

ANNUAL REPORT 2012/2013



UNIVERSITY OF TORONTO
LIBRARIES



WELCOME

We are in the midst of an information revolution—an epic change in the way information is produced, shared and preserved. As we look back over the past year, I am proud of what we have achieved as we embraced the potential afforded by this rapid growth in technology and the culture of collaboration evident in today's academic libraries.

Our extraordinary staff, with their deep expertise, creativity and dedication, have built capacity for far-reaching digital scholarship and preservation initiatives; acquired remarkable special collections, which digitization projects continue to make more available from anywhere to the world's researchers; acted as partners in the dissemination of student and faculty research; cultivated partnerships with international colleagues to share specialized expertise and collaboratively broaden access to collections; engaged with our community through exhibitions, lectures and special events which drew participation from both the university and local communities; and through their own research, expanded knowledge about librarianship and information access.

We are moving into the new year with a brand new strategic plan, unveiled in October. The culmination of an extensive consultation process, the plan outlines our key priorities for the next five years—comprehensive collections, singular spaces, innovative inquiry, exceptional engagement and strategic stewardship.

I look forward to touching base again next year with news of our progress on these strategic priorities. In the meantime, I am always interested in hearing from you. Please feel free to contact me at any time with your thoughts and ideas.

With best regards,

Larry P. Alford
Chief Librarian

chief librarian@utoronto.ca

THERE ARE 44 LIBRARIES AT U of T. WE HAVE THE LARGEST RESEARCH COLLECTION IN CANADA AND ARE RANKED THIRD AMONG NORTH AMERICAN PEERS.

Library Financials

Collections:	\$28,895,077
Salaries & Wages:	\$40,241,180
Benefits:	\$9,321,385
Other Expenses:	\$8,684,575

Total:	\$87,142,217
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Ask a Librarian Online Reference Service

52 UTL librarians assisted 3,899 students
and faculty members via the service

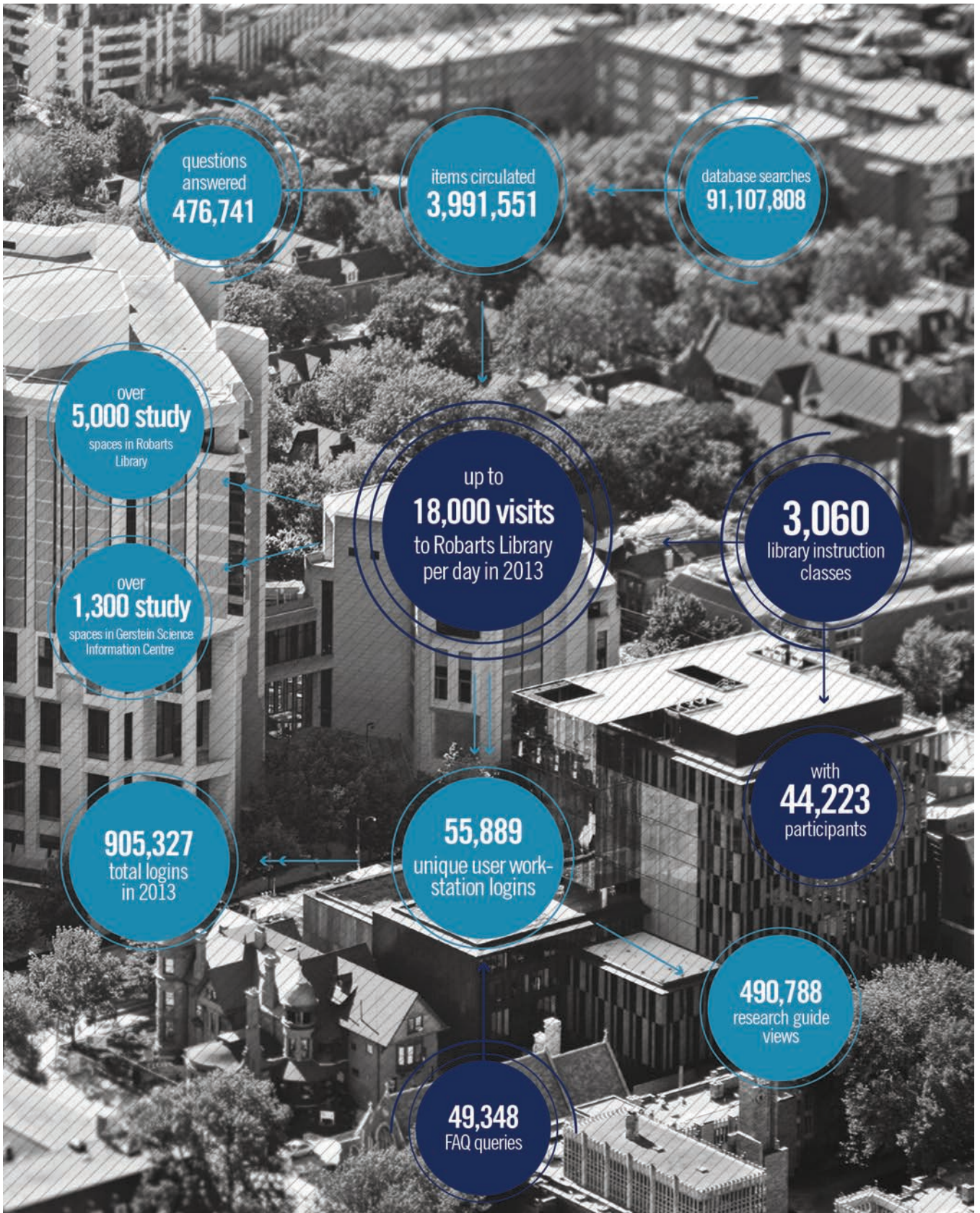
43%:	Preferred way of getting help
97%:	Would use it again
67%:	Used it off campus

The Collection

11,852,104	Print Books
1,442,601	Digital Books
150,467	Journal Titles
+29,554m	Archival Material

Online

24,634,275	Total Website Visits
23,611,953	via Desktop Computers
551,808	via Mobile Devices
470,515	via Tablets





INNOVATION

The University of Toronto Libraries' long tradition of using technology to support learning and research began in 1961 when the foundation for the MARC standard for storing bibliographic data was created here, leading to the first computer generated catalogue in any library. Today, we are at the forefront of digital preservation and access, working to transform the library into a modern laboratory of innovation, enabling new forms of research and contributing to the development of a national digital preservation strategy.



