

LIBRARY SERVICES FUND COMMITTEE

ANNUAL REPORT 2011

Library Services Fund Committee

The LSFC was established according to article 5 of the **CSU Library Services Fund Agreement** between the Concordia Student Union and Concordia University signed April 16, 2010 (see **Appendix 1**). The Committee met four times in 2011, its first full calendar year of operation: February 16, May 31, October 18, and December 6.

Student Representatives for the Winter Semester were:

Hassan Abdullah (CSU VP, Loyola & Advocacy 2010/11)
Helen Downie (CSU VP, Academic & Policy Reform 2009/10)
Rasim Hafiz
Terry Seminara (Senator 2010/11)

Student Representatives for the Fall Semester were:

Lex Gill (CSU President 2011/12)
Nadine Atallah
Irmak Bahar
AJ West (Student Governor 2011/12)

Other members of the Committee were:

Caroline Apollon, Development Officer, Special Initiatives, Advancement and Alumni Relations
Gerald Beasley, University Librarian (Chair)
Guylaine Beaudry, Director, Webster Library
Dubravka Kapa, Director, Vanier Library
Alex Konyari, Manager, Libraries Budget and Facilities

On behalf of the Committee, I am pleased to issue the following annual progress report.

*Gerald Beasley
University Librarian
Library Services Fund Committee (Chair)
February 6, 2011*

ANNUAL REPORT 2011

The Committee is proud of the good progress made in 2011 towards achieving the goals of the CSU Library Services Fund Agreement.

- 1) **24-hour access** to the Webster Library continues to be a greatly-appreciated service and the Libraries continue to highlight CSU support in its publicity campaign. Automatic gate counts allow us to measure the number of visits. For 2011, the total number of visits by Webster Library users with Concordia IDs between midnight and 8:00 am reached 77,120, i.e. 4.5% of the total number of visits for the year.

Following up on the Committee's recommendations, a successful pilot was conducted at Vanier Library during the Fall 2010 examination period (Nov. 29-Dec. 22, 2010). As a result, Vanier Library also offered 24-hour opening in the Winter semester (Mar. 1-Apr. 29, 2011) and this was further extended to cover the entire Fall semester (Sep. 7-Dec. 23, 2011). 24-hour access has proved itself to be immensely popular for library users on the Loyola campus. In October and November approx. 11% of Vanier Library's traffic was between the hours of midnight and 8:00, rising to a staggering 22% during the December exam time (i.e. 9,802 out of 43,809 visits).

- 2) The number of **laptops available for free loan** at Webster and Vanier Library has now risen to 200. In 2011, there were 61,619 laptop loans at Webster Library alone.

An analysis by the Libraries Systems Division in 2010 had concluded that netbooks did not represent good value for money, and that the Committee should review other options that students might like to have available for free loan.

At its second Fall 2011 meeting, the Committee heard a report from Guylaine Beaudry, Director, Webster Library, on the Libraries' hugely successful pilot launch of a new **tablet loan service** (20 iPads at Webster, 5 at Vanier). The 3-day loan service is free to all library users and the tablets are equipped with a range of productivity apps and other features to promote the use of digital resources.

The pilot launch did not use Library Service Funds. However, following a discussion concerning iPad functionality, price, availability, etc, the Committee decided to approve purchase of an additional 50 iPads from the Library Services Fund to meet the extraordinary level of student demand. The new iPads were unpacked on January 9, 2012, and made available to library users later the same month. The Libraries now offer 60 tablets at Webster and 15 at Vanier.

At the second Fall meeting, the Committee also agreed to support an **Open Source Initiative** at the suggestion of student representative AJ West. This initiative will begin with a Winter

semester survey of students. The goal is to provide resources, support and workshops for Open Source software alternatives, as well as to provide a general knowledge base for students at Concordia University. In addition to providing physical copies of Open Source software, the workshops will help students feel confident in their ability to use new technologies in a productive way.

- 3) One important purpose of the Fund is to give students the option of taking out **textbooks and other course materials** on short-term loan periods (depending on the item, either 3 hours, 1 day, or 3 days). Over the course of 2011 the Libraries made considerable progress with the provision of course packs and textbooks at Webster and Vanier Library reserves, including multiple copies of titles needed for large classes. The Libraries reserve collection now numbers 7,033 textbooks and 604 course packs. The great majority of these titles have been purchased using the Library Services Fund.

