

INNOVATE, INSPIRE, ENGAGE

ANNUAL REPORT 2020-2021



**Saint Mary's
University**

Patrick Power Library

WHAT'S INSIDE

Services
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Teaching & Learning
Scholarly Activity
Events & Partnerships

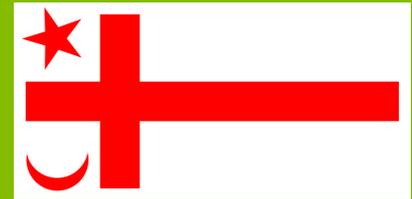
[SMU.CA/LIBRARY](https://www.smu.ca/library)



Suzanne van den Hoogen, University Librarian

**WELCOME,
BIENVENUE,
PJILA'SII!**

The Patrick Power Library is in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq Nation. We strive to reflect this reality in our space, services, and resources.



MESSAGE FROM THE UNIVERSITY LIBRARIAN

This past year has underlined the significance of the Patrick Power Library's resilience and ability to adapt in the face of a global pandemic. Despite social distancing protocols, mandated lockdowns, and subsequent re-openings, the Library team worked diligently to develop new and innovative ways to ensure access to Library services and collections remained uninterrupted.

Inspired to consider alternate methods of delivery, access to the Library's physical collections was facilitated through services that included curbside pickup and document delivery. Individual study space was offered through an online booking system and a partnership between the Library, Student Services and the VPAR's Office expanded the Library's laptop lending service.

In addition, Research Help was expanded to include online service, and the Copyright team worked to develop a course readings service for faculty. Moreover, a series of modules, offered through Brightspace, on Academic Integrity was developed and piloted.

To learn more about how the Library innovated new services, inspired change and engaged with the Saint Mary's community, I encourage you to read through this 2020-21 Annual Report. These are the accomplishments of a dedicated team of professional librarians and exceptional library personnel.

**SUZANNE VAN DEN HOOGEN
UNIVERSITY LIBRARIAN,
SAINT MARY'S ALUMNA '91**

ACCESS SERVICES

The Library is the academic heart of the Saint Mary's community. Our goal is to help students and faculty connect with the resources they need.

During the COVID 19 pandemic, in accordance with public health measures, library services moved online where possible, providing access to physical library space and collections when safe to do so. For most of the academic year, members of the Saint Mary's community were able to book appointments online to use library study spaces (including computers, printers, scanners, and photocopiers), or to pick up library books and other materials.

114,116

Visits to the Library website

2,141

In-person study space bookings

530

Pickups of library materials



A student works at a library computer station.

ACCESS SERVICES

Library staff provide friendly and supportive assistance to students, faculty, staff and community members.

Additionally, library staff found ways to get materials into the hands of students and faculty, providing interlibrary loan and Novanet Express services electronically.

1,244

Items lent to other libraries

In partnership with Student Affairs and Services, we were also able to expand our laptop lending program, acquiring more laptops and lending them out to students in need during virtual operations.

2,550

Items borrowed from other libraries for SMU patrons

316,429

Journal article downloads

15

New laptops acquired for student use

78,441

Total print and ebook circulation



A student reads in a study room (left); laminated "I Used This Space" card (middle); a member of SMU's facilities management team cleans a table between uses (right).

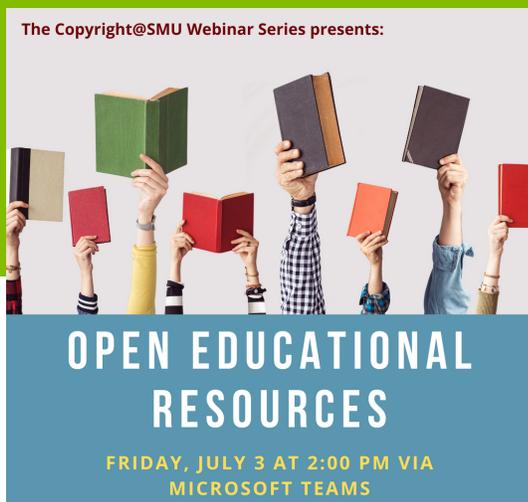
RESEARCH & COPYRIGHT SUPPORT

Whether online or in person, library staff help students and faculty access, evaluate, and ethically use a wide variety of research materials.

