



LIBRARY

ANNUAL REPORT 2016-2017



Gurdeep Narr (MSc'17) and Piyush Bhaskar (MSc'17), Student Assistants, Information Services

CONTENTS

- 2 Vision, Mission, Values
- 3 Message from the Vice-Provost and University Librarian
- 4 Service Philosophy
- 5 Facts and Figures
- 6 People
- 9 **Enhancing Our Student Learning Experience**
 - 11 Inclusive space – Revitalizing library spaces with Indigenous language and art
 - 12 Experiential learning opportunities – Learning by doing and reflecting
 - 14 Online learning – Supporting learning outcomes
 - 15 Website redesign – Embedding content in academic programs
 - 16 Open education – Broadening access to learning materials
 - 17 Familiar faces – Catching up with a former library student assistant
 - 18 LAMP – Moving music
 - 19 History – Celebrating 175 Years of Queen's
- 21 **Strengthening Our Research Prominence**
 - 22 Open Scholarship Services – Broadening the reach of Queen's research
 - 24 Scholarly journals survey – Collaborating with faculty
 - 24 A gift – Enabling purchases of Indigenous resources in law
 - 26 Exciting new resources – Acquiring one of the oldest printed English-language books
 - 27 Treasures and Tales – Exploring Queen's early collections
 - 28 Personal librarian program – Reaching out in education
 - 29 Geological Survey of Canada – Marking the 175th anniversary
 - 30 Knowledge syntheses service – Supporting health sciences research
- 31 **Ensuring Financial Sustainability**
 - 32 Staff learning – Growing a 21st century learning organization
 - 33 PrintQ – Collaborating across campus
 - 34 Our donors – Supporting a community of learning and research
- 35 **Raising Our International Profile**
 - 36 International affiliations – Reaching out to international partners
 - 38 Information Services – Welcoming faces and spaces
- 40 Visit Us

VISION

Queen's University Library inspires learning, sparks creativity and builds community. Entering our libraries – virtual and physical – our students and faculty feel the world at their fingertips, the knowledge of the ages and the potential of the future. This community of learning and research, this library, is the keystone of our balanced academy where people engage deeply with each other to ask critical questions and build new ideas.

Librarians and staff work closely with students and faculty in every discipline and in the spaces where they intersect. Our best innovations happen through collaboration – across the library, with our faculties and schools and through our regional, national and international partnerships. Together, we're entrusted with ensuring that all information is available to all people, for all time.

MISSION

The library stimulates excellence in research and scholarship through its collections, people, partnerships and services, and its physical and virtual environments. The library is a strategic asset to the university, contributing to the exploration and sharing of knowledge and the development of lifelong inquiry skills for the betterment of a global society.

VALUES

- Information access, stewardship and preservation, on a global scale for local needs
- Collaboration and partnerships across the university, region, nation and world
- Service that is people-centred, high quality, discipline-focused and inclusive
- Learning, inquiry, experimentation, innovation, knowledge and continual assessment
- Community, welcoming space, inclusivity and engagement
- Communication, consultation and sharing of expertise
- Wellness, kindness, safety and respect

MESSAGE FROM THE VICE-PROVOST AND UNIVERSITY LIBRARIAN

Library planning aligns with the university's Strategic Framework, which encompasses four interconnected strategic drivers: the student learning experience, research prominence, financial sustainability, and internationalization. On an annual cycle, we review our activities of the previous academic year, look at the opportunities and risks going forward, affirm our priorities for the upcoming academic year, and establish our priorities and service levels for the next multi-year budget plan. To accomplish this, at the end of each year, the people of the library come together at a planning event to share our stories of how we have contributed to our community of learning and research, and we take the opportunity to think about the stories that have yet to be written. To me this perfectly represents the space a library inhabits, a place where the past is remembered and the future is forged.

After exploring a selection of recent stories, I can say that it has been another remarkable year for Queen's and the library, and I am pleased to share with you the library's 2016-17 *Annual Report*. This document highlights just some of the many stories arising from our strategic priorities, and provides a good sample of some of the projects and ideas our wonderful staff have been collaborating on, with you in mind.

– Martha Whitehead

SERVICE PHILOSOPHY

Queen's University Library is a welcoming, inclusive environment that provides an exceptional student learning experience and facilitates research excellence. Every member of our staff is an ambassador for the library and committed to collaborating with every individual within our global community: student, staff or faculty member, alumnus and friend.

We will:

- Seek opportunities for meaningful interactions with you.
- Adapt to meet your needs, and provide accessible, quality service that is respectful, convenient, and efficient.
- Share our expertise and foster your ability to navigate the world of information.
- Build long term, supportive, attentive relationships in an effort to anticipate and exceed your expectations.
- Work together as a team to facilitate learning and innovation to support academic programs and research.

We are your library, and we are here to build community and advance creativity, learning, research, and teaching. If there is something we can help you with, please let us know.



Some of the people of Queen's University Library

A large group of approximately 30 people, including library staff and students, are posing for a group photo on a green lawn in front of a stone building. The building has a large window and is covered in bare, climbing vines. The group is arranged in several rows, with some people standing and others sitting or kneeling in the front. The overall atmosphere is professional yet friendly.

