



Libraries

ANNUAL REPORT

2006-2007





Introduction

The impact of technology and social change on pedagogical institutions and academic libraries continues to astound many. It is sometimes theorized that the challenge of responding to change can be more personal than technical. The Blackberry/iPhone Syndrome connects human beings to one another—all day, every day, not only while one attends meetings, but *on route* to those meetings, and *on return from* the meetings. This all comes in addition to e-mails, telephone calls and face-to-face appointments that must be managed. The days of scheduled office hours and the concept of fixed hours of work have a different meaning in 2007. It is no surprise that the roles and responsibilities of staff need redefinition, whereby knowledge, skills, and attitudes can be reconsidered to meet future needs and be adapted to pursue a relevant learning experience useful in an ever-changing, very complex world.

The library world is one of precision. Much like lawyers, accountants, and chemists, librarians focus on standardized methods to provide search terms, numerical indices, subject headings and thesauri not only to describe but to retrieve information in a logical and speedy fashion. Be that as it may, an academic researcher's serendipitous find by

browsing among the library shelves has sometimes proved as valuable as one resulting from a more structured, linear search strategy. Similarly, a chemist's experiment in a laboratory often yields to a discovery through serendipity. It is not accidental that materials on management, physics, art and cinema are found in close proximity on library shelves as are men's suits, furniture and children's clothes displayed in close proximity in retail stores. So what happens to this serendipitous searching in the "Google" world? How does a library continue to market its array of information resources in a virtual setting where patterns of research behaviour have changed drastically? Can a keyboard produce findings that reflect both the precise and the serendipitous? Innovative features are needed to address both the precision of the traditional search and the serendipitous proximity find.

Libraries must supply innovative search methods, and offer innovative environments for scholars and students who have moved beyond the linear, text-based context to a visual and multi media domain. Gone is the "learn-from-experts" note-taking approach of the past. In this post-Second Life, internet-based 3-D virtual world, group experiential learning exercises are now the norm. The academic library has ceded its exclusively quiet reading

environment to become an inviting intellectual laboratory with continually-renewed technological advances designed for exploration, discovery, reflection and exchange of ideas. The library is both a physical, and a virtual place for learning; a partner in the institution's learning process that provides resources, teaches how knowledge is organized, and provides an environment that fosters discussion, inquiry, reading, writing, and critical thinking.

The modern academic library responds to user expectations by customizing its spaces, its resources and its services conducive to an online information environment. Thus the forms of library service, the hours and service points may all be altered to reflect patterns of use, but the fundamental essentialness of the academic library remains unchanged.

The Library is where the University community, students, faculty, and staff can become "*informed and responsibly critical citizens who are committed to learning and to the spirit of enquiry.*" Despite all its complexities, rules and regulations, the Library offers this hope and promise of learning to all. And this is what we are really all about.

William M. Curran
Director of Libraries

Mission Statement

Concordia University Library supports the University's mission "to develop and disseminate knowledge and values and to act as a social critic."

As an essential partner in the academic enterprise, the Library provides a diverse university community with the information resources and services fundamental to learning and the pursuit of knowledge.

In so doing, the Library fosters an environment in which Concordia University students, faculty, and staff can become "informed and responsibly critical citizens who are committed to learning and to the spirit of enquiry."

Vision Statement

Working together with the academic and research community of the University, the Library is:

- **Dedicated**, to the advancement of knowledge, promoting information skills as the heart of academic success, citizenship and lifelong learning.
- **Dynamic**, using our collective expertise to recognize and embrace the changes in learning and research environments and to offer innovative and timely responses.
- **Welcoming**, providing a secure and stimulating environment for study and research responding with a commitment to service to the diverse needs of our users.
- **Resourceful**, offering a rich and diverse research collection and repository of knowledge, using leading technology for seamless access.
- **Collaborative**, fulfilling our responsibilities with faculty and with university services, and reaching out through partnerships with other academic institutions.