In 2020-2021, the Library launched a new **virtual chat service** in order to better connect with and support the Saint Mary's community. Patrons can now access research help via phone, email, text message, online chat or a virtual meeting.

As the university moved to online learning, requests for **copyright support** from students and faculty soared. In order to answer some common copyright questions related to online learning, **Amy Lorencz** and **Patricia Langille** offered the "**Copyright@SMU and Online Teaching**" Webinar Series in spring/summer 2020.

The **Course Readings Service**, which helps faculty source copyright-compliant versions of course readings and make them available online, has also been an especially valuable service for the Saint Mary's community in 2020-2021.



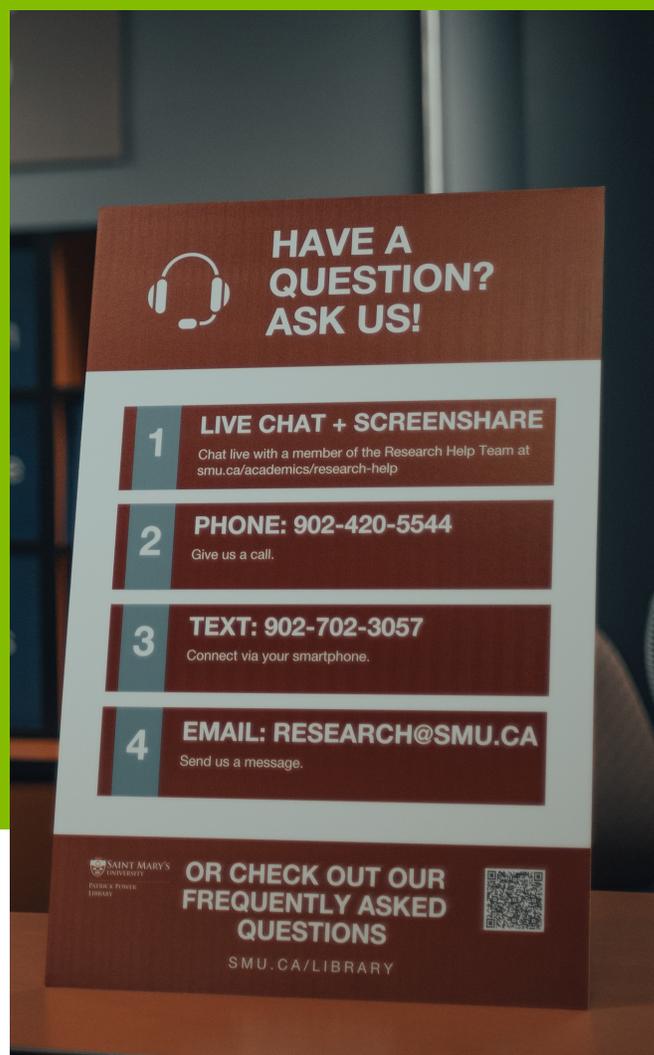
Promotion for a copyright webinar, summer 2020.

1,071

Research questions answered

213

Copyright questions answered (a 610 percent increase over last year!)



Signage at the Research Help Desk..



The holds shelf, filled with items awaiting curbside pickups.

EXPANDING ACCESS TO ONLINE RESOURCES

As Saint Mary's moved to virtual operations, the Library found new ways to support teaching and learning.

Based on demonstrated demand, the Library provided students and faculty with the resources they needed, including two new streaming video databases, **Criterion on Demand** and **Audio Cine**, as well as adding numerous ebooks and other online resources to the collection.

COLLECTIONS

We take pride in providing access to a wide range of scholarly research materials in a variety of disciplines to facilitate teaching, learning, and research. This year, during virtual operations, we more than doubled the number of both streaming media and ebook titles in the collection, allowing members of the Saint Mary's community to access many more library materials from home.

