YEAR IN REVIEW

PROMOTING EXCELLENCE IN RESEARCH AND LITERACY

• Acquisition of a multi-faceted search interface ( Summon Discovery Layer).
• Launched a new virtual reference service called askON, a real-time chat service developed by college libraries and Ask Ontario.
• Introduced the Personal Librarian program as an outreach initiative to first year students, highlighting relevant resources and services.
• Offered introductory workshops for Durham’s Get Prepared for Success (GPS) first year students and family members.
• Held staff professional development webinars on topics such as creating instructional videos and embedded librarianship programming.
• Doubled eBook content by subscribing to ProQuest College Complete and EBSCO Academic collections.
• Increased access to resources through the creation of an in-person and virtual chat contact interface and a list of resources by subject.

EXTERNAL REVIEW AND SELF STUDY

• Conducted a self-study and external review. The final report commended the library for its wealth of support services for students and the excellent customer service provided by staff.

CORPORATE SUPPORT

• Continued to support student learning and knowledge creation through a BMO Institute for Learning donation of 1,000 new books covering subjects such as: economics, management, banking, human resources, planning, finance, investing and marketing.

INVESTMENTS IN TECHNOLOGY

• Deployed an interactive SMART Board at the north campus.
• Implemented scanning services on library photocopiers and added charging stations for a variety of devices in all locations.
• Added laptop and phone charger loans at all locations.

COMMUNITY OUTREACH

• Hosted the 2014 Archives Association of Ontario (AAO) Conference with more than 100 participants and exhibitors in attendance.

COMMITMENT TO A SUSTAINABLE FUTURE

• Collected 80 pounds of used household batteries. Due to the success of the program, battery collection was extended to other campus sites.
BY THE NUMBERS

- Checkered out 23,624 items from the North Oshawa Library to Durham College students, faculty and staff at the NOL service desk.
- Delivered 137 instructional sessions to more than 4630 students.
- Answered over 3060 questions from students at the NOL reference desk and through the virtual reference chat service.
- Recorded more than 503,630 visits to the north campus library.

HIGHLIGHTS

- Hired three subject specialist librarians at the north campus to support Health Sciences, Science, Engineering and Energy, and Business and Online Learning courses.
- Implemented a Roving Library Assistance pilot to provide more convenient access to information services on every floor.
- Installed a large information kiosk unit in the north library lobby.
- Relocated DVDs and videos previously housed in the Media Services Department to the North Oshawa Library providing easier and after hours access to media resources.
- Increased extended hours during exam period in December and April.

“Thank you for the excellent review of library resources. Feedback from the students was that is was very helpful....”

- Faculty Member - Journalism program.
LIBRARY CORNER AT WHITBY

BY THE NUMBERS

- Recorded more than 8,985 visits to the Library Corner at Whitby
- Delivered instructional sessions to 130 Whitby campus students and faculty
- Answered over 675 reference questions and 430 directional queries
- Checked out 745 items from the Whitby Library

HIGHLIGHTS

- Constructed a wall to enclose the Whitby Library corner to facilitate noise reduction and provide a quiet space to study
- Installed an automatic and accessible library entrance
- Introduced a small but growing leisure collection for staff and students

LIBRARY CORNER AT WHITBY

PROMOTING CAMPUS LIBRARIES’ RESOURCES AND SERVICES

- Delivered instructional sessions to Pickering Learning Site students
- Provided library informational and promotional materials

PICKERING LEARNING SITE
Celebrating Durham College Library Work
Study Students!

A big thank you to Campus Libraries’ Durham College library student workers for their part in making this a successful year:

Shannon Barrill
Robin Dennis
Alex Gullen
Cassandra Harkness
Rebecca Maynard
Shelina Turner
## Campus Libraries
*(Durham College Library System Statistics)*

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC Library Instruction Classes</td>
<td>142</td>
</tr>
<tr>
<td>DC Group Instruction Participants</td>
<td>4,778</td>
</tr>
<tr>
<td>Reference Transactions</td>
<td>3,780</td>
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<tr>
<td>Circulation - Initial Loans and Renewals</td>
<td>8,160</td>
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<tr>
<td>Reserve Loans</td>
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<tr>
<td>ILL Requests from Other Libraries</td>
<td>26</td>
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<tr>
<td>ILL Requests to Other Libraries</td>
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### Digital Resources

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<th>Resource</th>
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<tr>
<td>e-Journals</td>
<td>45,798</td>
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<tr>
<td>e-Books</td>
<td>291,336</td>
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<tr>
<td>Streaming Media</td>
<td>27,470</td>
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<tr>
<td>e-Audio</td>
<td>760</td>
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### Print Collection

<table>
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</thead>
<tbody>
<tr>
<td>DC Print Volumes</td>
<td>48,100</td>
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### Activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Gate Count <em>(North Oshawa &amp; Whitby Libraries)</em></td>
<td>512,617</td>
</tr>
<tr>
<td>Hours Open Per Week</td>
<td>94</td>
</tr>
</tbody>
</table>

For an alternative format of this information, contact Pamela.Drayson@uoit.ca

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