



Queen's
UNIVERSITY

ANNUAL REPORT 2014-2015

QUEEN'S UNIVERSITY LIBRARY

MANDATE/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.

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.

PRINCIPLES/ 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



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**MESSAGE
FROM THE
VICE-PROVOST
AND UNIVERSITY
LIBRARIAN**

The university's strategic framework underpins the stories found on the following pages, stories of people discovering and sharing information that result in new ideas and innovations.

Every year, library staff engage in a planning process that considers how we can best enhance the student learning experience, advance research, ensure financial sustainability and support internationalization. It is always remarkable to see what has been accomplished in the past year, and invigorating to consider the potential of what lies ahead. The library's strategic priorities for the next three years, and a full list of accomplishments for each academic year, are available online at library.queensu.ca/about/planning-assessment.

Identifying just a few highlights of any year is always difficult, but several do stand out in 2014-15 for their strategic significance. People across the library system embraced planning for a new model of services that focuses on the user experience while ensuring we can operate as leanly as possible in light of fiscal constraints. Resources were also focused on moving forward with services supporting new learning opportunities, including the university's strategic emphasis on experiential learning and online modes of course delivery. Broadening access to research publications and data also gained momentum this year, with the library's support for the Tri-Agency Open Access Policy on Publications and the Portage research data management network sponsored by the Canadian Association of Research Libraries.

At the end of this academic year, reflecting on the ubiquitous nature of the virtual library and the outward-facing perspectives of our work, we held a staff planning event at the Queen's University Biological Station (QUBS) that was themed "the library is everywhere." Beyond the physical spaces of Queen's – including the new Jack Hambleton Library at QUBS as well as our campus libraries and the Bader International Study Centre – is the instant online realm we have all come to rely upon. There, library users make use of resources and services without ever setting foot in a building, sometimes without even realizing that they are using the library. And yet for many, the library remains a place they gravitate towards.

This multiplicity of roles, this support for local learning and research in the context of a global information environment, is what makes our work in the academic enterprise so interesting and rewarding.

It is a privilege to work with such dedicated library staff and to collaborate with our many partners, on campus and beyond, on the continual evolution of services that help Queen's students and faculty engage in transformative learning and research. Thank you all.

– **Martha Whitehead**



FACTS AND FIGURES

- 80,000+ e-journals containing more than 85,000,000 articles
- 119.6 FTE employees (library technicians, staff, librarians, archivists)
- 11 linear kilometers of archival records, including 3,000,000 images, 300,000 architectural drawings and thousands of sound recordings and moving images
- 3,000,000+ physical volumes
- 24 x 7 open hours in Stauffer Library during exams, and 2 am closing most other days in winter season
- 12,860 answers to individual queries
- 17,118 students taught in classes/ consultations across all faculties and schools

**Stauffer Library,
housing the Queen's
Learning Commons
and Academic Services
as well as Humanities
and Social Sciences
resources and services**

**Bracken Health
Sciences Library
in Botterell Hall**

**Douglas Library,
housing the
Engineering and
Science Library and
the Jordan Special
Collections and
Music Library**

**Lederman
Law Library in
MacDonald Hall**

**Education
Library in
McArthur Hall**

**University
Archives in
Kathleen Ryan
Hall**

QUEEN'S UNIVERSITY LIBRARY





A photograph of students in a classroom. In the foreground, a student with glasses is looking down at a book. In the background, a student with dark hair is looking to the right. A semi-transparent dark grey box is overlaid on the center of the image, containing white text.

Enhancing the Student Learning Experience

**KEEPING THE
LAMP LIT:
BECOMING THE
LIBRARY AND
ARCHIVES OF
THE FUTURE**

Library spaces, services, technology, and collections are evolving in light of changing approaches to teaching and learning and the opportunities of the digital environment. The Library and Archives Master Plan (LAMP) was developed in 2013 with the input of the Queen's community to guide the future of the Queen's University Library (QUL). LAMP seeks both to manage costs and seize new opportunities to enhance the student learning experience and stimulate research.

QUL has already begun to implement some elements of the LAMP strategies. For example:

- **Curating collections** includes careful thinking about what it means to highlight and provide responsible stewardship of collections, including legacy collections. QUL recognized the urgency of space needs, for example, in the archives, where more space is needed to expand while continuing to care for current collections. QUL has begun an analysis to determine which materials should remain in open stacks, and which could be moved to repurpose space.
- **Listening to users** means engaging students and faculty in the future of *their* library. QUL is using user feedback every day in decisions guided by the framework of LAMP. That includes the input gathered in the initial planning process, that offered by ongoing advisory groups and ideas raised for specific project plans.
- **Increasing accessibility** ensures everyone has access to resources, services and spaces. QUL is prioritizing accessibility in the design of new spaces, and looking for opportunities to reconfigure existing spaces and services.
- **Developing service points** means configuring key, integrated information points where users can connect with staff and get help. QUL is making changes to service points to make them more accessible, and examining ways staff can best serve the people who come through the doors (and through virtual paths) every day.