Scholars Portal, a service of the Ontario Council of University Libraries (OCUL) based at Robarts Library, became the first certified Trustworthy Digital Repository for e-journals in Canada. The certification recognizes that Scholars Portal is supported and structured properly to protect the scholarly record for generations to come. This accomplishment puts UTL and Scholars Portal in an elite group of preservation institutions, serving as a basis for more far-reaching preservation initiatives in the future.



UTL enhanced its capacity for digital scholarship and support for high-volume data by upgrading our storage infrastructure including server virtualization and a 20-fold increase in bandwidth to the data centre to support high-volume data throughput.



The Ministry of Training, Colleges and Universities awarded a Productivity and Innovation Fund grant to the University of Toronto Libraries, and nine OCUL partner libraries, to build a high capacity, geographically distributed storage and computer network using proven and scalable open source cloud technologies. The Ontario Digital Library Research Cloud (ODLRC) project, which will be developed and managed by Scholars Portal with support from UTL's Information Technology Services department, will create a sustainable means for Ontario's university libraries to preserve large volumes of digital content for the long term, and will support data and text mining using innovative research tools.

Planning began for the Canadian Text Archive Centre (CTAC). UTL's Information Technology Services department and Scholars Portal will lead the development of this important digital repository, which will utilize the infrastructure put into place by the ODLRC project. Once developed, CTAC will function as the cornerstone for a rich digital scholarship program across the University of Toronto.

UTL was the lead partner for the Accessible Content E-Portal (ACE) Pilot Project, a collaboration between the Ontario Council of University Libraries (OCUL) and the University of Toronto, with support from the Government of Ontario as a part of the EnAbling Change program. The ACE Pilot Project was designed to enhance the ability of university libraries throughout Ontario to provide barrier-free access to textual resources for students and faculty with various reading and print disabilities through the development of a secure, easy-to-use web application for the discovery and downloading of digital materials in accessible formats. The repository, which in 2014 became a Scholars Portal core service, currently offers over 1,100 accessible texts in five different formats. This project also produced an Accessibility Toolkit designed to support OCUL institutions in AODA compliance.

Our Information Technology Services department completed a responsive redesign of the library catalogue resulting in a flexible and streamlined web interface. The update was done in close consultation with library users and is in response to requests for seamless access to collections on multiple mobile platforms.

As lead institution, the University of Toronto, together with McMaster University, Queen's University, Western University and the University of Ottawa, was awarded a Ministry of Training, Colleges and Universities Productivity and Innovation Fund grant to establish a Shared High Density Library Facility. This strategic collaboration and partnership will form the foundation of an effective provincial print preservation strategy for the institutions to ensure a secure shared 'last copy of record' for important but lesser used scholarly works. As a result of this funding, we will be able to expand the construction plan for the UTL at Downsview storage facility to increase the capacity of the existing building to five million volumes from two million volumes, meeting the library storage needs of the participating universities for eight or more years to come.

Left: Professor Michelle Alexopoulos delivers a lecture at Robarts Library, "From Economics to Culturomics: What can Library Collections tell us about Innovation and Prosperity?"

The University of Toronto Libraries' state-of-the-art data centre houses approximately 450 terabytes of data and will soon expand its storage capacity into the 1.5 petabytes range. U of T Professor of Economics, Michelle Alexopoulos, is using some of this data to analyse long-term trends in technological innovation to develop ways of understanding and predicting the economic future by looking at how micro-events over the course of a century predict macro-trends. To do this work, she is using massive computer capacity to digitally 'scrape' this information from online library collections—work that would have taken researchers one hundred or more years to do in the past. This type of scholarship is possible now because of the pioneering work of libraries and librarians.

As part of the University's development team to support U of T's entry into Massive Open Online Courses (MOOCs), librarians worked alongside instructors to address copyright-related questions and issues in MOOC course development. They helped MOOC instructors navigate permissions for embedding copyrighted content in videos and verified open-access resources that could be used as supporting materials.

"UTL remains the most important part of the academic infrastructure at U of T to me. It is a superb resource. I feel very fortunate to have access to it."

FACULTY
MEMBER,
MUSIC AND
PERFORMING
ARTS



INTERNATIONAL COLLABORATION

The University of Toronto Libraries are cultivating partnerships with international colleagues to build and broaden access to collections, and share specialized expertise. International collaborations are becoming increasingly important as global information resources grow exponentially.



A formal agreement for academic cooperation signed with the National Library of China (NLC) will increase access to the significant rare and special collections held by both institutions through joint acquisition and digitization projects. To acquire items that are not broadly available commercially it is often necessary to purchase them directly from local merchants. Assistance from NLC staff with these local purchases will help build deep collections which include unique materials not widely available elsewhere.

This partnership will benefit University of Toronto students, faculty and scholars around the globe, and local members of the public who are welcome to use the collections through the ChengYu Tung East Asian Library and Richard Charles Lee Canada-Hong Kong Library.

