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CONCORDIA LIBRARIES

**2014-15**
ANNUAL REPORT

In October 2015, a delegation of Grey Nuns visited their former Motherhouse, now the Grey Nuns Building, Concordia University

When the R. Howard Webster Library opened in 1992, Concordia University had a population of 16,000 students. In 2014-15, student enrolment has nearly tripled, resulting in a significant increase in the number of library visits — with as many as 2.3 million visits per year. This meant the Libraries had to find solutions to accommodate this impressive growth in student numbers.

In an unprecedented effort to address the longstanding needs raised by our students for additional and quality study spaces, we launched three major concurrent projects over the past few years:

- Installation of 25,000 linear feet of compact shelving in the Vanier Library
- Opening of the Grey Nuns Reading Room and group study rooms
- Transformation of the Webster Library that will be completed in 2017.

The Webster Transformation also sparked an important project: a comprehensive assessment and reconfiguration of our library collections on the Sir Georges Williams and Loyola campuses. This all-encompassing content review covered the range of document types and formats in our collections, from monographs to maps.

As you will see in the annual report, space planning took a lot of our time over the past year. However, welcoming and helping out our users continued to be our first priority. Again this year, hundreds of thousands of publications, print and digital, were consulted and thousands of questions were answered. The Library team is proud to have done so and to serve the Concordia community.

I invite you to read the 2014-15 annual report to learn more about our accomplishments.

Sincerely,

Guylaine Beaudry, PhD
University Librarian
Concordia University

## Grey Nuns Reading Room

In September 2014, Concordia University opened the **Grey Nuns Reading Room and group study rooms** in the former Grey Nuns Motherhouse.

In addition to providing student housing, teaching space and a daycare facility, this much-needed space now provides up to **234 spaces for silent study and 14 fully equipped group study rooms** that foster collaborative work.

Acquired by Concordia in 2007, the former Motherhouse is a national landmark property located in Quartier Concordia. Previously owned by the Sisters of Charity of Montreal, better known as the Grey Nuns, the entire site was designated as cultural property by the Government of Quebec in the 1970s.

The former Chapel and sacristies are stunning and were renovated in strict accordance with restoration best practices to preserve the architectural and historical heritage of the building. This project is the culmination of years of collaboration involving the Grey Nuns, Concordia Libraries, the Government of Quebec, in particular, the Ministère de la Culture et des Communications, and internal departments at Concordia University such as Facilities Management as well as Urban and Cultural Affairs. The result is an outstanding student study space that inspires academic excellence — and our students absolutely love it!

## Webster Library Transformation

In January 2015, after years of consultation and preparation, Concordia's Webster Library on the Sir George Williams Campus finally embarked on its great transformation.

Once completed, the Webster Library Transformation will enrich the student experience by offering improved spaces for zero-noise study, quiet study areas (in 9 large reading rooms), collaborative learning spaces, as well as dedicated space for experimentation with new technology. The number of seats will be increased by 114%, from the current 1,550 to more than 3,100 seats. There will be 27% more study space, 21KM of books, green walls to improve air quality and the latest in technologies such as a 3D printer, a technology sandbox and a data visualization studio. But most of all, our students will enjoy more quality space.

In order to prepare for the Transformation, 17,800 linear feet of print journals were transferred to the Vanier Library to provide the space necessary to accommodate additional study seats. Recent issues of journals are kept at the Webster Library.

## Collection Reconfiguration: Rethinking our collections!

Concordia Libraries initiated a comprehensive assessment and reconfiguration of its collections on both campuses to improve quality and access.

Assessment is essential to the proper management of collections to ensure that they support the needs of our users, now and in the future. Librarians developed a plan to systematically assess the circulating book collection. The plan targeted duplicate holdings at both the Webster and Vanier Libraries whose titles were borrowed fewer than ten times over the past twenty years. The removal of these extra copies resulted in a shelf space gain of over 4,500 linear feet in the general collection.

Our review also included different document types and formats such as reference material, circulating books, government documents, maps, journals, microfilm/microfiche as well as media, curriculum and music materials.

