



Carleton University Library  
**ANNUAL**  
**REPORT 2012/2013**



Library  
CARLETON UNIVERSITY



# Carleton University Library Annual Report 2012/2013

## Contents

Introduction.....	2
Services .....	3
Collections.....	6
Technical Support.....	8
Staff Highlights.....	9
Building Highlights.....	9
Appendix 1 – Summary Statistics.....	11
Appendix 2 – Staff Changes .....	13
Appendix 3 – Presentations and Publications.....	13
Appendix 4 – Committee Membership .....	15

## Introduction

Every year, I say it has been a challenging year but this year takes first prize in that regard. The major challenge has been the renovations to the Library – which were in full swing. There is a complete section devoted to the renovations later in the report but the key theme, to borrow an overused saying, was “Stay calm and carry on!” I have never been so proud of my Library colleagues who managed to keep all services running while managing multiple moves of collections and staff, all the while enduring terrible working conditions which required them to wear coats, scarves and gloves at their desks to keep warm. They also endured floods, restricted access to the collections, an invasion of many furry creatures, sometimes colourful language from construction workers who seemed oblivious to our presence behind the plastic drop sheets, and requests (too numerous to count) from patrons for directions to Library services. I was also immensely proud of and grateful to our patrons who could have complained a lot more than they did but seemed to understand the notion of “short term pain for long term gain.”

Copyright was another major challenge this year and for the first time there is a separate section in this report on copyright as well. During this year, the lead on copyright transferred to the Library and I became the Copyright Officer for Carleton. However, the bulk of the day to day work on copyright advising fell to Valerie Critchley who managed to keep all faculty and students informed and relatively calm about the changes to our procedures required because of our decision to stay opted out of the Access Copyright licence, and to our reserves team which faced a 60% increase in e-reserve requests, most of which required copyright clearance. You will see from the section on copyright that in addition to an internal communications campaign which involved many departments besides the Library, there were also many meetings of university copyright staff across Canada and this was a huge benefit in developing our own policies and ensuring that we had covered all the bases in terms of legislative requirements.

Another defining characteristic of the year was the number of visits from international dignitaries. Among the numerous visitors, two stand out: Maps, Data and Government Information Centre (MADGIC) received a visit from the Ambassador of Peru, José Antonio Bellina, on April 17 to receive the *Estadística del Comercio Especial del Perú* for 1912, which is a five-volume set published in Lima by the Superintendencia General de Aduanas, and two other monographs. This donation was made since Carleton University Library lacks the serial title *Estadística del Comercio Especial del Perú*, and would not be keeping a single issue, and we believed that it should be given to the Biblioteca Nacional del Perú as they hold other years of this publication.

Then on April 24, Carleton University welcomed the President of Macedonia, Dr. Gjorge Ivanov, who donated 130 volumes of translated Macedonian literature to our Library. The books present the rich and stratified picture of Macedonia’s literary values, which should give new incentive for creativity, international cultural exchange, and open new pages in the development of literature in Macedonia and worldwide.

Our collections continued to grow and thanks to the effort of Collections, E-resources and Serials (CES) and Archives and Research Collections (ARC) staff, we were very fortunate to receive other large gifts in kind, including:

- The Art Latcham magic collection
- A collection of 20,000 CDs from CBC
- Many items from federal libraries which were closed as a result of funding cutbacks in the federal government
- 300 volumes of rare Canadian poetry from Jack Gray, including titles by bp Nichol
- The Ugandan Asian Immigration Archives
- The Geoffrey Pearson Archives

We were quite successful with other gifts as well. In 2012-2013, \$155,359 was donated to the Library, with the majority of these funds directed toward the Collections Fund and the MacOdrum Library Endowment Fund. The total number of individual donations equaled 1,144 and the number of donors equaled 668, up 20% from fiscal year 2011-2012.

Donations to MacOdrum Library made the purchase of the Illustrated London News Archive possible as well as a long list of databases, e-journals and e-books covering a broad range of subject areas. In November 2012, the Library hosted a donor stewardship event highlighting the renovation and expansion project. This event drew 80 attendees. The Library's fundraising case for support was also completed this year.

Other major highlights of the year include the increased focus on support for research and teaching. Reference and MADGIC staff all experienced increased teaching activities including involvement in Library-based events such as GIS training, research data management training, map labs, NVivo and citation management training, and much more. They also participated in University-wide teaching including graduate student professional skills workshops, orientation workshops, and many, many academic courses across all disciplines. Some staff began to develop closer ties with our MacOdrum library partners including the Discovery Centre and Learning Support Services to explore joint research and service delivery projects.

We also increased our support for scholarly publications enabled by advice from the new Scholarly Communications Committee and by the hard work of our own staff involved in scholarly communications projects, including the scholarly communications website, the CURIE and GSA/Library/OVPRI open access awards, the institutional repository (CURVE), and the work utilizing PKP's open journal publishing software. Many staff were also involved in provincial and national initiatives relating to research data management through OCUL and CARL and as a result gave Carleton a much higher profile in this area.

Finally, I want to pay tribute to those library staff who often are not as visible as the front-line staff involved in the above-mentioned areas. These are the staff in technical services, systems, stacks and administration who manage the processes which keep the library working, including making sure staff are paid, materials are ordered and invoices paid, books are reshelved correctly, computer systems are working properly, and so on. As mentioned above, they worked in really difficult conditions all year but kept smiling and made sure we got the work done and kept our patrons happy.

# Services

## Access Services and Stacks

The major highlight of the year was the very large increase in use of the reserves service (60% increase over the previous year) which was largely due to the introduction of the Ares service, the course reserves management system. Joanne Rumig was part of the team Service Excellence Award who won for the implementation of the Learning Management System Migration involving Ares. Many staff were seconded to the Reserves team to handle the increased workload, including Sabrina Moore from ILL and Carole MacDonald who came back from retirement to help.