FACTS AND FIGURES

- 110.3 FTE employees (library technicians, staff, librarians, archivists)
- 16,061 students taught in 1052 classes/consultations across all faculties and schools
- 15,426 responses to individual inquiries
- 3,000,000+ physical volumes
- 80,000+ e-journals containing more than 85,000,000 articles
- 11 linear kilometers of archival records, including 3,000,000 images, 300,000 architectural drawings and thousands of sound recordings and moving images
- 24 / 7 open hours in Stauffer Library during exams, and 2 am closing most other days in academic year

PEOPLE

FACULTY LIAISON UNITS

Faculty liaison units maintain a strong understanding of the curriculum and research programs of the faculties with which they are aligned. Working together with specialists across the library, liaison librarians help individuals design research strategies, access and effectively use key information resources, manage data, publish research, and understand copyright. Liaison librarians also work with faculty and students to offer a wide range of teaching and learning support, including course-related instructional sessions and programs, support for inquiry-based learning, and experiential learning opportunities. With information resources at the foundation of learning and research, liaison librarians also play a key role in ensuring that the library is providing access to needed resources.



Amy Kaufman, Head Law Librarian



Jennifer MacIntyre, Senior Collection Development and Assessment Coordinator

The **Education** liaison team works directly with teacher candidates, faculty, graduate students, the School of English and Continuing Teacher Education in the Faculty of Education, and community teachers and librarians.

The **Engineering and Science** liaison team works directly with students, faculty and staff in the Faculty of Engineering and Applied Science and science departments of the Faculty of Arts and Science, as well as related research centres.

The **Health Sciences** liaison team works directly with students, faculty, staff and health professionals in the Faculty of Health Sciences disciplines of medicine, nursing and rehabilitation therapy, and the life sciences. The team also provides a range of supports for clinicians in community hospitals.

The **Humanities and Social Sciences** liaison team works directly with students, faculty and staff in the humanities and social sciences departments of the Faculty of Arts and Science, the Smith School of Business and the School of Policy Studies.

The **Law** liaison team works directly with students, faculty and staff in the Faculty of Law and other members of the Queen's and local communities engaging in legal research.

ARCHIVES AND SPECIAL COLLECTIONS

Queen's University Archives preserves and provides access to the information assets and historical record of the university, private papers related to Kingston and the region, and the City of Kingston Archives.

W.D. Jordan Rare Books and Special Collections preserves and provides access to impressive collections of rare books, maps, posters and other special resources covering all subjects.

LIBRARY-WIDE DIVISIONS

The library-wide divisions work with liaison librarians, university partners and students, faculty and staff spanning all disciplines.

Collection Development and Assessment provides leadership and coordination in the development, stewardship and assessment of collections to support the research, teaching and learning needs of the university, and contributes to the development of information resources strategies.

Discovery and Technology Services is responsible for a set of interrelated services, systems and tools connecting users with rich and varied information resources and services. The division's name emphasizes the user experience as its *raison d'être*, and an understanding and application of user experience design in all its work.

Information Services manages the development and delivery of high-quality user experience at the library's physical and virtual service points, where questions are answered or referred and a variety of interactions occur relating to library services, collections and spaces. Accessibility, diversity and inclusion are foundational aspects of these interactions.

Open Scholarship Services develops a culture and services that encourage the sharing, as openly as possible, and preservation of Queen's scholarly output, including research publications, research data and related computer code, student digital scholarship, and open course materials. The division also encompasses services supporting access to and use of data-intensive resources outside Queen's, including maps and geospatial data, Statistics Canada data and other government information.

Enhancing
Our Student
Learning
Experience

We are committed to providing exceptional learning opportunities, information resources, and spaces for students.

This means constantly evolving to meet changing demands in education and building on library resources and services to inform our strategic directions.

"I wanted to thank you for all your help throughout the course and especially the memo assignment. Even though I'm only starting my second week of work, your course has helped me immensely with the research assignments I've been tasked. I cannot say thank you enough for the skills you taught us during the semester. Definitely one of the most helpful courses I've taken at Queen's so far!"

"Thank you so much for uploading the interviews I conducted for my Korean War research through the Undergraduate Student Summer Research Fellowship (USSRF). It was extremely rewarding to see the archive you have created for me, and it also added greater meaning into my research by increasing its accessibility to the public. Without your help, I do not think I would have been selected to receive the Frank Knox Memorial Fellowship at Harvard University to conduct a fully funded graduate study."

"Thank you for writing to inform me about the new program. I think this is spectacular and is a much needed service for graduate students. I sincerely look forward to working with you."

"Thanks again for all your help. I love working with you. P.S. I got back my essay on Mantegna's Triumphs of Caesar today and I got an A. Thanks again for all your help with researching that topic, you really inspired me to delve deep into the content which ultimately helped me to succeed!"

"I go to Stauffer when I want to nail down an essay on the fourth floor, cram for an exam in a second floor cubicle, or buddy up with a friend in a first floor booth."

"Thank you for providing this [ATC] space for us. It has honestly made a huge difference for me and helped me in my academic success over the last 4 years."

– STUDENT FEEDBACK

INCLUSIVE SPACE – REVITALIZING LIBRARY SPACES WITH INDIGENOUS LANGUAGE AND ART

The opening of twelve new study rooms in Stauffer Library this year was more than simply an opportunity to provide additional learning spaces in one of the most beautiful buildings on campus. Each of these rooms was given an Indigenous name and art work to increase the visibility of the Indigenous community.



Leanne Wight, Marlene Brant Castellano, Daniel Woolf, Janice Hill, and Martha Whitehead

The rooms are named as follows:

After the Seven Grandfather Teachings in Anishinaabe (a group of Indigenous people representing many nations in Ontario sharing a similar language):

- Nibwaakaawin – Wisdom
- Minaadendamowin – Respect
- Gwayakwaadiziwin – Honesty
- Zaagi'idiwin – Love
- Aakode'ewin – Bravery
- Dabaadendiziwin – Humility
- Debwewin – Truth

In Mohawk, Cree, Michif (Métis), Mi'kmaq and Inuktitut:

- Keweyentehtahs – Learning
- Kiskellitamowin – Knowledge
- Kishnamakayin – Teaching
- Katimavik – Community Place
- Munsa't – Persistence



To add a unique element to the new rooms, the library and Four Directions Aboriginal Student Centre formed a partnership with Correctional Services Canada to commission Indigenous artists from Joyceville Institution to create paintings to be displayed in the rooms. The artists have incorporated the meaning of the new room names into their artworks.