Library Administration Team

Curran, William (Chair)
 Edwards, Jean-Marc,
 Assistant-Director, Systems
 Godolphin, Jocelyn,
 Assistant-Director, Collection Services
 Konyari, Alexander,
 Manager, Budget & Facilities
 Rubinlicht, Lillian,
 Assistant-Director, Personnel
 Sendek, Irene,
 Assistant-Director, User Services

University Library Committee

Curran, William,
 Director of Libraries
 Daoud, Robert,
 Concordia Student Union
 Galal, Khaled Dr., Faculty of Engineering
 & Computer Science
 Godolphin, Jocelyn, Assistant-Director,
 Collection Services, Library
 Herrington, Muriel Dr.,
 Faculty of Arts & Science
 Hoffman, Sandra,
 Library
 McCartney, Andra Dr.,
 Faculty of Arts & Science
 Nicolai, Vanessa,
 Graduate Students Association
 Paikowsky, Sandra, Faculty of Fine Arts
 Reimer, Catherine,
 Concordia Student Union
 Singer, Martin Dr., Provost
 Walker, Thomas Dr.,
 John Molson School of Business (Chair)
 Warren, Jean-Philippe Dr.,
 Faculty of Arts & Science

Staff

New Hires

The Library welcomed two new librarians this year: Mme Danielle Dennie and Ms. Audrey Laplante.

Retirements

Lillian Rubinlicht retired as Assistant-Director, Library Personnel in May. Ms. Rubinlicht worked in a number of positions and fulfilled a wide range of responsibilities during her 35 years of service. From the outset of her career at Concordia University, Lillian Rubinlicht has excelled in her contribution to the Library and to the Concordia community. The Library administration expresses deep appreciation for her outstanding accomplishments.

Best wishes are extended to Mr. John Blyth and to Mr. Terence Quigley who retired this past year after many years of service.

Tenure Appointments

Congratulations and best wishes are extended to three librarians who were awarded tenure: Ms. Joanna Duy, Ms. Laura May and Ms. Kumiko Vézina.

Training and Development

The Library Administration is committed to recruiting and retaining excellent staff. It is therefore essential to foster an

environment that provides training and development opportunities for those in its employ.

A total of one hundred and ninety hours (190) were devoted to training workshops. Several members of staff availed themselves of courses offered by IITS in Excel I and Excel II, in MS Word I and MS Word II, and in PowerPoint. Nine librarians attended CREPUQ-sponsored workshops

Over \$7,500 was allocated from the Library Travel & Development Fund for eleven librarians to attend international conferences in Seoul, Korea, in Seattle, Victoria, B.C., Mesa, Arizona, Toronto, St. John's Nfld., and Ottawa.

A Leadership Development Program for faculty and librarians has been offered at Concordia during the past year. This program is *vitaly important* for librarians and faculty. Three librarians are presently enrolled.

The CREPUQ initiative, entitled, – *les nouveaux leaders dans les universités : les bibliothécaires* – a program designed by UQAM's École des Sciences de la Gestion to help develop interest among library staff in administration, has had a resounding success throughout the Province.

Librarians' Forum:

5th Annual Poster Session

Concordia University Library hosted its 5th annual poster session. Concordia's Forum is designed to enable librarians to address issues which are of interest and concern to the profession. The Library delights in welcoming colleagues from other institutions to share *their* research interests and *their* findings. The Poster Session is one of the most successful ventures, which Concordia librarians have undertaken as a professional project over the past few years. Sharing research interests and results generates interest in exploring different frontiers of knowledge, enhances the profession and abets job satisfaction.

Hiring 2007-08 and Beyond

Two issues impact on hiring at this time, they are: 1) the aging factor of Concordia librarians and of support

staff with the inevitable retirement exodus that is impending, and 2) the early retirement options that are presently available to staff.

Concordia vis-à-vis Other Quebec Libraries

The following statistics, extracted from CREPUQ's Statistiques générales des bibliothèques, illustrate how Concordia Library staffing compares with that of other university libraries.

There are many reasons why certain academic libraries have lower librarian/student ratios, while others have different ratios of professional staff versus support staff. For example, some economies of scale are sometimes possible in larger, centralized academic libraries that are not always possible in smaller institutions, or in specialized, discipline-specific research libraries, serving

Quebec Academic Libraries

University	FTE Students / Librarian Ratio	Librarian positions compared to other positions in libraries
McGill	367.1	24%
U. de M.	373.5	26.1%
Sherbrooke	652.3	27.2%
UQAM	563.8	25.2%
Concordia	640.8	22.1%

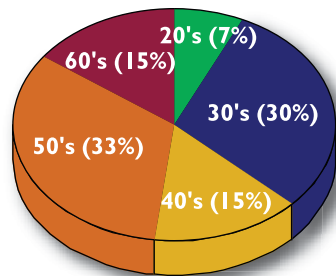




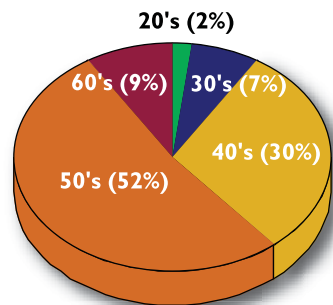
medical, architecture or law faculties. These often required specialized librarians with undergraduate degrees in related fields.