The renovations have had a major impact on our staff and services. The year was characterized by multiple office moves for all Access Services staff due to the renovations on the main floor which also had a negative impact on circulation, with loans falling by about 23% and most other services also declining. A new delivery service was introduced to improve the turn-around time for deliveries from the Library storage facility where much of the collection had to be located due to renovations. We are now able to provide same-day delivery from storage.

Stacks staff, including our student employees, continued to facilitate construction by moving collections and furniture as required, usually with little notice. Their presence on the floors is reassuring to students dealing with the constantly changing layout. Their attentiveness has caught numerous leaks, floods and other problems before they became disasters. They continue to deal with dust, cold and noise with good humour, flexibility and resilience. New tasks for Stacks staff have emerged during the construction: fire patrols were carried out whenever the fire alarms were shut off for construction purposes; welding and overhead work in the book stacks meant book retrieval duty in hard hats and steel-toed boots; creating and updating wayfinding signage is now second nature.

We introduced 60 new full size laptops and 24 notebooks to the laptop loan service and this caused a 100% increase in the use of the service.

The closure of Library and Archives Canada's (LAC) interlibrary loan service had a major impact on ILL at Carleton and both Margaret Haines and Christine Taylor were very involved in the user roundtable consultation process with LAC. Christine wrote a very thoughtful news item on the closures which was picked up by the CBC and the *Charlatan*. ILL staff took full advantage of an initiative from the Center for Research Libraries which provided free ILL using RapidILL. This helped with the impact of the LAC ILL closure on our users.

Christine Taylor in ILL continued on the Advisory Committee for the Algonquin College LIT program and continued her work with Emma Cross and Margaret Haines on the proposed Carleton/Algonquin BIT/IRM program.

## Archives and Research Collections

Archives has had a number of new acquisitions including New Designs in Architecture, L'Ornement Polychrome, and Doones. The Pearson, DeCarle, Cardinal and Stutz collections are all being readied for appraisal in March.

ARC staff (along with partners in CIMS and the Hyperlab) completed the Virtual Museum of Canada Exhibit – Heritage Passages: Rideau Canal project.

ARC participated in the 50th Anniversary exhibit for Carleton Library Series with a special panel discussion titled Robert McDougall, the Carleton Library Series and the Founding of Canadian Studies.

The ARC website was updated to include pages devoted to Jacques Dalibard (Heritage Conservator). In November, ARC created and launched a Facebook page (Archives & Research Collections, Carleton University Library) and Twitter account (@ARC\_Carleton).

Patti Harper and Jennifer Wolters visited a local business owner to discuss links to the Ismaili community and the potential to acquire more archives that document the exodus from Uganda in 1972. This is the first step in developing relations with members of this community in Ottawa.

Lloyd Keane and John Richan prepared a slide show for the university's retirement event which dated back 40 years!

Patti, along with the Student Experience Office and Alumni and Communications, created a six-minute video using historical photographs and Patti's narration to document the early history of Carleton. This video was shown to the first-year students during the New Student Convocation ceremonies in September.

Upon invitation, Patti met with MP Charmaine Borg (NDP, Terrebonne-Blainville QC) to discuss Canadian archival issues such as digitization, federal commemoration agenda, the Declaration of Archives and many other issues.

Patti had the opportunity to present the Douglas Cardinal Project at the International Council of Archives Congress in Brisbane, Australia, at the end of August.

Patti presented on the loss of the National Archival Development Program and its effect within Canada at a panel session entitled "What We Have Lost, What We Stand to Lose: The Future of Archives and Archivists in Canada" in January.

## Copyright

Since the spring of 2012 several events have made responsibility for copyright a challenging proposal. The AUCC proposed that universities accept a model license with Access Copyright. However, the general consensus among many copyright officers in universities was that this model licence provided little benefit and required signing before changes to the Copyright Act and the results of several crucial Supreme Court decisions were known.

The University Copyright Committee had its second meeting in June, and discussed Carleton's decision to opt out of Access Copyright's model license, Bill C-11 and the inclusion of copyrighted materials in theses and dissertations. Carleton University and many other universities across Canada made the decision to remain opted out of the model license and the Provost made this announcement to the University community on June 28, 2012.

In the summer of 2012 the Copyright Modernization Act was passed followed by the results of the Supreme Court decisions, both of which reinforced the fair dealing exception and support the decision to remain opted out. Following this:

- Val Critchley, Margaret Haines, and Maria McClintock worked on a communications plan for faculty and staff about our copyright policy and we also hired Jennifer Schellinck to help with the plan, a copyright toolkit for faculty and the website.
- Val and Jennifer Schellinck attended orientation sessions for new contract instructors and faculty to talk about copyright.
- They also revised our fair dealing policy based on the changes in the legislation from the passing of Bill C-11 and also based on the Supreme Court rulings. The Copyright website (<http://www.library.carleton.ca/copyright>) provides helpful resources including the Copyright Toolkit and Guidelines and the Copyright Fair Dealing FAQ .
- Val attended a province-wide meeting of all copyright officers on August 15, and Val and Margaret attended a national meeting in September of universities who have opted out.

The Carleton University Fair Dealing Policy was approved at the Copyright Committee meeting on October 15 and was also approved by the Academic Research Committee on October 17. The policy also went to Senate for approval.

It has taken a year for the changes to the Copyright Act in the summer of 2012, coupled with the Supreme Court decisions on Fair Dealing, to be fully implemented at Carleton. The interpretation of the changes took months of discussion with other AUCC libraries. Gradually, over the year, copyright procedures were modified as consensus was reached on the approach to fair dealing, followed by the release of a series of application documents on specific issues such as ILL.

