QUEEN'S UNIVERSITY LIBRARY
Summary of Accomplishments
2018-19

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:
- Established the Library Learning Objects Project Group which is currently working on defining the scope of Learning Objects as well as collecting usage data from both internal and external participants
- Education implementing a plan to improve suite of K-12 Subject Guides and Issues in Education Guides for potential integration into Faculty of Education OnQ courses to increase the discoverability of the Library's teacher resources.
- Planned and implemented a team-based approach to supporting new open textbook projects from project start-up to completion. Created resources and support materials for faculty engaged in creating new open textbooks. Two new open textbooks have been published and an additional open textbook has been imported to our authoring platform, Pressbooks.
- Planned and implemented the Ask a Librarian chat service pilot project, with "Chat with Us" widget integrated into the library website. This new service, hosted by Scholars Portal, connects students, faculty, staff and researchers from participating university libraries across Ontario with real-time library and research assistance through chat. Chat provides new service options making information services seamlessly available to any researcher online.
- Approved a project charter for providing additional supports required for distance students' access to print materials completed and approved by the Library Leadership Team with the aim of improving the library's services for off-campus students in need of print-only resources.
- Education is providing a small-scale scan and send service for graduate students in the online World and Indigenous Studies in Education Masters program and the Aboriginal Teacher Education Community-Based program. E-book purchases complement the scan and send service for these online-only students.
- Health Sciences conducted sessions using zoom software to accommodate distance/online learners in a variety of programs.
- 1,363 classes, workshops and in-depth research consultations to 21,132 students
- 16,136 responses to individual inquiries
- Information literacy learning outcomes support, such as:

- - Continuing outreach to faculty across disciplines to support their teaching and student inquiry skills
  - Librarian participation on curriculum committees
  - Continued research skills development for specific programs such as Queen's Innovation Centre Summer Initiative, Master of Management Innovation & Entrepreneurship, Master of Earth and Energy Resources Leadership, Bachelor of Technology in Mining Engineering
  - Completed the Cyclical Program Review (CPR) report for Chemical Engineering, Civil Engineering, Mining Engineering, and Biology
- Experiential learning opportunities included the Archives internship HIST 501/502, Conservation Graduate Assistantship in W.D. Jordan Library, and Federalism-e student experiential learning curricular project in collaboration with the Royal Military College.
- In response to Truth and Reconciliation Commission Calls to Action, Humanities & Social Sciences participated in study to learn about how to decolonize information literacy teaching practice. Included shared readings, discussion with Indigenous campus members, and a critical analysis of our approaches to information literacy development.
- Humanities & Social Sciences librarian chaired the Adjudication Committee for the 2018 Principal's Teaching Award for Promoting Student Inquiry.
- Education librarians worked with developers and instructors of online-only courses, with one librarian dedicated to supporting the World Indigenous Studies in Education (WISE) graduate courses, Continuing Teacher Education online, and Professional Studies online and a second librarian dedicated to supporting the Graduate Diploma in Professional Inquiry, Professional Masters of Education, and Aboriginal Teacher Education Community-Based programs. Support includes collaborating with course writers during the development stage of the courses, updating links to readings in OnQ as necessary, coordinating with the Reference Assistant working on the Ares course readings component of the courses, and purchasing online resources suitable for each course.
- Education responded to the dramatic growth in the Queen's School of English by increasing the number of workshops and deepening our collection of English Language Learning materials.
- Law provided instruction on various aspects of legal research; presented workshops to incoming exchange students, international students, first-year JD students, new faculty, MIR students, Geography students, and various law classes; offered small group sessions to competitive moot teams tailored to their legal area and numerous legal research and library orientations.
- The Faculty of Law restructured its Introduction to Legal Skills (ILS) course for all first year JD students. Along with a new course coordinator, there was a shift to delivering a significant amount of course content through video tutorials. The Law Library began building a relationship with the new course coordinator and offered ways in which the library could support the development of students' legal research skills. Worked with the Faculty of Law's educational development team to create 12 short video modules on legal research, which were embedded into the first year course. Gave a plenary lecture in ILS in the fall of 2018 on the Research Process for the first year class.
- Law offered workshops to upper-year classes including the Business Law Clinic, Civil Procedure, and various competitive moots. Gave an orientation session to international, transfer, and exchange students at the start of every term. Planned and coordinated multiple database training sessions on WestlawNext Canada and Lexis Advance Quicklaw for different constituencies throughout the year.
- Engineering & Science continued to teach classes and offer individual consultations, supporting information literacy learning outcomes, research and open access. Several courses, such as APSC 200, APSC400, and GEOE 345, require intensive consultations

with small student groups in the weeks after in-class presentations.

