Mission

We promote excellence at Carleton University by collecting, preserving and providing access to information resources and services for our teaching, learning, research, and administrative communities, wherever they are located.
CARLETON UNIVERSITY LIBRARY AND ARCHIVES
ANNUAL REPORT
May 1, 2006 – April 30, 2007

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INTRODUCTION

I became University Librarian on May 1, 2006 and am delighted to present the annual report for my first year in office.

It was a challenging year in many ways for me and for my team. In addition to the regular duties of the Library, both the University Archives and the lead for ensuring university compliance with provincial Freedom of Information and Protection of Privacy legislation were transferred to the University Librarian from the beginning of the year. FIPPA responsibilities were particularly onerous, especially in the beginning as the FIPPA Office had to be established and all policies, websites, publicity and training materials developed, official requests answered within tight deadlines. FIPPA activities will not be part of this report but it is important to note that these activities were in addition to the many accomplishments of the Library and Archives in 2006-7.

Many new services and systems were added to the Library and Archives portfolio and changes in service use began to appear. With the exception of Archives and Data Centre statistics, overall statistics were slightly down from previous years especially for borrowing and gate counts but statistics on use of electronic resources increased dramatically – demonstrating a move from in-house use of collections to remote use. Having said that, there was still huge demand for study spaces in the Library and redesigning our building to create more places for students to work was a constant focus of our work. We were therefore delighted at the end of the year to receive over $1million for a compact shelving project which would let us create nearly 50% more study spaces.

We also worked hard on developing a strategic plan – the first in many years. We consulted with our users and staff and with senior management and we used the Priorities and Planning Task Force report to inform our priorities. Our plan was finished and later approved by the Senate Library Committee in the Spring of 2008. It was one of the first strategic plans to be part of an overall university academic strategic plan.

While this report is primarily written to celebrate our achievements from 2006-7, I conclude the report with a look forward to the challenges and opportunities in 2007-8.

Margaret Haines
University Librarian
2006-7 saw the introduction of several new services in the Library. The sections below include excerpts from team reports and highlight changes in service. Statistics for services are in Appendix 1.

Access Services
The Circulation Department, together with the Library’s Circle of Friends, organized the Library’s first Food for Fines campaign, waiving $2.00 in library fines for every non-perishable food item donated. Between March 19 and 25 the Library waived $2566.50 in library fines and collected over 60 boxes of food for the CUSA Food Centre - an emergency food bank program for Carleton students in need of temporary assistance.

3,705 Carleton patrons registered for the new laptop loan program between September 2006 and April 2007. The total number of issues between May 2006 to April 2007 was 40,147. In early April, 30 laptops were added to the initial group of 50. As the original laptop cases proved to be too heavy and cumbersome they were replaced with 80 bags, in Carleton colours, that were cheaper, lighter, and more compact in terms of use and storage.

On November 1 the Library engaged in a late evening hours pilot to extend hours to 2:00 a.m. 7 days a week until April 27. Students were hired to work the late hours together with student security officers from University Safety. Head counts were completed during the late hours to determine where students preferred to study; the third floor Learning Commons area proved to be the most popular study space. We received many positive comments about extending the hours.

Generally, in-house use statistics for the Library were down from the previous year – e.g. borrowing and gate counts, but countering that was a dramatic increase in use of online resources. We speculate that students are using our e-resources remotely, either from home or from other computer labs on campus and are coming to the Library to use our computers, study space, and laptops, rather than for access to the print collections. Despite the lower gate count, competition for limited resources and over-crowding have resulted in an increase in behaviour-related incidents. By far the biggest challenge to Stacks Services was the enforcement of rules and regulations. Multiple complaints were received about noise. In March a new student patrol was introduced to monitor cell-phone use and noise in the building.

Interlibrary Loan Services
The Interlibrary Loans Department continues to make major improvements. DistancePlus has extended our direct delivery of ILL items to the homes of off-campus users. Through a new service called ILL Select, we have embarked on a “collaborative strategy” for ILL within Carleton. This service allows us to submit “rush” orders for current imprints that are not available for loan in Ontario or Quebec universities.

Interlibrary Loans has changed its procedures for searching journal articles and reports. Requests for a journal article or a report are initially searched on Google. In 2006-7, 450 articles were found through such searches. In consequence, clients receive articles within 24 hours, at no cost to the user.

Since RACER was launched in September 2003, our Library has become a net borrower. On the lending side of the operation, the statistics are slightly higher than they were during the last fiscal year. Since 2003-04 there has been a downward trend in document delivery statistics. This decrease may be attributed to a significant increase in our electronic journal subscriptions and to the number of open source journals that are available.
MADGIC Services

There was a noticeable decline in the number of map reference questions, due, in part, to course offerings. Map specialists believe that the time invested in creating map displays for specific courses also contributes to this diversion from the information desk. These on-site labs are a variation on course seminars. Instruction and reference assistance through the Web was also on the rise. MADGIC staff not only participates in the CHAT service but also manages over 100 web pages to support courses and topical research.

Many government documents can now be accessed online, including those of the World Bank, IMF, and the OECD. The MADGIC Resource Centre also has online access to the U.S. Serial Set, the American State Papers, and the UK House of Commons Parliamentary Papers and can lead students to the best in-house resources and Internet sites for maps, other government documents and data to support their research.