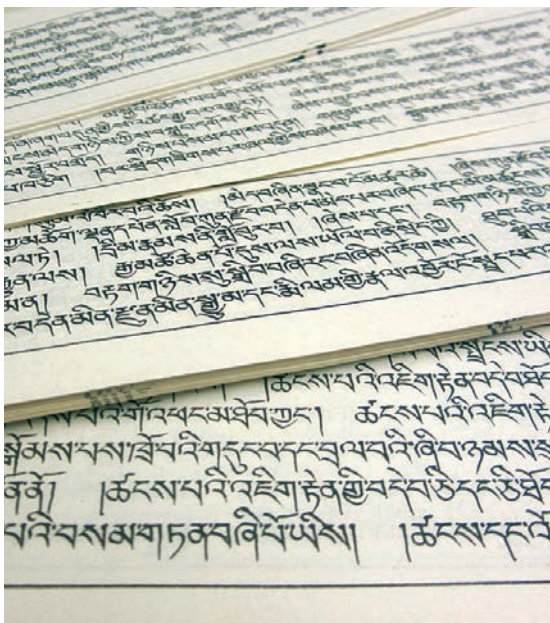


A joint initiative is underway with the Royal Ontario Museum to inventory its collection of Chinese Rubbings with the goal of engaging the National Library of China in digitizing this collection of international significance.



An agreement was signed with the National Library of Korea to collaboratively digitize and preserve a body of rare Korean correspondence held in the Cheng Yu Tung East Asian Library. The *Min Family Correspondence Collection* is

Above: Chief Librarian, Larry P. Alford, with Ms. Chang Pijun, Deputy Director, National Library of China.



Left: Material from the Tibetan collection in the Cheng Yu Tung East Asian Library

A collaboration with Columbia University is harnessing existing expertise in Tibetan collection services at both universities to increase the availability of Tibetan resources to a wider community of scholars in both Canada and the United States. The faculties and students of both institutions are benefiting from the innovative service model created by the partnership, which provides for jointly sponsored acquisitions trips to Asia to enhance the Tibetan collections at both universities, and a shared point of service for research consultations. Dr. Luran Hartley, Tibetan Studies Librarian at Columbia University, provides reference assistance for Tibetan Studies collections to the U of T community as part of this new partnership.

“The online journal collections are great—the envy of colleagues at other institutions, including some world class facilities.”

RESEARCHER,
SOCIAL
SCIENCES AND
PSYCHOLOGY

comprised of 883 items, including reports sent by farmers to their landlords dating from the late nineteenth to the beginning of the twentieth century. Digitization of the items was carried out by the University of Toronto Libraries’ Information Technology Services unit. The digitized collection will be accessible via the websites of the University of Toronto Libraries and the National Library of Korea once scholars have created metadata for each of the documents, which are hand-written in Hancha (traditional Chinese characters).

CURRENT INTERNATIONAL PARTNERSHIPS

- Columbia University
- Humboldt University Library
- Keio University Library
- Kyushu University Library
- National Central Library (Taiwan)
- National Library of China
- National Library of Korea
- Peking University Library
- Shanghai International Studies University Library
- Shanghai Library



SUPPORTING FACULTY & STUDENTS

The Libraries' team of over 500 librarians, library technicians, archivists and other specialists are using new technologies, as well as time-honoured methods, to support students and faculty wherever they are, to help build new scholarly publishing models in a rapidly evolving information environment, and to act as partners in the dissemination of student and faculty research.



Two thousand randomly selected first-year students enrolled in the Faculty of Arts and Science and three hundred Engineering students at the St. George campus were matched with a personal librarian this year. The librarians, assigned approximately 100 students each, communicate with their students around key milestone dates to offer advice and assistance to navigate the libraries and services.

The project, which began as a pilot with 1,000 students and 10 librarians in 2012, helps librarians better understand the concerns of new students, and enables students to better understand the ways that librarians can support and nurture their academic success.



In collaboration with eight other Ontario universities, 52 UTL librarians and interns provided real-time research assistance through instant messaging to 3,900 students and faculty via the Ask a Librarian chat reference service this year. Ask a Librarian, a service of the Ontario Council of University Libraries and Scholars Portal, based at the University of Toronto, is open until 10 pm most evenings during the academic year.



Above: Students make good use of the electronic teaching lab on the fourth floor.

The Gerstein Science Information Centre welcomed Bella, a St. John Ambulance Therapy Dog, to the library during exam periods to provide relief to stressed-out students. Dogs and other animals have been shown to reduce blood pressure, cortisol production, and stress and anxiety in general. Gerstein staff felt this was a great way to use scientific evidence to design a program for the benefit of all U of T students. Bella greeted several hundred staff and students and even garnered media attention from CityNews and Global News.

The Libraries partnered with the Urban Studies Program at Innis College to sponsor a day-long showcase of undergraduate research: *Talking about Cities: An Undergraduate Conference*. Student panel presentations were moderated by faculty from across U of T. Fifteen undergraduates presented their research on all aspects of cities—history, geography, economics, design, environment, policy, planning and more. The students were well prepared with pre-conference training on abstract writing and presentation skills provided by the Libraries.

The fall 2012 completion of renovations to create new student space on the 4th floor of Robarts Library was the latest in a major renewal process supported by a generous lead gift from Russell and Katherine Morrison. The new space, shortlisted for the 2013 LEAF Interior Design Awards, is

full of light and the latest technologies to support teaching and learning. A new electronic teaching lab provides 40 workstations for library instruction and student use whenever the library is open.

