

**LIBRARY SERVICES FUND COMMITTEE
ANNUAL REPORT 2020**

Library Services Fund Committee

The LSFC was originally established according to article 5 of the **CSU Library Services Fund Agreement** between the Concordia Student Union and Concordia University signed April 16, 2010. A new agreement was signed in December 2019 renewing the Fund for an additional ten years (see **Appendix 1**).

The Committee met six times in 2020, its eleventh full calendar year of operation: January 10, February 3, March 30, April 21, November 13, and November 26.

Committee Members for the Winter Semester

Student Representatives

Eduardo Malorni
Celeste-Melize Ferrus
Hannah Jamet-Lange
Esther Morand

Other members

Alex Konyari, Manager, Library Budget and Facilities
Guylaine Beaudry, Vice-Provost, Digital Strategy and University Librarian (Chair)
Dianne Cmor, Associate University Librarian, Teaching & Learning
Lorie Kloda, Associate University Librarian, Planning and Community Relations
Trizana Parillo, Development Officer, Leadership Annual Giving, Advancement & Alumni

Committee Members for the Fall Semester

Student Representatives

Eduardo Malorni
Malcolm Asselin
Margot Berner
Lauren Perozek

Other members

Alex Konyari, Manager, Library Budget and Facilities
Dianne Cmor, Associate University Library, Teaching and Learning
Guylaine Beaudry, Vice-Provost, Digital Strategy and University Librarian (Chair)
Lorie Kloda, Associate University Librarian, Planning and Community Relations
Trizana Parillo, Development Officer, Leadership Annual Giving, Advancement & Alumni

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

*Guylaine Beaudry, Vice-Provost, Digital Strategy and University Librarian
Library Services Fund Committee (Chair)
February 23, 2021*

Annual Report 2020

The Library Services Fund Committee (LSFC) continued its work in 2020 towards achieving the goals of the CSU Library Services Fund Agreement. Due to the COVID-19 pandemic and the Quebec government decision to close university campuses, Concordia Library's spaces were closed as of Friday, March 13, 2020. Following this, the Library continued to offer its virtual services and collections, and to supplement these with additional resources. In the summer of 2020, the Library launched emergency services including a contactless book pick up, enhanced article/chapter scan and deliver, interlibrary loans, virtual reference, and eventually in the fall semester, a study space booking service for students in need of access to quiet workspace.

- 1) **24-hour access to the Vanier and Webster** libraries is a greatly appreciated service and the Library continues to highlight CSU support in its publicity campaign. The following table shows the number of visits for the Webster and the Vanier libraries for the winter 2020 semester, over a 24-hour period, and during the night (11pm – 8am) before the campus closed due to the pandemic on March 13, 2020.

Winter semester (2020)*	Webster	Vanier	Total both libraries
# of entrances	9,730	2,896	12,626
Average # of entrances per night (11pm-8am)	145	43	188
# of exits	26,404	4,236	30,640
Average # of exits per night (11pm-8am)	394	63	457

* January 6 – March 12, 2020

Expenses to cover for the 24/7 access to both libraries were \$150,710 for security coverage. The amount of \$46,199 was charged for extra cleaning services related to opening at night. Some of these expenses were to cover invoices from the previous year (2019) for security and cleaning services.

- 2) In 2020, \$29,184 was spent to cover the **laptop and tablet loan program**. Thanks to previous investment of the LSF, 90 laptops and 30 tablets are available for loans at the Vanier Library and 210 laptops and 95 tablets at the Webster library, for a grand total of 300 laptops and 125 tablets. In 2020, this amount was used to purchase 20 new laptops to replace those that were decommissioned.

For this year, we count a total of 9,975 laptop loans during the winter 2020 semester prior to the Library closure. The tablet loan service is still a very popular service in both libraries. We count 2,190 tablet loans for both libraries in winter 2020.

- 3) In 2019, 5 **light therapy lamps** were purchased and made available for loan near the end of the year. In early 2020, these were loaned 37 times before the Library closure, indicating that they are useful in the darker months.
- 4) In addition, one **walk station** (treadmill with desk) and one **bike station** (stationary bicycle) were purchased in 2019 and placed in the student study area of the Vanier Library on VL-3. These purchases are a pilot project contributing to the larger group of wellness initiatives taking place in the Library, including the living walls and plants, the portable standing desks. In 2020, \$64 was spent from the fund on additional safety keys for accessing this equipment.