The Library's succession planning efforts are intended to find suitable replacements for librarians who are now on, or eligible to be on, full or gradual retirement. Four librarians are presently on gradual retirement.

Current age of CUFA staff



Current age of CULEU staff



A more alarming matter is the inevitable exodus of senior library managers and administrators over the next few years. Finding experienced, seasoned administrators will not be easy as other academic libraries in North America will face the same dilemma. Libraries will be competing to recruit experienced academic library administrators.

Realities

CUFA

Given the age demographics of librarians as shown, it is likely that, each year (for the next 5 years), 2 or 3 librarians will begin full or gradual retirement. It is imperative that the Library recruit suitable replacements for these professional librarians and for the cohort that is sure to follow over the next few years.

CULEU

There are currently 101 CULEU positions in the Library. As the chart shows, the average age of members is relatively high (61% over the age of 50 and 50% over the age of 55). If all eligible members choose to avail themselves of retirement options, the Library could lose significant numbers of staff, and more importantly, the accumulated expertise/experience of those leaving.

Services

The User Services Division of the Library is adjusting its services to address the cohort entering the university whose needs and expectations differ from the traditional services offered by libraries. The ability to meet the expectations of a generation "born digital" who use technology and expect remote services and on-line resources has been the Library's challenge over the last several years.

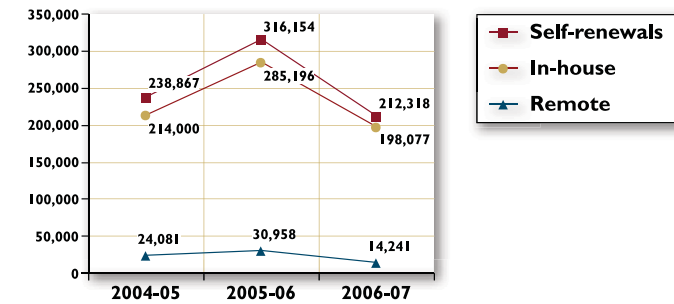
With approximately 2,000,000 users still entering the Library and the 400,000 loan transactions recorded last year, there has been a marked increase in remote access to the Library's services and to its ever-expanding electronic resources.

Public Workstations

Again this year, there has been an increase in the number of users logging in. The Library's in-house computing facilities are servicing an

Public Workstations				
	Fall 2005	Winter 2006	Fall 2006	Winter 2007
Logins	309,196	354,136	275,979	339,085
Unique Users	18,999	18,668	18,638	19,535

Self-renewals



average of 19,000 unique users per term. This high number indicates that the Library remains the place of choice for students needing to conduct research. The Libraries' workstations are equipped with the Microsoft suite, printing facilities and internet access to information.

Remote Access

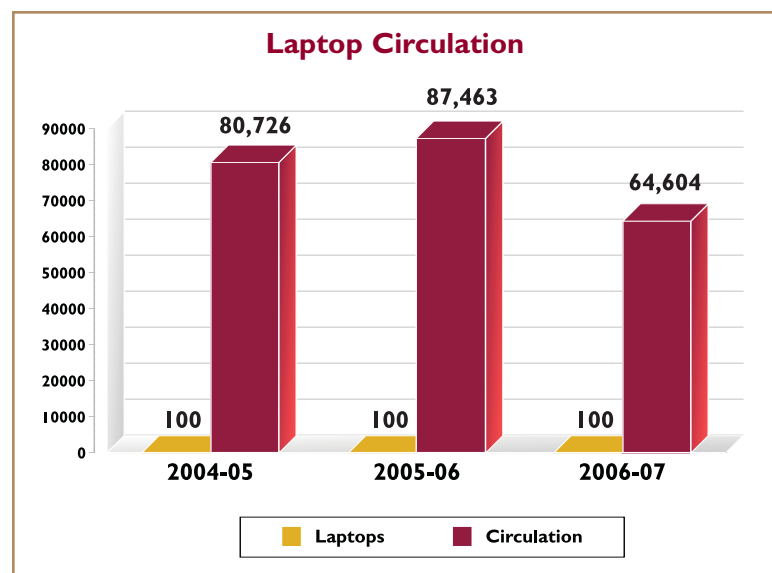
Although there is a drop in overall circulation and self-renewals, ninety-three percent of all renewals (93%) were completed remotely this year compared with ninety percent last year.