- Engineering & Science worked with the Engineering Teaching and Learning Lab to develop faculty-wide information literacy modules as a parts of instructional resources on OnQ.
- Engineering & Science conducted Good Citation Practices/Avoiding Plagiarism Workshop for graduate students and post docs.
- Health Sciences integration of instruction in new programs: MScHealth Education, Translational Medicine, PHdHQ, DScRHL, and new instruction in existing programs: PHGY355, LISC499.
- The Adaptive Technology Centre and the Library participated in SOAR (Summer Orientation to Academics and Resources).
- Liaison librarians in faculty units continued to create new and revise and update existing subject and course guides to support students and faculty in teaching, learning and research. The guides also serve to promote our information resources as they steer our users toward specific resources to assist them with their work. Highlights include:
  - The creation of new guides on topics ranging from Indigenous Health Resources to Social Justice added in response to student needs and faculty requests.
  - Education Library Guides for the B.Ed. program included an increasing number of open access resources that will remain available to teacher candidates after graduation. The licensed resources we provide access to in Library Guides are those that school boards or public libraries are likely to provide access to for teachers.

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:

- The Adaptive Technology Centre provided course materials (628 titles) in alternate formats for 101 students who have a print disability, registered in 304 different courses.
- Assistive technology services were delivered to 140 students. These interactions may include advising on assistive technology purchase; training on software and/or equipment; and developing an individualized AT support plan.
- Continued engagement with external partners such ACE (Accessible Content E-Portal), a service of the Ontario Council of University Libraries, to ensure that QUL print collections are accessible and available in a timely manner to students who have a print disability.
- Planning completed for the installation of assistive software (Kurzweil 3000, ZoomText, and Dragon NaturallySpeaking) on identified bookable computers in the faculty libraries and on the first floor of Stauffer Library.
- Inclusive Collections project group formed, based on the library's 2017-18 Action Plan to Support Diversity, Inclusion, Anti-Racism, and Indigeneity; interim report to be submitted to LLT in June 2019.
- Library staff attended several inclusivity, diversity, and Indigenous sessions throughout

the year, including the *Ontario Library Association Super Conference 2019* and *Scholar's Portal Day 2018: Investing in Inclusiveness*; knowledge shared with library staff at various Library Learning Forum events.

- The Education staff responded to Dr. Lee Airton's All Staff presentation on a Gender Friendly Queen's Library by visibly supporting the "No Big Deal" campaign: posting the No Big Deal infographic on the Welcome bulletin board; creating a My Pronoun is Important to Me display in a prominent location, and by paying attention to our use of pronouns in the workplace.
- Undergraduate Project Intern started a monthly discussion group on readings related to reconciliation to understand better how we can embed reconciliation into library work.
- The Education Library supported students who want to provide peer-to-peer workshops by providing teaching space and supports writing retreats hosted by the Faculty of Graduate Studies in the same way.
- Hired students representing different communities to work at service points, to better represent the Queen's communities.

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

Envisioned:

- Complete high-priority projects, as funding allows, based on the framework of the Library and Archives Master Plan and placing an emphasis on diversity and inclusion
- Engage the Queen's community in celebrating the 25th anniversary of Joseph S. Stauffer Library in 2019

Accomplished:

- Successful grant proposal to the Stauffer Foundation for the creation of a shared staff/student group learning space on the lower level of Stauffer Library, designed in as a place where Indigenous students, staff, and faculty feel welcome and connected, and non-Indigenous members of the community feel enriched. The grant also supports the creation of additional Indigenous-named study rooms in other library locations.
- Repurposed collections space on Stauffer's second floor to build and open the Helen Howard Graduate Students Reading Room in January 2019, adding two new graduate student study rooms and more than doubling the current space dedicated to graduate students in Stauffer Library.
- Education added two new group study rooms to the Teacher Resource Room and provided space for a new School of Graduate Studies P.A. Day Writing Circle and writing space for parents of children cared for by ASUS summer camp staff.
- Health Sciences began planning to repurpose librarian offices to create seven additional small group study rooms and for an upgrade of the Bracken Health Sciences e-lab to a BYOD space with updated technology and furniture organized for active learning and group work.
- Law undertook major renovation to upper floor in the summer 2018 to reconfigure, modernize, and made study space accessible.
- Reviewed and updated public access technology across the library to reflect current student needs and accommodate different learning styles and preferences, creating additional workspaces, expanding availability of accessible software, adding new of laptop docking stations and piloting computer booking to ensure availability during periods of high use.
- Stauffer@25 project group formed in the winter of 2019 to create and deliver a year-long celebration of Stauffer Library for the Queen's and Kingston community.

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:

- Responding to library's 2017-18 Action Plan to Support Diversity, Inclusion, Anti-Racism, and Indigeneity, the Inclusive Collections project group was formed with a mandate of identifying issues to consider in updating collection development and stewardship policies, showcasing diverse collections and research, developing library staff knowledge to inform our work, and examining problematic classification and cataloguing practices for Indigenous materials.
- Library membership on the Office of Indigenous Initiatives' Community Engagement working group presented an opportunity to share the library's Action Plan and Inclusive Collections project charter to raise awareness of library initiatives and ensure alignment with the Office of Indigenous Initiatives and Galleries, Libraries, Archives, and Museum (GLAM) counterparts.
- Curated displays and pop-up exhibits across the library showcasing the best of our professional and scholarly collections, with themes ranging from freedom to read and Black History month to the use of government documents to study the social history of food preservation. These displays showcase our diverse print and electronic collections as well as promote research tools such as subject-specific databases. They are educational but also serve to create a welcoming environment.
- Found opportunities to promote and showcase data, geospatial and research data management with fellow staff, students, faculty and the broader research community through instructional offerings, regular office hours, training and workshop offerings, library displays, events and consultations.
- Education and Undergraduate Project Intern met with Kingston Indigenous Language Nest members to determine how best to work together to support Indigenous language revitalization.
- Humanities & Social Sciences and Undergraduate Project Intern reviewed, revised, and added new sections to the Indigenous Studies guide. New sections include Truth and Reconciliation, Language Revitalization, Research Methodologies and Multimedia.
- Education and Undergraduate Projects Intern curated displays of information resources

on themes aligned with diversity and inclusion, especially topics related to Indigeneity and gender issues.

- The library invested in new information resources for improved accessibility and expanded diverse content: *HathiTrust* (with HSS), *Kanopy* video streaming (with ATC), *Archives of Sexuality & Gender: LGBTQ History and Culture since 1940, Parts I & II* (with HSS).

- Humanities & Social Sciences licensed or purchased the following new information resources to support diversity, faculty renewal, and new areas of teaching: African-American Newspapers, Series I, 1827-1998; African-American Periodicals, 1825-1995; Archives of Sexuality and Gender: LGBTQ History & Culture since 1940, Part I and Part II (thanks to the Richardson Fund); Blackwell-Wiley Encyclopedia of Gender and Sexuality Studies; Global Encyclopedia of Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) History (thanks to Richardson Fund).

- Education increased support for STEM and STEAM programs in elementary and high schools by purchasing robots coding kits and other educational technologies typically found in maker spaces.

- Health Sciences added a new collection development area for Indigenous Health resources. Created a LibGuide on the topic of Indigenous Health Resources. Development of a new LGBTQ+ LibGuide has begun.

- Engineering & Science continued the Geological Survey Publications Project Group. The purpose of this project is to consolidate and make more discoverable the Canadian federal geological publications, both maps and documents

- Law emphasized exploring and surfacing hidden collections in the law library. In 2018-19, this led to a number of new displays, including: Welcome (Back) to Law, Cannabis Legislation and Legalization, Treaty Recognition Week 2018: Focus on Treaty 9, Courts of the Common Law World, Past and Present.