- 5) In 2018, the Library purchased **charging cables for mobile phones** for students to borrow. In 2020, the LSF spent \$47 to purchase storage cases for these. These devices are heavily used, with 2,102 loans in winter 2020 during the two and a half months the Library was open.
- 6) In 2018, **stapling stations** in both the Webster and Vanier Libraries were created using the fund. These stations offer several stapling options to meet student demand and are located alongside the multifunctional devices for printing and photocopying on the first floor of each Library. In 2020, the amount of \$227 was spent on supplies to maintain this service.
- 7) An important purpose of the Fund is to give students the option of taking out **textbooks and other course materials** on short-term loan periods. The Webster Library Course Reserve Room contains over books and course packs arranged by course number and available for free 3-hour loan. In 2020, there were over 20,431 loans from Webster and Vanier reserves during the period the Library was open. After the course reserves rooms closed on March 13 and the items became unavailable, funds were allocated to help purchase additional e-book and film streaming packages to support student learning. In total for 2020, \$139,537 was spent and an additional \$7,014 committed.
- 8) In 2016, **123 licences of Antidote** (French and English corrector) were bought and installed on library public computers. Students have access to the corrector on all workstations on the LB-3 (Webster) and VL-1 (Vanier) floors of our libraries. In 2020, as in the previous year, the LSF paid \$1,131 to cover the Antidote Software annual update.
- 9) The LSF supported the **Library Technology Program** with \$1,202 to cover the cost of supplies for the Technology Sandbox. These funds were used to purchase, among other things, **plastic filament used for students' 3D printing**. This contribution made it possible to offer 3D printing at no charge to students participating in 3D printing workshops and those dropping into the Technology Sandbox to explore this emerging technology.
- 10) In 2019, the LSFC made the decision to support the adoption of **open educational resources (OER), specifically open textbooks**. In 2020, the amount of \$44,562 was spent on several grants for faculty members to create, adapt, or adopt open textbooks. These grants are used to hire students to assist faculty in their OER project. An additional commitment of \$69,866 was set aside to support ongoing open textbook adoption/ development. To date, 14 grants have been awarded to Concordia professors as part of this project, and 4 open textbooks are already in use for courses in a variety of disciplines. In 2018, the Library hired an Open Educational Resources Librarian to help support this initiative (using Library funds and not LSF).
- 11) The amount of \$125,000 was set aside for the **Vanier Library study space**. This is the third of four instalments as part of a commitment toward the renovation of Vanier Library.
- 12) In late 2020, as a consequence of the COVID-19 pandemic and the closed course reserves rooms, the LSFC initiated a textbook bursary program in collaboration with Financial Aid & Awards. The bursary is planned to launch in early winter 2021 and offer students in need a one-time award to help cover the costs of textbooks (or other course materials).

Budget and Future Projects

The fund is in excellent financial conditions. Its incomes and expenditures are accounted for in the **CSU Library Services Fund Statement of Revenues and Expenses** (see **Appendix 2**).

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/Library initiative. In particular, we owe a huge debt of gratitude to Security, Cleaning Services, Facilities, IITS and Campus Bookstore staff who all are contributing to the LSFC projects. 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 January 1, 2020

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 Graham Carr, President, Paul Chesser, Vice-President, Advancement, Andrew Woodall, Dean of Students, Guylaine Beaudry, Vice Provost, Digital Strategy & University Librarian, and Anne Whitelaw, Interim Provost & Vice-President Academic, 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 Eduardo Malorni, Student Life Coordinator, Celeste-Melize Ferrus, Loyola Coordinator, Hannah Jamet-Lange, CSU Representative, and Esther Morand, CSU Representative duly authorized to sign the present agreement on behalf of the CSU pursuant to a resolution of its Council of Representatives adopted on November 27th, 2019.

WHEREAS the CSU held a referendum (the “Referendum”) on March 27, 28 and 29, 2018 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 April 18, 2018 (see Annex 1);

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

Initials: C.F. JB HJK E.M. E.N. RD, RE MY AD W

1. SUPPORT OF THE CSU LIBRARY SERVICES FUND

The Parties hereby agree that the CSU will contribute to the 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 2020, 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 2020 for the purposes of providing additional or improved library services and resources at the R. Howard Webster Library (the "Webster Library") and Grey Nuns Reading Room and Group Study Rooms (the "Grey Nuns") situated on the Sir George Williams Campus and at the Vanier Library (the "Vanier Library") situated on the Loyola Campus (the Webster Library, the Grey Nuns and the Vanier Library shall collectively be referred to as the "Library"), 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 at least one of the libraries during the fall and winter terms;
- (b) laptop and tablet loan services at the Webster Library and Vanier Library;
- (c) availability of course packs and textbooks, for all undergraduate courses, at the Webster Library and Vanier Library reserves;
- (d) improved study spaces and services for undergraduate students at the Library;
- (e) free eTextbook publishing program;
- (f) technology equipment and supplies, including book scanners, in the Library, equipment for the Technology Sandbox at the Webster Library, and a technology program for the Vanier Library;
- (g) program to support student health and wellbeing;
- (h) additional services to be specified by mutual agreement of the parties.