15,793

Streaming media titles in the collections (an 88 percent increase from last year)

392,719

Ebook titles in the collection

333

Journal subscriptions renewed (excluding packages)

1.90

Print and ebooks purchased, per student

\$718

Average cost of a journal subscription (excluding packages)

9,305

Ebooks purchased in packages (a 139 percent increase over last year!)

ARCHIVES & INSTITUTIONAL REPOSITORY

The University Archives is the institutional memory of Saint Mary's. Each year, more and more digital items are added to the online Institutional Repository, allowing access to archival materials from anywhere in the world.

The ever-expanding Institutional Repository, the digital face of the Archives, continued to see high volumes of traffic in 2020-2021.

113,474

Visits to the Institutional Repository

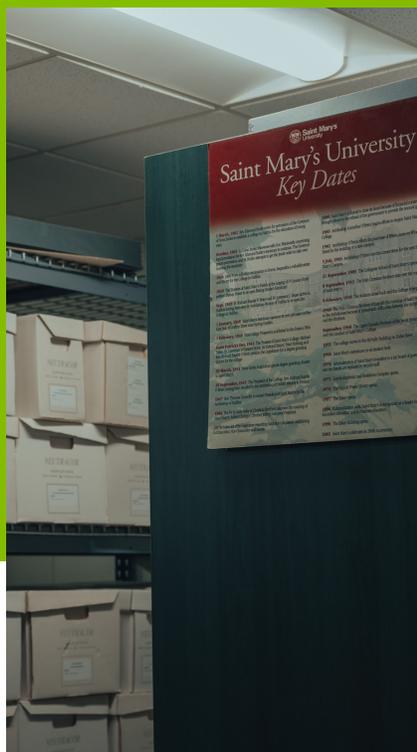
Additionally, although access to the physical Archives was limited over the past year due to COVID 19, patrons could still access virtual archival materials and research assistance through librarians and staff. A new digital submission process for theses and dissertations now makes it easier than ever for students to submit their work to the Archives, preserving it as part of the university's history.

190

Total items added to the repository

89

Total number of theses added



Archival material in the University Archives (left); Hansel Cook, Librarian responsible for Archives, in his office (middle); books on the Archives shelves (right).

TEACHING & LEARNING

Librarians at the Patrick Power Library teach students how to conduct research and help faculty navigate the ever-changing landscape of scholarly communication, publishing, and research data management.

This year, the Library moved the popular **Research Toolkit** workshops online and offered both a spring session (in the usual 4-day format) and a fall session (spread over a number of weeks throughout the term).

Delivered by librarians and staff from Software & Application Support (SAS), the Research Toolkit is a series of advanced research training workshops aimed primarily at research assistants, teaching assistants, and graduate students.