The **renovation of the Law Library** is a good illustration of each of these priorities. QUL developed criteria to determine which journals were frequently accessed, and which could be moved to storage; we also listened to user needs and planned new learning space, which was designed with accessibility

in mind; we also reconfigured service points, moving the desk to better welcome and offer service to students and faculty as they enter the space.

This year QUL also continued to **imagine the next steps**. The library invited the Queen's community to charettes to explore the future of the Stauffer Terrace, advocated for Library Square, and mapped out the move of the music collection from Douglas to Stauffer.

Recalling the past year of collaborating with the Queen's community, Martha Whitehead says, "It was heartening to examine the feelings that students have about our library spaces, including pride and a sense of ownership. It is also wonderful to see the way students treat the library as respected learning space where they are also at home. The students just love the library."

After much deliberation, consultation and planning, QUL has a good sense of the path forward. The changes under way are in response to real demands, including increased enrollment, and with the help of its generous donors the library will make a direct contribution to exciting plans to serve learners, teachers and researchers.



SUPPORTING LEARNING OUTCOMES AND EXPERIENTIAL LEARNING

There is a growing emphasis on nurturing scholarship through experiential learning at Queen's. QUL provides students with an abundance of opportunities to apply course material to real world questions, and evaluate the results. Sharon Murphy, Head of Academic Services, describes the shift in learning as follows, "The total focus is on the student. It's not about asking, 'what did I do well in the classroom?', but 'what did they take away from it?'"

A great example of experiential learning is found in the **pop-up café**, that Molly Smith (MPL'15) and Shazeen Tejani (MPL'15) helped set up and observed outside Stauffer Library from October 16-18. This research project was a natural collaboration for QUL, given the plans for Library Square, a key LAMP recommendation. Smith and Tejani joined QUL staff in providing an accessible and inviting place outside Stauffer, and observed how people used the space. Smith and Tejani deemed the café a success, and their final report offered recommendations for creating permanent gathering spaces at the library.

Another opportunity for experiential learning grew from a partnership with the Bader International Study Centre (BISC). **Digital Humanities Summer Field School student**, Tiffany Chan (Artsci'15) used the skills she learned in class to curate a virtual exhibit using materials from the library's Stereoscopic Viewcards collection. Alvan Bregman, Curator of Special Collections, with Shannon Smith, Director of the field school, and instructor Emily Murphy, guided Chan to help her develop a meaningful project. Bregman says the project was so highly successful that BISC and QUL will work together to repeat it next year.

There were many other experiential learning opportunities provided by QUL to students across the faculties. For example, the Education Library hosted an alternate practicum student in Learning Educational Technology by Design, who produced brief online videos illustrating the value and use of two online resources for teachers. Education curriculum students created resource packs, teacher resources and curriculum units for high school teachers. QUL also supported Queen's Innovation Connector Summer Initiative (QICSI), an experiential learning program of the School of Business and the Faculty of Engineering and Applied Science, where students work in teams to develop their own companies or partner with the industry to innovate.

The library continued working with academic departments in 2014-15 to integrate **information literacy learning outcomes** and their assessment across the curriculum. In the online realm, this included plans for **online research skills modules** adaptable for many courses and toolkits to help faculty in their course development. Librarians examined existing practices as well, for example in the Health Sciences where curriculum advances and accreditation requirements require ongoing updating of information literacy programs.

For in-person teaching, some librarians explored the **flipped classroom** model, such as Leslie Taylor who took a new approach to teaching Introduction to Legal Research and Writing in the Faculty of Law. There were no traditional lectures; rather, students prepared by accessing information Taylor had provided online prior to class. This freed up class time for group exercises, and addressing difficulties any of the 200 students had with the material. "You need to make sure they have prepared so they can get the most out of the in-class exercises," says Taylor, "And I gave them participation marks for completing online quizzes after the modules."

The student feedback on this innovative format has been positive. Student comments included, "It was broken up into easy to read sections and the quizzes were good for testing our knowledge of the concepts" and "The videos are very useful for becoming familiar with the layout and important functions of the various online databases."