A new Web project ‘Historic Ottawa’ was started, the objective of which was to create a Web-based collection of historic Ottawa maps. Images will be delivered to students and researchers, potentially eliminating the need for access to the original maps, which may then be preserved in storage. This project involved the initial scanning of older Ottawa and NCC maps that was done commercially to specified standards.

The statistics for the Data Centre continue to grow, in spite of additional project responsibilities that include the development of the DLI training repository and a DLI survival kit for those working with these resources. The success in obtaining provincial and federal funding for the <odesi> project and the RDC Network was a great leap forward in the goal to develop metadata standards for data discovery and exchange. Carleton plays a major part in these initiatives, as evidenced by staff secondments to the CANDDI and <odesi> projects.

Reference Services

Subject specialists continued to build on earlier information literacy initiatives, combining innovative teaching techniques together with technology, developing interactive training modules, and team-teaching with colleagues in Reference Services, MADGIC, ILL. New tools, such as the Assignment Calculator, were added to assist students.

There was increased demand for specialized instruction (e.g. First Year Seminars, ArtsOne, 4th year Honours and Graduate Students). Reference staff were asked to join several campus-wide committees which are focussed on the training of students at various levels.

Reference staff continued their close collaboration with faculty on course content and Web-page development, integrating information literacy skills into the curriculum and venturing into WebCT and video-streaming technology. A special module called Sandbox was introduced to support the research needs of undergraduate students by providing a single portal to research guides, integrated with class material available through WebCT. Created under the banner of the Learning Commons, this project aims to provide access to multiple services and includes a variety of guides which lead undergraduates through the research process - from choosing a topic and using the Library to writing and creating a bibliography. Core library skills are also integrated into class curricula through a brief assignment to be used in tandem with the Library Sandbox module.

Additionally, Reference staff also hosted 19 high school visits. More than 400 students participated in these half-day sessions. Pressure to allow this group access to Library resources and services is mounting. Reference staff are also responsible for issuing and managing guest accounts for campus visitors – last year 2,003 new accounts were processed.

While Desk transactions decreased, individual staff contacts with faculty and students increased
significantly. Subject specialists provided additional research assistance: 644 office consultations (by appointment or drop-in); 290 telephone calls; 1,246 e-mails; and 579 Chat sessions in addition to the regular AsktheLibrary service. The Chat service was extended to 8pm Monday to Thursday.

Staff continued to upgrade software and improve accessibility in the Joy MacLaren Adaptive Technology Centre. There were 139 registered students (138 last year) making a record number of 4,652 visits during September-April (4,090 last year). Thirty-nine new students were added to list of eligible users (26 last year) and 61 students received research assistance (63 last year).

**Collection Highlights**

**Library Collections**

In 2006/2007 the Collections Librarian was allocated $300,000 in base increase and $200,000 in fiscal funding. We spent 14% more on library materials this year than was spent last year: $888,736 on books; $747,295 on serials; $130,967 on Maps, Data & Government Information; $68,195 on document delivery; $76,448 on external memberships and services; and $3,066,830 on electronic information resources. Additional statistics on collections expenditures are reported in Appendix 1. Lists of notable acquisitions appear in Appendix 2.

Although we spent 9% less on print books in 2006/2007, the collection was expanded considerably by the purchase of the Springer eBook Collection, Books 24x7, Safari Tech Books Online and Oxford Scholarship Online. Through consortial purchasing, the Library continued to increase access to research materials. Fifty-nine percent of our electronic information resources budget was spent on CRKN and OCUL purchases. $190,593.97 was spent on continuing orders and orders submitted by MADGIC specialists. Of that amount, slightly less than $50,000 was earmarked for digital resources.

With this funding, the Library has acquired a balanced collection of multidisciplinary products. Most of the titles purchased are in the online format. It is the preferred format, especially for new faculty. According to in-house and Scholars Portal statistics, Carleton’s full text download and access to abstract and indexing databases increased by 19% last year. Usage on publishers’ platforms has increased by 26%, while usage on Scholars Portal has declined by 3%. Elsevier’s ScienceDirect is the database which has received the highest usage. In addition to text-based material, we continue to extend our collection to include visual and multimedia content. Our collection of ebooks has grown significantly.
The purchase of backfiles for journals and A&I services has greatly increased the depth of our collection. The decision to move print material to storage has become more acceptable, given that we now have a sizable collection of print which is also available electronically.

The Canadian Research Knowledge Network (CRKN) was successful in its application for CFI funding. With matching provincial funding and contributions from member institutions, a total of $47.7 million will be available for the purchase of humanities and social science digital content for Canadian universities. Carleton has made initial commitments to support this project in the three-year funding period and for three years after the CFI agreement ends, i.e. 2010. Our 2007 contribution will be $52,316. Our 2010-2012 contribution will be about $180,000 per year.

The strength of the Canadian dollar has increased our purchasing power. For budget considerations, we have purchased a number of products which require one time only funding. This has worked well because we have a demand for one time only (OTO) backfiles and ebook collections. However, the quality of our collection will be compromised if price structure continues to be the prime criteria in determining selection.