Books donated to the Libraries over the years remained in its collection. In keeping with its dedication to sustainability, the Library team ensured that books no longer necessary found a new life elsewhere. Materials in suitable condition were provided to Better World Books — an organization dedicated to literacy initiatives worldwide, while books in poor condition were recycled.

Ongoing collection assessment activities include a selective review of the overlap between our print and electronic books, mainly for specific scientific and technical collections.

SANS TITRE - Madeleine Gagnon, texte, Irene F. Whittome, oeuvres graphiques, Jacques Fournier, concept et réalisation. Papier chiffon Hahnemühle, granite. 2008, 21 exemplaires. Photo : Paul Litherland

## Acquisitions and enhancement of our collection(s): Linking the past to the future

In 2012, it was agreed that private research fonds originally acquired by the Records Management and Archives Department (RMAD) would be transferred to the Libraries Special Collections. This allowed RMAD to focus on acquiring archival materials directly related to the history and functions of Concordia University, while the Libraries continued to assume responsibility for the acquisition of private fonds and collections in accordance with the Special Collections Development Policy. Given the increased size of our archival holdings and the evolving needs of our users, we also began planning for the implementation of an archival description and management system during the 2014-15 academic year. The software selected, Access to Memory (AtoM), allows the Libraries' Special Collections to provide increased online access to finding-aids and digital resources contained in the new Archives and Special Collections Shared Catalogue. The Libraries and RMAD share this system, which centralizes online access to archival finding-aids at Concordia University.

**The following archival fonds and collections were acquired in 2014-15:**
- Margaret Griffin and Clara Gutsche Collection
- Gertrude Katz Collection

A number of artists' books were also acquired in 2014 which increased our collection in this area. A significant donation includes: *Rose désarroi* (2010) by Denise Desautels with prints by Bonnie Baxter, and *Sans titre* by Madeleine Gagnon, with graphic works by Irene F. Whittome both published by Éditions Roselin in Montreal (design and execution by Jacques Fournier). A number of artists' books representing the work of members of the Concordia University community were also purchased.


ROSE DÉSARROI - Denise Desautels, texte, Bonnie Baxter, impressions numériques, Jacques Fournier, concept et réalisation. Papier Moab, acajou, acier inoxydable. 2010, 11 exemplaires. Photo : Paul Litherland

**Deposits were made to the following open archival fonds and collections in 2014-15:**
- Peter Desbarats Fonds
- Merrily Weisbord Fonds
- Jean Préfontaine Fonds
- Brian McKenna Fonds
- Bob Redmond Fonds

While open fonds and collections are not new acquisitions, they are active and continue to grow through periodic deposits.

## Services: Striving for excellence!

Libraries are at the center of academic life. They serve as intellectual laboratories for students and faculty members to locate, use, and create research materials. They must provide an intellectually inspiring environment to support scholarly work, at any time of the day. The Webster and Vanier Libraries answer that need by remaining open 24/7 during the academic year and 12-13 hours a day at the Grey Nuns Reading Room. Visitors at all three library properties find welcoming staff, great facilities, outstanding collections and a full range of services.

A rich online world is available at the fingertips of library users and serves as a gateway to world-class research resources – over 1,000 data bases of research literature covering all subject areas. Librarians are available to help users navigate these resources either in person, online by chat or email, and, of course by telephone.

In April 2011, with the support of undergraduate students through the Library Services Fund, in collaboration with the Concordia Student Union, a self-serve course reserve room opened in the Webster Library that proved incredibly popular with students. It immediately became clear that the Vanier Library also needed its own course reserve room — which opened in January 2015.

Despite the large increase in materials available online, print textbooks and course packs still play an important role in the academic lives of Concordia students and this trend will likely continue.

Concordia Libraries' team members are always eager to hear from users. From airing a concern or sharing a suggestion, the blog-style suggestion box helps the team respond to a wide range of research and study needs. In fact, student suggestions and support have brought about many of the Libraries' great services. They include laptop computers and tablets available on-loan, Montreal's first 24/7 library, and self-serve course reserve textbooks and course packs in our course reserve rooms.