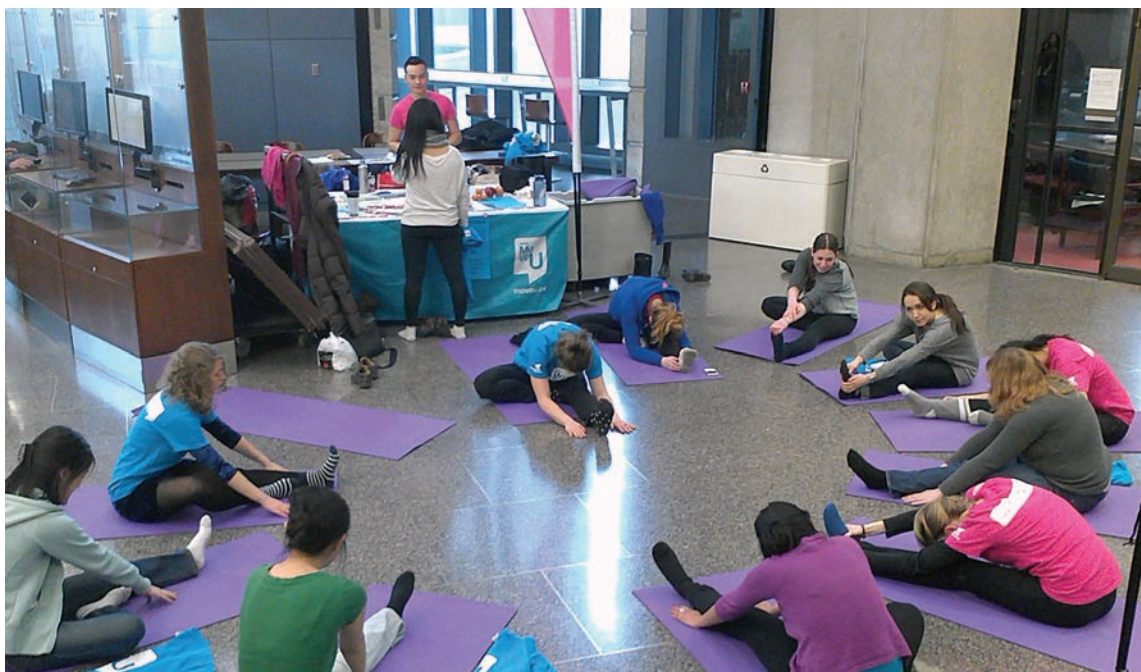
The University of Toronto Libraries launched an *Open Access Author Fund* pilot in October 2012. The fund was created to encourage and support University of Toronto faculty members, librarians, continuing staff, currently registered students and postdoctoral fellows who wish to make their scholarly work available via open access publishing and who are required to pay an article processing fee in order to make this possible. Forty-two articles have been reimbursed from this fund to date, from a variety of departments. The pilot phase has been extended to April 30, 2014 after which time the project will be reviewed.

A new Student Advisory Committee was created to generate more direct and meaningful communication between the student body and the Libraries. Participating students will receive credit on their Co-Curricular Record.

The Libraries created a Scholarly Communications and Copyright Office which provides a range of services to faculty, staff and students, including copyright consultations, open access publishing assistance and licensing assistance.

“I had an awesome librarian sit down with me and help get me started on a research project—very helpful.”

UNDERGRADUATE
STUDENT



Above: Students participate in a stretch session at Robarts Library during the exam period.



*Portrait of General James Wolfe,
copied by Sir John Smith, May 1759.
from a miniature in the possession of Sir John Smith.*

*A Collection
of
Two Hundred & thirty-two original letters,
from
General James Wolfe
to his Parents,
continued in a regular series
from the time of his entering the army
in 1740
to thirteen days before his death
on the 13th Sept. 1759.*

SPECIAL COLLECTIONS

The University of Toronto Libraries have once again been ranked as one of the top three library systems in North America by the Association of Research Libraries, partly in recognition of our world-class collections. Our more than 12 million volumes in 341 languages and almost 30,000 linear metres of archival material include stunning special collections which support the University's teaching and research. Digitization projects continue to make more and more of this rare material available to the world's researchers. Following are highlights of this year's acquisitions and digitization projects.

NEW ACQUISITIONS

Marshall McLuhan Library: The Thomas Fisher Rare Book Library acquired the intact library of Marshall McLuhan consisting of over 6,000 volumes, his entire working library from the time of his student days at Cambridge to his death in 1980. The McLuhan library is special in another way. McLuhan's normal working method was to take notes in his books. His library is in effect an extension

of his archive. As he read he took notes, keyed to passages in the text, and also continued to add comments and ideas as he came back to those texts after first reading. This is a very significant acquisition with enormous future research potential.

Personal correspondence of General James Wolfe

(1727–1759): The acquisition of this archive of national importance to Canada's heritage by the Thomas Fisher Rare Book Library was made possible by the generous philanthropic support of Helmhorst Investments Limited and the assistance of the Department of Canadian Heritage. The story of Wolfe's death during the 1759 Battle of Quebec is familiar to many Canadians. His letters home to his family, which have been in private hands since the death of his mother in 1764, are the main documentary source for his life. The 229 autographed letters include the first, written to his mother at the age of thirteen as he was preparing to depart for war, and the last, written within sight of Quebec just two weeks before his death. They add very

significantly both to the detail and the overall picture of the published records of Wolfe's career. Plans for their digitization are underway so that this important historical material can be made widely available.

The Allen Ginsberg Photography Collection:

Through the generosity of the Larry and Cookie Rossy Family Foundation, the University acquired the world's largest collection of photographs by the late beat poet Allen Ginsberg. The 7,686 photographs housed in the Thomas Fisher Rare Book Library and 236 silver gelatin prints at

Writer-in-Residence at Massey College in 1972, among many other treasures. Much of the material featured on the site can be viewed in its original form at the University Archives and the Thomas Fisher Rare Book Library, both open to the public as well as to the U of T community.

The University of Toronto Libraries' Discovery of Insulin collections were inscribed this year into UNESCO's Memory of the World Register. The Discovery of Insulin collections, Canada's fourth addition to the Register, include original handwritten notes by the scientific team

of Frederick Grant Banting, Charles Herbert Best, James Bertram Collip and John James Rickard Macleod concerning early experiments and the successful use of insulin at the University of Toronto—the research which won Dr. Banting and Dr. Macleod the Nobel Prize for Medicine in 1923. Much of this documentation has been made publicly available by the Thomas Fisher Rare Book Library through its Dis-

covery and Early Development of Insulin digital collection, and the material can be viewed in person by the public at the University of Toronto Archives and the Thomas Fisher Rare Book Library.

Created in 1997, the Memory of the World Register protects and promotes the world's documentary heritage. To be included, collections must have global significance and outstanding universal value.



the University of Toronto Art Centre include portraits of prominent figures such as John Cage, Bob Dylan, Willem de Kooning, Paul McCartney and Iggy Pop. The earliest prints date from the mid-1950s and include some unique and wonderful photographs of most of the key figures of the Beat period. They extend through to the 1990s and capture many of Ginsberg's friends and acquaintances. The collection also contains many self portraits of Ginsberg, from young poet to aged sage of the Beat generation. Many of the photographs are now accessible via Flickr at <http://go.utlib.ca/ginsberg/>.

