QUEEN'S UNIVERSITY LIBRARY
Summary of Accomplishments
2019-20

Queen's University Library's planning aligns with the university's Strategic Framework. On an annual basis, in conjunction with the university's budget and planning cycle, the library reviews activities of the previous academic year, looks at opportunities and challenges going forward, and establishes priorities and service levels for the next multi-year budget plan. The summary of accomplishments indicated below for 2017-18 initiatives is a snapshot of how the library stimulates excellence in research and scholarship through its collections, people, partnerships and services, and its physical and virtual spaces.

OUR 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.

OUR VISION

The 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, archivists 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 are entrusted with ensuring that all information is available to all people, for all time.

OUR 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

ENHANCING OUR STUDENT LEARNING EXPERIENCE

"Our fundamental mandate is to exemplify the quintessential balanced academy, which is characterized by an exceptional student learning experience and outstanding student engagement within a research intensive environment. As our Academic Plan highlights, a transformative student learning experience is central to Queen's identity and its vision. Our students and faculty are highly engaged and Queen's offers a wealth of resources to foster student success..."

Design and deliver learning opportunities that build upon the value of library resources and services and integrate seamlessly with academic programs

Envisioned:
- Operationalize the ongoing review and updating of library learning objects and their integration with online learning environments
- Implement services to support the adoption, adaptation and creation of open and affordable course materials
- Pilot an updated virtual reference service supporting students from initial inquiries through to in-depth research
- Explore additional supports required for distance students' access to print materials
- Continue to teach classes and offer individual consultations, supporting information literacy learning outcomes, research and open access

Accomplished:
- The library is integrated into the development of new programs and the ongoing assessment of teaching and learning at Queen's. We participated in 6 cyclical program reviews and 1 new program application.
- Provided 1305 classes, workshops and in-depth research consultations to 14,474 students across all faculties and disciplines.
- 9089 responses to individual inquiries face-to-face and by email to undergraduate and graduate students across the disciplines. The consultations are complex, in-depth and often require considerable consultation across units and divisions.
- To support the work of researchers in the World Indigenous Studies online graduate program, offered personal librarian services to current students with the aim of providing online students with similar research consultation services available to those on campus.
- Completed a successful pilot virtual reference service as a partner within the OCUL Ask a Librarian online chat service, a partnership with other Ontario academic libraries and will continue to offer this as an ongoing service. By working with our partners, the Ask a Librarian allows us to provide 67 hours of reference service per week.
- Supported Open Educational Resources by funding 6 new projects to develop 3 original open textbooks and 3 adaptations. A total investment of $30,000 in these textbooks will save students an estimated $443,000.

Workshops
- Provided student orientations and workshops across all disciplines on a range of topics. Examples include a "Cite & Bite" information literacy series offered by a librarian and student representative from Political Studies, workshops on library resources for business provided to QYourVenture and Queen's Innovation Centre Summer Initiative (QICSI) participants from the Dunin-Deshpande Queen's Innovation Centre, and a workshop for Scholars of Colour at Watson Hall, entitled "Navigating Library Services in Grad School"
- Multiple workshops introducing Omni were offered across faculties to help prepare students and faculty for the launch of the library's new search tool.

Instruction

- Several new information literacy classes were offered, including ARTH 225 Art and Fashion, GPHY 320 Energy and Society, HLTH 235 Food Systems, POLS 211 Canadian Government, POLS 367 American Foreign Policy, RELS 236 Religion & Sex, RELS 401 Honours Seminar, GPHY368 Environments and Society.
- Continued work with the Engineering Teaching and Learning Team to develop faculty-wide information literacy modules as a parts of instructional resources on OnQ.
- Created and delivered instructional sessions on the fundamentals of research data management and on curating/preparing datasets for long term storage and discovery.
- Facilitated student work with primary sources such as our medieval manuscript leaves, Edith and Lorne Pierce Canadiana collections, the Schulich-Woolf Rare Book Collection, and a variety of other rare and special materials: 1357 items were paged, 84 items were used in classes

Assignments/Projects

- Developed Treaty land activity on recognizing bias using maps and print collections
- Co-created "Your Place and Treaty exercise" Critical Review Assignment for GPHY 368 Environments and Society
- Marta Straznicky (English) and Steven Maynard (History) designed assignments that required students to use special collections materials for credit.
- Worked with the School of Environmental Studies to provide Graduate Research Assistant projects for two students for the Fall and Winter terms.
- Student assistants in Special Collections continued worked on our Chinese Posters Collection and Gothic Fantasy Collection.
- In the Archives our 2019-2020 McWatters-MacDiarmid Student Intern digitized approximately 160 tapes documenting the Nature, Science, and Man interdisciplinary environmental studies course at Queen's, which are found in the Reginald Harold Clark fonds.