### Official opening ceremony of the Grey Nuns Reading Room


Clarence Epstein, senior director, Urban and Cultural Affairs; Alan Shepard, president and vice-chancellor; Sr Jacqueline St-Yves, SGM, congregational leader; Hélène David, minister of Culture and Communications, Gouvernement du Québec; Russell Copeman, Montreal city councilor and borough mayor for Côte-des-Neiges; Guylaine Beaudry, university librarian

▶ **Move of Collection Services to the Vanier Library:** June 12, 2014


Compact shelving at the Vanier Library

▶ **Upgrade of Innovative Interfaces' Library Information System Millennium to the Sierra Library Services Platform:** August 18, 2014

▶ **Launch of the Webster Library Transformation Blog:** August 22, 2014


Webster Library Transformation Blog

▶ **Launch of Booked (booked.concordia.ca)**, a user-friendly online booking system for reserving group study rooms, scanners and workstations (Vanier and Webster Libraries, and Grey Nuns group study rooms): August 26, 2014

▶ **Launch of a new version of the library website (library.concordia.ca)** with a look and feel based on the Concordia.ca templates, and adoption of a responsive design (website layout and interactivity scales for different screen sizes: desktop, tablet, and mobile). Move of the subject librarians' research guides to the Adobe AEM web content management system (WCMS): August 26, 2014

▶ **Opening of the Grey Nuns Reading Room and group study rooms; and the official opening ceremony:** September 2 and 14, 2014

▶ **Setting a new user traffic record:** A record month of September 2014, as the Webster Library registered an average of 10,000 visits per day

▶ **Public consultation on the selection of furniture for the Webster Transformation:** From October 27 to November 14, 2014


Furniture consultation at the Webster Library

▶ **End of renovations of the 4 study rooms at the Vanier Library:** October 2014

▶ **Extension of opening hours of the Grey Nuns Reading Room and group study rooms until 1:00 a.m. during exam time:** November 24 to December 12, 2014


Grey Nuns Reading Room

▶ **Allocation of $1M from the Academic Plan for collection development for 2014-15**: December 4, 2015

▶ **Beginning of Phase 1, Webster Library Transformation:** January 5, 2015


Webster Library Transformation: Phase 1

▶ **Launch of the Course Reserve Room at the Vanier Library:** January 20, 2015


Vanier Course Reserve Room

▶ **Launch of the consultation on Strategic Planning:** Spring 2015


Strategic plan consultation with students

▶ **Awarding of the Freda Otchere Staff Recognition Award to media and document delivery assistant, Linda Quartz** on March 20, 2015. Linda was instrumental in bringing pet therapy to the Webster and Vanier Libraries. The award was established, thanks to the generous donation from Dr. Dan Otchere, "to encourage and reward staff currently working for Concordia Libraries whose commitment and professionalism reflect the values exemplified by Freda Otchere". It is the highest honour and award given to a Concordia Libraries' staff member.


Linda Quartz

▶ **Sponsoring of a prize at the 2015 Montreal Regional Science & Technology Fair (Expo-Science)** awarded to the team that best used the Libraries' resources: March 29 to 31, 2015

▶ **Concordia Libraries' 13th Annual Research Forum:** April 10, 2015

▶ **Second Annual Pet Therapy sessions** held at the Vanier Library on April 13 & 15, and for the first time at the Webster Library, on April 14 and 16, 2015


Pet Therapy

▶ **As part of Strategic Planning, consultation with various focus groups** of undergraduate and graduate students and an open session with faculty members: April 14, 21 and 23, 2015

▶ **Ideas Cafés were held for Libraries' staff** in preparation for the retreat: May 6 and 20, 2015


Strategic plan consultation with Concordia Libraries' team members

▶ **End of the Collection Reconfiguration (duplicate monographs):** May 25, 2015

## Collaboration, Grants and Research Events: Enriching the user experience!

**Spectrum**, Concordia University's open access research repository provides access to and preserves research created at Concordia. It is one of North America's most accessed academic research repositories. In January 2015, the Ranking of Web Repositories, an initiative of the Cybermetrics Lab, **ranked Spectrum as the fourth most impactful repository in Canada** and the forty-first in North America. Several enhancements were planned for Spectrum for July 2015 including a new statistical package, an improved search function and an updated user interface to match the new Concordia website and improve the usability of Spectrum on mobile devices.