The growth of Carleton’s academic programs has had a major impact on collection development. To ensure that our Collection best serves the teaching and research needs of the University, we are in the process of updating our subject profiles and collection policies. The preparation of support statements for academic programs also helps to ensure that our collection remains relevant to teaching and research needs. Twenty-eight statements were prepared this year: 14 for new programs (10 undergraduate and 4 graduate); 7 for OCGS periodic appraisals; and 7 for undergraduate review.

In January 2007, Carleton became a member of SPARC (Scholarly Publishing and Academic Resources Coalition). Heather Joseph, Executive Director of SPARC, visited Carleton on December 7 to discuss open access and authors’ rights.

Collections outreach includes free alumni access to two databases. A reciprocal agreement with the University of Ottawa for Joint Program students’ access to electronic resources has been finalized.

Special Collections and Gifts

Special Collections continued to expand its holdings through donations of rare books and through materials purchased by the Gifts Librarian. The Library is especially grateful to William McAllister Johnson for his donation of more than 900 books. This collection includes both recent and antiquarian material with a focus on pre-revolutionary French printmaking and the Salons. A large collection of approximately 7,000 classical and popular music cds, albums, tapes, and stereo equipment was also received from the Estate of Horst Arndt.

As in past years, our Gifts operation has greatly enhanced our print collection. Major donations continue to come from individual donors. The total amount of donations in 2006 was $182,335.81 – a 20% increase from 2005. On November 2nd, 2006, a reception was held to thank these donors. This year twenty-four names were added to the Donor wall – each name indicating a donation of more than $1,500.00 to the Library.

2006/2007 EXPENDITURES

- ACQ: BOOKS: 17.66%
- ACQ: SERIALS: 16.04%
- MADGIC: 2.74%
- EXTERNAL MEMBERSHIPS: 0.97%
- ELECTRONIC INF RES: 58.97%
- BINDING: 2.15%
- DOCUMENT DELIVERY: 1.47%
- EXTERNAL MEMBERSHIPS: 0.97%
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Collections outreach includes free alumni access to two databases. A reciprocal agreement with the University of Ottawa for Joint Program students’ access to electronic resources has been finalized.
Archives Developments

Last year the Archives acquired 95 meters of new material, including archival documents, items and ephemera that were previously housed in the University Library Special Collections, and records of the Centre for Editing Early Canadian Texts. This past year 85.8 meters of records were processed and made available for research. There is a backlog of fourteen meters of material. Discussions on the issue of increasing the Archives mandate to include retired faculty members’ research papers are underway and will continue into the coming year.

Four years ago the vault storage space was maximised with the installation of compact shelving. It was hoped that this new storage capacity would satisfy the needs of the Archives for the next 5 to 10 years. However, the increased number of acquisitions and volume of such transfers have resulted in additional storage requirements.

Future plans for the Archives include: collaborating with Special Collections on a research collections policy in 2007-8; co-operating on joint exhibitions and events; and digitising photographs in the university collection.

MADGIC Collections

The depth of the MADGIC collection, which contains 1,465,807 physical items, was enhanced by significant acquisitions in all sectors. Faculty and students were particularly thrilled by the addition of the 20th century British House of Commons Parliamentary Papers online. We now have complete coverage from the 19th century of one of the richest full text databases for historical research. Other foreign area studies were strengthened by China data online, Russian UDB government and UDB statistics databases, and the South Africa Truth and Reconciliation Commission CD-ROM which Denize Tan obtained for us while travelling in South Africa.

After much negotiation with Library and Archives Canada, and thanks to the assistance of Professor John Clarke, we were able to confirm ownership of an authenticated copy of the 1825 Chewett Map of Upper Canada. Our Canadian map collection was also enriched by a donation from the Joint Canada-U.S. Boundary Commission of a full set of U.S.-Canada boundary maps. Retrospective cataloguing made a considerable impact on visibility of the map collection through the OPAC. Staff catalogued the Library’s air photo collection and developed a valuable Web-based index to enable users to see our paper holdings through the OPAC.

Geospatial holdings continue to expand. Thanks to the City of Ottawa we now have 20 years of digital air photos covering growth of the city from 1976 to 2005. These holdings are locally mounted and indexed for use by our increasing numbers of GIS users.

The Data Centre continues its mission to rescue important data in danger of being lost. When the Canadian Unity Office was closed, we were able to obtain a grant to process and archive survey files from their Centre for Research in Canada (CRIC).
TECHNICAL SUPPORT

Technical Services
In 2006/07 Acquisitions received 12,622 monographs. Of that, 9,231 were firm orders and 1,958 were received on approval from Coutts and Harrassowitz. We also started a modest approval plan this year with Renaud-Bray for French Literature books. 18,731 books were catalogued, 10.5% of which were catalogued rush.

Serials staff continued to create order from the chaotic world of e-resources. As well, attention and effort was given to analyzing Electronic Resources Management systems. After much deliberation the decision to buy Innovative’s ERM, as well as their Content Access Service (CASE), was made.

Retrospective map cataloguing enhanced the visibility of the map collection through the OPAC. A valuable Web-based index was also developed to enable users to see our air photo holdings through the OPAC. As governments move away from paper publishing, statistics for the cataloguing of Web-only monographs and serials increase.