Guides

- Maintained 391 online course and subject guides. Guides were created to support new courses and special focus areas, including ARTH 225 Art and Fashion, HIST 330 History of Gender and Sexuality; HIST 887 Medieval Mediterranean History; FILM 300 Hollywood the Dream Factory; GNDS 125 Gender, Race and Popular Culture; POLS 211 Canadian Government, SOCY 476 Surveillance Between Power and Resistance
- Contributed further information literacy learning objects into the new MUSC/MUTH curriculum: MUTH110: The Republic to Rationalism: History, Arts, and Performance I; MUSC 210 Western Art Music: Crusades to Colonialism; MUTH 380 Research Methods in the Performing Arts
- Created general guides: (Research Posters: A "How-To" Guide, HathiTrust Digital Library at Queen's University, Omni Search: Discover Books, Journal Articles and More)

Events/Exhibits
- The 14th Annual I@Q Undergraduate Research Conference was held in Stauffer Library and included 63 student presenters and 19 poster presentations.
- Promoted special focus events throughout the year with exhibits, displays and training workshops. Events included Science Literacy Week, and GIS Day, which promoted the use of geospatial data collections across the Queen's and Kingston community. Featured "Careers in GIS Panel – interviewing skills , featuring; City of Kingston, Utilities, Ministry of Transportation Ontario, Queen's Faculty, Library, and Queen's Alumni." Exhibits in Special Collections included Beyond the Penny Dreadful and Little Wanderers: A Literary History of the British Home Children in Canada, curated by Dr. Brooke Cameron and PhD candidate Alicia Alves: May 2020. This project was supported by a Social Sciences Research Council of Canada's Insight Develop Grant. Special Collections materials were also used in an Agnes Etherington Art Gallery exhibit titled From Tudor to Hanover: British Portraits, 1590-1800.

Build and sustain a library culture that supports the alignment of library services with the principles of diversity and inclusion and creates a positive, inclusive workplace

Envisioned:
- Assess current library services through the lens of diversity and inclusion to discover where additional or re-directed support or training is needed
- Embed the principles of diversity and inclusion into all staff development and learning programs
- Build on and support the success of learning programs that support diversity and inclusion, such as the Queen's Positive Space Program
- Invest in educational approaches and formats that will accommodate different learning styles, preferences and other diverse cultural needs

Accomplished:
- Activities guided by our Action Plan in 2019 included all-staff retreat in May which focused on Indigenous themes, providing opportunities for library staff to expand knowledge and cultivate partnerships by engaging Indigenous expertise from Four Directions, the Office of Indigenous Initiatives and the community to guide workshops exploring Indigenous terminology and a Kairos Blanket exercise.
- As part of the year-long Stauffer@25 celebration, the library hosted a Stauffer@25 Speaker Series exploring Indigenous topics and themes, as well as the evolution of the library's knowledge environment in the context of equity, diversity, and inclusion. The Speaker Series, began with a lecture by Tanya Talaga, an Indigenous activist, journalist, and author, entitled Rights Before We Talk Reconciliation: The Reality of Canada's Relationship with Indigenous People. Queen's alumnus (Law'95) and member of the Mohawks of the Bay of Quinte (Tyendinaga) David Sharpe gave a lecture titled Bridging Worlds, exploring his life working and living in different spheres, and his mission to empower Indigenous communities. Ali Velshi ended the series with a talk on the topic of The Pursuit of Truth in a Post Fact World, distinguishing between misinformation and disinformation, the death of shame in politics, and the erosion of trust in media. He spoke of the importance of doing no harm, and carefully evaluating the information we receive and opening ourselves to new and opposing sources of information in order to expand our field of vision and adjust for our biases.
- Continued to engage with library staff and university partners such as the Office of Indigenous Initiatives to move forward on meeting EDII goals for collections and information resources.