MAKING COLLECTIONS PUBLICLY ACCESSIBLE VIA DIGITIZATION

The heritage.utoronto.ca website was launched in the fall of 2012 as a tri-campus initiative by the University of Toronto Libraries' Information Technology Services unit, Thomas Fisher Rare Book Library, University Archives, U of T Mississauga Library and U of T Scarborough Library. The site includes rare footage of the 1939 Royal visit to Hart House; the building of Robarts Library in the late 1960s; a Hart House debate addressed by Lester Pearson; and photos of now-famous University figures, including Marshal McLuhan as a faculty member and a young Margaret Atwood addressing a crowd as a

"We are lucky to have such an excellent library, collection and staff. The libraries of the U of T are one reason why I spent my career here."

FACULTY
MEMBER,
HUMANITIES



Facing page: opening page spread from the Wolfe volume. This page, clockwise from left: photograph of Allen Ginsberg (self-portrait; © Allen Ginsberg LLC, 2013); photo collage from the Heritage website, showing the Women's Literary Society, University College, 1895; Margaret Atwood, Writer-in-Residence at Massey College, 1972; Marshal McLuhan in 1973; students on the front campus, University College, ca. 1880; letter from a young patient named Myra to Dr. Banting.



COMMUNITY ENGAGEMENT

FRIENDS OF FISHER LECTURE SERIES

October 1, 2012 Scott Schofield, *The Library Within a Library: The Forbes Collection in the Thomas Fisher Rare Book Library*. The John Seltzer and Mark Seltzer Memorial Lecture.

March 5, 2013 Andrew Steeves, *The Stacks School of Typography: The Role of Libraries and Archives in the Development of the Gaspereau Press*. The Leon Katz Memorial Lecture.

April 2, 2013 Leslie A. Morris, *Amy Lowell: Mighty Woman Book Hunter*. The Gryphon Lecture on the History of the Book.

April 8, 2013 Shalom Sabar, *Political Justice and the Image of the New Jew: The Historical and Artistic Context of the Szyk Haggadah*. Sponsored by the Levenstein Family in memory of Larry Levenstein, the Centre for Jewish Studies, the University of Toronto, and the Thomas Fisher Rare Book Library.

September 25, 2013 Mark Purcell, *The Libraries of the National Trust*. The John Seltzer and Mark Seltzer Memorial Lecture.

October 29, 2013 Robert Wu, *Binding Barbier: Designer Bookbinding in the French Tradition*. The Alexander C. Pathy Lecture on the Book Arts.

FRIENDS OF THE LIBRARIES LECTURE SERIES

November 19, 2012 Mary Williamson, *From Cheap Dishes to Sumptuous Fare: A Cookbook for all Seasons and for All Reasons*.

February 27, 2013 Michelle Alexopoulos, *From Economics to Culturomics: What can Library Collections tell us about Innovation and Prosperity?*

October 22, 2013 Michael Ignatieff, *Fire and Ashes: Success and Failure in Politics*.

Above: Scott Schofield delivers the 2012 Seltzer Memorial Lecture.

November 12, 2013 Sarah E. Thomas, *Horseless Carriages and Hybrids: Describing the Library in the Era of the e-Book and Big Data*.

THOMAS FISHER RARE BOOK LIBRARY EXHIBITIONS

April 30–September 14, 2012 How Does *My Garden Grow*: The Education of a Gardener

October 8–December 21, 2012 The John H. Meier, Jr. Governor General's Literary Award Fiction Collection

January 28–May 3, 2013 From Nowhere: Utopian and Dystopian Visions of our Past, Present, and Future

May 22–August 30, 2013 A Death Greatly Exaggerated: Canada's Thriving Small and Fine Press

September 30–December 20, 2013 'Chevalier du Bracelet': George Barbier and his Illustrated Works

RICHARD CHARLES LEE CANADA-HONG KONG LIBRARY EVENTS

June 22, 2012 Brilliance, Virtuosity and Creativity on Stage: Theatrical Arts in Hong Kong

September 21, 2012 Modern Chinese History as Witnessed by its Contemporaries

October 4, 2012 Art Exhibition: Li Zili

October 15, 2012 Launch of the Canada Chinatown Series: Toronto Chinatowns 1878–2012

October 19, 2012 Hong Kong Literature and Remembering Shu Xiangcheng

November 11, 2012 Recognizing the Honourable Vivienne Poy on her retirement from the Senate of Canada

December 13, 2012 Celebrating the Honourable Vivienne Poy's archival gift to the University of Toronto Libraries and her contribution to Canada–Hong Kong relations

January 31, 2013 Hong Kong Literature Series: Commemorating Yesi

February 11, 2013 Hong Kong Seminar Series: Economic Freedom of Hong Kong

March 7, 2013 The Invisible Battle: The Contest Between the French Catholic Mission and the Late Qing Government Over Property Ownership

March 12, 2013 Visit from a Hong Kong Delegation led by the Secretary for Education of the Hong Kong Government

May 14, 2013 Book Launch: *Passage to Promise Land: Voices of Chinese Immigrant Women to Canada* by Vivienne Poy

September 25, 2013 Conference: Chinese Immigration to Canada

September 26, 2013 Press conference for the documentary *Lost Years: A People's Struggle for Justice*

October 4, 2013 Seminar: The Macao Factor in Sino-Luso Globalization

November 13, 2013 Launch of the Hong Kong Basic Law Portal

CHENG YU TUNG EAST ASIAN LIBRARY EVENTS

Magnificent Chinese Civilization Lecture Series

May 31, 2012 Rosaline Fong Wan Kam, *Chinese Minority Dance*

June 28, 2012 Wendy Zhang, *Culture of Cultivating Life & Health*

Tides on Our Pacific Shore Series

September 27, 2012 Arlene Chan, *Chinese in Toronto from 1878: From Outside to Inside the Circle*