At the same time there has been a huge growth in the use of Ares to provide access to course readings in digital format. This is due to the preference of students for electronic format, increased stability and performance of the Ares software, and improvements to the workflow by e-reserves staff. But all this is built on a general recognition by faculty and staff at Carleton that the system can meet the teaching and learning needs of the University while abiding by the requirements of the Copyright Act. There has been a significant increase in understanding and willingness by faculty and staff to make certain that they are working within both the letter and the spirit of the Act.

## Maps, Data and Government Information Centre

MADGIC relocated to the first floor in September 2012. This was an important milestone because the department had a huge print collection of documents and maps. The collections had to be reduced to fit the space it was allocated on the first floor. Parts of the collection were relocated, parts were sent to storage, and parts of the collection were discarded. Monica Ferguson wrote a document on the movement of the map cabinets, which was a very complex and time-consuming operation. Monica will be sharing this document with Cheryl Woods at Western University.

Noted growth areas for MADGIC were GIS, data visualization and research data management; for this reason we are working on the creation of a Data and GIS Lab; and in 2013 we were able to automate the Data License signing process. MADGIC saw a 38% increase in GIS questions this past year, and a 66% increase in GIS consults – just in time for the new GIS librarian to start in November 2012.

Data Centre staff had another excellent year with contributions to <odesi> and this resulted in an increase in the MarkIt! Grant from OCUL from \$2,000 to \$10,000. Data Centre staff also worked with Queen's University Data Centre staff on updating the original <odesi> BPD.

Jane Fry continued her MLIS studies online at San Jose State University and is helping the Data Liberation Initiative office with regional analysis of their contacts survey as part of her MLIS requirements.

Data Centre staff presented at the CLA conference as part of the "Sink or Swim: Strategies for the Coming Data Deluge" session and also worked on a session entitled "Open Sesame: Open Data, Data Liberation and New Opportunities for Libraries" and were heavily involved in data committees including RDC, CNC/ CODATA, COOL RDC, DLI, <odesi>, IASSIST, DINO, and CAPDU.

## Reference Services

The staff in Reference were repatriated to the Library from Dunton Tower in January/February 2013 and there was considerable downsizing of the reference collection to accommodate new space and new furniture.

The Art Committee was formed to develop an exhibition space for the department and the Library community.

Staff assumed greater responsibility for managing print monograph budgets and monthly expenditure figures forwarded to the department head from Collections, E-resources and Serials (CES).

Staff participated in Demand Driven Acquisitions Project providing written feedback to CES and Acquisitions staff.

Janice Scammell became part of the Quality Assurance Degree Level Expectations Committee formed to address information literacy's importance within the QA reporting process.

The Research Help Desk transactions were down to 5,503 from the previous year (8,751), and the percentage of directional questions was higher. Information literacy workshop totals remained consistent overall from the previous year with 355 sessions and 10,129 participants in comparison to 2011/2012 which had 356 sessions and 10,505 participants (although more sessions were held in the classroom rather than the Library). Consultations were down considerably (to 761 from 1,075) reflecting the temporary relocation to Dunton Tower. NVivo workshops jumped from 7 to 21, consultations increased by 40% and citation management workshops tipped in at 56 with 1,007 students participating.

Transcription services had the most successful year since the introduction of the Kirtas machine and in-house processing commenced. There were 227 registered students and 771 requests.

There was a major expansion of space in the Joy Maclaren Centre with 10 individual study rooms, new furniture, ergonomic chairs, new computers and monitors. iPads and audio books were also purchased. Mr. Kwai Majola from the University of Kwazulu Natal, South Africa visited our Library to discuss library services for students with disabilities with Heather Cross.

## Teaching

Reference Services, MADGIC and ARC staff were busy developing and delivering workshops for our faculty and students. Reference Services provided workshops and helped with requests from Sociology/Anthropology, Women's and Gender Studies, Environmental Science, Civil and Environmental Engineering, Research Methods for SYSC 4201, and Legal Studies. ARC has been giving class instruction for classes in English on Book Publishing, and research guides for Architecture students. MADGIC welcomed many regular returning courses such as ENST 1001, FYSM 1106/CLCV 2300,

# Collections

## Collections, e-Resources and Serials

Assessment activities were incorporated into the collection development team.

David Sharp coordinated the Ad Hoc Federal Libraries Task Group, which resulted in Carleton rescuing collections from the NCC, National Council of Welfare, NRCAN (the Energy Technology Data Exchange collection), the Canadian Centre for Substance Abuse, and the National Roundtable on the Environment and the Economy. The Carleton Library's acquisition of several items from federal government libraries was featured in the April issue of *Carleton Now*.

The Black Women Writers database was purchased using Academic Planning, Priorities and Initiatives Committee funds. This will provide users with the full text of the writings of black women from North America, Africa, the Caribbean and the rest of the African Diaspora.

Through the Community Campaign the Library was also able to purchase the FBIS Daily Reports 1941-1974 database, the Taylor and Francis Strategic, Defence and Security Studies journal archives back file (1857-1996) and the Illustrated London News. These new products have been added to our collection.

The library added a new collection: Slavery, Abolition & Social Justice from the publisher Adam Matthew Digital which is a collection of over 2,300 rare books, correspondence, maps, manuscripts, pamphlets and paintings which covers the international history of slavery from 1490 to 2007.

The OneClickDigital audio book collection was readied for use and can be found under Databases from the library's homepage. OneClickDigital provides access to 200 classic audiobook titles as well as some popular titles that patrons can download. For students with disabilities in particular, this audiobook package will not only provide scholarly access to classic titles such as Shakespeare, but it will also provide recreational listening opportunities that mobility deterrents might otherwise prevent from happening.