- Faculty Liaison Units reviewed and further expanded their selection practices to include more diverse publishers and distributors, such as Goodminds. Diverse collections within the library were highlighted through the creation of topic-based subject guides such as Black & African Diaspora Studies and physical and virtual displays for Pride, Treaty Week.
- A new project group, Accessibility for Ontarians with Disabilities Act, Section #18, Information and Communications Standard, was formed to ensure that we were able to comply with AODA legislation requiring that academic libraries provide accessible formats of print, digital or multimedia resources or materials for people with a disability, upon request by January 1st, 2020.
- The Adaptive Technology Centre (ATC) and Information Resources reviewed and revised practices around accessing, procuring, and delivering accessible multimedia (i.e. captioned videos) for persons with a disability. New content was added to the website to reflect these changes.
- The library launched a pilot internship program in conjunction with the Queen's University Internship Program to recruit an Indigenous student or student ally to work on Indigenous-related library projects and participate in a broad range of activities to be exposed to the library profession. The first intern decided to pursue graduate study in librarianship, and the library is now exploring ways to develop this into an ongoing program to facilitate pathways for Indigenous students to librarianship.
- Continued to support the Kingston Indigenous Language Nest (KILN) by offering free library cards to members, receiving purchase suggestions for language materials, curating displays of Indigenous language materials (including a continuous display during 2019, the UN International Year of Indigenous Languages), and maintaining the K-12 section of the Library's Indigenous Language Revitalization Guide.
- Participated in the planning of the 21st Annual Indigenous Knowledge Symposium, focusing on Indigenous languages. In addition, the library presented a display for the day-long symposium in Robert Sutherland Hall, showcasing books on Indigenous Language learning held by the Education Library.
- Prepared a learning guide of resources for faculty to consult when decolonizing their teaching. https://guides.library.queensu.ca/indigenous-studies.
- Supported students in researching such topics as traditional medicine, transportation and access to health care in Indigenous communities, aging in place in Indigenous communities, etc.
- This year's Chancellor Richardson Memorial Fund allocation was used to acquire the Diane Schoemperlen fonds for the University Archives , access fees for the recently acquired online Archives of Sexuality & Gender: LGBTQ History and Culture since 1940, and an Open Reel (Reel to Reel) machine and Book2Net Kiosk II Overhead Scanner for rare books and archival records to assist the library is surfacing our "hidden" collections
- At the request of the Associate Vice-Principle (Human Rights, Equity and Inclusion), we developed and taught a new workshop on resources and research strategies in human rights law for the Human Rights and Advisory Services Office staff at Queen's University
- The Education Library curated displays to draw attention to days of importance on Indigenous topics. Examples include participating in Orange Shirt Day by sharing children's books about residential schools and remembering missing and murdered Indigenous Women by curating a second annual Red Dress display, and providing resources for Treaty Recognition Week. Each of these physical displays was accompanied by library guides to draw attention to the print and online resources that the library has gathered on these key topics.

- The Queen's University Archives worked in partnership with the Mushkegowuk Council and the Archives of Ontario to develop a new, in-depth online exhibit about the James Bay Treaty (Treaty No. 9) and provided support for Inuuqatikka: My Dearest Relation (11 January–12 April 2020) and Unpacking Conversation: Intergenerational Archival Engagement at the Agnes Etherington Art Centre. In addition, the Archives provides ongoing support to the Vulnerable Media Lab concerning the archives of Arnait Video Productions, the world's leading women-centered Inuit filmmaking collective. Arnait represents the voices of Inuit women across generations, addressing traditional knowledge and contemporary life.

Continue to develop inclusive, accessible spaces that welcome all members of the community and facilitate learning, research and community engagement

Envisioned:
- Completion of high-priority LAMP projects, as funding allows
- Engage the Queen's community in celebrating the 25th anniversary of Joseph S. Stauffer Library in 2019