February 6, 2013 Dolly Beil, *Growing up Jewish in China: On the Edge of History* (lecture and photo exhibit opening)

April 3, 2013 Terry Watada, *To Go for Broke: The Spirit of the 1970s*

April 12, 2013 Janet Lumb, *Remarkable Journey: Realizing Ideas by Connecting with People and Communities*

October 25, 2013 Dr. Wu Ming-Yi, *Evolution of Nature Writing in Taiwan*; Dr. Darryl Sterk, *Cliff: Globalization and the Development of Taiwan's East Coast in 'The Man with the Compound Eyes'*

October 28, 2013 King Wong, *Being Chinese Singaporean Canadian*

November 7, 2013 Dr. Adrienne S. Chan, *Diversity in Higher Education*

November 15–16, 2013 Conference on Nature and Culture in Taiwan

Exhibitions

May 1–June 30, 2013 Embracing Our Art: An Exhibition of Asian Canadian Artists

October 11, 2013–January 30, 2014 LOVE: A photo exhibition by Chinese-Canadian photographer Hu Yang

"I perceive the library to be a modern, efficient, and vital core facility of the university. It embodies the quiet dignity of academic aspiration, and is committed to delivering the best service to its users."

MATURE STUDENT, ONTARIO INSTITUTE FOR STUDIES IN EDUCATION



CHECKING IN WITH OUR COMMUNITY

In January 2013, we surveyed University of Toronto students, faculty and staff using the Association of Research Libraries' LibQUAL+ survey, which measures user perceptions and expectations of library service quality in three dimensions:

Affect of Service—customer service provided by library staff

Information Control—library resources, collections and access to resources

Library as Place—library spaces, facilities and amenities

The results of the 2013 survey have provided important information about our progress on service priorities identified by library users in the 2007 and 2010 surveys, and have helped to shape service priorities for the upcoming year.

AFFECT OF SERVICE

Marked improvement has been made in this dimension of library service since the 2007 survey.

Initiatives undertaken since the 2010 survey in an effort to improve the library experience and increase engagement with students and faculty include:

- A comprehensive program of customer service training for all staff was implemented in response to the 2007 survey and continues now as a regular component of orientation for new employees.
- Automation of library services, including the installation of an automated book return system at Robarts Library and the introduction of an online fines payment system.

- Development of an online FAQ which library users can query remotely at any time for quick answers to questions about library services and collections.
- Expansion of service hours and staffing levels for the popular *Ask a Librarian* instant messaging reference service.
- Outreach and communications librarians were hired to improve communication with students and faculty regarding available services and to seek feedback from library users on a more ongoing basis.

INFORMATION CONTROL

Significant progress has been made in this dimension of library service, which was identified as a priority and area of concern for undergraduates, graduate students and faculty in the 2007 and 2010 surveys.

Improvements implemented after the 2007 and 2010 surveys include:

- Enhancements to the library catalogue interface to improve search functionality and results.
- Improvements in the quality of catalogue records to ensure better access to the full breadth of our collections.
- A virtual shelf browse function was added to the catalogue to enhance the discoverability of collections distributed across our extensive 44-library system.
- Journal series were made retrievable within 24 hours from our Downsview high-volume storage facility.
- Request forms for materials housed in storage at Robarts Library were made available online.

Results from the 2013 survey indicate that faculty members remain concerned with library service in this dimension. Efforts will be made to reach out to faculty to find out more about their concerns in this area and identify potential service improvements.

LIBRARY AS PLACE

Renovations to the Robarts, OISE and Gerstein libraries over the past several years have been well received, indicating that we are on our way to meeting the urgent need for student space first identified in the 2007 survey. In order to fully meet space needs and prepare the next generation of scholars to excel in the global knowledge economy, we are actively raising funds to build the Robarts Common—a vibrant information hub which will be equipped with the new kinds of tools and services that students and faculty expect and need to succeed in an innovation-based world.

Initiatives undertaken in response to 2007 and 2010 survey results in this dimension include:

- Major renovations at the Robarts, OISE and Gerstein libraries to improve and increase student space.
- Upgrades to wireless infrastructure.
- Touchscreens and digital building directories were added at Robarts Library to help with building navigation and location of available library workstations.

We are working with library staff to develop an action plan in response to the LibQUAL+ survey results, which will be made available via the University of Toronto Libraries website in the winter.

“This is one of the best university library systems in my experience and I have used university libraries in the US, UK and India. For instance, every book on India/South Asia in the social sciences is available or is made available by the excellent library staff. The Inter-library loan system is terrific and first rate. They have been forthcoming to almost every request I have made from Indian, Australian, American and British libraries.”

ANONYMOUS
RESEARCHER

Charting our Future

University of Toronto Libraries'
Strategic Plan 2013–2018



STRATEGIC PLAN

The central Libraries of the University of Toronto released a new Strategic Plan on October 1, 2013: *Charting our Future: A Strategic Plan for the University of Toronto Libraries 2013–2018*. The plan is the result of substantive consultations that took place through the 2012–2013 academic year with the University of Toronto community of faculty, students and staff; library staff in both the central system and in our partner libraries on all three campuses; and with our peers both locally and abroad in the larger library and archives communities.

Our vision for the Libraries is bold, and this plan leverages our strengths to address the unique information needs inherent in the next generation of scholars.

We have developed a plan that outlines five key priorities in the coming years. Our choices are focused on serving the needs of researchers at all levels.

- We will grow our world class **collections**, expanding our strengths in both traditional and emerging directions in scholarship.
- We will enhance our physical **spaces** to facilitate ground-breaking research, teaching and learning.
- We will provide innovative **services** that inspire the generation of ideas and prepare scholars for an information-centric world.
- We will strengthen our **relationships** with our many stakeholders, and engage dynamically with the community of researchers both locally and abroad.
- We will achieve these tasks through careful **stewardship** of our resources and the expert knowledge of our excellent staff.