Electronic resources

The statistics provide a glimpse of the extent of the usage made of the Library's electronic collection. On average, there are 180,000 full-text Elsevier Journal articles downloaded in a given year. Over the past year, there were 86,700 searches in Science Direct, 46,400 in Web of Science and 143,690 in Academic Search Premier.

Electronic Reserves

The total number of items on reserve has increased by 7% (from 8472 items to 9089); however, the total in house circulation decreased from the previous year to a total of 57,391. Again as counterpoint, the number of articles placed on reserve has increased from 120 in 2004 to 620 in 2007 and, due to the ongoing growth of the Libraries' digital collection, the proportion of



articles available electronically and accessed remotely has increased from 48% in 2004 to 78% in 2007.

Find it @ Concordia – Linking to Full Text

The Library subscribes to some 6,000 online journals. For the databases that provide only bibliographic information, *Find it @ Concordia* has been implemented to link directly to the full-text article in the Library's collection. If the full-text electronic version is not available, the link directs users to CLUES to inquire about a print copy. *Find it @ Concordia* has become an indispensable tool for Concordia's researchers.

MetaFind: the Information Discovery Tool

Improvements to the MetaFind search interface are planned for the coming year with the launching of a new release, *Research Pro*. Modeled on *Google*, MetaFind provides a seamless, common interface to a vast collection of research databases through a single search operation without having to comb individual databases.

Laptop Circulation

In 2006-2007, for the first time since the Library's introduction of the laptop service in 2001, there has been a decline in circulation of laptops recorded at the Periodicals and Media Desks (from 87,463 laptop

loans to 64,604). Following a period where demand soared to 24% over a 2-year period (2004 -06), one can assume that an increasing number of university students now own laptops.

Interlibrary Loans

COLOMBO: Implemented in May 2006, COLOMBO enables users to create automatic loan requests, to track online the status of requests, and to receive automated e-mail alerts while searching all Québec and Ontario university libraries simultaneously. In 2006-2007, more than 2,153 Concordia users have created an account on the COLOMBO system and 8,270 documents were ordered and received. Because of its automated features, the turnaround time for interlibrary loans has improved. Users also have access to a federated search tool that facilitates access, discovery and ordering of research materials across universities and research institutions. Developments are underway to utilize the full potential of this system and to further reduce the amount of time needed for the processing and delivery of materials.

Institutional Repositories

This year marks the launching of Concordia's institutional repositories. Concordia thus joins the numerous other Canadian research libraries in establishing a digital repository,

referred to as an IR, the aims of which are to preserve the institutions' research findings and accentuate their research profiles, and to ensure access to publicly-funded research findings for scholars.

The first phase of the project would ensure the complete retrospective digitization of Concordia's theses, as well as the electronic submission of new theses. The second phase involves digitizing research data, reports and findings submitted by Concordia faculty, centres and departments. The third phase would see the digitization of some components of the Library's special collections.

Space Needs

The Association of College and Research Libraries recommends that student seating area should approximate a minimum of 10% of the full-time equivalents (FTE) enrolment. The present seating capacity in the Webster Library is approximately 1,150; in Vanier Library, it's 809. Seating capacity in the Library is woefully below ACRL standards.

Today's students form a generation that needs group learning environments as much as they need a "traditional" library environment. This effects how academic libraries design their space. Learning Commons integrate open service desk areas, group study rooms, con-

ference rooms, variable use classrooms (lecture, demonstration, hands-on and collaborative work), multi-media labs and studios, interactive video classrooms, and open public spaces.

Reference Service & Information Literacy

A steady increase in our remote and digital reference service is counterbalanced by a decline in the more traditional, in-person "desk" reference activity. This reflects the needs of a generation of users who are accustomed to "remote" or "virtual" service activity, and who have come to expect this service from their library. The role of reference librarians is now more identified with providing instruction and giving personalized attention, as well as answering specific questions. Library users need to learn search strategies to seek and obtain scholarly information which can be very complex. Much more of the librarian's time is required for such individualized service. The number of individual one-on-one sessions given by subject librarians increased from 498 to 689 (38%) during the past year.

