

DC Library Annual Report 2009-2010

January 2011

...by the numbers	2009-10
Public Services	
Library Instruction Classes	240
Number of Students in library instruction classes	10,242
Reference -Transactions	9,521
Circulation - Initial Loans + Renewals	42,775
Reserve - Loans	4,965
Interlibrary Loan - Requests from other libraries filled	1,106
Interlibrary Loan - Requests to other libraries filled	1,407
Collections	
Print Volumes	100,920
Digital Resources	
Number of E-journals	59,108
Number of Electronic Serial Titles - Included in aggregator packages	97,551
Number of E-books	99,709
Staffing	
Full time Staff	21.6
Subject Librarians	4.6
Support	13
Administrative	4
Activity	
Annual Gate Count - North Oshawa & Education Library	426,319
Hours open	94.25

Year in Review

The past year once again saw amazing progress in all areas of the library:

- ◇ Increased the number of print resources from 95,054 to 100,920 volumes;
- ◇ Increased the number of digital resources to 99,709 e-books, 59,108 e-journals, and 97,551 electronic serial titles included in aggregator packages;
- ◇ Increased library hours for 6th year in a row to 94.25 hours/wk plus extended hours during exam periods;
- ◇ Initiated UOIT's 1st major archives collection with the *Engineering Institute of Canada collection*;
- ◇ Added over 8,000 new print books and other physical items to the collection;
- ◇ Piloted a streaming media service for Durham and UOIT with the addition of 5,000 videos;
- ◇ Celebrated a children's author event at the Education Library;
- ◇ Hosted professional development sessions for library staff with participants attending from Oshawa Public Library and Lakeridge Health Centre;
- ◇ Supervised field placements and internships for library science, public relations, and marketing students;
- ◇ Conducted 240 instructional classes for over 10,000 students.

"... the library has become my second home since starting school! Staff are always so kind and helpful."

-Student

New Developments & Milestones



Increasing student enrollments at Durham College and UOIT have clearly had a positive impact on library use over the past year. Library visits rose to 426,319 as students poured into the North Oshawa Campus Library and

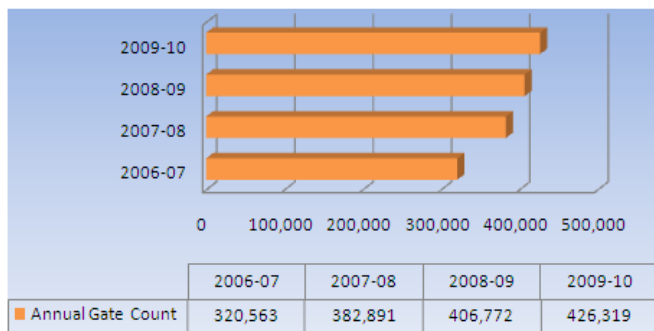
Education Library in record numbers. Use of the Library's digital resources and technology remain high as Durham students keep the 150 computer workstations busy and UOIT students with their laptop computers are scattered through every corner of the building. Meanwhile, comments about the helpfulness of the staff continue to be received from students in e-mails and surveys.

wireless access, are just some of the things available (...and did I mention print books? We have those too!) However, what's critical to make it all work smoothly is a customer-service oriented staff. Through a myriad of changes including the introduction of new services, expanding resources and implementation of the latest technologies, the staff are flexible and committed to making the user experience at the Library first rate.

Thanks to the creativity and energy of very dedicated librarians and library staff, 2009-2010 will stand out as one very busy but immensely successful year.

Dr. Pamela Drayson
Chief Librarian

Annual Gate Count



Library visits rose from 406,772 in 2008-09 to 426,319 in 2009-10.

It has become cliché to say libraries have dramatically changed over the past decade, but this is evident to anyone entering the UOIT libraries' physical or electronic spaces. Electronic books, streaming media, online reserves, flat-panel screens, group study rooms, and



Seats in the library are very heavily used; to as much as 80% of capacity . The most heavily used periods are weekdays during the middle of the day between 10:30am and 4:30pm.



New Developments & Milestones

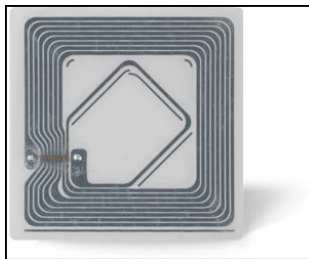
Video Streaming

A new electronic initiative provided by the Library this year was a pilot project of video streaming. This service provides students with 24/7 internet access to a variety of videos purchased by the library. As a follow-up to the success of the pilot project, the Library purchased subscriptions to a number of packages— Films on Demand, Health Sciences VOD, Intelcom, National Film Board of Canada -- and has set up access to “free” vendors that allow for the broadcasting of new and former DVDs and videos through our web site. Many video streaming products allow for the capture of “learning



moments” (e.g. blood pressure readings) as opposed to the viewer being required to watch the entire feature (e.g. all of a DVD on the heart). This has made audiovisual incorporation into the classroom and into online courses even more pertinent and efficient.