This plan will live as an open document, framing the overarching ambitions of the Libraries, and providing direction to the individual departments which will develop and implement specific initiatives to achieve our goals. We invite you to continue the conversation. Please share your ideas for the Libraries and help us ensure that UTL

continues to lead strategically to further the mission of the University of Toronto today and for future generations of scholars.

To contact the Strategic Planning Steering Committee, please email PlanUTL@utoronto.ca.

“Robarts is an amazing place to work; and the librarians there and elsewhere in the UT library system make great efforts to help everyone. Managing access to the world’s online research resources is an especially staggering job. You are all doing a fine job.”

ANONYMOUS
STUDENT

Comprehensive collections	<ol style="list-style-type: none">1. We will strengthen our worldwide reputation for building collections renowned for their scope, depth and scholarly impact.2. We will enhance access to and discoverability of our collections.3. We will preserve our print, digital and media collections for future generations of scholars.
Singular spaces	<ol style="list-style-type: none">1. We will make major capital investments to expand and renovate the libraries.2. We will provide physical spaces that inspire creativity, accelerate discovery and are critical to student success.
Innovative inquiry	<ol style="list-style-type: none">1. Our physical and digital spaces will inspire learning and knowledge creation, and enhance the University as a learning community.2. We will continue to nurture the lifelong information literacy skills of our scholars.3. We will be the partner of choice that researchers turn to for help finding the quality information they need for scholarship.
Exceptional engagement	<ol style="list-style-type: none">1. We will engage deeply with the higher education community on issues that impact their scholarship.2. We will partner with colleagues regionally, nationally and internationally to deliver outstanding research services.3. We will build a strong culture of user engagement.
Strategic stewardship	<ol style="list-style-type: none">1. We will measure our contribution to the successful fulfillment of the mission of the University.2. We will pursue opportunities to develop new revenue channels in support of key service areas and new service initiatives.3. We will become a nimble organization that is able to continually adapt to the rapidly changing information and higher education environments.



BOUNDLESS APPRECIATION

It is hard to imagine a loss as profound as the devastating fire of February 14, 1890. In one horrifying night, virtually all the books in the University of Toronto Library were destroyed. From the ashes, a stronger collection emerged, and the University saw how compelling the Library's resources are—and not just to students, faculty and researchers. Within a few short years, an iconic new library was built to house the University's collections and to serve as a place for study and scholarship. More importantly, donors from around the world restored U of T's resources, and gave rare and important books from their private libraries.

Academic libraries are at a time of profound change. We are balancing demand for physical space, the influence of electronic information, burgeoning knowledge creation and the need to steward resources well. In a sense, there is a parallel to the experience of nearly 125 years ago, as the Libraries, within U of T's Boundless campaign, turn to donors for help in meeting the needs of students, faculty and

researchers. Our campaign goal is \$65 million in donations, not including gifts-in-kind. We have achieved strong progress, and the halfway mark is now within reach, thanks to our donors. Additionally, since the beginning of the Boundless campaign, UTL has achieved more than \$115 million in gifts in kind which are vital to our aspirations to build our great collections for students and scholars. Financial contributions and gifts in kind to the Libraries represent more than 11% of the total raised within the Boundless campaign by the end of the 2012/13 year. In 2012/13 alone, the Libraries received more than \$9 million in donations and gifts-in-kind.

We have more to accomplish before we can claim success. UTL is raising funds for two priority capital projects: to create student study space within Robarts Library and the Gerstein Science Information Centre in the Sigmund Samuel Library. On other fronts, we must form dedicated endowments for the Thomas Fisher Rare Book Library and other special collections so that we can stretch our



Above: Virginia Walsh; Anne Dondertman, Director, Thomas Fisher Rare Book Library; and F. Michael Walsh, Chair, Thomas Fisher Rare Book Library Steering Committee, and member, Board of Advisors, Friends of the Library.

resources further and serve the escalating needs of the academic community. As well, we will deepen our resources for curating and preserving ‘born digital’ information.

Like the Libraries’ leadership in 1890, we are actively engaging our friends and new supporters in our endeavours

on behalf of coming generations of students and faculty. We are indebted to many donors, notably Russell and Katherine Morrison who are strong advocates for creating the best library spaces for students and researchers to learn and discover as productively as possible. Through their foresight, we have been able to renew Robarts Library. And with their help—and the support of other donors—we will build a new facility, the Robarts Common, which will provide 1,222 more student study spaces.

For more information on the Boundless Campaign for the Libraries, please contact:

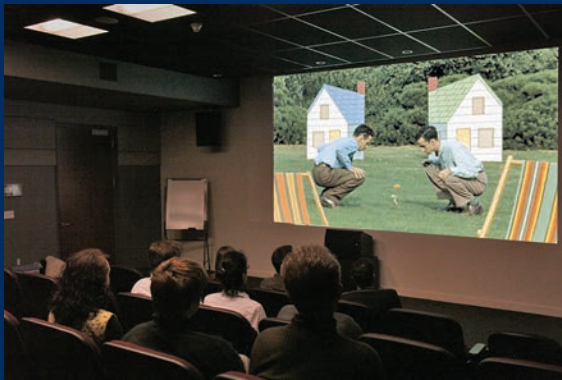
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Facing page: ‘Destruction by fire of the Toronto University, on Friday evening, 14th February.’ From a sketch by F. M. Bell which appeared in the March 22 issue of the *Dominion Illustrated News*, 1890. From the University of Toronto Archives and Records Management Services collections. Above: Proposed Robarts Common. Rendering by Diamond + Schmitt Architects.

“I hope my collection, with its first editions and other rare items will enable the University to continue to attract the world’s best philosophy students and researchers. I’d like the collection to grow after I’m gone; that’s why I am establishing an endowed fund that will allow the Fisher Library to purchase items for the Walsh Philosophy Collection long into the future.”