- In support of LAMP, the library continues to be active in shared print initiatives at the provincial and international levels. The Keep@Downsview Coordinating Committee hosted a Directors' meeting at Queen's in June 2018 for strategic planning and met in-person three times (in Vancouver during CRKN, for a ReCAP site visit in Princeton, and in Toronto in March 2019).

- Keep@Downsview has representatives on several national and international initiatives including the CARL/LAC Canadian Collective Print Strategy working group (Toronto), Hathi Trust (McMaster), and the North American Partnership for Shared Book Collections working groups (Queen's and Toronto). A representative from the Queen's University Library is chairing the newly-formed *OCUL Collections and Future of Resource Sharing working group* to encourage broader strategic thinking around the intersections of shared print/digital collections, access, resource sharing, and preservation.

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:
- Continued with the analysis of Journal Usage Project results and launched a project in February 2019 to pilot new and innovative means of acquiring journal articles.
- Researched and implemented a just-in-time document delivery service, Reprints Desk, to provide researchers with access to selected Springer content in under 15 minutes.
- Prepared to negotiate with Springer for a bespoke list of titles, outside of the CRKN deal.
- Planned for the impact of modified acquisitions practices on resource sharing services, focusing on digital document delivery opportunities.
- Concluded one-year trial of foreign exchange reconciliation with Financial Services in preparation for a FX mitigation strategy in the Acquisitions budget; will be moving to implementation beginning in 2019-20.
- Continued regular communications with Senate, Library Advisory Committees, the Provost, and library staff on the Information Resources Strategy and Modifying Acquisitions Practices. Hosted external meetings with peer institutions engaged in similar initiatives to learn from each other and share strategies.
- In collaboration with the Vice-Principal (Academic) and the Interim Vice-Principal (Research), distributed a memo to address the issue of predatory publishers and point to library resources and staff who are able to assist with identifying and avoiding predatory publishers and conferences.

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

Envisioned:
- Define the suite of library services supporting the research lifecycle and clarify roles and responsibilities across the library
- Implement a refreshed digital asset management infrastructure in collaboration with campus and external partners
- With campus partners, articulate Queen's institutional strategy for research data management in support of the Tri-Agency Research Data Management Policy

Accomplished:
- Open Scholarship Services division developed the Researcher Training Program, an expanding set of self-serve training modules hosted on the library's website to help researchers successfully manage their digital research and scholarship throughout the research lifecycle and at their point of need.
- Open Scholarship Services division taught workshops and held individual and small group consultations related to the themes of open access, getting published, researcher IDs, the library's journal hosting service, pilot monograph hosting service, research data management, and research metrics.
- Enabled greater visibility and impact of Queen's research by working to make CIMVHR publications available in the QSpace institutional repository as well as exporting them to the international Veterans and Families Research Hub.
- Conducted research consultations with faculty members and students from across the disciplines, and with members of the public.
- Planned and delivered Data Day 2018: Giving Voice to your research event attended by 92 people featuring presentations and panels on national initiatives and local services for managing, linking and promoting research data.
- Held the 13th annual I@Q Undergraduate Research Conference March 7-8, 2019, with 65 student presenters including 34 oral presentations in seven themed sessions and 19 poster presentations.
- Health Sciences continued to develop and enhance its knowledge synthesis consultation and collaboration services. Supported users by providing consultations and learning

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[1] VOICE Principles: Value, Openness, Inclusivity, Collaborative Platforms, Engaged Researchers

sessions, collaborating on 55 knowledge synthesis projects, and through an institutional subscription to Covidence, a web-based platform that streamlines the production of systematic reviews and other research reviews.