Continued progress was made towards the creation of the **Concordia University Press**. Major support for this initiative was provided by the Birks Family Foundation, and Brian Neysmith, a generous alumnus, to help fund the important first years of the press.

The **Memory and Commemoration: The Azrieli Collection at Thirty**, held on March 10, 2015, was a one-day symposium held at Concordia University marking the anniversary of one of the most important collections of research materials on the Holocaust in North America. The symposium was organized by Geoffrey Little, Guylaine Beaudry, and professor Frank Chalk, and funded by the Social Sciences and Humanities Research Council of Canada (SSHRC), the Azrieli Foundation, Concordia University, the Consulate General of the Federal Republic of Germany in Montreal, the Austrian Embassy, Ottawa, and McGill University's Department of Jewish Studies.

The **Concordia Libraries' 13th Annual Research Forum** was held on April 10, 2015. Our presenters led interesting talks about collection assessment, information literacy, critical appraisal, user vs. indexer, assigned subject terms for a fine art image collection, personal libraries, library-led Wikipedia edit-a-thon, interlibrary loans and patron-driven acquisitions, and finally, faculty-driven librarianship research. The keynote speaker was Andrew Piper, Associate Professor of German and European Literature at McGill University, whose presentation *Library 2.0: Data Space*, captivated the audience. The organization of the Forum was driven by Krista Alexander, Guylaine Beaudry, Éthel Gamache (chair) and Katharine Hall.

Again this year, Concordia Libraries wish to thank the **Library Services Fund Committee (LSFC)** for its ongoing support, and, in particular, its student representatives: Charles Bourassa, Jessica Lelièvre, Gene Morrow, Vicky Rodgers, Chris Webster, Melissa Kate Wheeler, Terry Wilkings, and Chloe Williams.  The LSFC was established according to article 5 of the **CSU Library Services Fund Agreement** between the Concordia Student Union and Concordia University with the purpose of providing additional or improved library services at the Webster and Vanier Libraries.

In 2014, the LSFC helped fund among other things:
- 24-hour access to the Vanier and Webster Libraries
- Purchase of an additional 91 laptops resulting in about 11,000 laptop loans per month concentrated in the fall and winter semesters
- Acquisition of textbooks and other course materials for both Webster and Vanier Libraries
- 24/7 self-service Vanier course reserve room
- Nine panels of vertical green landscaping to be installed on all floors of the Webster Library as part of the Webster Library Transformation
- New Technology Program at the Webster Library

Concordia Libraries are equally grateful to the **Senate Library Committee** whose mandate is to act as an advisory body of the Senate to the University Librarian. The Committee is chaired by university librarian, Guylaine Beaudry. Its membership consists of president and vice-chancellor, Alan Shepard; vice-president, Research and Graduate Studies, Graham Carr; associate university librarian, Collection Services, Karen Jensen; six representatives from the faculties, professors Graham Dodds, Shannon McShefrey, Nancy St-Onge, Chitu Okoli, Johanne Sloan, and Chunyan Wang; one professional librarian, Vince Graziano; two undergraduate students from diferent faculties, Emma Alguire, and Jessica Lelièvre; and one graduate student, Brigitte Desharnais.

Finally, 2014-15 marked an important step in the Libraries' **Development** efforts. For the first time, Concordia University Libraries have a dedicated fundraising professional, Belinda Pyle, who joined the Libraries in March 2015.

## Activities organized by the Libraries: A diversified approach!

### WEBSTER LIBRARY EXHIBITIONS

**Art as Books**
Curator: Timothée Messeiller, MFA student

**Various Small Presses**
Curator:  Melinda Reinhart, visual arts librarian

**Self / Portrait / Text**
Curator: Sarah Nesbitt, MA Art History candidate

**The Library of Performing Rights**
Curators:  Joanna Donehower, Jessica Rae Alley, Véronique Guimond-Payette in collaboration with Alicia Fleas Segura, and Julian Duarte

**Playing the Jester | Urban Clay Projects**
Curator: Linda Swanson, assistant professor, Department of Studio Arts

**Articulating Spaces**
Curator:  Melinda Reinhart, visual arts librarian

**LetterForm[s]**
Curator:  Pata Macedo, part-time professor, Department of Design and Computation Arts

**Presentation by James Neal, university librarian emeritus at Columbia University**
Held on April 1, 2015, as part of Concordia University's Strategic Directions Consultation series hosted by Concordia president, Alan Shepard, James Neal discussed the fundamental shifts next-generation libraries (and universities) need to make. He also met with Concordia University librarians and staff and expanded on the four fundamental shifts he proposed earlier in the day during an informal exchange with participants.