To view the art displayed in these rooms, please visit us in person, or see our virtual exhibit: virtual-exhibits.library.queensu.ca/indigenous-art-stauffer/welcome

EXPERIENTIAL LEARNING OPPORTUNITIES – LEARNING BY DOING AND REFLECTING

We are committed to supporting experiential learning opportunities across campus, and to providing students with these experiences each year. In 2016-17, such opportunities included the following examples.

The Adaptive Technology Centre participated in the Queen's Occupational Therapy Community Development Placement program where two students planned and delivered a user needs assessment survey and created a comprehensive, informational resource on currently available technologies for persons with disabilities (such as apps, specialized software, targeted use, pricing, operating system compatibility).

Once again a variety of experiential learning opportunities were offered in W.D. Jordan Rare Books and Special Collections, including internships, assistantships, and practica. For example, making use



Tom Thompson (Multimedia Specialist)

Michael MacDonald (Archivist, LAC), Élizabéth Mongrain (Manager, Governance and Political Archives, LAC), Mariam Lafrenie (Artsci'18) and Rachel Klassen (Archivist, LAC).

of the Robertson Davies tinsel print collection, students from Art History and Art Conservation engaged in a wide range of experiential projects, from the creation of digital collections to benchwork conservation of these highly unusual and decorative artifacts. Another example was HIST 312, Canadian Social History, taught by Professor Steven Maynard. As well as evaluating primary resources on the social history of food in Canada, the students mounted a public exhibit, "The Taste of the Library: An Exhibit of Historical Canadian Cookbooks."

Five student internships were supported by University Archives, and we grew our partnership with the Military Communications and Electronics Museum, CFB Kingston, to expand the opportunities offered through the internship program. Fall intern Lauren Luchenski (Artsci'17) noted the following about her experience digitizing a selection of recordings from the Dean of Women's Oral History Project: "I found that listening to the successful lives of the women (successful by a number of definitions: children, career, marriage, travel, activism, education, etc.) provided me with a sense of hope for the future... something that I feel was necessary for me to hear as I finished my undergraduate degree at Queen's... I think that if I succeeded in displaying these women's words and experiences online, it would touch lots of students and hopefully, change their perspective on life after university."

Student Mariam Lafrenie (Artsci'18) gained experience at our archives and Library and Archives Canada (LAC), with the support of an Undergraduate Student Summer Research Fellowship. The project's broad goal was to help LAC establish the foundations of a project to digitize the speeches of Canadian prime ministers held at LAC. At the same time, Ms. Lafrenie was encouraged to explore the content she was working with, and she investigated whether or not conceptualizations of Canadian-ness and Canadian culture, as disseminated through prime ministers' speeches, correspond with current understandings. Ms. Lafrenie's project may just be the beginning of what could become a lifelong learning pursuit, as she notes, "My research is far from complete and to be honest may never be. The more you try to pin down the Canadian identity the more elusive it becomes."



Mariam Lafrenie and fellow students with Guy Berthiaume, Librarian and Archivist of Canada

ONLINE LEARNING – SUPPORTING LEARNING OUTCOMES

We deliver learning opportunities and teaching programs that are directly aligned with the university's teaching, learning and research. Librarians have successfully integrated information literacy teaching in many inquiry-based courses, in partnership with faculty.

This integration is occurring more and more with Queen's online learning programs. One example of many is the development of an online credit course on research skills, in collaboration with the Faculty of Arts and Science and to be available as an elective across faculties.

Another example is found in the Engineering and Science librarians' involvement in e-learning initiatives, which includes developing online educational materials (such as guides and videos) and providing input in selecting relevant and current resources for the course readings. Nasser Saleh, Head Engineering and Science Librarian, is involved in the development of online modules for



the Engineering Design and Practice Sequence (EDPS) courses. Michael White created six new instructional videos for the online BSc in Mining Technology, and Morag Coyne is working closely with the Masters in Earth and Energy Leadership program organizers and course designers to prepare library research materials and guidance for this new online program, which includes the core course EERL 801, Resource Life Cycle Overview.

Dr. Saleh says that librarians can help ensure courses provide students with a vital skillset: "Information literacy forms the basis for lifelong learning. It enables learners to master content and extend their investigations, become more self-directed, and assume greater control over their own learning."



WEBSITE REDESIGN – EMBEDDING CONTENT IN ACADEMIC PROGRAMS

Our library website is a welcoming, informative virtual service point. This year we were pleased to launch a new version, after months of planning and hard work. Our new website provides our visitors with the same great services and resources, through a more modern, accessible, and mobile-friendly site.

The site highlights our Ask Us service, which helps our users with questions in-person, by phone, and online. Users can contact us for help locating resources, using the library, getting started with research, or connecting with a range of specialists. As well, the site includes a rich array of research guides designed to support Queen's academic programs. These guides and the Ask Us service can be easily integrated into those programs' websites and courses.

"... the look and feel [of the new library website] is a tremendous improvement over the prior format. It really is very attractive to read and use!"