- Continued work on the Digital Asset Management System Project to update library support for storing, accessing, and preserving digitized and born-digital assets, in the context of other university services and regional and national initiatives.
- As part of building the digital asset management ecosystem, subscribed to Scholars Portal's Permafrost service providing a set of tools (including Archivematica), training, and resources to actively process digital objects for long-term preservation and access.
- Participating in Scholars Portal pilot projects, including the ownCloud platform for file sharing built on the OLRC, and project Canopus for management of preservation of digital assets.
- Investigations around digital asset management and research data management infrastructure included developing partnerships with ITS and the Centre for Advanced Computing.
- Undertook a number of digitization projects including a National Heritage Digitization Strategy funded project to digitize the Archive's fonds for *John Buchan, first Baron Tweedsmuir* and Engineering & Science support for digitizing specimens in the Fowler Herbarium.
- Developed virtual exhibit *Imagining our Digital Future* to complement the Principal's Symposium: Imagining our Digital Future in order to highlight initiatives underway at Queen's and in the Kingston community. Developed a process for ongoing maintenance of virtual exhibit. Successfully coordinated with event staff to successful launch digital display with exhibit content using new "headless" technology.
- Established new collections in QSpace providing open access to otherwise undiscoverable unique digital assets including: Renaissance Polychrome Sculpture in Tuscany; Undergraduate Student Summer Research Fellowships, 2018 and ATIP/FOI Requests: A Repository of Open Access 'Released' Documents.
- Collaborated with campus partners to articulate Queen's research support services in the area of research data management, data services and geospatial data.
- Open Scholarship Services division shared a memo across campus outlining our ongoing institutional planning for RDM that invited input to inform the library-led drafting of the Queen's institutional response to the DRAFT Tri-Agency Research Data Management Policy for Consultation.
- Updated the library's Research Data Management Data Deposit Policy.
- Open Scholarship Services division contributed to the Research Data Management (RDM) Survey Consortium to launch and disseminate the National RDM survey dataset across-disciplines and present Health Sciences specific results at the International Association for Social Science Information Services and Technology (IASSIST) Conference, June 2018.
- Provide leadership for Portage's Data Management Plan Expert Group, Dataverse North Working Group, and Federated Research Data Repository Working Group.
- Interviewed 18 OCUL institutions about the current strengths and gaps of RDM infrastructure at local, regional, and national levels, and prepared report to be shared with OCUL directors and broadly to the larger community.

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:
- Increase staff capacity and digital skills required for library services
- 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:
- Annual staff engagement activities, including regular all staff meetings with guest speakers, annual all staff planning and development event, social events, and the 8th annual Kaleidoscope conference to showcase library staff research and professional development activities.
- Increased engagement in learning opportunities outside of the library including Lynda.com; Queen's HR workshops; St. Lawrence College courses; and conferences (for example, *OLA*, *Ares Virtual Conference*, and the *Queen's Concussion Awareness Conference*).
- Implemented and supported Microsoft Teams as a communication platform supporting workplace chat, video meetings, screen sharing, file storage/collaboration and application integration, and managing projects.
- Learning Organization Operations Project Group worked to identify how best to continue to develop and support a learning culture in the library' current organizational framework within existing resources.
- Library Learning Forums held bimonthly providing an opportunity for library staff to spend time together learning about and discussing topics of mutual interest; collaborating to find solutions, sharing facets work with one another, and inviting experts to share their knowledge and understanding.
- Hired an Undergraduate Project Intern to work on initiatives aimed at improving the library's services for Indigenous students, staff and faculty, deepening our understanding of Indigenous cultures and adding an Indigenous perspective to our work on library collections.
- Completed an internal move of the inter-library loan staff and workflows into the Information Resources division to promote increased alignment with modified acquisitions practices and the movement towards fulfillment.
- Planned for consolidation of acquisitions functions and workflows in the Information Resources division.

Collaborate on implementing a new Library Services Platform through OCUL's Collaborative Futures (OCUL-CF) 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:

- Library's Collaborative Futures @ Queen's (CF@Q) team worked with vendor and consortial project groups to prepare for migration and implementation phases of OCUL-CF project to transition to a new library services platform in partnership with 13 other Ontario university libraries. The new system includes new efficiencies for staff processes and a new user interface for library resource discovery. Go-live date is set for December 10, 2019
- Library staff are highly involved in the leadership of the project, with a member chairing the Discovery & User Experience Subcommittee and two members serving on the project Steering Committee, a member serving on the Metadata Management subcommittee, and a member chairing the Training Working Group..
- CF@Q team worked with vendor and OCUL-CF project groups to develop training program and materials to help library staff gain an introductory/overview understanding of the new system, determine local roles and workflows in the new library system (Ex Libris Alma/Primo), and to plan for coordinated staff training.
- Completed data cleanup projects and test data migration.
- Began collaboration with ITServices to integrate the new library system with other campus systems including authentication and student/staff information systems.
- Communicated with users and staff through website communications, CF@Q and liaison librarians, and other opportunities such as library advisory committee meetings, to prepare for the change and encourage feedback on how we can help to make the transition as smooth as possible.