3,270

Students taught in library instruction sessions

987

Students completed ResearchBase/library assignments

141

Total library instruction and information literacy sessions taught

Build your

Research Toolkit

Literature Reviews: Conducting and Crafting them for Maximum Effect



Research Toolkit
Workshop Series
Fall 2020

Build your

Research Toolkit

Internet Expertise for Researchers 101



Research Toolkit
Workshop Series
Fall 2020

Build your

Research Toolkit

Show Me the Numbers: Stats and Data Discovery Tools to Support your Research



Research Toolkit
Workshop Series
Fall 2020

Build your

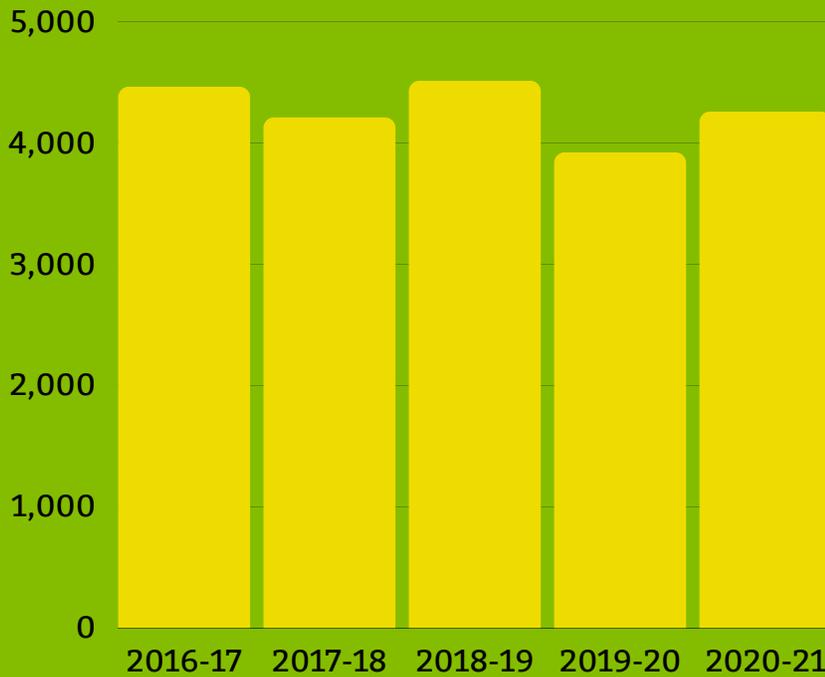
Research Toolkit

Managing your Research with RefWorks



Research Toolkit
Workshop Series
Fall 2020

LIBRARY INSTRUCTION



This graph shows the number of students reached by library/information literacy instruction over the past five years.

This number includes students who participated in ResearchBase, an information literacy assignment designed to teach students basic research skills.

These numbers have remained relatively consistent over the past five years, and in fact saw some growth during virtual operations.

TEACHING & LEARNING

To further support faculty and students in teaching and learning about academic integrity, Heather Sanderson and Cindy Harrigan developed **Academic Integrity Foundations (AIF)** in 2020. AIF is a new, module-based, interdisciplinary Brightspace assignment designed to educate students about academic integrity, including how to avoid mistakes such as plagiarism. Each of the five modules contains a self-testing quiz, and there is a pretest and a graded final test for the whole.

AIF was successfully piloted in winter 2021, with over **460** students completing the modules.



The Library and the Studio for Teaching and Learning teamed up to present the first-ever **Academic Integrity Week** in August 2020. Beginning on Monday, August 17, this week-long webinar series for faculty was facilitated by librarians, Studio staff, and Academic Integrity Officers. Sessions offered useful strategies for preventing and deterring plagiarism and cheating, and provided a platform for discussing issues and concerns around academic integrity in a virtual teaching and learning environment.

The webinars also highlighted the many kinds of support available for faculty at Saint Mary's that can assist with preventing, detecting, and addressing academic misconduct in virtual classrooms.

SCHOLARLY ACTIVITY

In addition to supporting faculty and students' research, librarians actively contribute to the library and information profession through workshops, conference presentations, and scholarly publishing.

Heather Sanderson and **Cindy Harrigan** worked with colleagues from Dalhousie and MSVU to host the **Workshop for Instruction in Library Use (WILU)** in the spring of 2021, after it was postponed in spring 2020 due to Covid-19. WILU is Canada's premier conference on information literacy and library instruction.