Accomplished:
- Completion of the following LAMP Projects:
    - Completed construction of an Indigenous-focused learning space in the lower level of Stauffer Library, open to all when not booked for learning events. The library consulted with Indigenous leaders on design matters to create a space where Indigenous students, staff, and faculty feel welcome and connected, and non-Indigenous members of the community feel enriched.
    - Six new Indigenous study rooms will be opened in five library locations in 2020 thanks to a generous gift from the Stauffer Foundation: Stauffer (2), Douglas (2), Bracken Health Sciences (1), and Education – Adaptive Technology Room(1). In consultation with the Office of Indigenous Initiatives, these new study rooms will feature artwork from an Indigenous artist based on the Indigenous room names (traditional medicines). These study rooms add to the existing 12 in Stauffer Library that feature Indigenous names and artwork to increase the visibility of and welcoming spaces for the Indigenous community on the Queen's campus.
    - Stauffer relocation of Staff to newly renovated areas
    - Stauffer Terrace - further development of the space for patron use
    - Bracken back of house consolidation of staff offices permitting the creation of 6 new group study rooms
    - Education Library redevelopment of student seating spaces
    - Archives West Campus Storage – facility built onsite at Education library for archival storage

- A generous donation enabled the library to purchase and install adaptive technology software workstations in our Health Sciences, Education and Engineering/Science libraries.

STRENGTHENING OUR RESEARCH PROMINENCE

"Queen's is recognized as one of Canada's outstanding research institutions. To sustain and enhance our research prominence requires that we guide and support our research enterprise, including the continuation of our aggressive pursuit of research funding and re-alignment of university research services. We must be guided by our Senate-approved Strategic Research Plan..."

Develop, promote and preserve diverse and inclusive collections of information resources that enable high impact research and scholarship

Envisioned:

- Review and update collection development and stewardship policies to support diversity and inclusion
- Showcase diverse collections and research
- Develop our own knowledge to inform our work
- Explore options for engaging Indigenous expertise to help expand our knowledge and cultivate partnerships across campus and with Indigenous communities
- Identify opportunities to contribute to the development of Indigenous learning portals through our expertise in digital asset management and digital scholarship support
- Following Library Services Platform migration, leverage partnerships and technology to address issues of classification and cataloguing of Indigenous materials
- Plan and implement print stewardship initiatives with a view to LAMP priorities
- Continue to assess, acquire and provide access to information resources, supporting open access to information as much as possible

Accomplished:

- The Inclusive Collections project group continued its work and shared its interim report with library leadership and presented at an all-staff meeting to share work-to-date and solicit staff feedback on measures to broaden Indigenous and EDII principles and practices in library collections work.
- Created a permanent display area in Stauffer library to highlight new books with the goal of showcasing new titles that speak to diversity and inclusion. Some highlights from 2019-20 acquisitions: African-American Newspapers, Series 1, 1824-1998, African-American Periodicals, 1825-1995, Archives of Sexuality and Gender, completed our subscription by adding Sex & Sexuality, Sixteenth to Twentieth Century (III) and International Perspectives on LGBTQ Activism and Culture (IV) , Global Encyclopedia of Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) History
- Highlighted a selection of important primary source databases available through Queen's University Library for Black History Month
- Collected Indigenous Languages: Anishinaabemowin materials, Cree and Inuktitut language materials
- Supported Indigenous education initiatives including: Indigenous Partnering, to support new teaching initiatives in the Smith School of Business, The Indigenous Studies Guide continues to be updated with new sections including: Truth and Reconciliation, Language Revitalization, Research Methodologies and Multimedia, integrating Indigenous ways of knowing into two courses, GPHY 240 and GPHY 368, featuring works by Indigenous Researchers or about Indigenous research methods.
- Managed Queen's participation in the federal government documents overlap study; a pilot project of the CARL/LAC Canadian Collective Print Strategy Working Group.
- Collaborated with faculty on the theme of Islamic arts for Islamic History Month and

created a display of selected volumes of the Nasser D. Khalili Collection of Islamic Art, funded by the K. Phyllis Wilson Library Endowment Fund.