In 2013 QUL began offering an **E-reserves service** to help faculty to scan, organize, and get permissions for course materials, and make them available online. In 2014-15 the E-reserves service was expanded to offer access to more than 9,000 course readings in 460 courses, and to include Education and Law. The goal is to have a service that is available across all faculties. As reserves coordinator Maureen Myers observes, "Students love it, and it has been rewarding to see the level of faculty participation and appreciation for the service."



FACILITATING ACCESS

QUL is devoted to equal access and offers a number of services to assist individuals with disabilities.

For more than twenty years the Adaptive Technology Centre (ATC) has offered a range of services, computers, assistive devices, specialized software, and workshops that enable students with disabilities to learn more effectively. The Adaptive Technology Centre comprises a computer lab with adaptive technologies, library accessibility services (including the provision of course materials in alternate, accessible formats), and two study rooms.

The university conducted an Accessibility Services Self-Study in May 2014. This review examined how to meet the information accessibility needs of all members of the Queen's community and the best placement for the university's Accessibility Hub. The study examined what this would look like in terms of staff, services, and funding, and recommended that the ATC should expand its mandate beyond students. The recommendations were accepted for implementation in 2015-16.

Michele Chittenden, Adaptive Technology Centre Coordinator, says: "Expanding the mandate to include staff and faculty bridges a gap and enables us to make information resources accessible to everybody on campus, including faculty and staff who have a disability." The ATC works closely with the campus Accessibility Coordinator whose office is located in the ATC. The Accessibility Coordinator manages the Accessibility Hub which is held up as an example in the local and academic community either as a model or a direct resource.

Another recommendation of the study was for the ATC to be administered by QUL. Chittenden says this will assist the ATC to provide accessible services to all library users. "It is tremendous to be part of the library with its strong commitment to users and its often innovative approach to service. This new relationship more easily allows the ATC to enhance existing services for individuals with disabilities and to develop new ones. For example, we are working with the library's E-reserves staff to allow seamless requests for reserve materials in an alternate, accessible format."

In addition to all this, in 2014-15 the Accessibility Hub and ATC coordinators provided workshops on video and document accessibility. These were well attended, and trainings continue to strengthen the capacity to elevate, educate, and raise awareness of accessibility and AODA requirements for everyone on our campus.

FOSTERING A LEARNING COMMUNITY

Queen's helps shape a community of learners who continue to be engaged in creative inquiry long after they have left campus. At the library this means welcoming and supporting learners, and library staff know many regular visitors by name. It also means supporting student mastery of not just the materials being learned, but also the acquisition of "hidden" skills, such as their ability to find, consolidate, apply, and manage information.

Queen's Learning Commons (QLC) supported students as they developed inquiry, communication, and teaching skills. Aside from service and workshop delivery, QLC also hosted events such as the weekly Material Matters Graduate Student Discussion Group, which provides a forum for interdisciplinary graduate research. This group started as a small project out of Geography, and has been so successful a sister group is now being set up at University of Toronto.

The **Inquiry@Queen's** conference allowed more than 100 undergraduates from a variety of disciplines to come together to present posters and showcase their research findings. This enhanced student skills, such as critical thinking, effective writing and presenting, and allowed them to engage in scholarly discussions with other students and faculty.

Freedom to Read Week is an annual event that encourages Canadians to think about intellectual freedom guaranteed to them under the Charter of Rights and Freedoms. QLC marked the occasion with a series of readings at Speaker's Corner in Stauffer Library. Library staff, and other special guests, including Principal Daniel Woolf, took part in the event to remind the Queen's community that our libraries can have anything on their shelves, and we should never take this for granted.

Building a learning community is enhanced by coming together to have some fun along the way, and library staff embrace **a spirit of fun** along with the spirit of learning. For example, during exams staff provided library users with snacks to fuel the long study sessions. Bracken Library also held an Easter egg hunt where paper eggs hidden throughout the library could be traded for chocolate ones.

Homecoming marked another event that celebrated library users past, present and future. Attendees were treated to a screening of the LAMP video outside of Stauffer Library with QUL, QLC and Campus Planning volunteers, while enjoying library-themed cupcakes and coffee at the pop-up café. It was a taste of what is envisioned for Library Square.

STUDENTS HELPING STUDENTS

Devin Cleary, ArtSci '16, has worked as a QLC student assistant for two years. Aside from providing information, including referrals, book and way-finding, and general information, Cleary says that one of the best parts of her jobs is connecting fellow students to library services. "I think that Queen's has so many more resources than people realize – for example, they may be aware of Health Counselling and Disability Services, but may not know that they can come to have a one-on-one meeting with a librarian. I know my studying has improved dramatically since being in this position because I know about all the resources: the writing centre, learning strategies, how to look up items on the library website, and even understanding how books are shelved".

