

Library Annual Report 2006—2007

June, 2007

Year in Review

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This annual report from the library highlights some of the activity and services delivered in the past year. The news is good. All components of the library are being well-used and the “customers” are demanding more.

Although just beginning its fourth year of operation in this award-winning building, the library has become one of the busiest places on campus. Increasing numbers of students now include a visit to the library as part of their daily routine.

Gate count is not the only feature of the library that has grown dramatically. Over 8,500 print volumes, 40,000 e-books and thousands of digital periodical subscriptions were added to the collection this year. The library’s virtual collection is now substantially larger than the physical volumes you see on the shelves. So, not only are there more students using the facility there are many more resources for them to use.

Along with students and resources, the statistics for most every category used by academic libraries to measure activity have increased as well. These include numbers of library orientations and tours, reference questions answered, class instruction sessions, books checked out and renewed, interlibrary loan activity, use of reserves, and group study room bookings.

Besides monitoring statistics on current library use, planning for the future is underway. So, a very special thank you to the many students, faculty, staff, student association representatives, and others who have taken time to say in person, e-mails, notes, LibQual survey or focus groups what you’d like to see next. Comments from all segments of the university and college have been remarkably consistent. You’ve told us that you like (and use) everything the library has to offer and want more of it! That’s very good news, because working together we are building a strong library for your information needs. Please keep your comments and suggestions coming!

A very busy place...

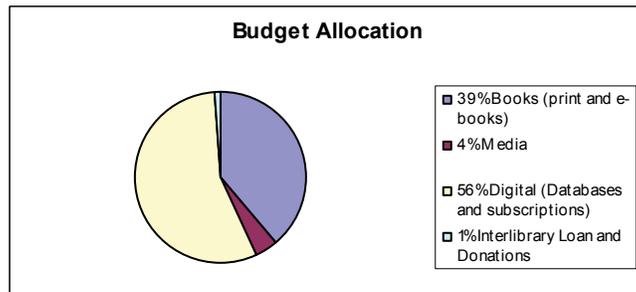
The Library is a very busy place with over 1,200 students using the building daily during the academic year.

Dr. Pamela Drayson
Chief Librarian

Finances

The Library operates as a shared campus service with two budgets assuring accountability to each institution.

A total of \$1.3 million was spent in fiscal year 2006-07 for library acquisitions. Here's how those funds were expended.

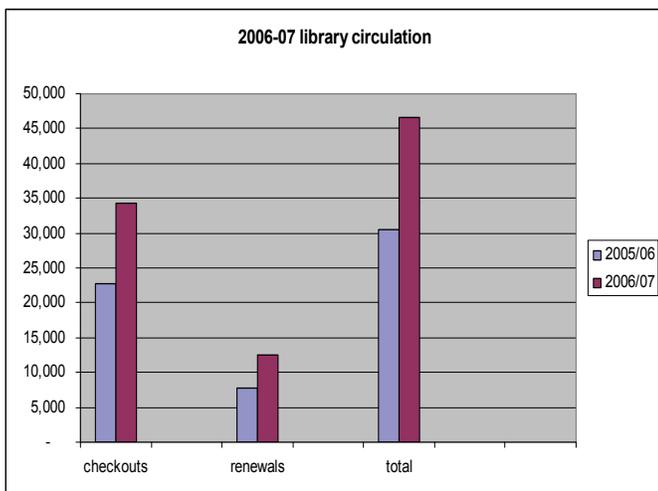


Access Services

Policies and Procedures

This year the Library's Access Services department reviewed circulation policy and procedure inconsistencies in checkout privileges, overdue fines, group study room reservations and other services were identified and corrected.

Discrepancies in policies between Durham, UOIT and Trent in Oshawa customers have been resolved ensuring equity in access and service.



Print Resources

Although most of the library's resources are in digital format, development of the traditional collection of print books is still important. During the year 85,000 new books, technical reports and other documents were added. This print collection received 51% more checkouts and 60% more renewals this year over the previous year. This activity was due to the availability of more books in the collection as well as increased university enrolments. The trend is expected to continue for the foreseeable future as the collection and enrolments grow. With many numbers of graduate students as they traditionally draw on library resources considerably more than undergraduates.

Print resources are available for use and checkout by individuals affiliated with Durham College, UOIT and Trent in Oshawa. Most print materials are also available for reciprocal borrowing and interlibrary loan with other Ontario college and university libraries. Members of the public may use the library's materials free of charge in the building, or may purchase a community borrower card at an annual fee of \$50.