- In collaboration with the Department of Classics, participated in the project group that created the Museum of Near Eastern Archaeology: Virtual Exhibit to highlight some of the artifacts from the Queen's Museum of Near Eastern Archaeology.
- Additional gifts to the Schulich-Woolf Collection of antiquarian books focus on history and culture of the early modern period.
- Completed the Digital John Buchan, 1st Baron Tweedsmuir project funded by National Heritage Digitization Strategy grant (NHDS-0592). The project digitized and created item level metadata for 50,000 pages of textual materials, 50 photos and 3 reel-to-reel tapes. The metadata has enhanced accessibility to John Buchan fonds. Handwritten documents have been posted to the Archives transcription site as part of a project to transcribe these records.
- Hosted Dr. Nicholas Bradley (University of Victoria) as our 2019 Geraldine Grace and Maurice Alvin McWatters Visiting Fellow. He spent August 2019 intensively researching the life and works of Governor General's Award winning poet Ralph Gustafson in the Archives using the Ralph Gustafson fonds. In addition, Dr. Bradley researched in several related literary fonds held at the Archives, such as those of Canada's "unofficial poet laureate" and fellow Governor General's Award winning poet Al Purdy to inform his literary biography of Gustafson.
- The Archives hosted the 37th Annual Archives Lecture on October 30, 2019 in the Alan G. Green Fireplace Reading Room, Stauffer Library. The at capacity event saw faculty, students, and community members engage with Dr. Laura Murray and her talk, "Counterarchive or Nostalgia Trip? Reflections on the Swamp Ward & Inner Harbour History Project." The annual lecture highlights the archival collections which are held by the University and serves as a public forum to disseminate and discuss the research that is, or has been, carried out using those collections. Dr. Murray's research featured community-based work on the Swamp Ward and Inner Harbour History Project.
- Started a new project using Web Archive-it to capture the response of the university, local public health, cities, and municipalities in the Kingston / Frontenac area to the Coronavirus pandemic of 2020. The COVID-19 web archive also includes news stories related to the pandemic response in the Kingston area. These materials are what future researchers would be able to use to reconstruct a timeline of how the pandemic unfolded at Queen's and in the region.
- Continued to expand our involvement in systemic reviews in health sciences and are seeing increased interest in this form of research in other disciplines.
- Completed five-year (2014-18) bibliometric analysis of Faculty of Engineering and Applied Science publications. Created individual reports for each FEAS department.
- Assisted the Dept. of Physics in establishing an undergraduate research journal, JUEPPEQ: Journal of Undergraduate Engineering Physics and Physics Experiments at Queen's.

Modify acquisitions practices to address the issues of current publishing models and support new and continuing research needs

Envisioned:
- Continue to engage researchers in journal usage analysis and pilot new methods of article-level access
- Update serials acquisitions policies and procedures in light of new procurement software and rules, modified acquisitions practices, and new Library Services Platform
- Plan for the impact of modified acquisitions practices on resource sharing services, focusing on digital document delivery opportunities

Accomplished:
- Completed Springer negotiations for a subset of subscriptions; implemented corresponding serials changes in Alma
- 2nd year of offering Reprints Desk, a rapid article-level document delivery service, for other high priority journals as identified by our users
- Implemented Unsub, an analysis tool for assessing big deal journal packages, coverage, open access availability, etc.
- Trialed RapidILL, a tool for improving turnaround of resource sharing requests of electronic materials worldwide
- At the end of 2019-20, the library prioritized the acquisitions of large electronic collections to strengthen our existing collections, as per the MAP priorities.

Give VOICE[1] to Queen's research with enhanced library research services and digital infrastructure

Envisioned:
- Work with Scholars Portal on research data management systems/infrastructure development, Dataverse development and implementation of Permafrost digital preservation solution

Accomplished:
- Participate in development of national infrastructure to support research data management through membership on CARL Portage working groups. Queen's librarian Jeff Moon continues his secondment as Executive Director of Portage. Also continued contribution to development of research data management infrastructure by our research data management systems librarian, working as a member of the Ontario Council of University Libraries Scholars Portal team and project manager of a CANARIE grant to enhance functionality of the research data repository solution Dataverse, toward developing it into a national service with improved integration with Canadian infrastructure. Participated in testing of the Permafrost digital preservation solution as part of our evolving digital asset management infrastructure.Worked with the CARL Open Repositories group to partner with 5 Canadian academic libraries on the development of software allowing DSpace institutional repositories to meet OpenAIRE guidelines.
- In order to gauge the readiness of Canadian institutions in creating RDM policy, strategies and providing RDM services to their researchers and students in light of the coming Tri-Agency RDM Policy, the library ran two surveys - Institutional Strategy Progress and Institutional Research Data Management Services (RDM) Capacity. The Institutional Strategy Progress Survey Results was published in November 2019; the Institutional Research Data Management Services Capacity Survey Executive Summary in January 2020; and the Insights Report: Budgets, Structures, Strategies was published in June 2020. Three more Insight Reports based on the Institutional Research Data Management Services Capacity Survey will be published before the end of the year.
- Participated in the Journal of the Canadian Health Libraries Association (JCHLA) Data Sharing Policy Working Group to develop a research data sharing policy for journal submissions that are received at both the national and international level. Access to data underlying research that is published in the journal promotes transparency and reproducibility in research and allows other researchers to use or analyze the data in new ways.