Cleary says her ties to the library extend outside of her work hours, "One of my classmates might mention they are having trouble with an assignment, and I ask, "Have you thought about these resources, or searched certain databases? A lot of times they didn't know these resources existed."

Cleary also enjoys when she gets to step out from behind the desk, "I worked on Inquiry@Queens, where we helped people prepare, put up their posters, and listened to their presentations, and I participated in Geographical Information Services (GIS) Day, and at Homecoming we were outside handing out cupcakes to alumni."

Cleary values the experiences she has had at QLC, and is proud of the contributions they make to the library, "I think QLC brings a certain life to the library. I think it would definitely feel like something was missing without QLC."



EXPLORING THE ARCHIVES

The archives preserve the memories of our past. They protect our social and cultural heritage, and make these important records available for the education and enjoyment of the public. This important task could not be carried out without the generosity of donors. One such example is the estate of the honourable John Ross Matheson (Econ'40). Matheson was Chair of the Board of Management of Queen's Theological College, a University Councillor, founder of the Cha Gheill Society, and a member of the Board of Trustees. His service to Queen's continued through his estate planning, and his gift is being used by the archives to digitize the Queen's Journal. Paul Banfield, University Archivist, says, "We have been looking

forward to doing that for a long time, and the students are really excited to have that happen. It is especially nice because he was so engaged with students over the years."

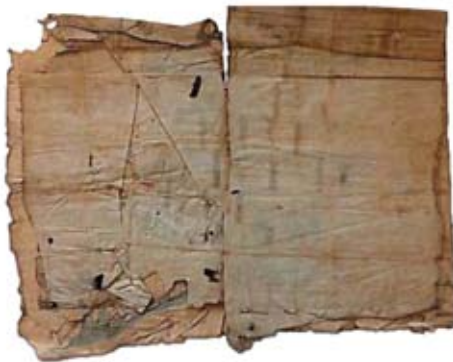
In 2015, the archives was contacted by the Yorktown-Mt. Pleasant Township Historical Alliance in Indiana, who had an item in their collection that they felt belonged at Queen's. Their generous gift was the 1856-65 Justice of the Peace Ledger of Thomas Burrowes, Justice of the Peace and Postmaster at Kingston Mills, from 1846 until his death in 1866. The Ledger contains a detailed record of cases (names, offences, sentencing, fines, additional information germane to the case), and captures information of great interest to many researchers: genealogists; social, economic, legal, historians; sociologists; historical geographers; and others. Another wonderful surprise occurred when conservator Margaret Bignell began conservation work, and found an 1841 hand-drawn survey map, documenting the Rideau Canal and surrounding region between Kingston and Lake Opinicon (Chaffey's Locks). The drawing was restored to its original splendour by Margaret's ministrations, and is a significant document in the ongoing study of the Rideau Canal, especially now that it is a UNESCO World Heritage site.

This past year, the archives helped establish History 501 and 502 experiential learning courses that allow students to engage with some of the collections, and make them more widely available. This assists with students' understanding of their course work, and increases access to the archives. For example one student not only assisted with processing City of Kingston records, but also, while doing this work researched commemoration activities undertaken by the community, and presented her findings at the Inquiry@Queen's Undergraduate Research Conference.

The Geraldine Grace and Maurice Alvin McWatters Visiting Fellowship has garnered international applications from the U.S.A., to Britain, and Hong Kong. In 2014-15, the archives welcomed a post-doctoral fellow from University of Toronto, Dr. Ben Bradley, who used archival documents to examine the impact that the construction of Highway 401 had on the communities that are situated between the 401 and Lake Ontario, such as Kingston.

In 2014-15 the archives partnered with CFRC Radio and the City of Kingston Heritage Fund to create and promote the Stones Kingston website, which presents a set of local social history tours through the Speaking Stones project.

The archives also partnered up with The Agnes Etherington Art Centre to jointly offer the Frances K. Smith Lecture in Canadian Art and the Queen's University Archives Annual Lecture: "Time's Judgements Are Best?: Lorne Pierce and the Queen's University Art Foundation" by Dr. Sandra Campbell. Campbell also held her book launch for *Both Hands: A Life of Lorne Pierce* of Ryerson Press (McGill-Queen's University Press, 2013) at the archives, as she had used the material at the archives extensively.



before



after

SHOWCASING SPECIAL COLLECTIONS

The continued development and showcasing of special collections is a key element of a transformative student learning experience. QUL is privileged to have rich and diverse holdings to share with students, faculty and researchers.