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 and deliver library services in relation to the university's priority of "international research engagement"

Envisioned:

- 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:

- Ongoing consultations with researchers regarding their information resources needs, through faculty-based units
- Highlighting of information resources relating to international areas through the creation of subject guides, for example on global health, international aspects of legal topics, etc.
- Librarian engagement in international professional activities and associations

- Archives strengthened international ties with the National Library of Scotland and the John Buchan Society through the *Digital John Buchan, first Baron Tweedsmuir* grant-funded project.
- Health Sciences co-chaired the Information Sciences Methods group of the Joanna Briggs Institute (JBI), an international collaboration with partners in 70 hospitals and universities in over 30 countries.
- Organized Principal's Symposium: Imagining our Digital Future engaging participants in imagining our digital future. Symposium included International Perspectives on Open Science and the Global Knowledge Commons panel focusing on efforts to develop national and regional infrastructure and services to advance the goals of open science and lay the foundation for a global knowledge commons, with panelists from four continents.
- Participated in the Canadian Association of Research Libraries (CARL) Open Repositories Working Group to define a strategic vision for Canadian repositories as well as helping to move the community forward around shared goals and objectives.
- Participated in CARL Task Group for OpenAIRE to integrate Canadian content into the European Commission funded OpenAIRE Advance project to aggregate metadata (and possibly full text content) from Canadian repositories and enable the tracking of Tri Agency funded research outputs
- Hosted Dartmouth University Library representatives in November 2018 to plan for North American Matariki partner collaborations on initiatives of mutual interest, including inclusion, diversity and Indigeneity in library collections, services, and spaces.
- Attended 6th Matariki Humanities Colloquium in Uppsala, Sweden to discuss current shared issues and develop a model for the forms and content of the future Network activities related to libraries and the humanities.

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
- Planned additional supports for the increasing number of international students attending professional and research programs at the Faculty of Education: graduate students in the Dual Degree Program at South China Normal University, Korean teachers enrolled in the B.Ed. program to achieve Ontario Teacher Certification, and exchange students in the B.Ed. program.
- Health Sciences met with Vice President and Dean of the College of Medicine and Health Sciences, University of Gondar, to discuss potential cooperation with the University of Gondar in support of their new Occupational Therapy program.
- Adaptive Technology Centre gave a presentation to participants of the MasterCard Foundation Seminar Series Scholars Program Ethiopia International Centre for the Advancement of Community Based Rehabilitation.
- Health Sciences librarians provided support to the growing number of students coming to Queen's under the auspices of the MasterCard Foundation/University of Gondar partnership.
- Collaborated with BISC Librarian and Head of Learning, Information and Communications Resources to ensure that students at BISC in 2018-19 had access to

online resources.
- Advised the BISC Librarian and Head of Learning, Information and Communications Resources on how best to support BISC students with academic accommodations relating to the provision of adaptive technology.

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 students.

Accomplished:
- Ongoing engagement with curriculum developments and international student needs through faculty-based units
- Created guides to the library's circulation policies in English, French, Mandarin, Japanese, Arabic, and Thai to welcome and introduce International students to Library routines.
- Education worked closely with the School of English team to select and purchase materials specifically to support English Language Learners.
- Education integrated skills required for negotiating Library spaces, both in person and online, into the School of English classes. A series of classes were held in August, 2018, for QBridge students entering their first year at Queen's University in fall 2018.
- Health Sciences led a multidisciplinary library orientation session for students affiliated with Queen's University International Centre (QUIC).
- Humanities & Social Sciences worked closely with the Surveillance Studies Centre (SSC) including teaching with information literacy in the 4th year Surveillance Studies course, developing collections, delivering surveillance studies research component in graduate student orientations, and, meeting individually with researchers in the centre who are frequently international visiting scholars.