Colin Harkness was able to secure almost 300 volumes of rare Canadian poetry for our collection from Jack Gray. In particular, the Library received a very nice representation of work by the poet bp Nichol, which will complement the poetry collection received last year from Bruce Nesbitt.

Geography 1010, History 2809 and History 2310. MADGIC was also pleased to welcome for the first time new classes such as GEOM 3007 and HIST 4100.

MADGIC and Reference staffs collaborated in many other ways including working on the mapping component of three classes GEOG 4904, FYSM 1100 and FYSM 1101, on history classes such as HIST 3902 and on a graduate seminar in historical methods. They also worked together on sessions connected with Business, Health, Social Work, Political Management and Public Affairs.

Reference Services and MADGIC staff were also busy with orientations and information sessions for our graduate and undergraduate students in September. The fall started off with a bang with three Graduate Orientation Day workshops covering copyright, NVivo and getting started with the Library's basic services (150 student were reached).

Reference and MADGIC staff also participated in the New Student Expo on September 5 and were able to greet the 3,000 students with illustrations of our new Library building. They also participated in the CU Day which attracted over 2,500 grade 11 and 12 students to see first-hand what Carleton has to offer.

Reference Services staff presented a Prep Seminar Series (EDC) workshop "Creating a Research Portfolio" in late November with about 40 graduate students in attendance. Reference Services staff also participated in the Graduate/TA Winter 2013 Orientation in January by giving a presentation on research skills as part of the LSS programming in the winter term.

MADGIC staff started their Map Course Labs on September 17 which will continue into November. These Labs are collaborative efforts between MADGIC staff and faculty. The faculty choose relevant items from the collection which are arranged on top of the cabinets and become the basis for class labs or quizzes which are prepared by the professor or in conjunction with MADGIC staff.

A Quality Assurance and Degree-level Expectations task group was formed to look at how we can ensure our Quality Assurance statement reports capture Library support and services, as well as collections. The task group will also begin strategizing about how the library can contribute to both the review processes for setting Degree-level Expectations (DLEs) and to the actual development of skills and attributes within programs that are articulated/mapped in the DLEs. Wayne Jones and Pat Moore will be co-chairing the task group.

## Archives and Research Collections

A new mandate for ARC was completed which includes the academic archives, heritage archival material and rare books.

ARC acquired the Art Latcham Magic Collection from the Whitchurch-Stouffville Public Library – nearly 400 rare books – through a successful submission process.

Staff negotiated with The *Charlatan* to digitize back issues as part of OCUL digitization project for inclusion in the Internet Archives.

ARC acquired the Ugandan Asian Immigration Archives and held an event for the official turnover. Working with Advancement, ARC acquired funding that will digitize this collection and expand work to collect oral histories from Asian Ugandan immigrants from the early 1970's.

Working with the family of the late Margaret Carter of Ottawa, ARC acquired the research project files from Heritage Research Associates, a heritage conservation company owned and operated by her.

Staff worked with the Music Librarian, the Music Department and Gifts to bring a CBC music collection (CD's) to the Library that will be part of the new Music Resource area within the Library.

ARC has acquired the correspondence and records of Canadian diplomat and Ambassador Geoffrey Pearson. This story was picked up by the *Ottawa Citizen*.

The W. McAllister Johnson collection cataloguing has been completed with over 1,700 items in the collection.

ARC acquired the Hans Stutz architecture drawing collection (100 boxes) of plans for buildings in the Ottawa and Nepean area which have been received by Storage staff.

The Douglas Anglin collection has been added to the ARC collections webpage.

## Maps, Data and Government Information Centre Collections

MADGIC has been adding significantly more government documents in electronic format to its collections over the past year. This is not surprising, considering trends in government publishing: the federal and provincial governments are increasingly publishing exclusively in electronic format. As well, the negative difference for both print monographs and serials reflect the major weeding/discard project undertaken prior to the move of the department in September 2012.

MADGIC now has access to a server for local loading/curation of e-government documents.

As of March 2012, MADGIC is also tracking print government document use by taking reshelving statistics.

There is a constant decrease in sheet map publishing and the department is acquiring significantly fewer sheet maps. However, a retrospective cataloguing project was undertaken. MADGIC continues to acquire and maintain a collection of online maps and atlases. There has been an increase in the use of the map collections by faculty in the humanities, architecture and cartography which can be attributed to a continuous development of tools that provide a seamless integration of cartographic information (GIS data, atlases, paper maps and online maps).

# Technical Support

## Acquisitions and Cataloguing

Colleen Neely coordinated a \$50,000 patron-driven acquisition (PDA) pilot project with YBP. Planning started in late 2012 and the project itself was undertaken over 3 weeks in January and February of 2013. MARC records were loaded into the Library catalogue for the PDA project in January 2012. Louise McGreal loaded over 40,000 records to permit patrons to “select” specific titles and unused MARC records were removed in February once funds had been spent. During the project, the Library purchased 271 ebook titles through the PDA project.

The annual Weeding Project continued in the summer of 2012 and, due to construction, this proved more challenging than in previous years. The Binding, Maintenance and End Processing Unit staff were able to weed a total of 30,878 items for the year which were either relocated to the Storage Facility or withdrawn from the collection. This annual project is a collaboration with the Reference Services department and is important to maintaining the usability and relevance of the Library collection.

Emma Cross started the process to train Library staff on the new cataloguing standard Resource Description and Access (RDA). Emma has written a training plan for Carleton University Library (December 10, 2012); created an RDA training webpage (<http://staff.library.carleton.ca/techsrv/RDA/RDA.html>) to provide Library staff with access to support materials for RDA training; presented Library RDA training plan to staff at an RDA information meeting Friday March 15, 2013; provided RDA training for Acquisitions Unit, March 21, 2013 and for serials cataloguers, April 3, 2013.