In December, we began sending files of our newly catalogued monographs to Blackwell’s for Tables of Contents Enrichment. 2278 records had received TOC enrichment by April 30.

Staff continued to work on a project that provides direct links in our catalogue to Carleton University theses from 1961 on that are available in ProQuest’s Dissertations & Theses database. They completed 1974-2002 and made direct links to 5373 theses for those years.

The Authorities unit is ensuring that a current authority record exists for literary authors. A classification number is also being added to the record to assist cataloguers. 1,139 authority records have been completed; 1,633 records have been revised.

With general wear and tear and variations in quality, spine labels on many books in the Library are damaged or deteriorating and need to be replaced. The Binding and Processing Unit is relabeling old books at a rate of approximately 2,833 per month. Last summer, 2 students relabelled 12,359 books in the most heavily used areas of the collection.

Systems
Systems staff are engaged in numerous ongoing activities to support the smooth and efficient operation of the Library. These include:

- supporting staff computers, peripherals and software (through the 2746 service line) and supporting laptops that are part of the Learning Commons Laptop Loan program
- ordering staff computers, peripherals and software, as required
- supporting the Library Web site and Intranet and adding listservs to the Intranet
- assisting with library activities requiring IT support (e.g. GIS day); e-resource troubleshooting, providing training support for software products (e.g. RefWorks, Contribute) and maintaining on-line help documentation
- managing mail accounts and library and departmental aliases
- regular support for all servers, proxy servers and ensuring on-going security of systems
- providing support for Innovative - the Library’s integrated library system, and retrieving statistics and records for Innovative and supporting Innovative User Group enhancements
- preparing records for export (e.g. WorldCat) as well as record loading
- reviewing new technologies
- providing technical Support to SmartLibrary

In addition to these routine services, Systems has also undertaken a number of projects in 2006-7, including designing and/or implementing:

- an Assignment Calculator to support Reference Services’ work with students
• the Multisearch application
• the redesign of the Library Web site
• a process for the load of the Blackwell table of contents data
• My Millennium for patron use along with Webpac Pro
• a process to add item and check-in records to e-resources in order to support unmediated searching in Racer.
• Innovative’s Electronic Resource Management
• CUNET for the Library

Systems continued to lead the LibQUAL+ evaluations of library service. In 2006-7, this included preparing and making available on the Web, the 2006 LibQUAL+ survey reports and running LibQUAL+ 2007. Our current plan from this point on is to run the LibQUAL+ survey every second year.

The institutional repository project was another major project for Systems staff that involved identifying potential participants and possible document types for inclusion in the institutional repository. A review of available platforms for the institutional repository resulted in a decision to move forward with DSpace.

Significant research was undertaken to consider the potential for Library involvement in storage and archiving of CBC Newsworld content. There were numerous meetings with the Circle of Friends, University of Toronto researchers, CBC staff and others. The project has been placed on hold for now due to the high cost of proper archiving (with indexing).

As part of a cooperative project with CCS, the Library computer room was renovated to provide space for the CCS satellite data centre. While we are providing important support to the campus IT disaster recovery infrastructure, we are ensuring a continued level of support for environmental stability and security of the space which we now share.

### STAFF HIGHLIGHTS

Statistics on staff numbers and salaries are included in Appendix 1.

**Awards**

Heather Matheson and Michelle DeVidi were the recipients of the 2006 Professional Achievement Awards for CUASA librarians.

Heather Matheson has applied her infectious enthusiasm to a great number of projects in the library, the University, and the profession of librarianship. Along with colleagues, faculty and campus partners, she has introduced new resources such as the Library’s first podcast of a self-guided tour. Heather is also involved with library associations and has been a presenter at association conferences.

Heather Matheson was also chosen to attend the 9th Northern Exposure to Leadership Institute (NELI), held in Emerald Lake, BC, March 1 – 6, 2007.

As well as providing library instruction workshops on legal and human rights research, and one-on-one reference assistance to students and faculty, Michelle DeVidi also teaches a course on law and the information society. She is pursuing her doctorate in information studies at McGill University, with a focus on information ethics and information policy in the post-9/11 world of the United States.

A notable achievement this year was work done by Heather McAdam on the Maps for Canadians campaign for which she received the ACMLA Honours Award and the Carleton University Community Service Award.

Margaret Haines was awarded an Honorary Fellowship from the Chartered Institute of Library and Information Professionals in the UK for her contributions to librarianship over 20 years in the UK.
Training and Development

The Library and Archives held its first annual staff away day on August 30th. Heather Matheson was the Chair of the Organising Committee, which included staff from all departments. This event was a tremendous success with almost all permanent staff in attendance.

A training and development Committee was established, under the chairmanship of Leslie Firth, to develop an equitable and consistent policy on access to training, to investigate training needs across all staff groups and to develop a program to address these needs. A series of workshops on high performance teams was launched in March 2007 and many other activities are planned. Staff in the Library and Archives also attended numerous courses at outside organisations which enhanced their technical skills and professional knowledge.

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 2.

