Health and Safety portfolio, along with many new colleagues across our 44 libraries. Some of them are pictured on the facing page. I hope you will enjoy reading more about the Libraries' work on behalf of faculty, students and staff in the pages to follow.

As always, I welcome your ideas and input.

With best regards,

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

Larry P. Alford  
Chief Librarian  
chief librarian@utoronto.ca

## Coming Together



Left, from top: The Gerstein Science Information Centre hosted a popular exhibit curated by the National Library of Medicine that deconstructed the scientific origins behind the magic of Harry Potter. Gerstein staff created supplementary artefacts like the screaming mandrake in the cork-topped bottle and the “Have You Seen this Wizard?” photo wall.

Right: Library staff are building capacity for cultural competency through professional development opportunities, such as the Blanket Exercise, which explores settler colonialism through an activity that introduces the challenges that Indigenous peoples have faced since European contact.



### Science for All

Joining the ranks of the Smithsonian Institution and Harvard University, UTL became a newly minted member of the Biodiversity Heritage Library this year. This mammoth consortium aims to digitize and provide free online access to collections housed in prestigious natural history institutions worldwide. As the sole Canadian member, UTL has already contributed more than 3.3 million pages of centuries-old rare books and journals, including major contributions from the Gerstein Science Information Centre and the Thomas Fisher Rare Book Library.

Gerstein engaged in a number of initiatives to support scientists' efforts to demystify their research for non-scientists. UTL kicked off the fall term with its biggest Science Literacy Week yet, a nationwide event founded by alumnus Jesse Hildebrand in 2013. A record number of well-attended events took place at a dozen libraries, allowing participants to edit DNA with cutting edge techniques, 'cook' tasty molecular gastronomic delights with dry ice, and hold a first edition of Darwin's *On the Origin of Species*, among other activities.

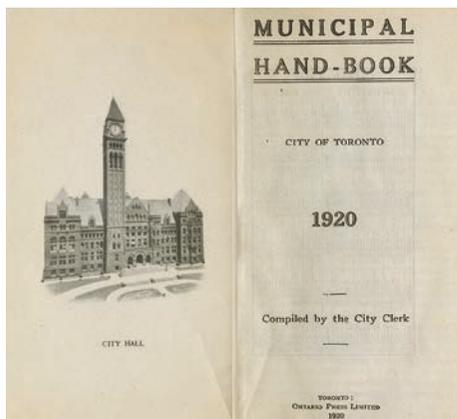
To further foster science literacy, UTL sponsored events throughout the year in partnership with Hildebrand, the Science and Engineering Engagement office, and the Toronto collective, ArtSci Salon. Events included lectures by women in science, a career showcase by science communicators, interactive installations on microbes and microscopes, and campus-wide art-meets-science exhibitions.



### Journey toward Reconciliation

A UTL committee met regularly to discuss how the Libraries can best respond to the recommendations put forward by the Final Report of the Steering Committee for the University of Toronto Response to the Truth and Reconciliation Commission (TRC) and its Calls to Action. This work is part of our effort to build relationships with Elders, Indigenous students, faculty and staff, as well as broader Indigenous communities. In consultation with Elders, faculty and our community partners, UTL is developing research services and programming to meet the cultural and information needs of Indigenous library users. One example is the Libraries' collaboration with First Nations House to host a well-attended Two-Spirit Film Night featuring the films of renowned Indigenous artist Kent Monkman which are available in the UTL collection.

## Enhancing Experiences



### Leveraging our Urban Location

Through local outreach and partnerships with our urban peers, UTL has leveraged our dynamic downtown location and amplified our ability to support students and the broader public.

UTL partnered with the Toronto Public Library (TPL) on two student focused initiatives. We launched the extremely popular Museum+Arts Pass program which allows students with a TPL card free admission to Toronto cultural venues, including the Art Gallery of Ontario, the Ontario Science Centre, the Royal Ontario Museum, and the Aga Khan Museum. For the third year in a row UTL also hosted TPL registration booths for easy library card registration, providing students with access to TPL collections and services which complement the academic resources offered at UTL.

A collaboration with the City of Toronto built collections that support scholars and practitioners engaged in urban studies research

and city building. One project involved digitizing municipal handbooks dating to 1905, making them more readily accessible. These kinds of activities benefit both our own communities and the City of Toronto.

### Modernizing Library Web Services

The expectations of students and researchers for a seamless online library experience stem from their daily encounters in a dynamic digital world. In response, UTL focused on redesigning the websites of 16 of its 44 libraries including the Earth Sciences Library, the Map & Data Library, and the Mathematical Sciences Library, following a major upgrade of the main UTL site in 2016.