## Systems

Two new staff were hired in Systems this year including George Duimovich who became Head of Systems in December 2012, and Shelley Gullikson who became Systems Librarian – Web, Communications and Interface Design in September 2012. This brought the systems staffing to a full complement including five librarians and seven support staff.

A new discovery layer project was implemented and Summon was the chosen product.

Staff worked hard on Ares course reserves application support to achieve better automation and integration with the campus learning system Moodle. Marc Lewis, Daulton Theodore and Kevin Bowrin were all part of the team Service Excellence Award who won for the implementation of the Learning Management System Migration which involved Ares.

The Library published the first Carleton University journals using open access publishing framework from the Public Knowledge Project.

Systems introduced a new support desk help ticketing system called Track-It and over 1,000 service requests were recorded.

The upgrade to the Sierra Integrated Library System was completed in the spring.

Testing was completed on the Millennium AirPac, and it has been installed on the public (production) server. This software provides access to the catalogue from mobile devices. Systems will be working with CCS to get AirPac featured with other mobile services on campus, and with Maria McClintock and the Communications Committee to launch the new service. It will be important to emphasize that this app will provide improved mobile access to the catalogue, not necessarily to the content/licensed resources.

Pat Moore was asked to chair the OCUL-Public Knowledge Project (PKP) Committee. She continued her work supporting local academic journals (using Open Journal Systems) and collaboration in hosting under OCUL/Scholars Portal is being assessed.

# Staff Highlights

## Campus and Library Activities

Library staff are very active in both Carleton-wide and internal committees. A list of these committees is shown in Appendix 4.

## Awards and Appointments

Kristof Avramsson and Colleen Neely were awarded Professional Achievement Awards.

Emma Cross and Robert Smith won Best Poster Presentation 2012 awarded by the Canadian Library Association at the annual conference for the poster entitled "Power Up! Building a Games Collection in an Academic Library: The Experience of Carleton University Library."

The Library hosted its inaugural ceremony for the Melody Mastad Award of Excellence in Student Assistantship. The award will be given annually to highlight the contributions of our student works to Library services, completing assigned task and functions and serving as ambassadors to our patrons. The award is named after Melody Mastad, a long-serving Stacks Coordinator, who supervised a great number of students, developing a rigorous training and development program, and encouraged students towards service excellence. The winner for 2013 was Robert Lock, Gifts student employee, who has worked in the Library for a number of years and in various departments.

The Library also had a number of Service Excellence Awards nominations including the following departments: Binding, Maintenance and End Processing; Circulation Department; Frontline Circulation – Access Services; and the Entire MacOdrum Library Staff. Joanne Rumig, Daulton Theodore, Kevin Bowrin, and Marc Lewis were part of the team who won a 2012 Service Excellence Award in the team category for the Learning Management System Migration.

## Sabbaticals

Emma Cross was on sabbatical from September 1, 2011, to August 30, 2012. She worked in the offices of Library and Archives Canada, Standards Division on a special project related to Resource Description and Access.

Isla Jordan was on sabbatical from January 1, 2012, to December 31, 2012. She worked on a study of Information Management in the Canadian public sector, and created a directory of businesses and other organizations in Old Ottawa South.

## Building Highlights

Renovations took centre stage this year with major changes to all areas of the Library because of the addition of the front extension and the construction of the two new floors above the back extension. Some of the temporary changes required were the main entrance to move, Page Break to close, staff in Reference Services and Access Services to move out of their space (and in the case of Reference to move to Dunton Tower), and a temporary entrance to be constructed for disabled patrons.

Construction began on Level 1 with the new MADGIC space completed in late August. MADGIC offices were moved downstairs along with the MADGIC help desk. Stacks offices were also under construction and those employees were moved to desks in the Circulation and Technical Services departments.

On level 2, the new teaching room (room 252) opened in September although the room was still under construction for a few months with improvements being made to the lights, floor, doorways and paint. Unexpected asbestos removal in the old building called for some quick moves for the Access Services staff. Most were able to fit into room 235 thanks to some nimble work by Systems and CCS. The ILL team moved into the temporary space in Technical Services once the Stacks team was able to return to their space on Level 1. Abatement work was completed in stages. First the Circulation Desk and Reserves collection were moved next to the new entrance. Then Circulation and Reserves staff were moved into asbestos-free, spacious but truly beat-up office space next to the new entrance.

At the end of the winter term, the Library began evacuating the front of the building. In mid-June a temporary entrance was opened at the side of the building. This narrow entryway was the main door for the duration of the construction project. The Welcome Desk was located in the hallway at the side door entrance to the library, next to the temporary location for the Circulation Desk. The whole front section of the Library on Level 2 was closed from the beginning of October until the end of December. All workstations were moved to the west end of the building along with the Reference and CCS Help Desks.

The new term was full of challenges for our Library staff with students returning to campus. Construction was now happening throughout the building as sprinkler systems were installed on every floor, and the new spaces were tied into the existing ones. Fire Watches were required on a regular basis as fire alarms had to be disconnected to allow construction to continue. Welding and other overhead work occurred over the stacks. Within the sections where work was being carried out, only Stacks staff were able to enter the construction zones to retrieve books and thus there were short delays in retrievals. Leaks continued into the third floor extension from the construction of the new floors on its roofs. New leaks showed up due to other issues related to sprinklers and HVAC systems. Due to the alertness of Stacks staff only a handful of books were seriously damaged. Archives staff were forced to relocate completely as the work in their office space was far more extensive than expected. As space was truly at a premium they ended up being relocated to various locations in the Library, as well as the storage facility. Fortunately, only a small part of the collection had to be moved.