This year, one of the gems was quite literally, hidden. Alvan Bregman, Curator of Special Collections, was examining the St. Mary's Cathedral collection, on permanent deposit in the W.D. Jordan Special Collections and Music Library, and discovered an unrecorded Vesalius (1543). Bregman recalls his discovery and says, "It was in boards, an informal binding – a Vesalius. I knew it when I saw it. The real thing. A first edition." As 2014 marked the 500th anniversary of the birth of Vesalius, it seemed especially auspicious to unearth his *De humani corporis fabrica*, and an event was held in November at the Bracken Health Sciences Library to celebrate.

Special Collections engaged the community with special exhibits in 2014-15. Some exhibits offered a deeper understanding of current events. These included a Farley Mowat exhibit, after his death in May 2014, and an exhibit on *The Search for Sir John Franklin: The Erebus and The Terror*, when the wrecked Franklin expedition ship was found in the Arctic in October. Other exhibits included *the Incunabula: An Exhibit of 15th Century Printing*, which included materials from the library's collection as well as works from Principal Woolf's private collection.

Special Collections also provided experiential learning opportunities for students at Queen's and beyond. Megan Kerrigan (MA, History'09) while completing her Master of Library and Information Science from the University of Wisconsin-Milwaukee, did a study at Special Collections to help with space requirements, and Lauren Buttle (MA, Art Conservation) contributed her expertise to projects focused on caring for our valuable collections.

In 2014-15, Special Collections was re-confirmed as a cultural heritage repository. New technology enables the library to take care of the treasured items in the collections. This year special collections added new book supports to the reading room, and new data-loggers to monitor conditions in the vault. These data-loggers take readings every 20 seconds, and provide better environmental control to ensure the collections are safe from harm.





Research Prominence

**FINDING
INFORMATION:
ELEGANT
DISCOVERABILITY**

It is no secret that the nature of libraries is evolving. Sandra Morden, Head of Discovery and Technology Services (DTS), sums it up nicely:

“It is no longer about asking: what does the library have? It is about discovering what exists, wherever it is in the world, and knowing the library can help you get it.”

Morden’s team looks after anything that encompasses the elements of discoverability. Some of the matters they oversee include: discovery tools, library systems, electronic resource management, print serials management, cataloguing and acquisitions. In 2014-15 they also planned the website redesign to create a new library website

that presents a virtual service point with access to all library content. Morden says, “Users expect everything to be available now electronically, while many disciplines are still very print based. It is an interesting time to be in this field when it isn’t just about electronic resources, but also making the print acquisitions available for discovery.”

When Morden talks about “discovery,” she is referring to the user experience, and how the library can help the user understand the range of incredible resources on offer. Morden sums it up, saying, “When you go to the library website and you search for things, we are trying to help you discover the range of material available at Queen’s and beyond. It is a shift from searching the library catalogue to see what is in it. Now you seek to discover it, to know it exists.”

Morden sees her role as making the vast holdings of QUL and other libraries, including the special collections and archives, findable through a process that is automatic and streamlined, even elegant. This thinking underlines the importance of consortial opportunities and other partnerships where we can increase what we can offer by collaborating and embracing open access models.

“I used to sit on the steps of the public library waiting for it to open, so it is amazing to help people find and use content, whenever and wherever they are. I like to picture them in the ‘Harry Potter’ reading room, or maybe they could be out in the field. We embrace the idea that the library is everywhere, and we try to provide the infrastructure to support that.”

– Sandra Morden, Head, Discovery and Technology Services



DEVELOPING AND MANAGING COLLECTIONS

Libraries have a duty to acquire, manage, preserve, and make accessible information to researchers, teachers, and learners alike. QUL's Collection Development and Assessment Division and librarians across the system work in close consultation with the Queen's community to shape collections to ensure they meet the needs of learners, teachers, and researchers.

COLLECTION STRATEGIES

Due to external challenges to QUL's information resources budget, common to all Canadian research libraries (such as the diminished value of the Canadian dollar and increased licensing costs), the library embarked on a project to review and reduce acquisition costs in consultation with university departments. In 2014-15 this strategy began with a comprehensive review of acquisitions and serial renewals to optimize access and funding.

In order to highlight the frequently used items in the library's holdings, free up much needed study space, and create room for future growth, QUL also began developing a collection management strategy envisioned in the Library and Archives Master Plan. The strategy will help determine which rarely-used materials can be moved to off-site storage.