"Online renewing is really helpful." UOIT student

Use of the Facilities

Daily gate counts and periodic census of the building show that more students are entering the building each day of the week over the numbers for the previous year.

What the figures do not indicate but appears to be the case, is that students are also remaining in the building to study for longer periods of time than in previous years.

Comparative Turnstile One Day Average

On November 15, 2005	1775
On November 15, 2006	2349

Comparative Turnstile Count

2005 – 2006	235,938
2006 – 2007	317,851

Group Study Rooms

Overall Utilization

	Hours Utilized	Hours Available
2006 - 2007	20994	34753
2005 - 2006	18606	37419

The Library's group study rooms are very popular with students. Use of the 10 small group study rooms and silent study areas is consistently high, with use of the informal seating only picking up when the other seating options are filled. To address the demand for more individual study space, the room previously designated as a faculty study room has been converted to additional silent study space for students. This change provides additional seating for 6. Plans are underway to reconfigure seating on the second floor relieve congestion and offer an area that is more conducive for individual study.

Interlibrary Loan

Interlibrary loan activity in academic libraries often reflects inadequate resources available to support student and faculty information needs. Fortunately, interlibrary loan requests here are in a low range for both Durham and UOIT. This is due primarily to the wealth of digital resources now available.

Library staff responsible for interlibrary loan have done an outstanding job locating needed items and securing them for requestors. Wait times for materials coming from outside sources continue to be reasonable thanks to the Bibliocentre and OCUL consortia arrangements.

The Library does not pass charges for interlibrary loans on to requestors. Covering interlibrary borrowing costs in the library budget, encourages students to seek out additional information and investigate their topics more rigorously than they might otherwise. Interlibrary loan requests are used to identify books that should be added to the library.

Comparison of Interlibrary Loan Activity

	2005/06 Totals	2006/07 Totals
Loaned	990	1440
Borrowed	735	1148



Public Services

The Public Services & Collections librarians continued to focus on support for teaching and learning this year.

Tours, class visits and instructional sessions linked to specific course assignments continued to be especially well received by faculty and students.

Library Instruction Presentations

	2005/06 Totals	2006/07 Totals
Durham College	129	160
UOIT	53	72
Total	182	390

Students In Library Instruction Classes

7049	7322
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Reference Transactions

4353	4646
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“Thank you for doing such a thorough job in preparing a customized class presentation, an assignment, quiz questions and test questions.”

Durham faculty member

Product Training

Throughout the year a number of vendor demonstrations and training sessions were offered for faculty and research assistants.

Some of the library’s specialized digital resources included IDLS, Westlaw, and IEEE-College edition. These sessions provide users an opportunity to learn more about advanced functionality of particular interest for their information needs.

Student Workers

Our thanks to the following students who worked in the Library this year. Their efforts, enthusiasm and contributions to the Library were very much appreciated.

- Amanda Bourne * Shauna Mahaney *
- Candy Cerniuk * Amanda Stachowski *
- Glen Corbin * Jessica Stachowski *
- Kase de Jonge Stacey Thompson *
- Nick House Melody Vallier
- Julie Martin * Rebecca Weller

* 2007 Graduates

“For the past three years I’ve been comforted by the convenience of a job that catered to my schedule as a student and the support of the library staff throughout.”

Glen Corbin (student-worker)



Digital

Most of the new resources purchased for the library collection are in digital format. Over the past year 30,000 digital were added for UOIT and 20,000 digital books added for Durham.

The following digital database subscriptions were licensed over the past year. Most were consortial purchases through the Canadian Research Knowledge Network (CRKN), Bibliocentre and Ontario Council of University Libraries (OCUL). With the multitude of fulltext journals and reports included in these packages this brings the library's full-text periodical holdings to over 40,000 titles.

- ASTM digital
- ASTM Standards
- Berkley Electronic Press
- Biosis Previews
- Blackwell Press
- CPI Canadian Periodical Index-Academic
- Compendex
- Data Liberation Initiative (DLI)/Internet Data Library System (IDLS)
- Digital dissertations database and repository (Proquest)
- Global Books in Print
- Inter-University Consortium for Political and Social Research (ICPSU)
- JStor
- Journal Citation Reports
- Nature archives file
- Oxford Press
- Taylor & Francis
- Scopus

Library IT Services

Although the Library provides wireless access for laptop computers, there are also 92 computers with wired connections available in the building. They are used not only by Durham and Trent-in-Oshawa students but are also popular by UOIT students who drop by to check a reference, find an article or print an assignment.