Furthermore, **Webster Library Course Reserve Room** was opened in March and officially launched on April 11, 2011, when CSU President Heather Lucas and the University Librarian unveiled a wall-mounted silver plaque installed to celebrate this major collaborative project. The 2010 Committee had reviewed plans and discussed extensively the services and support that undergraduates were to find in this room, the cost of which was shared between the Library Services Fund and the university.

Located in LB-201 of the J.W. McConnell Library Building, the Webster Library Course Reserve Room contains over 5,600 books and approx. 500 course packs arranged by Course Number and available for free 3-hour loan. The total number of loans for 2011 was 55,195. Concordia is the first university in Québec to provide undergraduates with such an "assisted self-service" facility.

- 4) The Libraries continued to take steps to improve the **Study Zones** on both campuses. In particular, addressing one of the top priorities of students in their feedback on library services, the Committee agreed to fund a project to introduce more **electrical outlets throughout study spaces** on both campuses. There were regrettable delays in scheduling this project but the work finally began at Vanier in November and at Webster – immediately after the exam period – in December. Both projects will be completed in the Winter term and give students vastly improved access to electrical outlets.

The university remains committed to giving the Libraries the 5th floor of the LB Building in its Master Plan, but although rumours swirl around campus from time to time, no timetable has been announced to date. The Library Services Fund was not used to carpet the Webster Library entrance area – done in large part to reduce noise – but there are plans to use the Fund in 2012 to further develop the same space based on student feedback gathered from the answers to a questionnaire issued Fall 2011.

The Library Services Fund will also allow the library to purchase a new range of chairs for Vanier Library's public areas. In the Fall 2011 semester Vanier Library users had the chance to try out several models and provide feedback. Similarly, student feedback will drive the new

design of two areas of Webster Library: the entrance area on LB-2; and new study space on LB-3 which we hope to see by Fall 2012, after the installation of compact shelving at Vanier Library and the transfer of many long runs of print journals from downtown. These projects will be further reported on in 2012.

Budget and Future Projects

The fund incomes and expenditures are accounted for in the **CSU Library Services Fund Statement of Revenues and Expenses** (see **Appendix 2**). This shows that revenues equalled expenditures in 2011. A balance remains – mostly because the first year of operations actually covered student contributions over 2 Fall terms as well as 1 Winter term. Most of this balance is committed to new projects to be undertaken in 2012.

Acknowledgments

The Library Services Fund Committee takes this opportunity to thank the many other parties involved in bringing improvements to the library services as a result of this joint CSU/Libraries initiative. In particular, we owe a huge debt of gratitude to Security, Cleaning Services, Facilities and Campus Bookstore staff who have all adapted to new work patterns. Also, the Committee is grateful to the many library personnel who have demonstrated their capacity to change in response to new, student-driven policies and procedures. Finally, and most importantly, we thank the CSU and its membership for their vital commitment to library service improvements.

CSU LIBRARY SERVICES FUND AGREEMENT made and entered into at Montreal, Province of Quebec, as of April 16, 2010

BETWEEN

CONCORDIA UNIVERSITY, a corporation duly incorporated by the *Concordia University Act*, S.Q. 1948, c. 91 as amended by S.Q. 1959, c. 191 and S.Q. 2006, c. 69, having its head office at 1455 de Maisonneuve Boulevard West, Suite GM-930, Montreal, Quebec, H3G 1M8, (the “University”), herein represented by Dr. Judith Woodworth, President, Kathy R. Assayag, Vice-President, Advancement and Alumni Relations, Elizabeth Morey, Dean of Students and Roger Côté, Associate Vice-President, Enrolment and Student Services, duly authorized to sign the present agreement on behalf of the University.

AND

CONCORDIA STUDENT UNION, an incorporated student association having its head office at 1455, de Maisonneuve Boulevard West, Suite H-711, Montreal, Quebec, H3G 1M8 (the “CSU”), herein represented by Amine Dabchy, its President, and Helen Downie, Vice-President Academic and Policy reform and Prince Ralph Osei, Vice-President Services and Loyola, duly authorized to sign the present agreement on behalf of the CSU pursuant to a resolution of its Council of Representative adopted on September 16, 2009.