– Faculty feedback

As with our previous website, this new online presence continues to be a valuable learning and research resource in the global information realm. We hope you will visit us often and invite you to provide your feedback and suggestions: library.queensu.ca/ask-us

OPEN EDUCATION – BROADENING ACCESS TO LEARNING MATERIALS

Ensuring that students have access to the readings or other information they need for their courses is one of the library's fundamental objectives. We have made this easier for students in recent years by providing a wide range of digital content, often linked from an online course reading list. Now, we are working with others on campus to expand that content and make it even more accessible. The Open and Affordable Course Materials Working Group, reporting to Provost's Advisory Committee on Teaching and Learning, was launched this year and includes student representatives, faculty, and other campus stakeholders. The group is chaired by the Vice-Provost and University Librarian.

The purpose of the working group is to explore how to facilitate the use of open and affordable course readings, textbooks and other learning objects in support of the learning outcomes and priorities of Queen's academic programs. This is part of a wider open education resources movement that has emerged across the higher education sector to remove financial barriers for students and provide greater flexibility for instructors in developing and teaching courses. In

Ontario, Queen's has an opportunity to collaborate with other institutions to provide advice on the design and development of a new virtual Open Textbook Library launched by eCampus Ontario.

One of the first steps for the working group was to begin engaging with the campus community, to build interest in the opportunities of open education resources and learn about student and instructor experiences with course textbooks. A student focus group, facilitated by the AMS, and a series of discussion sessions with instructors showed that this is clearly an area of interest on campus. In the coming year, the group plans to facilitate further information sharing and support a number of pilot projects.



FAMILIAR FACES – CATCHING UP WITH A FORMER LIBRARY STUDENT ASSISTANT

We have had the pleasure of getting to know many wonderful student employees at the library over the years, and several have expressed their appreciation for the skills they learn while working with us. This year, we heard from a former library student assistant who is now in the Masters of Information program at the University of Toronto iSchool.

“My name is Shelby Stinnissen. I graduated from Queen's University in 2016 with a BAH in Religious Studies. Throughout the duration of my four years at Queen's, I worked at the library in several roles. I started out shelving books, shifting the art collection, and working at the circulation desk at Douglas and Stauffer Library. About halfway through my time at Queen's I began working as a Copyright Advisory and Licensing Student Assistant where I was able to learn hands-on about copyright and licensing in an academic library.

Queen's University Library was a welcoming environment with endless learning opportunities for me. The world of academic libraries became clearer as the years went on and I delved into more challenging and rewarding experiences. I owe many of my connections and experiences to my mentor, Mark Swartz, Copyright Specialist, Maureen Myers, and other library staff, and for that I am very grateful. I was also introduced to many departments, librarians, and library staff, which allowed me to work on projects and experience a variety of roles within the library. Through the library I was able to learn technical skills and practice effective communication. I gained confidence surrounding the skills I have learned, and also the confidence to continue learning.

Queen's helped to solidify my interest for a career in academic libraries, more specifically to pursue a Masters of Information and further work in copyright and scholarly communications. The topics I learn in a classroom still cannot compare to the experiential learning I experienced at Queen's University Library. As a student employee, I felt respected and encouraged to flourish within and beyond the walls of the library, to ask questions, and to explore the library field.”



Shelby Stinnissen (Artsci'16)

LAMP – MOVING MUSIC

The move of music collections and services from Douglas Library to Stauffer Library is one of the foundational elements of the Library and Archives Master Plan (LAMP). This relocation enables the transition of Douglas Library to a home for archives, rare books, special collections and digital scholarship, and unites humanities and social sciences in Stauffer Library, where students benefit from longer hours and an array of academic services.

An area on the second floor of Stauffer Library, close to the art collection, now houses music CDs, scores and dedicated listening rooms. The space vacated on level five of Douglas Library became a welcoming study space with 45 new seats. As well, the move of music supports the transition to a stronger focus on rare books and special collections and coincided with showcasing a substantial new collection, the Schulich-Woolf Rare Book Collection.

Just prior to this collections move, Queen's University announced the naming of the Dan School of Drama and Music, in honour of Aubrey and Marla Dan and their donation of \$5 million to the school. The donation was endowed to allow investments in visiting professional instructors, scholarships and research, and included funds earmarked for the library that will enable us to purchase or digitize resources to support the Dan School of Drama and Music's academic programs and research. These funds can be used for the purchase of material in all formats, with an emphasis on online resources.



HISTORY – CELEBRATING 175 YEARS OF QUEEN'S

Queen's University celebrated its 175th anniversary from May 2016 – May 2017 and the library joined in with a number of special initiatives.

One of the key documents in Queen's history is the Queen's Royal Charter, so in honour of the university's 175th anniversary, the archives digitized it along with a transcription of each page. The fact that this was possible is a tribute to earlier conservation treatment and the careful stewardship provided by the archives, which houses the artifact. Originally known as "Queen's College at Kingston," Queen's University was incorporated by a Royal Charter issued by Queen Victoria on October 16, 1841. Contrary to persistent myth, the Queen herself did not sign the charter although her official wax seal was attached. You can view the Royal Charter in its entirety here: archives.queensu.ca/exhibits/royal-charter

We were also pleased to see the publication of *Queen's University, Volume III, 1961-2004: Testing Tradition* by University Historian, Duncan McDowall, as part of the 175th celebration. The archives hosted Dr. McDowall, and provided research support over the past two years.

Additionally, a virtual exhibit, "175 years of Queen's University Library," celebrates the history of our library. This timeline is filled with stories exemplifying the strengths the present day library is still known for: strong research collections, dedicated staff and superb facilities. The library's initiatives and activities over the years highlight these different areas of focus, and the ways they enhance the student learning experience and support research prominence, financial sustainability and internationalization at Queen's.