New RFID Tagging Technology



3M™ ISO RFID Tag

If you've ever gone looking for something at home and not found it in its appointed place, you may have some insight into the considerable amount of staff time that goes into maintaining the over 150,000 physical items in the UOIT/ Durham College Libraries.

Most of the UOIT/Durham College Library resources are in digital format and don't need to be sorted and kept in order on the shelves. However, we are always on the

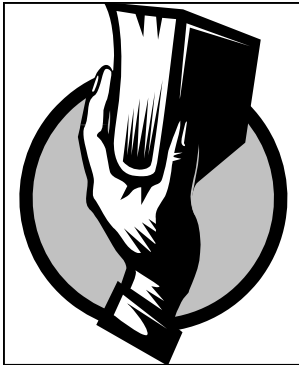
lookout for faster, more efficient ways to improve inventory control and the circulation of traditional print books.

One of the newest tools the Library is using to help with these routine tasks is RFID technology. RFID (*radio frequency identification*) uses tags with computer chip technology to dramatically reduce the amount of time needed for inventory, shelf reading and checking out books. With RFID technology a programmed computer chip is inserted into every book so the book essentially “knows where it belongs”. A hand held scanner is then used to efficiently sweep the shelves and identify books that are not shelved properly. Over the past year, RFID tags have been installed in every book. Although not obvious to students, this new tool helps save time by ensuring that each book is in its correct location and streamlining the checkout process.



New Developments & Milestones

Distance Education



The library recently ramped up services to better meet the information needs of increasing numbers of UOIT and Durham College students who are enrolled in online and distance courses.

The Library service for distance students now includes allowing students

living outside the Durham region who are not enrolled in on-campus classes to have books and articles mailed directly to them. After using the book, the student simply mails it back to the library in a prepaid

envelope. Online students and faculty also have had access to the full range of the library's electronic resources and with the addition of Distance Education Services. They now have easier access to the traditional print materials in the library too. So whether a student is joining an distance class via video-conferencing from North Bay or internet chat from Wiarton, the library is serving them too.



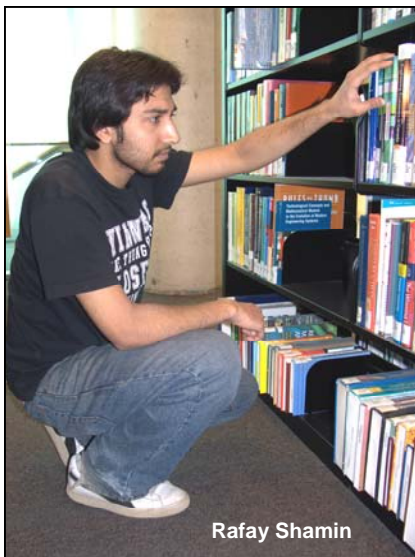
Celebrating Library Student Workers!

A big thank you to the following Durham College and UOIT Library student workers for their part in making this a successful year!

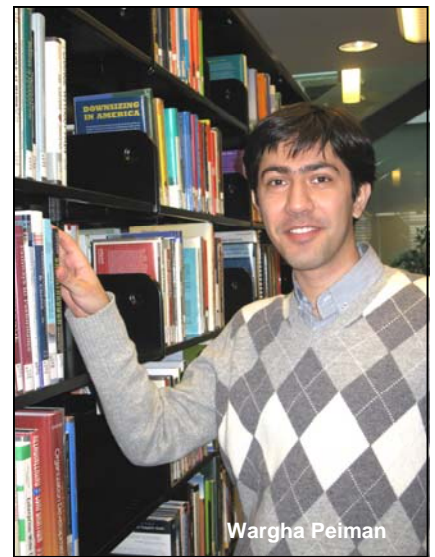
***Jonnell Briscoe Kim Churcher Rachel Daize Josh Lines Lindsay Taylor Samena Mohammed
Wargha Peiman Erin Robinson Rafay Shamin Mohamed Salman Sheikh***



Rachel Daize



Rafay Shamin



Wargha Peiman

Gifts and Donations

Many thanks to all the faculty, staff and community members who so have so kindly donated books and journals to the library. Your generous support is appreciated.