Professional Contributions

CLA 2006 was held in Ottawa and, as it was such a great opportunity to send many more staff than usual to the conference, the Library had a record attendance. Many library staff were actively involved in the organisation, programme or local arrangements. Our staff were also involved as convenors or programme chairs for the following:

- 2006 GEOTEC/ACMLA conference in Ottawa.
- 2006 ACCESS conferences in Ottawa
- 2006 World Library and Information Congress held in Seoul Korea
- 2006 IASSIST Conference held in Ann Arbor, Michigan
- 2006 ACRL Conference held in New Orleans, Louisiana
- 2007 OLA Conference held in Toronto

During the year, 11 Library and Archives staff made a total of 16 presentations to professional meetings and contributed 9 articles to professional journals. A list of these presentations and publications is attached as Appendix 3.

Staff Changes

New Appointments
Aleksandra Blake – June 1, 2006
Lynda Finn – June 1, 2006
Kelly Parkinson – December, 2006
Joaquin Valenzuela – February 2007
Geoffrey Wale (transfer) – September 1, 2006

Promotions
Robert Buchanan – June 1, 2006
Mulugeta Gebru – August 22, 2006
Patty Paquette – June 1, 2006

Retirements
Pamela Armstrong – August 1, 2006
Gwyn Price – July 1, 2006
BUILDING HIGHLIGHTS

The staff lounge was refurbished and opened for use in the Autumn of 2006. The ‘facelift’ was dramatic and has emerged as an attractive, multifunctional room for staff breaks, meetings, celebrations and receptions. This lounge is used by over 130 staff and student employees for coffee, lunch and dinner breaks but it is also used for events such as our annual staff Away Day, Circle of Friends lectures and presentations, and teas for library donors. It is well used and appreciated by all staff.

There were several minor improvements made to equipment and furnishings throughout the general building including the replacement of unsafe, worn carpets, in response to a Ministry of Labour order, and the addition of new chairs for the main teaching room 102.

The Library’s new high-density storage facility, built as part of the University’s twin ice pad arena complex called “The Ice House”, was finally ready for occupancy by mid-August. Between May 1 and August 14, many preparatory tasks were completed, including planning for and hiring full-time staff, working with the Systems Department to set up the accessioning and retrieval processes, and ensuring that all necessary hardware and software was in place, and working with the University’s Physical Plant to ready the Facility for occupancy. 3000 boxes containing approximately 80,000 monographs, serials and government publications were delivered to the Facility in mid-August. Processing to accession the items began on September 7. As of November patrons could request retrievals from the Library Storage Facility through the Library’s online catalogue by using the “Hold/Request” button. On November 9, nine Library staff members (full time and student employees) took training and examinations in order to be certified to use the order picker vehicle. During its first year of operation the Facility accessioned a total of 65,718 items.

Health and Safety issues continued to surface this year. Staff complaints about air quality resulted in a formal IAQ study commissioned by Health & Safety and Physical Plant Dept. in November 2006, to update the 2001 version. Fortunately no serious problems emerged but we await the implementation of the seven relatively minor technical recommendations that were made.

The Library embarked on a major multi-year renovation program thanks to the successful bid for funding for renovations to the first floor to install compact shelving to house all serials. This project will free almost 10,000 square feet of space in the Library so that 50% more seating capacity can be added – over 400 study spaces. The project start date is in 2007-8.
CHALLENGES AND OPPORTUNITIES IN 2007-8

CHALLENGES

The major challenges ahead for the Carleton Library and Archives can be described in four main areas:

Staff

The Library currently has a small staffing establishment in comparison to other research libraries supporting institutions of similar size and complexity. Operating in only one building does help but a major challenge now is covering service desk hours, especially with the growing demand for extended hours.

In addition, our staff is aging and there are succession planning issues which must be addressed if we are to harness the knowledge and expertise of those about to retire. With the hiring of younger staff, we find that we now have a multigenerational workforce and we must address how to develop high performance teams when members have very different work cultures and expectations.

As we introduce new services, largely made possible through innovative technologies, we find that there are skills gaps and we must expand our staff development program to meet these needs. Social networking and other Web 2.0 applications must be part of our skill set if we are to reach our new students.

We must strengthen teaching skills by taking advantage of learning opportunities like the Seminar in University Teaching, Workshop on Instruction in Library Use (WILU), and Society for Teaching and Learning in Higher Education (STLHE) Conference and experiment with innovative teaching techniques (e.g. modular training packages using WebCT).

We also have skills gaps in evaluation and marketing and the current complement of staff have full-time roles with no capacity for taking on these additional and key responsibilities. Outreach to staff and students and faculty is critical given that we know our users are choosing remote access to our resources and services.

Collections

Our challenge in this area is stretching our collections budget to accommodate new academic programs and to buy resources for our existing programs.

We have a large collections budget but not in comparison to other research libraries in Canada. With no inflation provision in our budget, we are always asking for money to cover the cost of increases in our subscriptions. The strong Canadian dollar and buying as part of a consortium have helped, but not to the extent that we are able to buy significantly more resources. Our challenge is to find new funding sources to maintain research level collections for our students and faculty.

The other challenge for collections is space. We are lucky to have our own storage facility and this will allow us to continue to add to our collection by moving the same amount to storage (about 20,000 volumes) every year. We can grow in this way for about 10 years but will then have to find other solutions. For Archives collections, the storage problem is more acute and we will have to look at using the Storage Facility for archival materials as well as library collections.