I have worked in archives across Canada, in the US, Brazil, Bermuda and Britain and the Queen's Archives takes the cake for professionalism and the service. The book could not have been written without their wonderful cooperation.

– University Historian, Dr. Duncan McDowall

The Virtual Exhibit can be viewed here: virtual-exhibits.library.queensu.ca/library175



Laura Hergott's winning entry to our library calendar photo contest. "This photo was taken in October while waiting for my Tricolour Bus to take me back to Toronto for Thanksgiving weekend. I'm upset every time I have to leave Kingston and always can't wait to return. Even after four years of living and studying at Queen's, the beauty of my campus still leaves me breathless, especially in the fall."



Strengthening
Our Research
Prominence

Research is a foundational strength of Queen's University. The library contributes to this strength by offering a range of research services, including helping researchers design research strategies, access and effectively use key information resources, manage data, publish research, and understand copyright. We also offer a wide range of student research support, including information literacy skills and course-related instructional programs. As well, librarians and archivists engage in research themselves to inform professional practice and advance their fields.

OPEN SCHOLARSHIP SERVICES – BROADENING THE REACH OF QUEEN'S RESEARCH

As part of our continual organizational evolution, we created a new division this year to meet emerging user needs: Open Scholarship Services (OSS). This division encourages a culture and services that facilitate the sharing, as openly as possible, and preservation of Queen's scholarly output, including research publications, research data and related computer code, student digital scholarship, and open course materials. It also encompasses services supporting access to and use of data-intensive resources outside Queen's, including maps and geospatial data, Statistics Canada data and other government information.

The OSS team works closely with other divisions and units to plan and execute the growth of services and programs related to the research lifecycle, including compliance with data management requirements, the emergence of new forms of scholarship, and continuing/long-term access through repositories and sound digital asset management practices.

Under this suite of services to support Queen's research, we launched a second and third round of a research data management (RDM) survey, in collaboration with the Canadian RDM Survey Consortium. This group is now working under the umbrella of the Portage research data management network, in which Queen's plays active roles. One survey this year solicited feedback from Queen's researchers in the humanities and social sciences, and the other focused on health sciences. A survey last year involved researchers in the natural sciences and engineering. The

surveys provided valuable insights into the data that researchers are dealing with and the RDM services of interest to the Queen's research community.

Another key focus of Open Scholarship Services is the development of new scholarly publishing models, including open journals and repositories. This work supports the Tri-Agency Open Access Policy on Publications and also complements the library's work on scholarly communications more broadly. In encouraging new publishing models that take advantage of digital opportunities, our goal is to broaden the reach of Queen's research.



SCHOLARLY JOURNALS SURVEY – COLLABORATING WITH FACULTY

In November, the library conducted a survey of Queen's faculty, doctoral students, and postdoctoral fellows on their usage of scholarly journals. Participants were asked to identify the top 10 journals in their field for research and the top 10 journals for teaching. The results and other feedback and data obtained by the library will be used to ensure that faculty, students and staff have access to the resources they need at reasonable and sustainable costs to the university.

The survey, coordinated by the Canadian Research Knowledge Network (CRKN), was deployed at Canadian universities and managed by Dr. Vincent Larivière, Canada Research Chair on the Transformations of Scholarly Communication at the Université de Montréal. This project offers individual institutions insight into usage and citations as compared with faculty perceptions of journal value on their own campuses.

On a national scale, this research will explore whether there are similarities, differences or trends in usage, citation, faculty perceptions or other factors among various types of institutions in Canada (for example, teaching-focussed and research-focussed institutions, French and English institutions, regional differences, etc.). Twenty-eight universities participated in the project.

This survey was one element of the library's focus on scholarly communications. This year we held a forum in collaboration with the Senate Library Committee on the issues posed by our dependence on an oligopoly of large commercial publishers, and that informed follow-up discussions with faculty boards and numerous other groups. The survey results and our ongoing conversations with researchers will inform our approaches to ensuring sustainable access to scholarly information resources, now and for the future.

A GIFT – ENABLING PURCHASES OF INDIGENOUS RESOURCES IN LAW

An anonymous donation enabled us to expand the collection of books focused on Indigenous law at the William R. Lederman Law Library. "In the context of the recent findings of the Truth and Reconciliation Commission, expanding our available works on Aboriginal law is a priority," says Amy Kaufman, Head Law Librarian. "We focused particularly on works on Aboriginal law and aspects of law, as published by Aboriginal authors and publishing houses."



Some of the collection of books focused on Indigenous law, with further expansion underway.

The gift allows us to begin broadening and deepening our law collection in this area. “What we have now is not huge, but it’s important,” Ms. Kaufman says. “It’s a modest collection composed of material that can give researchers a fuller understanding of Aboriginal law than books that have often been written through a non-Indigenous lens. We have also held some of the donation in reserve, so we can keep looking and stay current.”

Further work to expand the collection will involve consultation outside the library, as well. Jason Mercredi (Law’18), the Aboriginal Student Representative on the Law Students’ Society, has kindly agreed to help us with forward-looking research.

As well as books that give wider, and particularly Indigenous, perspectives on Aboriginal law, Ms. Kaufman says that the new acquisitions have resonances that extend past strictly legal interests. “We’re focusing on books that go beyond black letter law; that look at what Aboriginal people themselves say are important rules, customs and methodologies. We’re looking for ways to explore the Aboriginal context and formulation of Aboriginal law – to have a new openness to those customs and methods.”