WHEREAS the CSU held a referendum (the “Referendum”) on November 24, 25 and 26, 2009 whereupon a majority of votes was obtained in favor of question 1 (see Annex 1), approving contributions by the students to the Concordia University Library Project (the “Library Project”) for a duration of ten (10) years;

WHEREAS the Concordia University Board of Governors approved the collection of the Library Services contribution at its meeting on December 10, 2009 (see Annex 1);

WHEREFORE, the parties agree to enter into this Agreement concerning the use and custody of the above contribution as follows:

1. ESTABLISHMENT OF THE FUND

The Parties hereby constitute a fund to be known as the CSU Library Services Fund (the “Fund”) to be held, safeguarded and disbursed by the University in accordance with the terms of this Agreement, which Fund shall be comprised of, and include, the contribution of one dollar (\$1.00) per credit (the “Contributions”) by the Concordia University undergraduate students, both present students who voted in support of the Contributions and future students, for the Library Project for a duration of ten (10) years commencing in January 2010, together with any interest accrued thereon from time to time.

2. PURPOSE OF THE FUND

The Fund shall be disbursed to enable the University to pay for the Library Project over a ten (10)-year period beginning in January 2010 for the purposes of providing additional or improved library services and resources at the R. Howard Webster Library (the “Webster Library”) situated on the Sir George Williams Campus and at the Vanier Library (the “Vanier Library”) situated on the Loyola Campus, including, without limiting the generality of the foregoing, and in compliance with the Referendum as well as with the provisions of the *Règle budgétaire sur l’encadrement des frais institutionnels obligatoires dans les universités* (the “Regulation”), the following:

- (a) twenty-four (24)-hour access to the Webster Library;
- (b) increased availability for free loan of laptops and netbooks at both the Webster Library and Vanier Library;
- (c) increased availability of course packs and textbooks, in digital or paper form, at the Webster Library and Vanier Library reserves;
- (d) improved silent and quiet zones;
- (e) additional study space in the Webster Library.

3. TERM

The term of this Agreement shall be ten (10) years commencing in January 2010 from the date of execution hereof. Upon termination of this Agreement, any funds remaining in the Fund which have not been disbursed for the purposes herein described shall be applied in accordance with the written instructions of the CSU, which instructions shall be in compliance with the Regulation.

4. CUSTODY AND ADMINISTRATION OF THE FUND

The University shall be the administrator of the Fund to collect, hold, safeguard, invest and disburse the Fund strictly and exclusively in accordance with the terms and conditions of this Agreement for the Library Project and without limiting the generality of the foregoing, the University shall:

- 4.1 collect the Contributions in accordance with its tuition and refund policy;
- 4.2 not use or disburse any portion of the Fund for any purpose other than expressly provided in this Agreement and within the terms and conditions of the Regulation;
- 4.3 hold and treat the Fund as a separate fund for accounting purposes and the Fund shall be entered in the University’s books and records as the “CSU Library Services Fund”, but may be merged, for investment purposes, with any of the investment assets of the University;

- 4.4 immediately following the receipt of any funds comprising the Fund until the final disbursement thereof in accordance with the terms of this Agreement, invest the Fund and reinvest any and all interest earned thereon, only in:
- 4.4.1 investments in securities issued or guaranteed by the Government of Canada or a province thereof, with maturities of not more than 30 days;
 - 4.4.2 term deposits or certificates of deposits with any Canadian chartered bank listed on Schedule 1 of the Bank Act (Canada), with maturities of not more than 30 days; or
 - 4.4.3 if necessary due to timing of disbursements of all or any portion of the Fund, daily interest bearing account(s) with any Canadian chartered bank listed on Schedule 1 of the *Bank Act* (Canada);
- 4.5 comply with all reporting requirements prescribed in the Regulation.

5. LIBRARY SERVICES FUND COMMITTEE

A committee is hereby constituted for the fiscal stewardship of the Fund. This committee shall be called the Library Services Fund Committee (“the Committee”). The Committee shall be comprised of the following:

- Four (4) student representatives to be selected from time to time by the CSU;
- The Directors of the Webster Library and Vanier Library (or their delegates);
- The Manager, Libraries’ Budget and Facilities;
- A representative from the Office of Advancement and Alumni Relations;
- The University Librarian (as Chair)

In addition, with the prior approval of the Chair, representatives from Security and other relevant divisions and departments of the University may from time to time be invited to join the Committee as observers.