Environment

As noted above, the major challenge facing the Library is space. We can only accommodate about 5% of our student body and there is always demand for more space. In addition, we are aware of the tension between providing quiet study space and more interactive group working areas. Both are needed and we hope that we can
provide for this in the areas freed by the compact shelving project.

Enhancing security measures to reduce thefts and enforcing library codes of conduct and improving the accessibility of our building to all students are also challenges to face next year.

We also need to complete a review of Phase One of the Learning Commons to improve co-ordination of partner services, ergonomic design issues (LC Desk) and computer access. Space planning must also include additional classrooms for interactive teaching and learning enhanced by appropriate technology and equipment.

Finally, staff office accommodation remains a challenge, every time we add a new staff member. Accommodation is not equitable across teams and we will have to address this in the next year.

Technical and Service Support

The technical support team in Systems is working to capacity at the moment. Expanding our systems team involvement in campus-wide initiatives, while at the same time getting a timely and reliable systems service to the Library, is always a challenge.

Similarly, we have a need for systems and technical services staff with expertise in electronic resources, new technologies, digitisation and preservation and our challenge is whether to develop these skills in existing staff who are overstretched as it is or to find ways to bring in new staff members.

OPPORTUNITIES

There are also significant opportunities ahead for Library and Archives:

Research Support

Based on recent meetings with Carleton research community representatives, we could be involved in other means of providing support to the research community, including support for open access journals and possibly research databases. At the same time, we hope to be heavily involved in the support of the Environment and Health Research network that is being created by the Acting Vice President, Research and International.

Support to graduate students and researchers is also a priority and we have strong interest from Graduate Studies as well as OVPRI to develop information literacy and training programs for graduate students and postgraduate fellows. We have considerable expertise in data analysis, archiving and management and these skills could be extended to support graduate development initiatives.

Teaching and Learning

We have a good relationship with teaching faculty and with the Educational Development Centre and we can build on this to increase the library contribution in teaching and learning, particularly via e-learning and WebCT. We must consider expanding partnerships with faculty to integrate the teaching of information literacy skills into curriculum planning (e.g. ArtsOne Clusters) and improve our partnership with the Writing Tutorial Service through the citation guides project.

Extending partnerships with local schools could also be an asset to the University and we should create a library presence in Desire2Learn (course management software) with local high school partners.

As mentioned above, our literacy programs must extend to graduate students and our numeracy programs to undergraduates.
We have opportunities through our librarians teaching in various faculties to explore the idea of cross-appointments and a closer collaboration between the Library and Faculties in supporting teaching. The University Librarian is now a full partner in Academic Deans’ meetings and this should improve the discussion and collaboration in these areas.

Library Partnerships

We are already active in many library partnerships – on campus, in the Ottawa region, in Ontario and across Canada. These bring great benefits to us in terms of expanded collections and training opportunities. We could do more to take advantage of these partnerships and in particular to extend staff development through shadowing, exchanges, mentoring and other initiatives.

As seen in our Appendix 3, many of our staff are already involved in committees and professional organisations. We ought to be using these more for networking and learning about how to expand our services and for bringing new ideas into the Library. Partnerships with overseas libraries, particularly those in Africa, could also be of great value in supporting new academic programs such as the African Studies Institute.

The challenge for us lies in exploring the added value these partnerships bring beyond the obvious and original purposes of collection and resource sharing.

Information Management Developments

We also hope to work cooperatively with CCS on a project to examine the complex area of authorization and authentication. These issues are particularly important to us because of our service of providing access to licensed electronic resources.

There are also opportunities to take a leading role in other information management initiatives such as electronic records management, quality assurance programs, and staff and organisational development.

With continued support in terms of staffing and budget dollars for training, we are confident that we can take on these new opportunities to share our expertise at the corporate level.
APPENDIX 1:
CARLETON UNIVERSITY LIBRARY STATISTICS\textsuperscript{1}

EXPENDITURES AND COLLECTIONS and SERVICES

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<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Print Volumes</td>
<td>1,788,821</td>
<td>1,772,260</td>
</tr>
<tr>
<td>Microform Units</td>
<td>1,394,030</td>
<td>1,371,356</td>
</tr>
<tr>
<td>Manuscripts and Archives (linear metres)</td>
<td>290</td>
<td>368</td>
</tr>
<tr>
<td>Printed Music Scores</td>
<td>33,335</td>
<td>32,440</td>
</tr>
<tr>
<td>Cartographic Materials</td>
<td>179,810</td>
<td>179,051</td>
</tr>
<tr>
<td>Graphic Materials</td>
<td>9,557</td>
<td>9,557</td>
</tr>
<tr>
<td>Audio Materials</td>
<td>2,153</td>
<td>2,145</td>
</tr>
<tr>
<td>Film and Video Materials</td>
<td>16,613</td>
<td>15,420</td>
</tr>
<tr>
<td>Print Monograph Titles</td>
<td>936,402</td>
<td>924,256</td>
</tr>
<tr>
<td>Electronic Monograph Titles</td>
<td>309,473</td>
<td>266,395</td>
</tr>
<tr>
<td>Total Monograph Titles</td>
<td>1,245,875</td>
<td>1,191,191</td>
</tr>
<tr>
<td>Serials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Print and Microform Titles</td>
<td>6,543</td>
<td>6,380</td>
</tr>
<tr>
<td>Number of Electronic Titles\textsuperscript{2}</td>
<td>37,861</td>
<td>8,876</td>
</tr>
<tr>
<td>Number of Subscriptions Purchased</td>
<td>11,678</td>
<td>9,561</td>
</tr>
<tr>
<td>Number of Electronic Serial Titles included in aggregator packages</td>
<td>39,094</td>
<td>28,101</td>
</tr>
</tbody>
</table>