EXCITING NEW RESOURCES – ACQUIRING ONE OF THE OLDEST PRINTED ENGLISH-LANGUAGE BOOKS

This year one of the oldest printed English-language books found its new home here at Queen's, as part of the Schulich-Woolf Rare Book Collection. We acquired a 1482 copy of Caxton's *Polycricon* – a book so rare that only about 50 copies, in any condition, are known to exist.

Distinguished Canadian philanthropist and entrepreneur Seymour Schulich and Queen's University Principal, Daniel Woolf, recently partnered to gift their personal collections of rare books to Queen's. In recognition of their generosity and vision, the university has established the Schulich-Woolf Rare Book Collection, which combines more than 400 volumes from the personal collections of Mr. Schulich and Principal Woolf and was unveiled at an event in November. Mr. Schulich also made a substantial gift towards the growth and preservation of the collection, which enabled the Caxton acquisition.

The 1482 Caxton *Polycricon* allows students and scholars a unique opportunity to have first-hand access to a Caxton to research a variety of topics: the history of books and printing; medieval and English history; and the history of the English language.

If you would like to view the Caxton, please visit W.D. Jordan Rare Books and Special Collections in Douglas Library, and for a video featuring the “unboxing” please see our Facebook or Instagram pages – our username is QueensULibrary.



Seymour Schulich at the Schulich-Woolf Rare Book Collection unveiling



Caxton's *Polycricon* (1482)

TREASURES AND TALES – EXPLORING QUEEN'S EARLY COLLECTIONS

In the fall of 2016, Archivist (University Records) Deirdre Bryden co-curated an exhibition with Alicia Boutilier at the Agnes Etherington Art Centre, entitled “Treasures and Tales: Queen's Early Collections.”

“Treasures and Tales” celebrated Queen's University's 175th anniversary with significant works of art and archival documents from the university's early collections. These rarely seen artifacts have unique histories, and this exhibit shared the stories about how they came to find a home at Queen's, forming the foundation of the Agnes Etherington Art Centre and Queen's University Archives collections.

The exhibit brought the past to life through art and archival documents and was a nice example of how we collaborate in unique ways across campus. While exhibit curators often make use of archival documents to create exhibits (for example, to supplement works of art on display), this was an example where the documents became the focus of the exhibition – blurring the line between “art” and “document.”

Ms. Bryden says the experience left an impression on her. “I found the co-curatorial process to be so rewarding. While I've always had a great deal of respect and admiration for my curator colleagues, this grew ten-fold once I was actually involved in the process. The amount of work that goes into creating an exhibition is astounding, and I was so grateful to Alicia Boutilier (Curator of Canadian Historical Art) for her patience and guidance as I learned through each step.”

She goes on to say that she was pleased with the impact of her work on the Queen's community: “I had the honour of doing the Annual Archives Lecture. Presenting my academic leave research was one thing, but getting to reach out to a whole other audience (including students!) with my research through the Agnes exhibition brought it to another level. It has inspired me to continue on with my research into this area.”



Deirdre Bryden and the rest of the curators at the opening of the fall exhibits at the Agnes Etherington Art Centre

PERSONAL LIBRARIAN PROGRAM – REACHING OUT IN EDUCATION

This past year, Education librarians Brenda Reed and Mary Claire Vandenburg initiated a pilot project: a Personal Librarian Program to promote the research services available to a segment of the Faculty of Education's off-campus and PhD graduate students.

The notion is that if students are intentionally connected with one librarian who takes an interest in their research, they will more readily seek the expertise of a librarian in the future and take advantage of the research services offered by academic libraries.

Initially the Education librarians offered this customized support to students in the Master of Education in Aboriginal and World Indigenous Education Studies (AWIES) program, as this group of students conduct much of their research remotely and miss the benefits of being able to drop in to a librarian's office to discuss their research and plan their search strategies.

The Education librarians met in person with the 2016 incoming group of students in the AWIES program and held an informal roundtable where each candidate introduced their research interests.



Brenda Reed consults with a student

One-on-one research consultations were available to these candidates during their on-campus weeks and via email correspondence through the school year.

At the recommendation of the Associate Dean, Graduate Studies in Education, the Education librarians extended the Personal Librarian Program to year one and two PhD candidates in Education, with online contact initially and plans for meeting them in person next year.

It is expected that these students involved in the Personal Librarian Program will continue to use library services during their years at Queen's. The rapport developed as a result of this program also aids the librarians in their decision-making about additions to the library's research collections and allows them to anticipate the needs of the research community.

GEOLOGICAL SURVEY OF CANADA – MARKING THE 175TH ANNIVERSARY

In 1842, the Canadian government established the Geological Survey of Canada (GSC), which has the distinction of being Canada's first science agency, and is now part of Natural Resources Canada's Earth Sciences sector. The mission of the GSC was to map Canada's geology, with the goal of helping develop a viable Canadian mineral industry by establishing the general geological base on which the industry could plan detailed investigations. GSC members were instrumental in the exploration of Canada.

Today, the GSC is Canada's national organization for geoscientific information and research. Its focus is on: the sustainable development of Canada's mineral, energy and water resources; stewardship of Canada's environment; management of natural geological and related hazards; and technology innovation. We celebrated the 175th anniversary of the Geological Survey of Canada through participation at the Geological Association of Canada and the Mineral Association of Canada (GAC-MAC) Conference at Queen's in May, and by setting up a display in Stauffer Library showcasing maps, reports and mineral specimens.

The information collected by geologists and engineers over the past 175 years has been distributed by publications such as maps, reports, ongoing monograph series (such as GSC Memoirs, Papers, Bulletin), books and data. In addition to the federal survey, each province and territory has its own geological survey that produces maps, reports and series. These publications are considered especially valuable for a number of reasons: geological information does not become outdated; these publications are so detailed; and in general, the information cannot be found elsewhere.