The quorum of the Committee is a majority of its members, with at least half of those present (excluding the Chair) being student representatives. A decision of the majority of the members of the Committee present at a meeting, which majority shall include at least two (2) student representatives, shall be binding.

The committee shall meet as often as its responsibilities and functions warrant over the ten (10)-year period of the Library Project, and in any event at least once per academic year.

6. ACCOUNTING AND REPORTS

The Chair in collaboration with the Committee shall issue an accounting of the Fund within thirty (30) days of the end of each calendar year consisting of the following:

- (a) the aggregate amount of the Contributions collected during such period;
- (b) details regarding the investments of the Fund during such period;

- (c) the aggregate amount of any interest accrued on the Fund for such period;
- (d) the aggregate amount of the disbursements made by the University from the Fund;

The Chair of the Committee shall also issue an annual progress report with respect to the implementation and achievements of the Fund and Library Project.

The reports shall be made available on the University Libraries Website and made available to the CSU for distribution for such purposes as it deems advisable in its discretion.

7. AMENDMENT

This Agreement may be amended by the mutual consent of the University and the CSU.

8. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Quebec and the laws of Canada applicable therein.

9. LANGUAGE

The parties have requested that this Agreement be drawn up in the English language only. Les parties ont exigé par la présente que cette entente soit rédigée en anglais seulement.

AND THE PARTIES HAVE SIGNED BY THEIR DULY AUTHORIZED REPRESENTATIVES.

CONCORDIA STUDENT UNION

Amine Dabchy
President, Concordia Student Union

Helen Downie
Vice-President, Academic and Policy Reform

Prince Ralph Osei
Vice-President, Services and Loyola

CONCORDIA UNIVERSITY

Judith Woodworth, PhD
President, Concordia University

Kathy R. Assayag
Vice-President, Advancement and Alumni Relations

Roger Côté
Associate Vice President
Enrolment and Student Services

Elizabeth Morey
Dean of Students

ANNEX 1**CSU Referendum Question 1:**

Do you agree to contribute 1\$ per credit through the CSU for a 10 year Library Project?

The Library project will ensure the following improvements to take effect January 2010: a 24hour access to the Webster Library, more laptops and netbooks available for free loans at both the Vanier and Webster libraries, more course packs and textbooks, digital or paper, available at Library reserve, improved silent and quiet zones and more study space in the Webster library. The contribution will be collected in accordance with the university's tuition and refund policy.

Extract from the Minutes of a Meeting of the Board of Governors Held on December 10, 2009

Student contribution of \$1 per credit for the Library Project (Document BG-2009-8-D19)

Upon motion duly moved and seconded (Dabchy, Vineberg), it was unanimously RESOLVED:

R-2009-8-14 That the Board of Governors authorize the University to collect a student contribution of \$1 per credit from all undergraduate students to support the 10-year Library Project, to be implemented with registration for the Winter term of 2010 (2009/4) until the end of the Fall term of 2019 (2019/2), in accordance with the University billing, refund and withdrawal policy.

CSU Library Services Fund
Statement of Revenue and Expenses

Account # T22066

Period covering January 1, 2011 to December 31, 2011

<u>Opening Balance</u>	\$ 588,077
<u>Revenue</u>	
Agency Revenue	\$ 708,253
Interest*	\$ 4,394
	\$ 712,647
<u>Expenses</u>	
24 HRS - Cleaning Services	\$ 47,080
24 HRS - Security Coverage	\$ 158,325
Laptops	\$ 102,469
Reserve Room Equipment	\$ 42,858
Electrical Outlets Project	\$ 249,915
Textbooks & Course Packs	\$ 112,055
	\$ 712,702
<u>Commitments</u>	
Electrical Outlets Project	\$ 15,000
Vanier Furniture	\$ 100,000
Study Space – Matching Funds	\$ 266,000
iPads	\$ 31,216
Webster Library Entrance Furniture	\$ To Be Determined
	\$ 412,216
<u>Remaining Balance</u>	\$ 175,806