EXPENDITURES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print Monograph Volumes</td>
<td>$888,736</td>
<td>$979,761</td>
</tr>
<tr>
<td>Electronic Monograph Titles</td>
<td>$83,803</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total Monograph Expenditures</strong></td>
<td>$972,539</td>
<td>$979,761</td>
</tr>
<tr>
<td>Current Print &amp; Microform Serials</td>
<td>$747,295</td>
<td>$765,354</td>
</tr>
<tr>
<td>Current Electronic Serials</td>
<td>$2,983,027</td>
<td>$2,626,138</td>
</tr>
<tr>
<td><strong>Total Serial Expenditures</strong></td>
<td>$3,730,322</td>
<td>$3,391,492</td>
</tr>
<tr>
<td>Other Library Materials (includes external Memberships and MADGIC items)</td>
<td>$207,415</td>
<td>$226,820</td>
</tr>
<tr>
<td>All Material Fund Expenditures Not Included Above (Document Delivery)</td>
<td>$68,195</td>
<td>$88,787</td>
</tr>
<tr>
<td><strong>Total Library Materials</strong></td>
<td>$4,978,471</td>
<td>$4,686,860</td>
</tr>
</tbody>
</table>

\textsuperscript{1}CARL Statistical Survey of Canadian University Libraries, 2006-7

\textsuperscript{2}Please note that in 2005-6, titles in aggregator packages were not included, hence the large difference between years.

CARLETON UNIVERSITY LIBRARY ANNUAL REPORT
<table>
<thead>
<tr>
<th>Contract binding</th>
<th>102,839</th>
<th>112,616</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries and Wages</strong></td>
<td><strong>2006-2007</strong></td>
<td><strong>2005-2006</strong></td>
</tr>
<tr>
<td>Professional</td>
<td>$2,583,373</td>
<td>$2,268,457</td>
</tr>
<tr>
<td>Support Staff</td>
<td>4,154,090</td>
<td>3,917,171</td>
</tr>
<tr>
<td>Casual Staff</td>
<td>492,308</td>
<td>541,709</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>1,269,578</td>
<td>1,162,780</td>
</tr>
<tr>
<td><strong>Total Staffing Expenditures</strong></td>
<td>7,229,771</td>
<td>6,727,337</td>
</tr>
<tr>
<td>Other Operating Expenditures</td>
<td>954,388</td>
<td>738,455</td>
</tr>
<tr>
<td><strong>Total Library Expenditures</strong></td>
<td><strong>$13,580,659</strong></td>
<td><strong>$13,428,048</strong></td>
</tr>
</tbody>
</table>

**LIBRARY PERSONNEL (FTE)**

| Librarians | 26.60 | 26.80 |
| Other Professionals | 0.00 | 0.00 |
| Support Staff | 80.25 | 76.1 |
| Casual Staff | 28.26 | 28.7 |
| **Total Staff FTE** | **135.11** | **131.5** |

**USE, FACILITIES AND SERVICES**

<table>
<thead>
<tr>
<th>Collection Use</th>
<th><strong>2006-2007</strong></th>
<th><strong>2005-2006</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Initial Loans</td>
<td>410,631</td>
<td>534,856</td>
</tr>
<tr>
<td>Number of Renewals</td>
<td>314,081</td>
<td>358,122</td>
</tr>
<tr>
<td>Number of Reserve Loans</td>
<td>64,106</td>
<td>81,531</td>
</tr>
<tr>
<td>Number of Staff Library Service Points</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Number of Weekly Public Service Hours</td>
<td>101</td>
<td>101</td>
</tr>
<tr>
<td>Number of Weekly Building Opening Hours</td>
<td>111(^3)</td>
<td>101</td>
</tr>
<tr>
<td>Number of Library Presentations to Groups</td>
<td>391</td>
<td>328</td>
</tr>
<tr>
<td>Number of Total Participants in Group</td>
<td>10,050</td>
<td>10,339</td>
</tr>
<tr>
<td>Total Number of Reference Transactions(^4)</td>
<td>35,864</td>
<td>32,917</td>
</tr>
<tr>
<td>Turnstile Count</td>
<td>1,194,103</td>
<td>1,263,118</td>
</tr>
<tr>
<td>Total Number of Interlibrary Loan Requests Received from Other Institutions</td>
<td>13,247</td>
<td>13,945</td>
</tr>
<tr>
<td>Total Number of Interlibrary Loan Requests Sent to Other Institutions</td>
<td>18,094</td>
<td>18,077</td>
</tr>
</tbody>
</table>