It was a relief in January 2013 to see some real progress in the completion of two areas in the extension of Level 2. The new Joy Maclaren Centre was open to students and Reference staff were able to leave Dunton Tower and move into their new offices. The response to both spaces was very positive.

Planning started for the next major milestone – the re-opening of the front doors in early May 2013. The main entrance had to be moved again to allow construction to take place in the last quadrant of level 2. This is the area that contained the temporary entrance corridor,

the Welcome and Circulation desks, Reserve collection and Access Services office. To accommodate this, the Circulation and Welcome desks moved to their permanent, new location next to the front door (but without their new furniture); Room 235 and the old JMC housed some Access Services staff and the Reserves Collection; and some staff moved temporarily up to Technical Services.

Another milestone was the preparation for Archives to move into their new space on Level 5. One of the benefits of that move is that it provided significant space to house much of the extensive Siskind collection which will be moved from storage into the space vacated by Archives so it is much more accessible to our students and faculty. To further enhance this collection we re-located the music scores, books and CDs from Level 3 to a space near Siskind on Level 5. The Music Department was very excited by this consolidation and will be collaborating with us to provide listening equipment and other resources to improve the use of the music collection.

While staff in room 326 (technical services) and 360 (administration) did not move, they had to deal with quite extensive noise from the construction overhead and at the front of the building. Stacks and Circulation employees had to deal with cold temperatures from the constant opening of the front door, Systems and Administration employees were wearing gloves and scarves in their offices which were a balmy 10 degrees, and MADGIC staff had surprise furry visitors – squirrels and raccoons. All departments have had significant disruptions from the construction and all are to be congratulated for “staying calm and carrying on!”

# Appendix 1 – Summary Statistics

## Expenditures, Collections, Services

Collections	2012-2013	2011-2012
Total Print Volumes	1883289	1888507
Microform Units	1463882	1452131
Manuscripts and Archives (linear metres)	560	1023
Printed Music Scores	40040	39038
Cartographic Materials	173106	172122
Graphic Materials	U/A	U/A
Audio Materials	9242	9038
Film and Video Materials	3561	3386
Print Monograph Titles	1056933	1054883
Electronic Monograph Titles	651006	587315
<i>Total Monograph Titles</i>	1708098	1681395
Serials		
Number of Print and Microform Titles	2358	2465
Number of Electronic Titles	63433	53326
Number of Electronic Serial Titles included in aggregator packages	93764	83405
Total Titles Held (All Formats)*	1917562	1844124

\*Note that as of 2012/2013, the CARL statistics record only this total. This value is not a total of the collections numbers listed above.

## Expenditures

Library Materials		
Monographs		
Total One-Time Resource Purchases*	1050229	935930
Total Ongoing Resource Purchases*	4372730	4126363
Collection Support*	114323	266697
Total Library Materials	5537282	5328990

\*Note that as of 2012/2013, the CARL statistics record only these totals.

Salaries and Wages		
Professional	2802404	2936497
Support Staff	4874036	4722993
Casual Staff	788801	941011
Fringe Benefits	1439504	1415512
Total Staffing Expenditures	8465241	10016013
Other Operating Expenditures	1239519	865362
Total Library Expenditures	16681546	14794853
Library Personnel (FTE)		
Librarians	26.98	24.67
Other Professionals	0	0
Support Staff	76.73	81.75
Casual Staff	32.05	36.90
Total Staff FTE	135.76	143.32

## Use, Facilities, and Services

### Collection Use

Number of Initial Loans	173762	287314
Number of Renewals	105765	109811
Number of Reserve Loans	37554	52338
Number of Staff Library Service Points	8	9
Number of Weekly Public Service Hours	104	104
Number of Library Presentations to Groups	464	460
Number of Total Participants in Groups	13121	13396
Total Number of Reference Transactions	15593	18941
Turnstile Count*	714105	6122
Total Number of Interlibrary Loan Requests Received from Other Institutions	10991	12995
Total Number of Interlibrary Loan Requests Sent to Other Institutions	9148	11021

*\*Note that as of 2012/2013, in the CARL statistics this is an annual count, not a daily count.*

## Appendix 2 Staff Changes

### Retirements – June 30, 2012

Susan Jackson retired as Head of MADGIC after over 40 years of service at Carleton

Ene Tikovt retired from her post in Systems after 33 years of service

Melody Mastad retired from Stacks after 24 years of service

### New Appointments

David Sharp was appointed Head of Collections, e-Resources and Serials on May 1, 2012

Laura Newton Miller was appointed Collections Assessment Librarian on September 1, 2012

Alana Skwarok was appointed Humanities and Cultural Studies Reference Librarian on September 1, 2012

George Duimovich was appointed Head of Systems on November 26, 2012

Julie Lavigne was appointed Legal Studies Librarian on December 3, 2012

Rebecca Bartlett was appointed GIS Librarian on November 12, 2012

Shelley Gullikson was appointed Systems Librarian – Web, Communications and Interface Design on January 14, 2013

Sylvie Lafortune was appointed Head of Maps, Data and Government Information Centre on January 1, 2013

Denine Eby joined Library Administration as Administrative Assistant on January 1, 2013

Don Hoskinson joined the library as Stacks Supervisor on September 1, 2012

Shyla Taylor was appointed Stacks Supervisor on May 1, 2012

Ryan Tucci joined the library as Reference Services Administrative Assistant in September 2012

Michael Wiles joined the Binding, Maintenance and End Processing unit at the beginning of February, 2013

## Appendix 3 Presentations and Publications

The Library had the pleasure of hosting a Research Impact Metrics Workshop by Mindy Thuna and Pam King on Feb. 25. Our Library staff was joined by members of the Research Office, Carleton's Scholarly Communications Committee, University of Ottawa library staff and Laval University library staff.