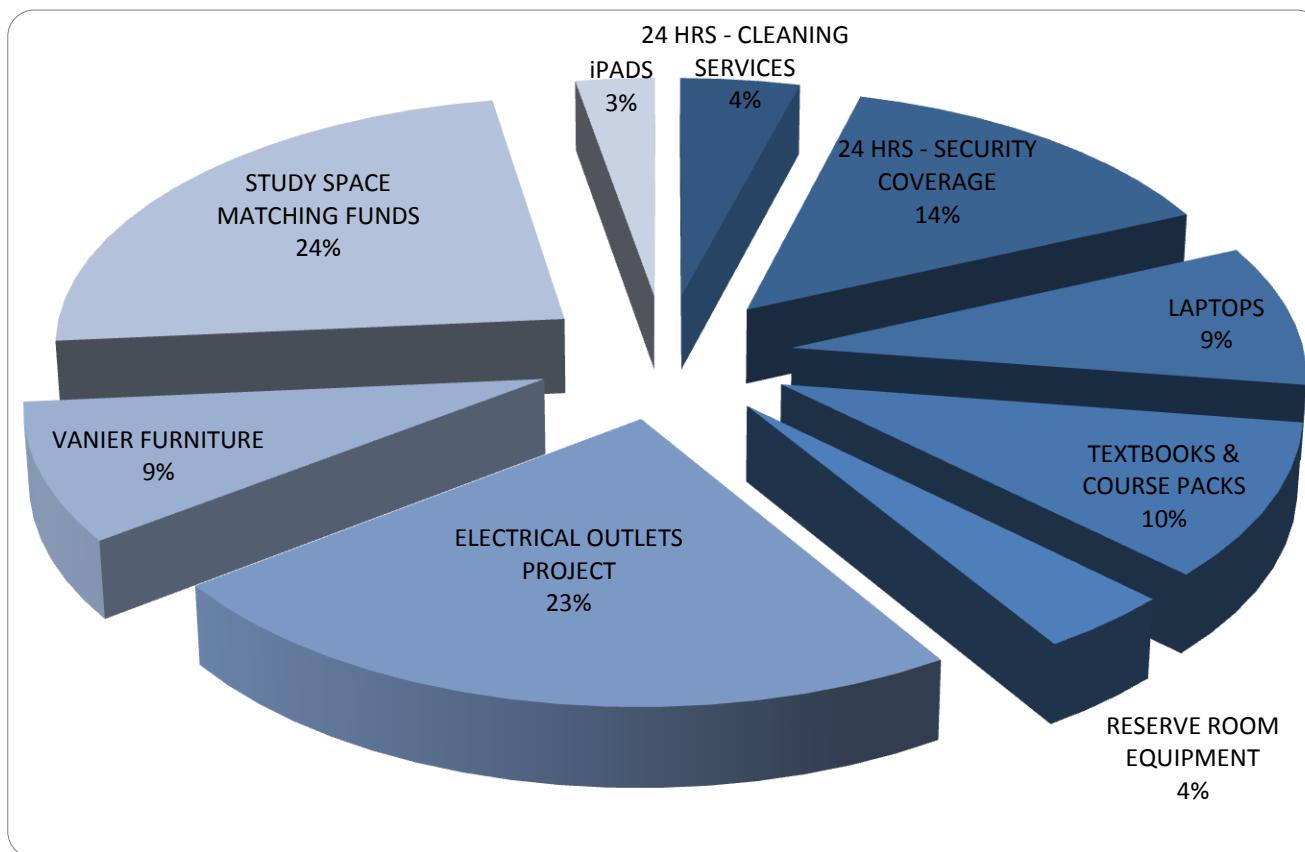
*Calculated at the University's monthly average cost of funds
 (Includes interest from 2010)

Date: January 31, 2012

CSU LIBRARY SERVICES FUND

JAN 2011 - DEC 2011 Expenditures & Commitments

ITEM	EXPENDITURES & COMMITMENTS
24 HRS - CLEANING SERVICES	\$ 47,080
24 HRS - SECURITY COVERAGE	\$ 158,325
LAPTOPS	\$ 102,469
TEXTBOOKS & COURSE PACKS	\$ 112,055
RESERVE ROOM EQUIPMENT	\$ 42,858
ELECTRICAL OUTLETS PROJECT	\$ 264,915
VANIER FURNITURE	\$ 100,000
STUDY SPACE MATCHING FUNDS	\$ 266,000
iPADS	\$ 31,216
TOTAL	\$ 1,124,918



Date: Jan 31, 2012
 By: Alex Konyari
 Library Budget &
 Facilities Manager