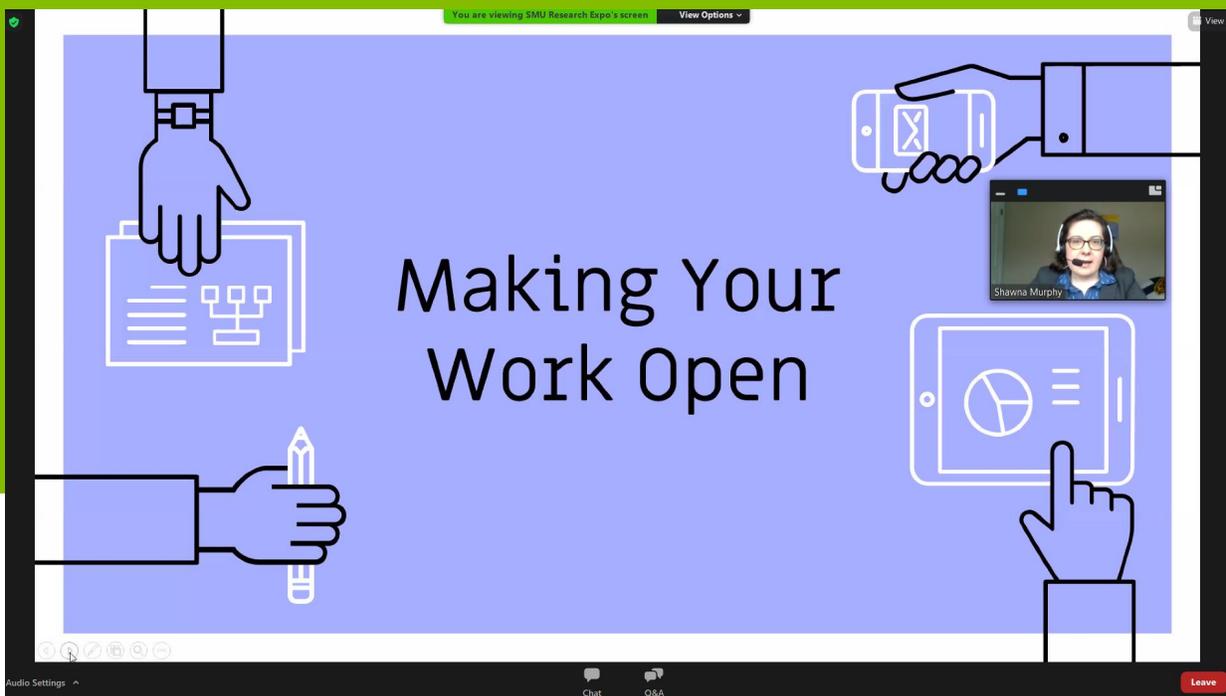
Heather Sanderson was elected to Senate.

Associate University Librarian **Peter Webster**, alongside colleagues Alicia Urquidi Díaz & Jean-Baptiste Poline, published, "Canadian Data Repository Inventory: A White Paper for Canada's New Digital Research Infrastructure Organization (NDRIO)", in December 2020.

University Librarian **Suzanne van den Hoogen** and Susan Cleyle, University Librarian at Memorial University of Newfoundland, published an article in the Partnership: Canadian Journal of Library and Information Practice and Research, entitled, "Shift Happens: The Recent Evolution of Canadian Library Associations".

Copyright & Metadata Librarian **Amy Lorencz** was promoted to Librarian III.

Outreach & Engagement Librarian **Shawna Murphy** presented on open access publishing at Research Expo in March 2021.



Outreach & Engagement Librarian Shawna Murphy presents over Zoom at Research Expo 2021.

EVENTS & PARTNERSHIPS

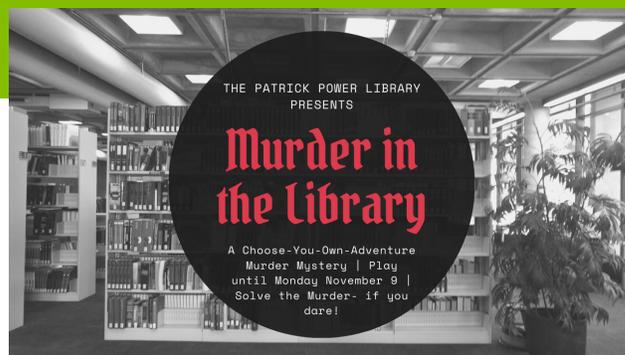
The Library works with partners across campus to support student success, including SMUSA, Student Affairs and Services, the Studio for Teaching and Learning, and student societies.

In summer 2020, the Library's in-person Escape Room went virtual! The Outreach & Engagement Team created an online version of the popular in-person library skills-testing game. The new **Virtual Escape Room** saw high rates of completion during Welcome Weeks in September 2020.

This was followed up by **Murder in the Library**, a virtual, Halloween choose-your-own-adventure activity in October 2020 that taught students how to interact with various online library services through a fun and engaging activity.

The Library also participated in **Jump Start**, an online event created by the Studio to help prepare students for online learning. Librarians provided both a short orientation session and a media literacy workshop to several cohorts of new students via the Jump Start program.