The Libraries' Information Technology Services staff analysed a variety of data to understand how faculty and students use library web services, and to inform design decisions. To create a holistic picture, staff analysed web traffic data, conducted usability tests and surveys, and interviewed and observed library users. User feedback and questions about library web services, monitored throughout the year, also contributed to an understanding of user needs.

Through its new User Experience (UX) Lab, the Libraries now support the U of T community with user experience research and design as well. Students, faculty and staff can take part in workshops, get feedback on their UX projects from lab staff, and use the lab's specialized equipment and collaborative workspace.

Left: *Municipal Hand-book, City of Toronto, 1920*, from the collections of the University of Toronto Libraries. In its digitized form it is now available online to any researcher.

## LIBRARY STATISTICS

### Library Financials

Collections	\$32,771,847
Salaries and wages	\$43,370,136
Benefits	\$10,221,266
Other expenses	\$11,379,397
Total	\$97,742,646

### Collections

Print books	12,292,133
Digital books	2,139,095
Journal titles	164,501
Archival materials (metres)	31,087

### Traffic

Questions answered	317,065
Items circulated	1,712,213
E-journal downloads	21,223,000
Library instruction sessions	1,739
Library instruction participants	48,128
Visits to Robarts Library per day	17,657

### Unique Page Views

Research guides	1,173,266
FAQs	72,032

### Most Popular Puppets in the OISE

#### Library's K-12 Manipulatives Collection

Sea turtle	#1
Tyrannosaurus rex	#2

*Totals are from the 2015–2016 fiscal year*

Traffic to library websites is a significant portion of the University's overall traffic, second only to the University's main site.

# University of Toronto Libraries



1900S

◀ The 1890 fire that engulfed University College, and the original library within, created an urgent need for new facilities. In October 1892, a new library building was unveiled on King's College Circle. Now named the Gerstein Science Information Centre, it houses the largest academic science and medicine library in Canada.

📷 *Front view of the University Library on King's College Circle, circa 1900. University of Toronto Archives. A1965-0004 [3.22] / 2001-77-76MS*



▲ William Stewart Wallace, University Librarian from 1923 to 1954, formally established reference service in 1925, appointing Hester Young, Head of the Cataloging Department, to the new position.

📷 *Students in the Birge-Carnegie Library at Victoria College in the 1940s. Victoria University Archives. 1987\_052*

1920S-1950S

📄 The 1960s was a period of innovation and rapid growth at UTL in the area of library automation, including the development of the first machine-readable format for catalogue records by Ritvars Bregzis, Head of the Libraries' Cataloging Department. His work was pivotal to the development of the MARC (machine-readable catalogue record) format, which is still the international standard.

📄 Until the 1960s, book selection was mostly carried out by the faculty, who would send their recommendations to the Order Department. A department of book selection—the first in Canada—was established in 1965 with David Esplin appointed to head the department as Assistant Librarian for Book Selection in 1966.

1960S

1990S

📄 In the early 1990s, UTL's electronic services began to expand considerably with the addition of online periodical databases. Online library services became available on the World Wide Web in 1994.

▶ A high-density storage and preservation facility, UTL at Downsview was built in north Toronto in 2004 to ease the overcrowding of shelves and provide space for new acquisitions. Additional pods added in 2015 increased Downsview's storage capacity to five million items, easily retrieved for quick delivery to researchers through an online request system.

📷 *UTL at Downsview, 2016. Gordon Belray, University of Toronto Libraries*



2000S



▲ The Hazel McCallion Academic Learning Centre at the University of Toronto Mississauga campus opened in 2006.

📷 *Mariya Younas*

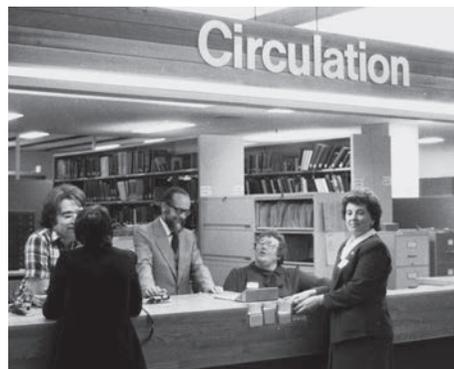
# Celebrating 125 Years of Excellence

► The Robarts Library complex, completed at a cost of \$42 million, officially opened on July 30, 1973. The two wings had been completed first, with the School of Library Science building (renamed the Claude T. Bissell building in 1984, home of the Faculty of Information) opening in the summer of 1972 and the Thomas Fisher Rare Book Library opening in December 1972.