PLUMSOCK MESOAMERICAN STUDIES COLLECTION

The Plumsock Mesoamerican Studies (PMS) collection contains titles that once formed part of the library of Dr. Franz Termer (1894-1968), a renowned scholar of Mesoamerica. It also houses items from the library of Dr. Oscar H. Horst (1924-2010) as well as material acquired by PMS in the 1980s, when Central America was wracked by civil war. Via Dr. W. George Lovell, Professor of Geography at Queen's, the PMS collection came to the University courtesy of Dr. Christopher H. Lutz of the Centro de Investigaciones Regionales de Mesoamérica (CIRMA) in Guatemala. "Dr. Lovell arranged for the books to be shipped here, so they have a proper permanent home," notes Nathalie Soini, Head, Information Services and Liaison Librarian for French Studies and Languages, Literatures, and Cultures. "Consequently, we have an excellent collection of Mesoamerican titles, for Guatemala in particular."

In celebration and recognition of the PMS collection, a forum on “Research Frontiers in Spanish Central America” was held in Speaker’s Corner at Stauffer Library on November 14, 2014, which included presentations by Lovell, Lutz, and Dr. Wendy Kramer, also of CIRMA, where the bulk of Termer’s library (originally assembled by him in Hamburg) now resides.

“We have lots of books that are similar to what you would find at CIRMA,” Soini observes, “so if you can’t go to Guatemala to conduct your research, you can do it here. It’s pretty spectacular that Queen’s has this great collection.”



QUBS APP

The library provided support for the development of a new trail guide app, and particular thanks went to Francine Berish, Geospatial Data Librarian, and Catharine Jackson, Cataloguing/Public Service Assistant at Academic Services, for supplying images from QUL’s Maps and Geospatial Data Collections. The app was designed by local student David Lougheed, and Elbow Lake Education Centre manager Carolyn Bonta. The app draws on a number of disciplines to give people a second layer of interactive experience on the trails. For example, while you are walking through the area you can look at photographs, learn about the different species, and then quiz yourself on that particular area once you are done walking through.

Berish said the conversation started with a referral from Morag Coyne (liaison librarian for Biology, Environmental Studies and Geological Sciences) because QUBS was looking for some aerial photos for an interpretive trail app that they were developing. Bonta explained that she was hoping to integrate the air photos to demonstrate how the landscape changed over time.

Berish says it was particularly interesting to be invited to the launch event to see the real-world results of her efforts. “A lot of times, we get questions and we answer them by email and we don’t necessarily know what it is being used for, and here we can see what we can do,” says Berish. “It was nice to see it from concept to implementation. Now it is downloadable on Google Play.”

OPENING ACCESS TO RESEARCH RESULTS

Open Access Week is a global event for the academic and research community to gather to learn about the benefits of open access. On Open Access Day QUL hosted a series of lectures on open access, including one by the renowned Michael Geist, the Canada Research Chair in Internet and E-Commerce Law at the University of Ottawa. The event engaged researchers in discussions about the issues and trends, celebrated the contributions already gained, and looked forward to the future challenges and opportunities. Open access isn't just a priority for one week or day of the year, it is at the forefront all year round.

FUNDING AGENCIES' OPEN ACCESS POLICY

QUL engages with organizations such as the Canadian Association of Research Libraries (CARL) in supporting open access models, and all were pleased to see the release of the Tri-Agency Open



Access Policy on Publications in early 2015. The policy mandates that for any research funded by one of three major granting councils (SSHRC, NSERC, and CIHR) after May 2015, the resulting publication must be available in an open access forum within 12 months.

The library's Scholarly Communications Working Group, which includes representatives of University Research Services, has been exploring how best to support faculty in complying with the policy and making their publications widely available. The approaches will include facilitating deposit of published articles into Queen's institutional repository, QSpace. At the same time, these research results will continue to be published in reputable, peer reviewed journals that preserve academic rigour.

RESEARCH DATA MANAGEMENT AND PORTAGE

Libraries are using their expertise in curation to ensure research data gets the same rigorous treatment as research publications. "People have really appreciated the contribution of the library on this issue – the community is aware of the expertise and collaborative approach we bring to the table," says Martha Whitehead. Here at Queen's, Jeff Moon, Data Librarian and Academic Director of Queen's Research Data Centre, is growing the services that help researchers plan how they will manage their data, where it will be stored, and their processes around data management. Liaison librarians across the system connect faculty to these services. One of the library's most recent librarian hires, Tatiana Zaraiskaya, brings extensive experience to these services, having worked with data in completing her PhD in biophysics and in her subsequent post-doctoral position in a medical imaging and physics engineering lab.