### VANIER LIBRARY DISPLAYS
In 2014-15, Vanier Library team members designed 41 displays on a wide variety of topics using material from the Library's collection. Members of the Vanier Display Group include: Katharine Hall, Wendy Knechtel, Rosemary McLellan and Aline Sorel with the collaboration of Christopher James.

- Comfort and Pleasure: English Porcelain Tea Cups c1900-1935
- Popular Works
- Graphic Art
- Summer Reading
- Field Guides
- Tattoos and Body Modification
- Winter/Christmas – Children's Books
- Horror
- Food
- Post-Traumatic Stress Disorder
- Time
- Walt Disney
- The Human Brain
- Charlie Hebdo killings (digital display-plasma screen)
- Hubble Space Telescope: 25th Anniversary (digital display-plasma screen)
- Maya Angelou 1928-2014 (digital display-plasma screen)
- Home
- Game Design and Development
- History of Science
- Origami
- New York
- Travel
- Food Security
- Maps
- Children and War
- Mathematics – Miscellanea

- Keyboard Instruments
- Art Deco
- War Poetry
- Pet Therapy
- World Cup 2014
- Fabergé
- Year of Crystallography - 2014
- Posters
- Holidays
- Christmas Music
- Epidemics
- Textiles
- Fashion
- Supreme Court of Canada
- Sports


Grey Nuns Reading Room


A sample of rare books and archival materials from the Libraries' Special Collection.

# Concordia librarians: Sharing knowledge!

## BOOK CHAPTER

Beaudry, G. (2014). La communication scientifique directe : un nouveau champ éditorial [Direct scientific communication: A new editorial field]. In V. Schafer. (Ed.), *La science à l'ère des réseaux numériques* (pp. 103-115). Les Essentiels d'Hermès. Paris: CNRS.

## SPECIAL JOURNAL ISSUE

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## PEER-REVIEWED ARTICLES

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Carson, P., Colosimo, A. L., Lake, M., & McMillan, B. (2014). A ''partnership'' for the professional development of librarian researchers. Partnership: *The Canadian Journal of Library and Information Practice and Research,* 9(2). Retrieved from https://journal.lib.uoguelph.ca/index.php/perj/article/view/3037

Carson, P., & Little, G. (2014). Reframing librarians' identities and assumptions around IT. *The Journal of Academic Librarianship*, 40(3-4). Retrieved from http://dx.doi.org/10.1016/j.acalib.2014.03.011

Gamache, É., & Hall, K. (2015). L'implantation d'applications sur tablettes tactiles aux bibliothèques de l'Université Concordia [The implementation of applications on tactile tablets at the Concordia University Libraries]. *Argus*, 43(2), 12-15.

MacDonald, C., Neugebauer, T., & Latour, J. (2014). The e-artexte digital repository: Promoting open access in the Canadian contemporary arts research and publishing community. *Art Libraries Journal*, 39(1), 10-17.

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## PRESENTATIONS

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Carson, P., & Gamache, É. (2014, December 1). *Compétences fondamentales des bibliothécaires au XXI siècle : portraits et réussites* [Fundamental competencies of XXIth century librarians : Portraits and successes]. Presentation at the Congrès des milieux documentaires, Montreal, QC.

Carson, P. (2014, October 18). *Female librarian/male IT worker: Re-framing librarians' identities and assumptions around IT.* Presentation at the Gender and Sexuality in Information Studies Colloquium, Toronto, ON.

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Charbonneau, O. (2015, April 9). *Quel droit d'auteur pour un 21e siècle numérique?* [What copyright for a digital 21st century?]. Presentation at the Café numérique of the CRILCQ, Laboratoire Ex Situ and the Bibliothèque de l'Université Laval, Québec, QC.