The two library computer classrooms are given over to student drop-in use when they are not scheduled for library orientation and instructional sessions.



“E-sources have grown with the University. Staff are always helpful.”

Special Collections

Teacher Resources Center

The TRC is off to a great start since opening in September with over 1200 visits and 2449 items checked out in its first year!

Students and faculty from UOIT Education and Durham College Early Childhood Education departments make up most of the TRC customers. Somewhat surprisingly though students in gaming, design arts and other classes are discovering that the collection is of help to them as well.

A comprehensive report on the TRC is now available on the library's website.



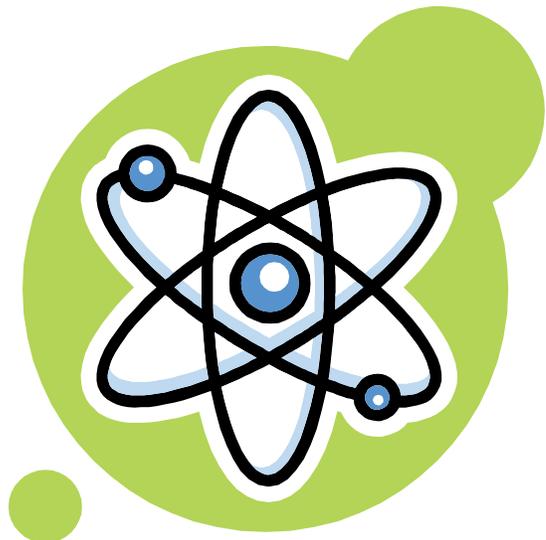
Media

Over 150 DVDs were added to the collection at an approximate cost of \$40,000 this year. Although the media collection is housed and maintained by the Media Service section of IT Services dept, the Library takes responsibility for acquiring and cataloguing the materials.

Nuclear Energy Reports

In addition to the many new books acquired to support the nuclear studies curriculum this year, over 200 special technical reports and other documents were purchased or donated.

Particular attention to the development of this specialized collection will continue in coming years due to the rarity and exceptional nature of the resources. A special online index with abstracts has been developed by the library's IT and Technical Services staff to provide easier access to these unique materials housed in the Special Collections Room.



Special Collections

Archives

Although archival records have been a small part of the Durham College Library since 1968, the collection has grown dramatically over the past two years. This is due to the transfer of numerous historical records from various college departments, as well as the beginning of UOIT.

The Library maintains a membership in the Archives Association of Ontario and has benefited by the association's expert consulting service.

In the fall term, the Archives was assisted by a University of Toronto practicum student from the Archival Studies program. The student provided expertise in all facets of the archival implementation project.

Campus 2007



Campus 1968



Currently, the library's archival holdings occupy 82 metres in an environmentally controlled, secure space in the building. There are over 2,000 items including print and digital documents, audio visuals, photographs, newspaper clippings and ephemera. All records are maintained and preserved following standard archival procedures. The arrangement level has been designed to reflect both the corporate structure and academic/research structure of each institution.

Procedures are in place to ensure proper access to records in accordance with federal legislation (FIPPA) and standards for handling of archival records. The collection is open by appointment only and restrictions on use apply. Researchers interested in using materials in the collection should contact Pamela Drayson.

New and Collaborative Initiatives

LibQUAL+

Along with over 300 other academic libraries, the Library participated in the LibQUAL+ customer satisfaction survey. 505 surveys with an additional 286 comments were received from students, faculty and staff from Durham College, UOIT and Trent in Oshawa.

Overall, the survey results indicate that the Library has good customer service and is strongly linked to the curriculum needs of the campus. Improvements have been implemented in the five areas identified by survey respondents. Some highlights are:

- *The library is aggressively purchasing appropriate print and digital resources. Recommendations for new books are welcome from students and faculty.*
- *The library website has been redesigned with new search options. Access to over 40,000 e-books added to the online catalog.*
- *Furnishings and electrical hookups will be reconfigured in several areas of the building to better meet the need for quiet study.*
- *The Teacher Resource Centre's hours will be increased to better support the student-teaching experience for UOIT's Education and Durham's Early Childhood Education students.*
- *Library hours will be extended for September 2007.*
- *Policies and procedures have been reviewed to ensure that library privileges are consistent between Durham/UOIT & Trent in Oshawa students/faculty.*

On Campus

A successful academic library not only provides access to quality resources and a place for study, but also engages actively in the life of the campus. This year brought numerous opportunities to reach out across campus and beyond.