📷 *Dedication of the Thomas Fisher Rare Book Library on April 13, 1973. Geoffrey Payzant. University of Toronto Archives. B1986-0024/001P (01) / 2013-41-11MS*



1970S



▲ The Scarborough College Library at the University of Toronto at Scarborough campus was constructed in 1982 after students raised \$400,000 in a levy.

📷 *Librarian John Ball and staff at the circulation desk of the new V.W. Bladen Library during the library's official opening on March 15, 1982. UTSC Archives Legacy Collection. F1. Photographs - Box 2 (File 11). 2011002F12-11\_17*

1980S



▲ Felix, the first online catalogue at UTL, was introduced in 1987.

📷 *University of Toronto Archives. A2000-0013/001P (09)*

2017

2010S



◀ The Systems Department, first established in 1967 to provide computing services to the university community, is now known as Information Technology Services. Its expert staff continue to develop and support a wide range of innovative electronic library services which support research, teaching and learning at the University, including a data centre with 600 TB of storage capacity to house the Libraries' growing collection of electronic resources.

📷 *View of the library's data centre in Robarts Library, 2017. Jesse Carliner, University of Toronto Libraries*



*Today, the University of Toronto Libraries (UTL)—one of the largest academic library systems in North America—has an international reputation for excellence in collections, services, scholarship, professional and academic expertise, and digital leadership.*

## Bright Ideas

### Inspiring Bold Thinking

What do a bike, child-friendly study space and linked data have in common? These are all examples of projects funded through a new grant program. The Chief Librarian's Innovation Grants were launched in 2016 to foster a culture of exploration, innovation and collaboration across the Libraries. The program gives UTL staff a chance to apply for funds for original projects that have the potential to be transformative for UTL and the communities that we serve. In its first year, nine grants were awarded for projects as diverse as creating a shareable bicycle program that enables staff to move more quickly around the large downtown campus, building a family friendly study space to support students with children, and improving discovery of library resources using linked data technology. All applications were personally reviewed and approved by the Chief Librarian.

The Chief Librarian's Innovation Grants will become a permanent annual program within the Libraries, inspiring bold thinking, and the opportunity for creative new partnerships inside and outside UTL.

### The Peacock Gets a Makeover

The Thomas Fisher Rare Book Library is an iconic Toronto building. As downtown residents passed by the Brutalist structure this year, they would have noticed major repairs underway. This construction project was a

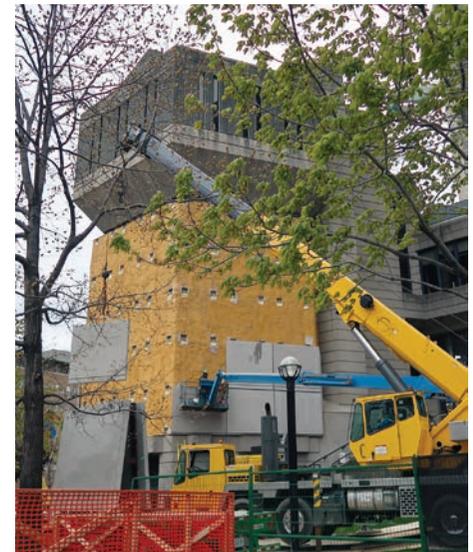
major endeavour to protect the rare and irreplaceable cultural and historical treasures housed within its walls.

For many years, the Fisher Library, constructed in the 1970s, had a problem with excess moisture caused by condensation. Uncontrolled moisture and increased humidity could have led to mould, one of the greatest threats to the survival of printed books and manuscripts. For many years, the constant vigilance and temporary fixes developed by staff helped to control the situation, but a permanent solution was needed. Engineers and library administration were challenged to find a solution that would not involve the removal of books and closure of the library for an indeterminate period of time.

After considering proposals from various consulting firms as well a group of first-year U of T engineering students, the Libraries implemented a solution to apply layered foam insulation to the exterior of the library. The newly applied insulation increased the temperature of the exterior walls, solving the condensation problem almost immediately. The final step of the project was to install large concrete tiles over the foam insulation, virtually restoring the building to its original appearance. Most importantly, the legacy collections of the University are once again protected for the future.

Top: The 'biblio bike' proposal from Ikee Gibson, Operations and Building Services Officer, and Julian Mitchell, Project Coordinator, was awarded one of the first Chief Librarian's Innovation Grants.

Bottom: Workers install new concrete panels to the Fisher Library over a layer of waterproof insulation.



## Serving Our Community



Top: The current state of freedom of information and access to information in Canada was a talking point at Government Information Day. Dr. Ann Cavoukian delivered the keynote address, *All data is not the same: know the difference between public data and personal data.*

Bottom: Bella the therapy dog is a popular visitor to the Gerstein Science Information Centre during exam time.