Online Virtual "Chat" Reference Service

Since 2003, the Library has offered online 'virtual' reference service in

Total chat reference calls				
	2003-2004	2004-2005	2005-2006	2006-2007
September	30	43	67	74
October	57		87	126
November	58		87	152
December	19		11	47
January	48	49	48	101
February	52	33	52	112
March	47	105	80	202
April	23	71	51	93
May				68
TOTAL	334	301	483	975

Chat Reference Pilot Project September 2003–April 2004

Chat Service Hours until April 2006 (Mon–Fri 1–5)

No Statistics for October, November, December 2004

Transcripts unavailable from Question Point

Chat service closed from May–August from 2003–2006

Expansion Service Hours in September 2006 (Mon–Thurs 11–7, Fri–Sun 1–5)

Summer Service Hours from May 2007 (Mon–Fri 12–5 then Mon–Thurs 12–5)

addition to the existing, in-person, telephone and e-mail reference service options. Based on careful monitoring of usage each month, a noticeable increase was recorded in this so-called “Chat” service. The hours of on-line service were extended last fall and will persist throughout the year, including the summer months. The “Chat” service was expanded by 4 hours weekdays

and was offered on the weekend between 1 and 5 during the fall /winter terms. As a result, the total number of reference transactions increased by 102% (from a total of 483 in 2005-06 to 975 in 2006-07).

Information Literacy/Instruction

Because scholarly research is such a complex undertaking, university stu-

dents must acquire the skills to become “information literate” which encompasses a set of learning and critical thinking skills, common to all disciplines, needed to access, evaluate and use information effectively. Fundamental to scholarly pursuit, information literacy enables students to thrive within an increasingly information-intensive environment and fosters independent, lifelong learning.

Integration of information literacy teaching and practice within the curriculum will benefit students in preparing them to live as informed and responsibly critical citizens. The following Information Literacy Competency Standards for Higher Education have been identified by the Association of College & Research Libraries:

1. Determine the nature and extent of the information needed.
2. Access information effectively and efficiently.
3. Evaluate information critically and incorporate it into his/her knowledge base.
4. Use information effectively to accomplish a specific purpose.
5. Respect ethical and legal obligations of information access and use.

Statistics show ever increasing requests for library instruction and consultative services. Over a 2-year period, the number of instruction

sessions offered in the Library has increased by 140%. During the past two years, the number of users availing themselves of library instruction has increased by 32%.

The Library is committed to advancing information literacy within the community in collaboration with faculty, University administration and student organizations. To address this need, course-integrated library instruction has been proposed for the John Molson School of Business. In so doing, the Library is a partner with faculty and is thus playing an integral role in the students' success at Concordia. In helping and stimulating students to find and learn authentic new knowledge, the

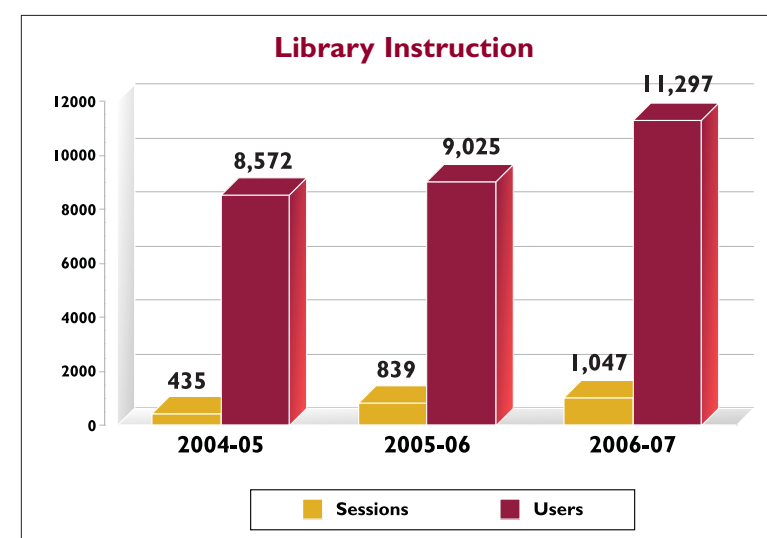
Library contributes to the retention goals of the Faculty and University.