Queen's University Library is currently working on a project to surface these publications through enhanced description and developing resource guides available at: guides.library.queensu.ca/GSC

KNOWLEDGE SYNTHESSES SERVICE – SUPPORTING HEALTH SCIENCES RESEARCH

Library support for high-level evidence in the form of systematic reviews and other syntheses has been developed into a pilot library service in order to meet the increased demand for research support from faculty, medical residents and students.

Health Sciences librarians Sandra McKeown and Amanda Ross-White took a lead role in expanding the services offered by meeting with stakeholders and researching potential uptake, service models, and library roles before implementing a two-tier service that offers library support in the form of advisory consultation or collaboration.

Once policies and supporting documentation in the form of a work plan and library guide were in place to facilitate a pilot service, Ms. McKeown began assisting with librarian training at Queen's by planning a series of on-going workshops. Ms. McKeown has shared the experience with other librarians by presenting at various local and international conferences and by co-authoring and teaching a certified course on the topic with Ms. Ross-White.

The new service addresses an important need. Ms. McKeown says, "Clinicians and health care administrators rely heavily on high-quality evidence syntheses to inform decisions spanning from direct patient care to health care policy. Health Sciences librarians are thrilled that faculty and students are increasingly seeking out expert searchers to improve the quality of research review activities at Queen's."



Ensuring Financial Sustainability

Our commitment to learning, teaching, and research at Queen's is supported by our focus on financial sustainability. This means careful evaluation of our services and resources, and identifying areas that we can build on, working closely with other university units.

STAFF LEARNING – GROWING A 21ST CENTURY LEARNING ORGANIZATION

An important element of financial sustainability is found in supporting our staff in their professional development, so that they have the knowledge and skills needed to address our strategic priorities and continually build our information services and resources. We do this through an ongoing program of sharing of expertise, mentoring, professional development, reassignment and recruitment. As an organization, we are committed to continual learning for all Queen's University Library staff.

One of the ways we encourage this culture of learning is to ensure that we have multiple opportunities to come together as a staff and hear about the work of units and divisions across the library. Along with Kaleidoscope, an annual forum to discuss interesting ideas or trends we have learned about libraries or archives over the past year, and our shared celebrations and informal gatherings, we make a point of bringing our entire group together several times a year for more formal meetings.

At our all staff meetings, we often invite guest speakers from across the university to hear about their research. In January we thought about the themes of Truth and Reconciliation and Indigenous cultures. We heard from Associate Professor Armand Garnet Ruffo, Department of English, who gave a reading from his 2015 Governor General's Literary Award nominated biography, *Norval Morrisseau: Man Changing Into Thunderbird*, and discussed the research that went into the book. Also, as a member of Queen's University's Truth and Reconciliation Commission Task Force, our own Nathalie Soini shared what this group has done and what our next steps will be. In April, Professor Jacalyn Duffin, a Canadian medical historian and hematologist, who holds the Hannah Chair, History of Medicine, at Queen's University, came to speak to staff about her upcoming book, *Stanley's Dream; the Medical Expedition to Easter Island, 1964-65* and her research that included travelling to Easter Island. At our library staff planning retreat in May we shared short stories of the ways we worked together in 2016-17, which is becoming a much-anticipated annual treat, and we also looked ahead together, thinking about how to best position our services, information resources and spaces.

This year marked a significant anniversary for one of our staff: Bonnie Brooks reached the 50-year milestone of employment at Queen's. All 50 years have been in the library, and 48 have been as the interlibrary loans coordinator. "I love this job, I find it rewarding," Ms. Brooks says. "I believe it to be one of the most interesting jobs in the library. I enjoy the interaction with the Queen's community from professors to students to staff. It has been amazing to see the changes that have taken place in the last 50 years."

PRINTQ – COLLABORATING ACROSS CAMPUS

This year our partnership with the IT units in the Smith School of Business and Housing and Ancillary Services led to the release of a new streamlined printing service at the library. We collaborated to install PrintQ stations, multi-function devices that will scan, copy, and print using student and staff photo ID cards, loaded with Tri-Colour Cash. We wanted to offer our users printing services on cards they use for other transactions, rather than a single purpose print card. We also wanted to ensure the sustainability of our printing system with ongoing continued technological support.

This new system gives students and staff the ability to add money to their accounts online with their debit or credit cards anywhere, and they can also add the print driver to their laptops, send their print jobs from anywhere on campus, and pick them up at any of the libraries on their way home. The new machines also feature the option to scan for free.

Technology Coordinator Nicola Sikkema says, "This project was a useful learning experience, to not only collaborate with other departments on campus but also to work as a team with other library divisions to implement a new technology."



Student Assistant, Rebecca Elphick (MPL'19), and a student preview the new PrintQ system

OUR DONORS – SUPPORTING A COMMUNITY OF LEARNING AND RESEARCH

Through the generosity of our supporters, we are creating opportunities befitting the best and brightest students from Canada and around the world. As we continue to grow with the demands of our changing world, we have several priority areas to enhance the learning and research environment of Queen's for generations to come:

- Enhancing library spaces, such as the award-winning Stauffer Library and the iconic Douglas Library
- Inspiring new discoveries via information resources and services and developing new forms of scholarly communications and data management
- Continuing to preserve our history and provide access to treasured stories, now and for generations to come, with archives, rare books and special collections



John Kraemer, Development Officer

Donations to the library make a difference in the lives of our students and researchers. Nowhere is the spirit of Queen's University more evident than here, where we have the privilege of inspiring people who want to ask critical questions and build new ideas.