32 staff members attended the Canadian Library Association's 67th National Conference & Trade Show at the end of May – more than any other institution in Canada. And ... not only that, we won first and second prize in the poster competition. The winning poster was called Power Up! Building a Game Collection in an Academic library: The Experience of Carleton University Library, and was produced by Robert Smith and Emma Cross. Runner-up was Research Can Be Fun, produced by Susan Tudin and Margaret McLeod. Other Carleton poster contributors were Laura Newton Miller, Janice Scammell and Alana Skwarok whose poster was called Meeting the Needs of Graduate Students: For Today and Tomorrow.

### Other CLA participation included:

- Wendy Watkins was in a CARL panel called Sink or Swim: Strategies for the Coming Data Deluge, and convened another panel with Ernie Boyko, Tracey Lauriault and Margaret Haines – Open Sesame: Open Data, Data Liberation and New Opportunities for Librarians
- Colleen Neely was in a panel entitled E-book Licensing: Sharing Best Practices and Imagining Future Strategies
- David Sharp was a speaker at the session Is a Picture Worth a Thousand Words?: Data Visualization, GIS and Reference Services – An Introduction to How and Why
- Patti Harper presented with Prof. Stephen Fai on a panel called The Information Effect: Librarians Working in Research Teams, and was also a "living book" during the conference

## Presentations

Avramsson, Kristof. "[ad]Dressing Trickster: Troubling Fashion Culture in a Canadian Capital." *Fashioning the City: Exploring Fashion Cultures, Structures and Systems*, Royal College of Art, London, U.K., September 19-21, 2012.

Critchley, Valerie, Haines, Margaret, and Rossman, Linda. "MacOdrum Library: The Past 50 Years and Plans for the Future." Ottawa, CURA, November 9, 2012.

Cross, Emma and Brenndorfer, Thomas. "Cataloguing Non-book Formats with RDA." OLA pre-conference workshop, January 30, 2013.

Cross, Emma and Smith, Robert. "Power Up! Building a Games Collection in an Academic Library: The Experience of Carleton University Library." Canadian Library Association Conference, Ottawa Convention Centre, Ottawa, June 1, 2012. Poster was awarded Best Poster Presentation 2012 by a panel of judges.

Cross, Emma. "Getting Ready for RDA: A Modular Approach to Training Library Staff." OLA Super Conference, Metro Toronto Convention Centre, Toronto, February 1, 2013.

Guertin, Melanie. "The Importance of Orality in Preserving Holocaust Memory." *Responsibility and Memory after the Holocaust Conference*, Ottawa, May 2013.

Harper, Patti. "Research Collaboration between Faculty and Librarians." Canadian Library Association: Canadian Association of Research Libraries (CARL) Panel on Research Collaboration between Faculty and Librarians, Ottawa.

Harper, Patti. "Speak Up and Stand Out: The Archival Narrative and Change via Social Media." International Council of Archives Congress, Brisbane, Australia, August 2012.

Harper, Patti. Association of Canadian Archivists; University and College Special Interest Section Panel on Instruction Using Archival Resources (organizer and presenter), Whitehorse, NWT, June 2012.

Harper, Patti. Living Book, Canadian Library Association Annual Conference, Spring: Ottawa 2012.

Harper, Patti. Interview about Cuts to NADAP, CBC All in a Day, May 2012.

Harper, Patti. "What We Have Lost, What We Stand to Lose: The Future of Archives and Archivists in Canada." City of Ottawa Archives, January: Ottawa 2012.

Jacobson, Pearl, and Shortt, Sam. "Supports for Student Writing." *Writing @ the Centre*, University of Victoria, British Columbia, May 31, 2013.

Jacobson, Pearl. "Five Key Resources for Food Science Researchers." Chemistry Librarians' Workshop, University of Toronto, June 15, 2012.

MacLennan, Alexander. "Rannsachadh na Gàidhlig." University of Glasgow, August 2012.

Moore, Pat et al. "Panel on Career Futures for Information Professionals." Federal Libraries Job Shadowing Program, PWGSC and Dalhousie University, Ottawa, December 2012.

Moore, Pat, and Boone, Wayne. "Emergency Management and Continuity of Operations Project" (Poster/Booth presentation). Community Engagement Showcase, Carleton University, May 2013.

Moore, Pat. "Learning on the Ground: Mapping the MIPIS Experience to Principles of Good Practices in Community Service Learning and Pedagogy" Teaching and Learning Symposium, Ottawa, June 2012.

Neely, Colleen. "E-book Licensing: Sharing Best Practices and Imagining Future Strategies." Canadian Library Association Conference, Ottawa, May 31, 2012.

Newton Miller, Laura, Scammell, Janice and Skwarok, Alana. "Meeting the Needs of Graduate Students: For Today & Tomorrow." Canadian Library Association Conference, Ottawa Convention Centre, Ottawa, May 31-June 2, 2012.

Newton Miller, Laura. Convener, "Creating & Using Evidence in Libraries: A Focus on Practitioners," CLA Conference, Ottawa, June 2012.

Renon, Flavia. "Personal Learning Environments (PLEs) as Reflective, Creative and Collaborative Spaces to Enhance Learning and Professional Practice." Canadian Network for Innovation in Education, Carleton University, Ottawa, May 1, 2013.

Renon, Flavia. "Personal Learning Environments (PLEs) as Creative Spaces for Teaching and Learning." Society for Teaching and Learning in Higher Education, Cape Breton University, Cape Breton, June 21, 2013.

Senecal, Judy. "NVivo Workshop." International Program for Development Evaluation Training, Carleton University, Ottawa, July 2012.