- Continued to promote Researcher Training Program to internal library staff to grow RDM competency within the library
- In February 2020, the Metadata Working Group published the Dataverse North Metadata Best Practices Guide, Version 2.0 which incorporated the social sciences and humanities, and geospatial metadata blocks to the first version which included only the citation block. A third version is expected later this year; this will include the life sciences, astronomy, and journal metadata.
- Worked with faculty and students to set up research specific Dataverses under the Queen's Dataverse. Examples: Neal Scott Arctic Data Dataverse, Queen's University Biological Station, Queen's Telecommunications Research Lab (under the School of Computing) (Dataverse is not yet published)
- Supported faculty and students on curating/preparing datasets for deposit to Queen's Dataverse for long term storage and discovery. In making their research available through Queen's Dataverse, researchers receive a DOI that allows for direct citing of their research and their data is open and available for reuse. Examples of some of the data published to Dataverse: 4G LTE User Equipment Measurements along Kingston Transit 502 Bus Route, Interviews with Newfoundland Fishermen on Philosophical Beliefs, No Rights are Absolute: Legacies of Thress Chief Justices
- Facilitated the process of obtaining access to large text-based datasets to support the research being conducted by the Conflict Analytics Lab at Queen's University.
- Presented the Open Scholarship Services Information Series. The series introduced researchers to the expertise and services provided by our division and represented an intentional and coordinated effort by OSS to provide researchers with regular opportunities to learn about library services. In 2019-20, 14 sessions we held with 86 faculty, students and staff attending.

ENSURING FINANCIAL SUSTAINABILITY

"Our emphasis on maintaining Queen's as the balanced academy must be matched by our commitment to achieving financial sustainability. With the activity-based budget now in place, giving units incentives to grow revenues and reduce costs, we are better positioned to make the university more resilient in difficult economic times..."

Effectively and sustainably deploy the library's people as key resources supporting the financial sustainability of all strategic priorities

Envisioned:
- Further implement project management processes across the organization that facilitate innovation and the best use of time and resources
- Operationalize the learning organization framework including a Library Learning Hub that creates and promotes better awareness of staff learning opportunities aligned with the library's strategic priorities
- Foster individual and team learning and knowledge transfer that is focused on the library's strategic priorities

Accomplished:
- Continued cross-training of library staff to ensure coverage for essential services
- The Learning Organization Operations Project Group submitted a final report with recommendations for the creation of a learning forum management committee and other formal structures supporting a program of staff learning and development.
- The library implemented a procedure for the creation of staff communities of practice, and a Project Pathways process for all staff to submit ideas for new initiatives and projects.
- Empowered staff to enroll in LinkedIn and WebJunction courses
- Prepared staff for move to remote work due to emerging COVID-19 pandemic– imaging and configuring laptops, developing procedures for staff to request curbside pickup of other equipment, launching survey on working remotely to help plan for remote technical support and determine issues around security that we could help address (in consultation with ITS) and triaging the results and resolving key issues.

Collaborate on implementing a new Library Services Platform through OCUL's Collaborative Futures project

Envisioned:
- Engage staff and users to address local requirements
- Prepare for data migration, such as data cleanup
- Assess local processes and practices to prepare for mapping into the shared system
- Develop and deliver staff training and user orientation

Accomplished:
- Successful launch of new library service platform (December 12, 2019) offering an updated web interface and enhanced functionality, within a newly established consortium of 14 academic libraries in Ontario, with the potential to expand membership in future. Key benefits include development of a network zone as a foundation for streamlined operations and resource sharing, and a new search tool (Omni) to support users in discovery and delivery of library resources. Preparation included data cleanup and record matching to prepare for migration into the shared system.