Please get in touch with our Development Officer, John Kraemer at 613-533-6000 ext. 77826 j.kraemer@queensu.ca to learn more about our current initiatives and future directions.

A solid orange square is centered on a white background. Inside the square, the text "Raising Our International Profile" is written in white, centered both horizontally and vertically.

Raising Our International Profile

We are dedicated to supporting international scholarship both at home and abroad.

INTERNATIONAL AFFILIATIONS – REACHING OUT TO INTERNATIONAL PARTNERS

The library supports Queen's University's international prominence in a variety of ways, including international collaborations, exchange opportunities, and hosting international visitors.

The Matariki Network of Universities comprises Queen's University, Dartmouth College (US), Durham University (England), Uppsala University (Sweden), University of Tübingen (Germany), University of Western Australia and University of Otago (New Zealand). Queen's invited the member institutions for a colloquium exploring digital scholarship in the humanities and fostering further ties amongst the partner institutions. The Matariki Digital Humanities Colloquium: Research and the Curriculum, held October 23-25, brought together individuals from across the network to discuss the ways in which research projects and student learning experiences in the digital humanities can intersect and benefit both research and learning outcomes.

The colloquium organizers – Shelley King (Head, Department of English Language and Literature) and Martha Whitehead (Vice-Provost and University Librarian) – also led an informal digital



The Matariki Digital Humanities Colloquium: Research and the Curriculum held at Queen's.

humanities working group at Queen's this year. Collaboration both amongst and within universities has been key in advancing the digital humanities and these ties need be fostered further for the benefit of students. "Digital scholarship is an international endeavour. It crosses national boundaries and it is multidisciplinary," says Dr. King. "So, within Queen's University we are trying to develop this interdisciplinary culture as well."

This year we joined the Confederation of Open Access Repositories (COAR), an international association with more than 100 members from around the world including libraries, universities, research institutions, government funders and others. COAR brings together the repository community and major repository networks in order to build capacity, align policies and practices, and act as a global voice for the repository community. COAR's mission is one the library sees as critical for the future of research: "to enhance the visibility and application of research outputs through a global network of open access repositories based on international collaboration and interoperability."

COAR collaborated with the Canadian Association of Research Libraries (CARL), to co-host an open national forum in the fall: "Where Next for Repositories?" This event sought to strengthen the role and momentum for a Canadian network of repositories within the context of a sustainable open scholarly communication system, inform the community about the current state of repositories internationally, discuss new and evolving roles for repositories and how they can support library operations, and develop an agenda for the future of repositories in Canada. The many interesting presentations included one by our own Rosarie Coughlan, Scholarly Publishing Librarian, and a discussion facilitated by Martha Whitehead, President of CARL.

As President of CARL, Martha Whitehead also continued to be engaged with the International Alliance of Research Library Associations (IARLA). IARLA is a coalition of five of the world's prominent academic and research library organizations: Association of Research Libraries (ARL), CARL, Council of Australian University Librarians (CAUL), Ligue des Bibliothèques Européennes de Recherche/Association of European Research Libraries (LIBER), and Research Libraries UK (RLUK). The alliance seeks to collaboratively address the most pressing issues of scholarly research information management in the digital, networked age. As research library associations, they recognize that the preservation and long-term accessibility of the digital scholarly record and of other parts of a country's published heritage are essential for scholarship.



In September we welcomed Chao-Yu Wu from the National Taiwan University Medical Library, through the MLA/ICS International Visiting Health Information Professionals Program. Mr. Wu joined us for four weeks. During this time he observed and participated in the full range of library programs and services in both academic and hospital settings, providing him with opportunities to explore issues facing health sciences libraries internationally. We were pleased to embrace this opportunity to exchange knowledge with one of our international colleagues, and to support *Queen's* international profile.

INFORMATION SERVICES – WELCOMING FACES AND SPACES

One of the library's key priorities is to realize the potential of library spaces and provide memorable places for social and intellectual encounters and discovery. Our libraries are connectors, bringing together learners and researchers from all disciplines and backgrounds in open, inspiring spaces.

When it was time to re-design the shirts worn by our student assistants at service points, two words sprang to mind: diversity and inclusion. Head of Information Services, Nathalie Soini, and Business Officer, Nancy Petri, worked together to consider how we might embrace these themes when

creating shirts identifying our student assistants. Ms. Soini says, "For me, it was to create a welcoming environment for all who enter the library. The idea was based on the Internationalization pillar in the university/library plan and my desire to make the library welcoming to everyone who enters."

Abdul Elah Rizan (MSc'19) started work as a student assistant in November 2016 and says that he thought the shirts were a nice, friendly gesture, "I like the design – the front is minimalistic, and the back says hello in many different languages," says Rizan, "I'm an international student, and the moment I saw them it grabbed my attention. It is welcoming."

Creating uniforms that greeted our users in a number of different languages was a small gesture of a much larger sentiment. We will continue to find ways to ensure library spaces are welcoming and inclusive, and we would love to hear thoughts from our users regarding what they would like to see.



Student Assistant, Marion Gonsalves (Artsci'19), helps a fellow student at a service point.

VISIT US

Stauffer Library, housing the Queen's Learning Commons, Humanities and Social Sciences and library-wide divisions

Douglas Library, housing Engineering and Science and W.D. Jordan Rare Books and Special Collections

Bracken Health Sciences Library in Botterell Hall

Education Library in Duncan McArthur Hall




Lederman Law Library in MacDonald Hall

University Archives in Kathleen Ryan Hall

Our hours vary according to season and user need.
Please see our website for current hours: library.queensu.ca

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