F. MICHAEL WALSH, DONOR



Renewed Spaces 2008–2011

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Maia O. Scott
Fern Sellers
Helen Semotiuk
Jaroslaw Semotiuk
Roman R. Senkus

“Robarts Library has some of the rarest movies, TV shows, experimental films and other media in the world. I've borrowed videos for classes as well as for pleasure and watched movies in the new theatres to get their full experience.”

Ammar Ijaz, Psychology Student, Hart House Employee, Multi-Media Maven

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Shane Pagnini
Stella Palikarova
Penny Parmenter
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Questions or comments? Your feedback is important. Please contact:

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We would like to thank our community volunteers who have offered their time and expertise in support of the Libraries this year:

Richard Charles Lee ***Canada-Hong Kong Library*** ***Community Volunteers***

- Godwin Chan
- Wayne Lee
- Bernard Luk
- John Man
- Justin Poy
- Neville Poy
- The Honourable Vivienne Poy
- Stephen Siu
- Bammy Wong
- Chuck Wong
- Dawn Wong

Library Book Room ***Volunteers***

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- Tessa Bishop
- Sandra Dixon
- Adrian Mitter
- Agata Park
- Ross Petras
- Michael Rosenstock
- Theresa Ryan
- Wiebke Smythe

Volunteer Tour Guides

- Ihor Prociuk (Coordinator)
- Bev Coburn
- Margaret Dowling
- Brigid Elson
- Carol Farkas
- Mary Gardner
- John Lang
- Kwai Li
- Melanie Milanich
- Susan Weiler

Ihor Prociuk and Bammy Wong, 2013 Arbor Award Recipients

We would like to congratulate Ihor Prociuk, who has received a 2013 Arbor Award for his volunteer work on behalf of the University of Toronto Libraries. In his role as volunteer tours coordinator at Robarts Library, Ihor has recruited and trained dozens of senior alumni to orient new undergraduates to Canada's largest library. In addition to scheduling tours for hundreds of students each term, he provides many tours himself, and feedback from students makes it clear that they appreciate his lively approach, warmth and vast knowledge of the system. The Libraries would like to extend our sincere thanks to Ihor and to all of our volunteer tour guides for helping to make our complex library system accessible and inviting to new students.

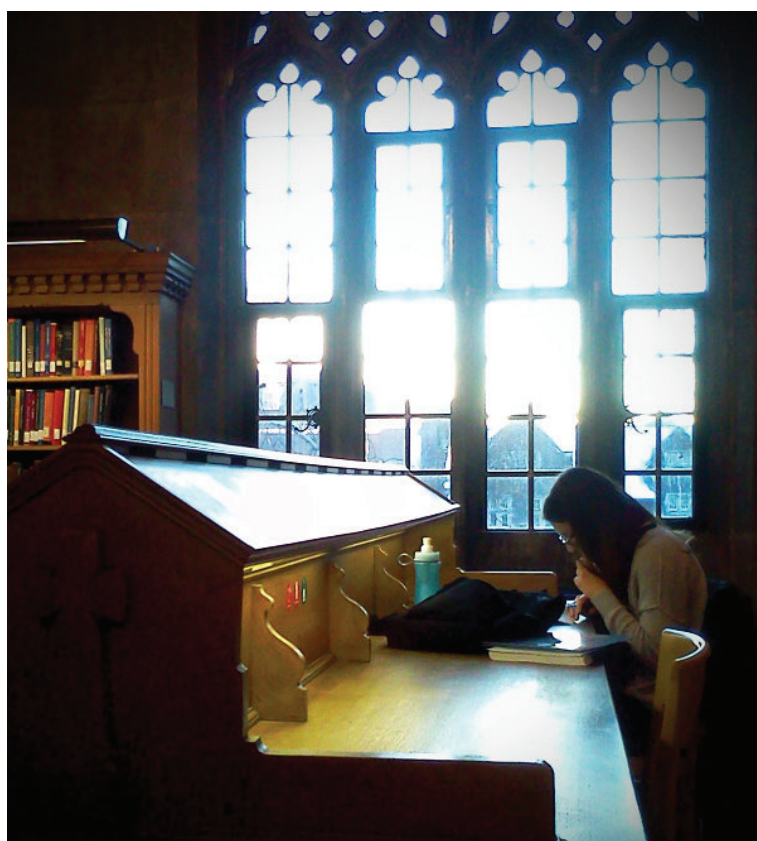
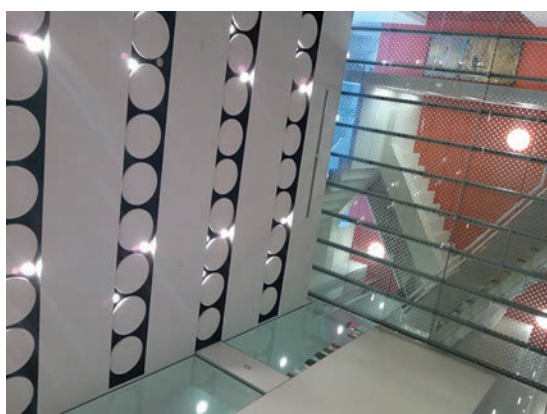


Bammy Wong, as an advisor and volunteer for the Richard Charles Lee Canada-Hong Kong Library, has greatly enriched the Library's community connections. His leadership roles in the Asian Business Network Association, the Golden Donation Endowment Canadian Chinese Outreach and the Fu Hui Education Foundation have provided him with an outstanding foundation for his contributions to the Library's advancement and outreach initiatives.

Photos top to bottom: President David Naylor, Ihor Prociuk and Chancellor Michael Wilson; President David Naylor, Bammy Wong and Chancellor Michael Wilson. ©2013 Gustavo Toledo Photography



STUDENT PERSPECTIVES



Last winter we invited students at all 44 of our libraries to snap a photo and tell us in 140 words or less, what they love about UTL. We received over 150 entries in 21 days

and short listed 10 finalists for online voting. Almost 1,400 votes were cast and four winners were announced on February 15.

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