- All library staff were trained to use the system for management of library collections and operations and to support users in discovery of and access to library resources. The library provided a series of user orientation sessions and have supported our users through the transition. Our staff were highly involved at the consortial level to develop an effective governance structure for the new consortium and to optimize shared functionality, configuration and training efforts to build a foundation for continually increasing collaboration into the future. All of our staff have contributed to a smooth transition for library users.
- Leveraged institutional knowledge to de-duplicate and clean-up records in preparation to transition to the new library management system Omni. This involved de-duplicating records, deleting and/or populating order records, and reinstating previously barcoded maps to populate records in Voyager prior to migration.
- To help with a smooth transition to Omni, gave presentations and demonstrations at the Faculty Advisory Committees, Faculty Boards, and a number of individual consultations and training sessions with faculty and students.
- Library staff participate in the governance structure of Collaborative futures, chairing and participating in working groups and committees.

RAISING OUR INTERNATIONAL PROFILE

"We will strengthen our international reputation by emphasizing what has built Queen's enviable national reputation, namely the transformative student learning experience in a research intensive environment. Focused and sustainable international student recruitment will be supported by an equally focused and sustained international marketing and communications strategy. Because our transformative learning experience is so inextricably linked to our research prominence, we will at the same time strive to strengthen our international research collaborations, in part through our membership of the Matariki Network of Universities."

Develop a program of library services in relation to the university's priority of "international research engagement"

Envisioned:
- Access to appropriate information resources and services for Queen's researchers engaged in international scholarship
- Provide and promote access to information resources for Queen's researchers engaged in international scholarship
- Advance the development of a global knowledge commons supporting open access to research outputs
- Engage in international professional activities, such as the Matariki Network of Universities initiatives, collaborating with international colleagues or hosting international visitors

Accomplished:
- Collaboration with Matariki Network library partners on projects to advance scholarly communications and open access initiatives internationally continues.
- Continued to work with the Joanna Briggs Collaboration, an international group of researchers involved in evidence synthesis and knowledge translation.
- The library is a member of the Coalition of Open Access Repositories, working to create a global knowledge commons.
- Librarian engagement in international professional activities and associations.
- SCOSS funding and other financial commitments to open access resources and services
- Participated in the QES program during the summer of 2019 as part of the Queen's University's Research Collaboration for Global Health Equity program by hosting seven international scholars from Ghana, Democratic Republic of Congo, Mongolia, and Zambia
- Participated in the Matariki Network Panel Discussion
- Tested and successfully implemented OpenAire code into QSpace enabling repository content to be harvested, displayed and enriched by European aggregator service OpenAire.

Develop and deliver library services in relation to the university's priority of "international mobility"

Envisioned:
- Provide access to appropriate information resources and services for Queen's students studying abroad
- Maintain strong working relationship with the Bader International Study Centre

Accomplished:
- Ongoing engagement with curriculum developments and needs of students studying abroad through faculty-based units
- Support for programs encouraging international mobility, such the Queen Elizabeth II (QE II) Scholars in International Community Based Rehabilitation, hosted by the School of Rehabilitation Therapy (scholarship holders are Canadian Master's or PhD students, international students, and international placements for Queen's professional stream students)

- An additional benefit of our Hathi Trust (HT) membership in 2020 was the Emergency Temporary Access Services during COVID-19, which allowed current Queen's affiliates throughout the world to access in-copyright materials in the HT digital corpus while normal access to our stacks was suspended.

Develop and deliver library services in relation to the university's priorities of "international enrolment" and "international at home"

Envisioned:
- Develop and promote collections of English language learning materials in support of the School of English
- Deliberately consider and enhance the user experiences of international students
- Provide welcoming orientations and teaching programs tailored for international

Accomplished:
- Represented on Queen's University International Planning Committee and International Student Success Committee, bringing library perspective to internationalization efforts, and learnings back to the library to inform our practice.
- Engaged with curriculum developments and international student needs through faculty-based units
- Participated in instructional planning with School of English staff via delivery of workshops, creation of multi-lingual guides, and development and promotion of collections of English language learning materials, and instructional videos to support instruction online learning for distance learners.
- Hosted academic poster displays for the School of English
- Supported the annual Teachers' Overseas Recruiting Fair (TORF) attended by recruiters from more than 30 different countries
- Provided research methods introductory workshops for international graduate students
- Collaborated with Queen's University International Centre (QUIC) to deliver student-centred in-person workshops and expanded the partnership to Student Academic Success Services (SASS) with asynchronous video tutorials during the pandemic.