Sharp, David. "Is a Picture Worth a Thousand Words?" Canadian Library Association Conference, Ottawa Convention Centre, Ottawa, June 1, 2012.

Watkins, Wendy and Boyko, Ernie. "Results of a Research Data Management Workshop." Canadian Library Association Annual Conference, Ottawa, May 2012.

Watkins, Wendy. "Open Sesame: Open Data, Data Liberation and New Opportunities for Libraries." Canadian Library Association Annual Conference, Ottawa, June 2012.

Watkins, Wendy and Research Data Management Initiative Program Committee. "Research Data Management Institute." Canadian Association of Research Libraries, June 2012.

## Publications

Cross, Emma and Smith, Robert. "More Than Mario Kart: Games and Game Based Learning at Carleton University Library." *InsideOCULA*, Winter 2013.

Jacobson, Pearl. Review of *Places to Grow: Public Libraries and Communities in Ontario, 1930-2000*, by Lorne Bruce (2010), in *Canadian Journal of Information and Library and Science*, 37(1) (2013).

Jacobson, Pearl. "Profiles in Science for Science Librarians: Temple Grandin." *Science and Technology Libraries*, 31(4) (2012).

Jacobson, Pearl. Review of *You Don't Look Like a Librarian*, by Ruth Kneale (2009), accepted in *Canadian Journal of Information and Library and Science*, April 2013

Jones, Wayne. Associate Editor (Articles), *Evidence Based Library and Information Practice*, issues 7.1, 7.2, 7.3, 7.4, and 8.1 (2012-2013).

Jones, Wayne. Review of *The Laughing Librarian: A History of American Library Humor*, by Jeanette C. Smith, in *Feliciter*, v. 59, no. 2 (2013).

MacLennan, Alexander, "'The 'Good Indian' Stories in MacTalla." *In Celts in the Americas*, April 2013.

Neely, Colleen, Davis, Kate, Jin, Lei, and Rykse, Harriet. "Shared Patron-Driven Acquisition Within a Consortium: The OCUL PDA Pilot." *Serials Review*. v. 38, no. 3 (Sept. 2012): pages 183-187. The article was also a featured article in the December 2012 issue of *The Informed Librarian Online*.

Newton Miller, Laura. "University Engineering Faculty Depend on Scholarly Journals, Web Resources, and Face-to-Face Consultations to Help Them with Research." [Evidence Summary]. *Evidence Based Library and Information Practice*, 7(3) (2012): 83-85.

## Appendix 4 Committee Membership

### Internal Library Committees

Ad Hoc Committee on Federal Library Closures

Assessment Committee

    Instruction Assessment Working Group

Cataloguing Committee

Collections Committee

Science & Engineering Collections Working Group

    Social Science Collections Subcommittee

Communications Committee

Discovery Layer/Summon Implementation Team

Library Forum

Library Management Group

Library United Way Committee

Melody Mastad Award Committee

Peer Evaluation Committee

Public Relations Committee

Quality Assurance Template Working Group

Rank Promotion Committee

Senior Staff Council

    Science & Engineering Collections Working Group

Sierra Working Group

Training and Development Committee

Web Committee

## Campus Committees

Academic Computing Committee  
Academic Planning and Priorities Committee  
Academic Research Committee  
Academic Risk Assessment Committee  
Arts One Advisory Group  
Benchmarking Graduate Student Services Committee  
Carleton Library Series Editorial Board  
Carleton University Committee on Quality Assurance  
Carleton University Survey Centre Board  
Carleton University United Way Campaign  
Carleton Community Campaign  
Committee of Deans and University Librarian  
Copyright Committee  
Critical and Creative Inquiry Committee  
Cultivating Connections between Carleton University and Aboriginal Peoples, Planning Committee  
Degree Level Expectations Committee  
Directed Interdisciplinary Studies Committee  
ETD Submission System Working Group  
Faculty Electronic Recruitment System Working Group  
Graduate Faculty Board  
Healthy Workplace Committee  
Information Systems Steering Committee  
Information Technology Strategic Plan Steering Committee  
Integrated Planning Committee  
MADGIC/Geomatics Resource Sharing Group  
Quality Assurance Degree Level Expectations Committee  
Scholarly Communications Committee  
    Graduate Students Open Access Award Committee  
Senate Academic Programming Committee  
Senate Library Committee  
Service Excellence Working Group  
Space Planning and Management Committee (SPAM)  
University Records Management Committee  
University High School Partnership Committee  
Vice-President Academic Council (VPAC)

## External Committees

ACMLA  
Algonquin College Library and Information Technician Advisory Committee  
Association of Canadian Archivists – University and Colleges Archives Special Interest Section  
Canadian Association of Research Libraries,  
    Research Dissemination Committee  
    Data Management Working Group  
Canadian National Committee for CODATA  
Canadian Research Knowledge Network  
CAPDU  
Capital SmartLibrary Steering Committee  
CAUT Francophone Committee  
Committee on Research Libraries  
COOL RDC  
Data Liberation Initiative  
    Education Committee  
IASSIST  
    2013 Program Committee  
New Review of Academic Libraries Editorial Board  
Library and Information Research Editorial Board  
Ontario Council of University Libraries  
    Executive  
    Strategic Planning Committee  
    Digital Curation Committee  
DINO -Data Collections Policy Group  
ETD Committee  
Information Resources Committee  
    Government Information Group  
    Thunder Bay Working Group  
Map Group  
<odesi>  
    DDI 3/Colectica Group  
    MarkIt! Group  
    Operational Group  
    Record Synthesis Group  
Ontario Digitization Initiative Working Group  
OUR Database Working Group  
Research Data Canada National Coordinating Committee  
Social Planning Council Data Group  
University of Ottawa Information Studies Advisory Group