In honour of **African Heritage Month** in February 2021, we worked with African Nova Scotian/Black Student & Community Liaison Charisma Grace Walker to create a virtual display of ebooks and streaming videos available through the Library. These materials highlighted African heritage and Black history, Black writers and scholars, and the Black experience in Canada and around the world.



EVENTS & PARTNERSHIPS

The Library works with partners across the University to support student success, including SMUSA, Student Affairs and Services, the Studio for Teaching and Learning, and student societies.

In an effort to ensure students were well prepared for online research, librarians offered a wealth of virtual instruction support in 2020-2021. These included offering virtual workshops via the **Student Success Workshop** series, in partnership with Student Affairs & Services; and launching **The Librarian is In**, a series of drop-in librarian office hours/workshops, in winter 2021.

Cindy Harrigan continued to partner with the Writing Centre and SMUSA to offer the **Avoiding Academic Mistakes** workshop.



Shannon Higgins at the Access Services desk (left); the cart room back in action (middle); Access Services Manager Susan Cannon in her office (right).



Archie, Library Assitant Carolyn Gillis' work-from-home "helper"!

WORKING WITH THE WICKED PROBLEMS LAB

This year, the Library worked in close partnership with the Wicked Problems Lab to help patrons source data. Digital Services Librarian **Joyce Thomson** collaborated on a series of workshops for the SMU community in winter 2021 on navigating census data.

#PAWSANDRELAX

In an effort to reduce stress for students (and in lieu of our usual collaboration with SMUSA, where we invite therapy dogs into the Library), we ran a social media campaign during exams called #PawsAndRelax, featuring our pets!

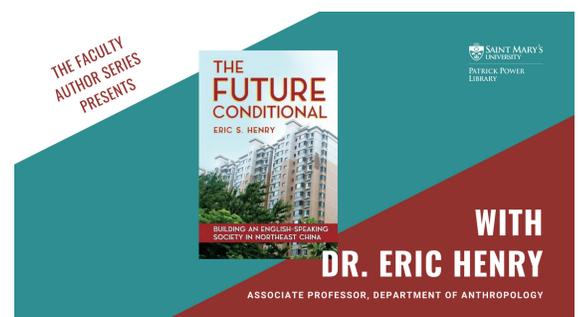
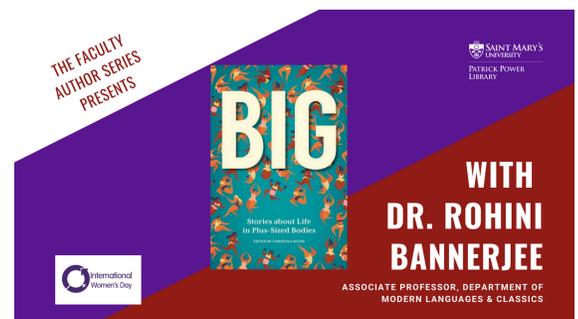
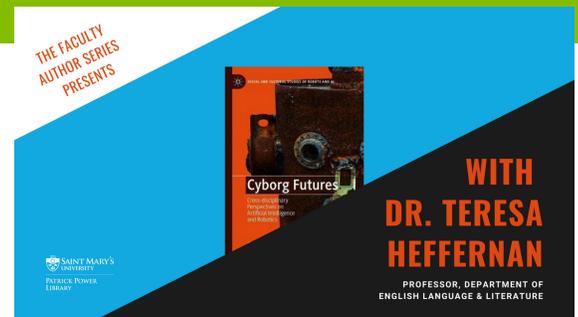
EVENTS & PARTNERSHIPS

The **Faculty Author Series** moved online, with events in October 2020 and March 2021. This year's presenters were:

Dr. Theresa Heffernan, "Cyborg Futures: Cross-disciplinary Perspectives on Artificial Intelligence and Robotics"

Dr. Rohini Bannerjee, "BIG: Stories About Life in Plus-Sized Bodies"

Dr. Eric Henry, "The Future Conditional: Building an English-Speaking Society in Northeast China"



THE LIBRARY TEAM

The space, services, collections and resources provided by the Library are the work of many dedicated individuals and teams. Library staff went above and beyond to continue vital support services throughout virtual operations.