A promotional poster for "PAWS FOR A STUDY BREAK". The top half has a blue background with the word "PAWS" in large white letters, followed by five white paw prints. Below that, it says "FOR A STUDY BREAK" in white. A red banner contains the dates "MARCH 28-APRIL 20" and "TUES &amp; THURS, 11:30AM-1:00PM". Below the banner, it says "GERSTEIN SCIENCE INFORMATION CENTRE" and "MARVIN GERSTEIN ROOM, 1st floor". The bottom half features a photo of a brown dog, Bella, wearing a red collar. To the right of the dog is a circular logo with red and white segments and the text "with BELLA the Therapy Dog". At the bottom right, it says "More info: uoft.me/bellaatgerstein". The University of Toronto logo is in the bottom left corner.

### Engaging beyond the University

Ensuring access to and preservation of ephemeral, yet crucial, born-digital government information is an important activity of the Libraries. Government information can be particularly sensitive to changes in technology, policy and political administration. UTL librarians participated in a number of projects to serve scholars' and practitioners' need for long-term access to these materials.

The Bora Laskin Law Library produced a guide for a national research-a-thon initiated by law students to research legal issues related to changes in U.S. immigration policy and its Canadian impact. The library was one of 22 host locations and arranged for immediate access to an essential specialized database.

Government information librarians in the Reference & Research Services department organized Government Information Day, an annual event started by UTL in 2013. More than 130 information professionals and representatives from the legal, academic, media and government sectors gathered to advocate, build connections and disseminate new research.

UTL developed a new Registry of Canadian Government Information Digitization Projects that provides one point of access to help researchers find older government documents held by various institutions. The Registry is also a tool that helps the library community to prioritize government documents digitization projects.

### It Just Makes Cents

To save students money on printed course packs and textbooks, the Scholarly Communications and Copyright Office (SCCO) collaborates with teaching faculty to connect students with library resources through the Zero-to-Low Cost Course (ZTLCC) project. More than 50% of course materials used in the ZTLCC project are from the Libraries' e-resource collection, already purchased for student use. Other materials are sourced through open access publications, are items in the public domain, or can be made available through the University of Toronto's Fair Dealing Guidelines. So far, 53 courses have participated in the ZTLCC project, saving 6,121 students a total of \$435,100—an average savings of \$71 per student.

### Promoting Student Wellness

Often the library is seen as *the* place for studying, especially during the final exam period. To ease exam anxiety, many libraries have created pop-up 'unstudy spaces' during the most hectic times of the school year. These areas set up around campus, including at the Robarts, Gerstein and OISE libraries, house colouring sheets, puzzles, Sudoku, origami, and a typewriter. Bella the therapy dog makes regular visits to the Gerstein library during exam time as well, to encourage students to 'paws' for a study break. Student feedback, coupled with the number of origami creations and completed puzzles left behind, are testament to the popularity of these programs.

# Giving

Between May 1, 2016 and April 30, 2017, 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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*Note: Deceased donors are indicated by italics*

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Robarts Common, the addition to Robarts Library, is a crucial investment in student success. It is made possible because of 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 Megan Campbell, Director of Advancement, [mea.campbell@utoronto.ca](mailto:mea.campbell@utoronto.ca) or 416-978-7644.



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## Your Gifts

*The generosity of donors allows us to enhance our collections each year.*

In the spring of 2017, the University of Toronto Libraries' Media Commons announced the rediscovery of the complete rare Herbert Blaché Universal-Jewel film 'Secrets of the Night' (1924). A screening of the restored film was held at the Media Commons Theatre on March 29, along with live musical accompaniment by Jordan Klapman. The newly rediscovered film, complete with the original opening credits and ending, was the highlight of the evening.

This murder mystery-melodrama comedy boasts an impressive cast, led by James Kirkwood, Madge Bellamy, and ZaSu Pitts. The film was discovered by Media Commons Assistant Media Archivist Christina Stewart in a recent donation of silent films from a local collector. There are no known surviving elements of the film listed in any global film archive collections and currently the Library of Congress includes the title on their 'Lost U.S. Silent Feature Films 1912-1929' list. A 16 mm print is known to exist in a private collection, which is available digitally.

The Media Commons performed the necessary assessment and conservation work on this unique surviving film print in order to create a digital preservation master and digital access copies.



### Questions or comments?

Your feedback is important to us. Please contact:

Megan Campbell  
Director of Advancement  
University of Toronto Libraries  
mea.campbell@utoronto.ca  
416.978.7644



Rendering courtesy of Diamond Schmitt Architects.

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