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Neugebauer, T., Tayler, F., & Macdonald, C. (2015, March 6). *Metadata as a complex network: A case study of data visualization for art historical research.* Presentation at the Art History Graduate Student Association Annual Conference, Montreal, QC.

Winn, D. (2015, January). *Education library 2.0: Reference librarianship beyond library walls.* Presentation at the Hawaii International Conference on Education, Honolulu, HI.

Winn, D., Groenendyk, M., Rivosecchi, M., Bjerke, J., & Polk, S. (2015, May). *Friend, follow, favourite: An analysis of social media use by academic libraries in Montréal.* Presentation at the Québec Library Association, Montréal, QC.

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## POSTER PRESENTATIONS

Gamache, É., & Carson, P. (2015, January). *Librarians exemplifying CARL's core competencies for 21st century librarians.* Poster session presented at the Ontario Library Association Super Conference, Toronto, ON.

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## BLOG POSTS/INTERVIEWS

Lake, M. (2014). 13 Questions with…Michelle Lake [Blog post]. Retrieved from: https://clagov.wordpress.com/2014/10/15/michelle-lake

Library organizational chart

(as of Spring 2016)
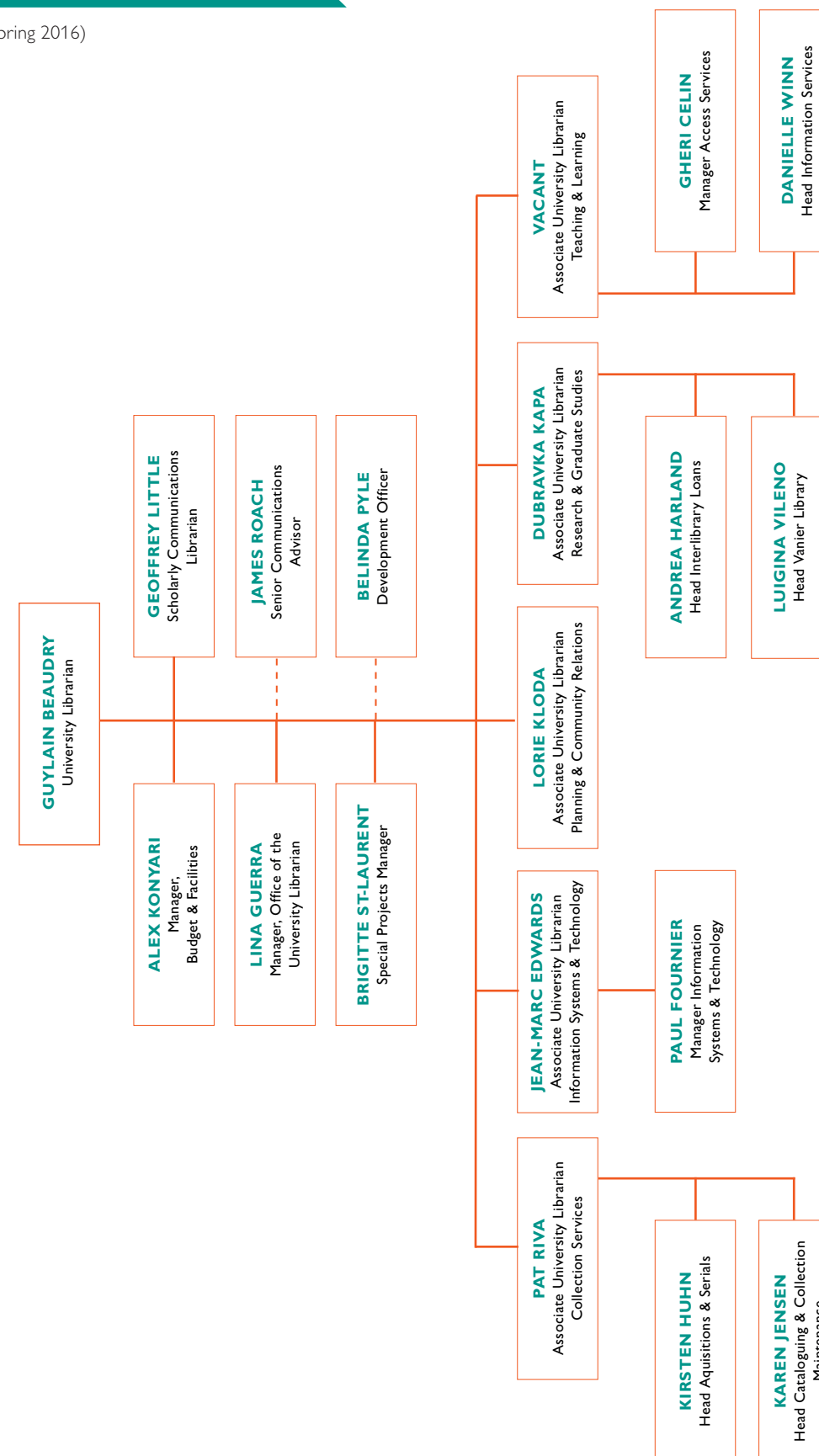
**SERVICES**

## 2,300,000

VISITS in 2014-15 academic year, a

## 26% increase over the past 5 years

Course textbooks and course packs were borrowed over

## 105,000 TIMES, a

## 250%

increase since 2009-10

Interlibrary loans received over

## 14,000

REQUESTS from Concordia Faculty members and students for items not available at Concordia University