This year, we celebrated the milestone of 10 years of service with **Janine Mills**, **Lisa Billard**, and **Trish Grelot**. Congratulations and thank you!

We welcomed back **Carolyn Gillis** and **Chris Walter** in January 2021, and we welcomed **Shannon Higgins** back from leave in February 2021.

Librarians and staff found ways to connect throughout virtual operations, meeting online for coffee chats and professional development opportunities such as an EDI session with Deborah Brothers-Scott.



Janine Mills (left), Lisa Biillard (middle), and Trish Grelot (right).

Special thanks to library student assistant Musa Al Katib Moinak, who took many of the photos that appear in this annual report. You can find more of Musa's photos on Instagram: @capturedbymoinak

And special thanks to student assistant Funmi Adegoke, who is pictured on the front cover!

In August 2020, the Library held a **Staff Week**, gathering virtually to connect with colleagues and prepare for the year of virtual operations ahead.

Staff Week included a virtual coffee break, a guest lecture from Charisma Walker, a guided meditation session, and updates from various library departments.

STAFF WEEK

Monday, August 17
1:00-2:00: Virtual Coffee Break, Welcome to Staff Week, Phased Return to Campus, Q & A

Tuesday, August 18
11:00 -12:00: Guest Speaker Charisma Grace Walker, African Nova Scotian/Black Student & Community Liaison

Wednesday, August 19
1:00-1:20: Guided Meditation with Tim Damon
1:20-2:00: Activity/project/photo share

Thursday, August 20
1:00-1:30: Department Updates
1:30-2:00: Presentation of Library Annual Report

Friday, August 21
2:00-2:30: Frontline Service in the Time of COVID19
4:00: Books n Beer

THE YEAR IN NUMBERS: HIGHLIGHTS

908,449

**NUMBER OF ITEMS IN
THE COLLECTION,
TOTAL**

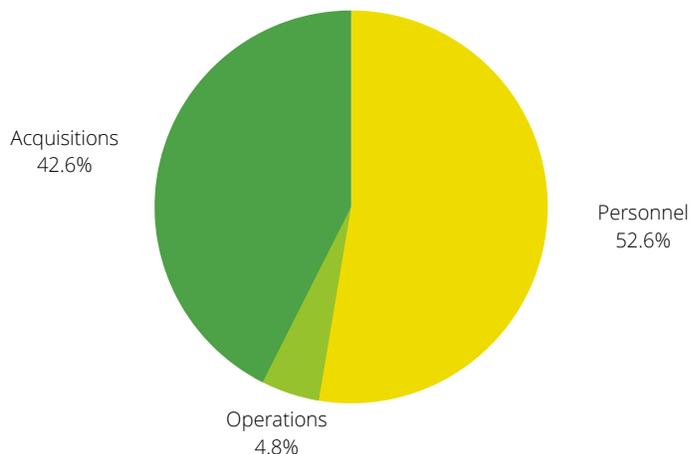


Library assistant Chris Walter.

51,265

**NUMBER OF TIMES
SUBJECT GUIDES WERE
ACCESSED**

Library budgets and expenditures: 2020-2021
\$5M CAD



114,116

**VISITS TO THE
LIBRARY WEBSITE**



Suzanne van den Hoogen (left) and Susan Cannon (right).

THE YEAR IN NUMBERS: HIGHLIGHTS



Library assistant Bridgit Bell.

9,305
E-BOOKS PURCHASED
IN PACKAGES (A 139%
INCREASE)



Library assistant Dan Shanahan.

Despite Covid-19, 2020-2021 saw:

- A significant increase in streaming videos, ebooks, and other digital teaching and learning resources added to the collection to support online teaching and learning.
- A significant increase in faculty requiring support for copyright considerations.
- An increase in ebooks purchased per student.
- An increase in the number of laptops available and lent to students.
- Continuation of library services in the face of staff shortages and provincial lockdowns.



Sign in the Atrium.

213
COPYRIGHT QUESTIONS
(A 610% INCREASE)

CONTACT US!



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