3. TERM

The term of this Agreement shall be ten (10) years commencing in January 2020 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.

Initials: C.F. CB HJK EM E.H. Dep. NSY AW W
TC

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";
- 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;
- Two (2) Associate University Librarians (or their delegates) appointed by the University Librarian;
- The Manager, Library Budget and Facilities;
- A representative from the University Advancement;
- The University Librarian (as Chair) (or their delegate).

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.

Initials: C.F. JB HJC EM. E.H. SEL. M AD hw
PC

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 twice per calendar 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 Library 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.

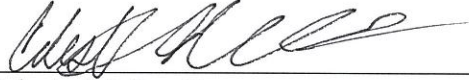
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AND THE PARTIES HAVE SIGNED BY THEIR DULY AUTHORIZED REPRESENTATIVES.

CONCORDIA STUDENT UNION



Eduardo Malorni
Student Life Coordinator



Celeste-Melize Ferrus
Loyola Coordinator



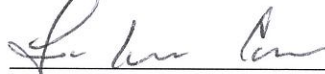
Hannah Jamet-Lange
CSU Representative



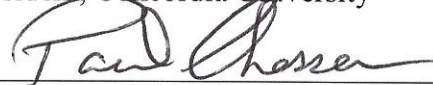
Esther Morand
CSU Representative

Date: 12 XII 2019

CONCORDIA UNIVERSITY



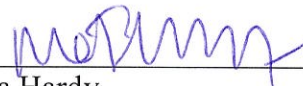
Graham Carr
President, Concordia University



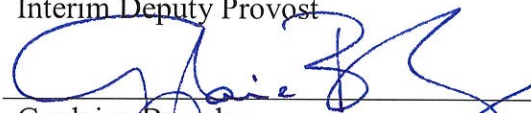
Paul Chesser
Vice-President, Advancement



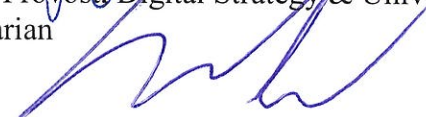
Anne Whitelaw
Interim Provost and
Vice-President Academic



Nadia Hardy
Interim Deputy Provost



Guylaine Beaudry
Vice Provost, Digital Strategy & University
Librarian



Andrew Woodall
Dean of Students

ANNEX 1

CSU Referendum Question from March 27, 28, and 29, 2018:

Do you agree to contribute \$1 per credit to the CSU for the Library Services Fund for the next ten years (2019-2029), in order to maintain and increase existing services funded through the Library Services Fund? The contribution would be collected in accordance with the university's tuition and refund policy.

Election Results Ratified on April 11 2018

Library Services Fund Fee Levy—PASSED

Do you agree to contribute \$1 per credit to the CSU for the Library Services Fund for the next ten years (2019-2029), in order to maintain and increase existing services funded through the Library Services Fund? The contribution would be collected in accordance with the university's tuition and refund policy.

Yes: 724

No: 321

Abstain: 237

Extract from the Minutes of a Meeting of the Board of Governors Held on April 18, 2018

R-2018-2-8 Library Services Fund Project

That the Board of Governors authorize the University to collect a contribution of \$1 per credit from all undergraduate students to support the Library Services Fund Project for ten years (2020-2029), to be implemented with registration for the Winter 2020 (2019/4) term until the end of the Fall 2029 (2029/2) term, in accordance with the University's tuition, refund and withdrawal policy.

Initials: CF B HJC EW E.M Ed. M AW MV

CSU Library Services Fund
Statement of Revenue and Expenses

Account # T22066

Period covering January 1, 2020 to December 31, 2020

<u>Opening Balance</u>	\$	222,517	
<u>Revenue</u>			\$ 1,018,541
Agency Revenue	\$	777,373	
Interest	\$	18,651	
<u>Expenses</u>			
24 HRS – Extra Security Coverage	\$	150,710	
24 HRS – Extra Cleaning Services	\$	46,199	
Stapling Stations	\$	227	
Stationary Bike and Treadmill (Spare Keys)	\$	64	
Cell Phone Charging Cable Pouches	\$	47	
Technology Sandbox Supplies	\$	1,202	
Antidote Software Annual Update	\$	1,131	
Laptops and iPads	\$	29,366	
Open Educational Resources	\$	44,562	
Vanier Study Space (Third Installment)	\$	125,000	
Textbooks & Course Packs	\$	146,383	
	\$	544,891	
			\$ 739,757
<u>Commitments</u>			
Open Educational Resources	\$	69,866	
Vanier Study Space (Final Installment)	\$	125,000	
	\$	194,866	
			\$ 278,784
<u>Remaining Balance</u>			\$ 278,784

Date: February 10, 2021