The library is working with partners across the campus and across the country to advance services to support research data management. "The concern," says Whitehead, "is that historically, data has not always been well curated. It could very well be sitting on someone's hard drive. And today, data is proliferating and is key to research and the national open science agenda. So, libraries are working together and with other stakeholders to see how we can help each other address issues in data preservation and sharing. Some institutions and some regions are more advanced than others, and we believe we can build on existing expertise to create greater capacity."

QUL contributed in 2014-15 to the inception of Portage, a national research data management service to assist researchers and other research data management stakeholders through a library-based

network of expertise and through national platforms for planning, preserving and discovering research data. The vision is a future in which Canada capitalizes on the trend towards data intensive research and is a world leader in research and innovation. Whitehead chaired the Canadian Association of Research Libraries (CARL) group developing the plans for the network. This year the focus was on identifying where the gaps exist and the services needed to bridge them, and building relationships with the other stakeholders, including Research Data Canada, Compute Canada and CANARIE. An immediate priority was the development of a bi-lingual data management plan tool tailored to research funded in Canada, and Moon chaired the working group guiding that project.

One of the essential things we know is that this will be a multi-stakeholder effort, says Whitehead, "Nobody can do this alone, in terms of organizations within a campus, and no one campus can do this alone".

DATA DAY 2015: MANAGING QUEEN'S UNIVERSITY RESEARCH DATA

Data day is co-hosted by ITServices, the library, and the office of the Vice-Principal (Research). The second annual Data Day provided Queen's faculty with an opportunity to meet researchers and data services providers. Researchers with experience working with diverse data sets shared their experiences with one another, and the library spoke about its services, and how they could help researchers both preserve and increase the reach of their data.

Sharon Murphy, chair of the working group guiding the development of research data management services, says "Data day is about gathering the research community. They present case studies, and learn from each other. The response both years has been fabulous."

QUL also promoted research data management services and other data-related services through sessions with Expanding Horizons, the General Research Ethics Board (GREB), Environmental Studies, Sociology, Medicine and library advisory committees.







Internationalization

**STRENGTHENING
THE BADER
INTERNATIONAL
STUDY CENTRE
LIBRARY**

While studying at the Bader International Study Centre (BISC), students rely on the BISC library as a major source of information and support for learning. Sarah Butler, BISC Librarian, known to some as “The Castle Librarian” acknowledges that while some of this information is found in BISC’s solid print collections (books, journals, and other physical items) she has been striving to highlight the vast electronic resources available as a library resource. Hired in the summer of 2014, Butler has been working closely with faculty ever since to make sure that students benefit from those resources in their course work.

Butler has also been collaborating with others on a space plan for BISC that builds on the Library and Archives Master Plan for the Queen's campus in Kingston. While the BISC library takes its local environment into account in its policies, it is also striking how much it embraces the same principles as its counterpart in Canada. For example, the BISC Library too is looking at ways to ensure students feel welcome, that space is organized to be conducive to both individual and group study, and that information resources and services are highlighted.

Butler says that her role is always rewarding: “It is about seeing the satisfaction and gratitude on a student’s face, when you, for example, sit down with them to show them how to do a literature search. They act as though you have just handed them the best gift, and you are pleased for them, but at the same time you are thinking: this is normal. This is just part of what I do. I haven’t really gone above and beyond.”



**INTERNATIONAL
INTERNSHIP**

To complete his degree program at École nationale supérieure des sciences de l’information et des bibliothèques, Alexandre Tur was required to complete a three month international internship. After he began his internship at Queen's, Sharon Murphy says, “I asked him how many places he wrote to for an internship. He wrote to one. He wrote only to us. He says he did it because he wanted to come to Canada, and when he did his research he discovered that Queen's was a hub for research data, and so he wanted to come to us.” Other universities visited

by students in the program included Columbia, Harvard and the London School of Economics.

Tur's interest in researching data management and background in history was a good fit for QUL's priorities, especially at a time when developing an understanding of humanities data was a priority. Tur researched some practical questions: such as "What formats and software are standard use?" and some more philosophical ones, such as "What is data in the humanities?" and produced a guide and presented on humanities data – formats, software, standards, preservation.



Thinking about the opportunities international exchanges such as this one provide, Murphy says, "there's always that exchange of cultures that happens through osmosis. As you are working with someone you come to appreciate their assumptions, and you get an opportunity to question how they would approach completing a task, or how does that program work?"

RESPONDING TO THE NEEDS OF INTERNATIONAL STUDENTS

QUL seeks to support the needs of international students and faculty who are teaching in international programs, ensuring that they are able to access and use information resources and services.