- Open House for new Teacher Resource Centre with guests invited from campus and community.
- Co-sponsored Black History Week celebrations with the Diversity Office.
- Co-hosted an International Student exhibit with the International Education Office.
- Hosted two practicum/field experience students from Durham College Marketing and Public Relations programs.
- Hosted an all-day Library Research session for St Robert Catholic High School senior class.
- Hosted tour groups from Brock University and Nipissing University libraries.
- Hosted University of Toronto graduate student for archives practicum.
- Joined as reciprocal borrowing agreement with other Ontario colleges.

Gifts and Donations

The following donations to the library were received this past year.

- Book collection of core titles for education & psychology
- Complete set of *Canadian Economics and Public Administration* journals
- 200 nuclear science technical reports
- Collection of *Society of Mathematics Technical Notes*

Staff

Professional Development

Enthusiastic and knowledgeable staff are vital to a successful library. The library staff are actively engaged in a wide variety of campus life activities and connect with students whenever possible by serving on various campus committees such as Center for Disabilities, International Education, etc .

During the year the staff also participated in outside professional development opportunities provided by the Ontario and Canadian Library Associations.

In addition to the professional development opportunities offered on campus through the Center for Learning and Innovation, the following sessions on library products and technology have been offered.

- IDLS Internet Data Library System, by Vince Gray (Data Resources Librarian, University of Western Ontario).
- Overview of RFID technology for library applications by 3M
- Introduction to Global Books in Print
- Westlaw training
- Ask a Librarian/Tutor.com Demonstration
- Copyright in a Digital Environment by Access Copyright Canada
- Second Life and RSS. Overview and demonstration by Innovation Center staff

Staff Roster

Public Services	Reference Librarian	Chris Tomasini/Nicole Doyle
	Reference Librarian	Trish Johns-Wilson
	Reference Librarian	Helen Labine
	Reference Librarian	Pratt, Susan
	Library Technician	Dubis, Jane
Access Services	Library Technician	Laurie Coleshill
	Library Technician	John Dumratt
	Library Technician	Kathryn Hanson
	Library Technician	Rebecca Lucescu
	Library Clerk	Alissa Whalen
Technical Services	Library Technician	Debbie Duke
	Library Technician	Faye Schofield
Library Administration	Administrative Assistant	Teresa Read
	Associate Librarian	Carol Mittlestead
	IT Manager	Gabor Feuer
	I.T. Technician	Likhith Areekkal
	Access Manager	Karin Downie
	Project Manager	Brenda Jackson
Chief Librarian	Pamela Drayson	

Then and Now			
	Wiley Building Library, B105 - 2004	"New" Library Building - 2007	% Increase
Facility			
• Space	836 sq ft	73,000 sq ft	8,632%
• Seating Capacity	150	500	233%
• Public/Student Computers	12	36	200%
• Classroom Computers	32	56	75%
• Laptop Connections	0	134	100%
• Wireless	0	Throughout	100%
• Hours Open Per Week	75	93	24%
Collections			
• Print Volumes	51,000	78,000	53%
• Teacher Resources Centre (<i>children's books and learning tools</i>)	0	10,000	100%
Digital Resources			
• Periodicals	8,044	*40,000	397%
• Digital Books	120	40,000	33,233%
Staff (Total FTE)			
• Subject Librarians	20	21	5%
• Support	4	5	25%
• Administrative	8	12	50%
• Administrative	2	4	100%
• Part Time (Student-Workers & Support Staff)	6	11	83%
Activity			
• Annual Gate Count	199,875	317,851	59%
• Class Sessions	43	390	807%
• Circulations (Checkouts + Renewals)	18,190	50,526	178%
• Reserves	1,546	3,858	150%
• Interlibrary Loan	N/A	2,204	
Budget Materials			
• Print	\$380,000	\$554,500	46%
• Digital	\$80,000	\$1,869,000	2,236%
• Media	\$30,000	\$60,000	100%

* The Library also serves over 800 Trent-in-Oshawa students and faculty.