\(^3\)Note, Building hours were extended to 2 am from November 1, 2006

\(^4\)Note, this includes Archives reference statistics and is different from the CARL statistics submission
APPENDIX 2:
NOTEWORTHY 2006 – 2007 NEW ACQUISITIONS

• AFI Catalog, FIAF International Index to Film Periodical, FIAF Full Text
• AIAA Meeting papers 2006-
• BioOne 2
• Blackwell Synergies journal backfiles (from CRKN)
• Books 24x7 Engineering and IT Pro
• Central and Eastern European Online (CEEOL)
• China Data Online
• China Perspectives
• CSA Illustrata: Natural Sciences
• DRAM (Database of Recorded American Music}
• Derwent Innovations Index
• EcoScience – current and backfiles
• e-EROS Encyclopedia of Reagents for Organic Synthesis
• Encyclopedia of Judaica, 2nd edition
• Encyclopedia of Religion
• Emerald Management Xtra 150
• Garland Encyclopedia of World Music Online
• Halsbury’s Law of Canada (print)
• Nature Protocols
• Oxford Scholarship Online Front Lists
• Oxford University Press journal backfiles (from CRKN) – access to the medicine collection which was not previously held
• Proquest Historical Newspapers (from CRKN) – access to Wall Street Journal and Washington Post in addition to NY Times Archive which we already had
• Routledge Reference Resources: Politics and International Relations
• Routledge Reference Resources: Religion
• Safari Tech Books Online – current file
• ScienceDirect Chemical Engineering backfile
• SPIE Digital Library MARC records
• Springer ebooks (complete 2005-2007 collections) and MARC records
• UNB GOV
• UNB – STAT
• Thieme Science package and backfiles
• Web of Science backfile from 1900
• Wiley journal backfile in Civil Engineering
• Wiley journal backfile in Environment Science
• World Competitiveness Online
APPENDIX 3:
COMMITTEE WORK, PRESENTATIONS AND PUBLICATIONS

Internal Library Committees
- Authorities Sub-Committee
- Away Day Committee
- Cataloguing Policy Committee
- Collections Committee
- Database Policy Committee
- ERM Working Group
- INN group
- Intranet Committee
- Learning Commons Operations Committee
- Library Forum
- Library Management Group
- Library Web Committee
- Multisearch Sub-Committee
- Online Instruction Subcommittee
- Peer Evaluation Committee
- Professional Development Committee
- PR Committee
- Senior Staff Council
- Strategic Plan Committee
- Technical Services Committee
- Information Systems and Services Committee
- Occupational Health and Safety Committee
- OVPAC (Office of the Vice President Academic Staff Committee)
- President’s Council (until September 2006)
- President’s Planning and Priorities Task Force
- Senate Academic Planning Committee
- Senate
- Senate Library Committee
- Study Space Committee
- United Way Planning Committee

External Committees
- Association of Canadian Archivists, University and College Special Interest Group
- Access Conference 2006 Steering Committee
- Access Conference 2006 Sponsorship Subcommittee
- Access Conference 2006 Hackfest Subcommittee
- ACMLA Membership Committee and Map Users Advisory Committee
- Algonquin College Library & Information Technician
- Program Advisory Committee
- CANDDI Working Group on Metadata Standards
- CARL (Canadian Association of Research Libraries)
- CARL e-learning Working Group
- CARL Scholarly Communications
- CLA CACUL Standards Committee
- CLA CASLIS Ottawa Committee
- CLA Elections Committee
- CLA R&D Committee
- Council of Ontario Universities FIPPA Task Force
- Data Liberation Initiative Board,

Campus Committees
- Academic Deans Committee
- Academic and Research Committee
- Academic Computing Committee
- Campus Portal Steering Committee
- Campus Portal Implementation Committee
- Carleton GIS Day Committee 2006
- Convocation Organisation Committee
- Copyright Committee
- COOL RDC and Carleton Survey Centre Boards
- CUASA Board
- CUASA JCAA
- CUASA Committee
- CUASA/Management Negotiations
- CUPE Committee
- CUPE Board
- Digital Asset Working Group
- EURUS Board
- Graduate Faculty Board
• International Association of Social Science Information Service and Technology Board
• International Council of Archivists
• International Cartographic Association 2007 Children’s Maps Competition
• International Federation of Data Organisations Board
• NCR Express Document Delivery Committee
• OCUL (Ontario Council of University Libraries)
• OCUL - ACPL Committee (Advocacy, Communication, Partnerships, Leadership)
• OCUL – Data in Ontario (DINO) Group
• OCUL- Map Group
• OCUL - IR Group
• OCUL – VDX Standards Subgroup and VDX Reports Subgroup
• Ottawa SmartLibrary Committee

Presentations


Haines, Margaret. Information professionals – who we are and what we do. CILIP Annual Conference, Norwich, England, 3 July 2006.


Jordan, Isla and Renon, Flavia. “L’entreposage à haute densité”, Laval, Quebec Corporation des bibliothécaires professionnels du Québec (CBPQ), 37e congrès annuel, Laval, Quebec, May 17-19, 2006


Publications


McAdam, H. Carleton’s GIS Day. ACMLA Bulletin, Fall 2006