For example, Acculturation and Transition to Life and Academic Success (ATLAS) is a new program at the university designed to help international undergraduate students adjust to Canada, and prepare for academic success at Queen's. The library was involved in the pilot project, and hosted a session in Speaker's Corner to introduce library research.

The library also provided library research workshops for students in the School of English, offered resources suited to the needs of adult English language learners, and encouraged student use of the Education Library's e-classroom facilities. As well, the library supported members of the Queen's community studying abroad in international programs.



A photograph of a stone building facade. The wall is made of light-colored, irregularly shaped stones. There are two arched windows with decorative metal grilles. Above the windows is a small circular opening. The right side of the wall is covered in dense red ivy. In the foreground, there are several green evergreen trees.

Financial Sustainability

PRIORITIZING PEOPLE

The Public Services Renewal Project (PSR) asked the critical question: How do we operate our services within our current resources, in a way that fulfills our mission and moves us towards our vision?

The PSR final report drew upon eight months of consultations and data to develop a new model for delivering expert library and archival support and assistance for the 21st century learner and researcher. The final report recommended shifts in how QUL service points are configured, managed and staffed.

The recommendations delivered in the PSR project build upon earlier changes to create efficiencies in information resources management and administrative services. Such streamlining frees up more time for staff to do what they do best, and that is provide an excellent user experience. This user experience is something QUL prides itself on, and users remark upon with glowing feedback, for example:



"I am writing to bring to your attention an example of first-class service provided by several of your employees today. . . . [Library staff] went above and beyond to solve the problems promptly, cheerfully and completely. I'm writing to congratulate them for their exceptional service, and to thank you for creating an environment that clearly values such service."

The library ensured staff had the support they needed in providing the highest level of service, and offered multiple staff training and development sessions, including topics such as accessibility, scholarly communications, disaster planning, the services of the Four Directions Aboriginal Student Centre and the annual Kaleidoscope staff conference. As well, librarians continued to actively engage in professional activities and scholarship to inform the development of library services.

COLLABORATION

The library has long been focused on working collaboratively with units on campus and with regional, national and international library consortia to help support learning and research outcomes for Queen's.

This year the library was actively engaged in the Ontario Council of University Libraries (OCUL) Collaborative Futures project, which envisions a shared collaborative approach to print and electronic/digital resource management. Several individuals from the library served on working groups and contributed to the planning.

Library collaborations are continually evolving. One of the oldest forms of library resource sharing, interlibrary loans, saw improvements this year with the implementation of electronic desktop delivery. A new collaboration of five Ontario universities (McMaster, Ottawa, Queen's, Toronto, Western) developed processes to jointly store low-use collections. Consortial licensing of e-resources, primarily through OCUL and the Canadian Research Knowledge Network (CRKN), enabled access to a multiplicity of critical information sources. At the same time, libraries worked together to advance transformative change in scholarly communications to provide greater and ongoing access to research results.

LEVERAGING DONOR GENEROSITY

QUL is privileged to have many wonderful supporters and donors who help enable the library to provide world-class services to the teachers, learners and researchers of the Queen's community.

One such example is found in Dr. Thomas Garrett (MD'71) and Gwendolyn (Wendy) Garrett (MD'71), the esteemed donors behind The Helen Garrett Memorial Fund. Tom's first wife, Helen Garrett, worked in Douglas Library and had a passion for English literature. In 1997, both Tom and Wendy established The Helen Garrett Memorial Fund, which supports the purchase

of 17th and 18th Century English Literature and the conservation, restoration and repair of rare materials held in the Special Collections.

The Garretts support this fund on an annual basis, and have made a huge contribution to the library's special holdings. Most recently, this fund has enabled the addition of beautiful and significant editions of *The Seasons* by James Thomson (1730), which includes the first full appearance of *The Seasons*, and was issued by subscription; *The Works of Alexander Pope* (1717); an edition including an important early engraved portrait of Pope; and *Alexander Pope's Essay on Man* (1733-1734), which contains the four separately published Epistles, subsequently issued as a single work.

Curator Alvan Bregman is thrilled by these new additions, and looking to the future, he says, "Our goal is now to purchase manuscripts of commonplace books and literary miscellanies as well as important printed editions."

Donors have helped develop the QUL's renowned collections, and with the exciting plans coming forward through the Library and Archives Master Plan, there will be plenty of opportunities for donors to expand support for strategic initiatives. For more information on giving opportunities at QUL, please see our website at: library.queensu.ca/giving.







Library

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