The number of questions received by librarians and staff, including consultations, reached nearly

## 60,000 in 2014-15

CONCORDIA LIBRARIANS DELIVERED

## 376 workshops on how to use, interpret, or manage information sources, to

## 11,018 STUDENTS

LAPTOPS AND TABLETS were borrowed

## 90,215 TIMES in 2014-15

Use of the Libraries' DIGITAL RESOURCES was close to

## 33 MILLION

an increase of

## 88% in 5 years.

### 2014-2015 Allocation of library materials



- 80.7%
- 0.5 %
- 9.6 %
- 7.2 %
- 1.9 %
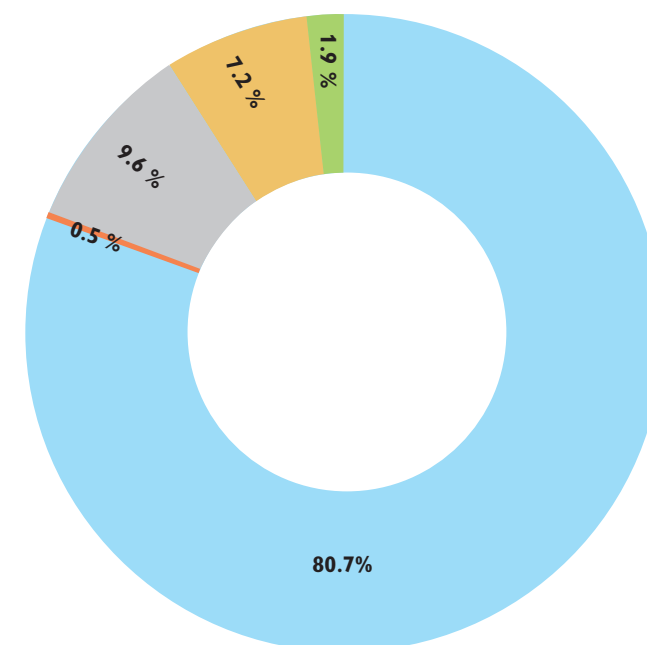
Legend:
- Online Journals and Databases
- Binding
- Print Monographs
- Print Periodicals
- Standing Orders

### COLLECTIONS AND EXPENDITURES

- Concordia Libraries provide access to more than 100,000 journals.

- The monograph collection has some 1,500,000 titles and the print monographs are growing by 10,000 to 15,000 titles per year.

- In 2012, the Libraries became responsible for 101 archival fonds originally acquired by the Concordia University Records Management and Archives Department (RMAD), thus increasing the size of Special Collections' archival holdings from 190 to 686 linear meters. In 2014-15, Concordia Libraries prepared for the imminent physical transfer of these materials to Special Collections.

- Concordia Libraries' expenditures for digital resources in 2014-15 were 52% greater than what they were 5 years ago.

### NEW TRENDS

- Access to Spectrum's full text content between June 2014 and May 2015 was close to 825,000 downloads.

- In 2014-15, 19 Concordia researchers received support totaling $20,642.91 for author processing fees to publish in Open Access journals.

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