Library Collections

The Good News

Better library collections funding is an academic priority at Concordia University, as President Lajeunesse affirmed in his September 2006 message, *Concordia on the move!* This priority became tangible in 2006-07 when the Libraries' collection budget was increased by \$500,000 to \$3.7 million.

Additional collections funding enabled a major expansion in the number of journals available to



Concordia researchers and students in the first half of 2007. Over 1900 additional electronic journals are available through agreements with major journal publishers:

Blackwell-Synergy Online Journals
Taylor & Francis
Cambridge Journals

As a result of a review of priority needs for students and researchers, the Library added other important full text, data and monographs in 2007, all in electronic format:

Value Line Investment Survey: a comprehensive source of information on the stock market, and the economy.

Ipsos News Centre: opinion polls from 1995 forward, accompanied by detailed data tables, and demographic breakdowns.

House of Commons Parliamentary Papers 1801 - present: the most detailed primary source for information on Britain, its colonies and the wider world. Previously, access to the early papers was by micro card, an obsolete micro format.

Safari Books Online: over 150 titles in computer programming and applications, desktop publishing,

information technology management and certification. O'Reilly, Prentice Hall, Cisco and Sims are among the publishers.

International Financial Statistics (IFS): produced by the International Monetary Fund and a source of statistics on international and domestic finance and banking; exchange rates, and international liquidity.

Canadian Public Policy Collection: monographs and reports from Canadian public policy institutes, government agencies, advocacy groups, university research centres and other public interest groups.

CFI Grant Benefits Canadian Academic Libraries

A \$19 million grant from the Canada Foundation for Innovation to the Canadian Research Knowledge Network (CRKN), a consortium of 67 academic libraries, will improve Concordia's human and social sciences electronic collections over the next three years. Concordia is one of 15 Quebec institutions to benefit from the funding.

This grant demonstrates that CFI, a primary Canadian research funding body, recognizes the importance of digital information as a necessary infrastructure for research. A similar

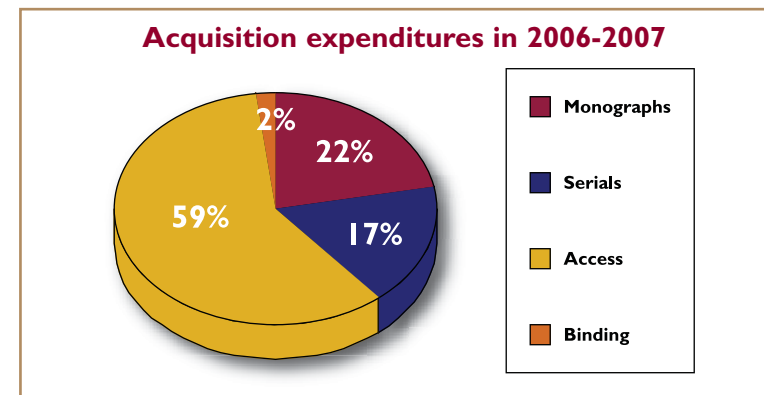
amount was awarded by CFI almost a decade ago to the CRKN's predecessor, CNSLP, to finance scientific journals.

In addition to journals, CRKN will be reviewing the needs of humanities and social sciences researchers for other kinds of digital information such as, statistical data, international news services, newspapers, social and political policy documents, images, and historic texts.

Acquisition expenditures in 2006-2007

Size of collections as of May 30, 2006:

Print volumes: 3,156,204
 Serial titles: 12,724



The Library relies on donations from *parents, students* and other *benefactors*. Were it not for their on-going generosity, Concordia University could not meet the information needs of its users. Among the endowment funds of which the Library is a beneficiary are the *Annual Giving, Capital Campaign, and Student Contributions*.

Donor Funded Library Acquisitions

Early English Books Online (EEBO)

EEBO is a full-text database of more than 100,000 books published from 1475 to 1700, all fully searchable. EEBO was approved for purchase by the Library Development Committee, from funds contributed by many library supporters.

Film and Media Collection Replacements

The Library Development Committee supported the replacement of important film and media titles that were held only in obsolete formats, such as Beta and Umatic. Funding enabled by library donors supported a project to replace or copy titles in these obsolete formats, mostly to DVD.

Marjorie and Gerald Bronfman Sociology Library Collection

The Marjorie & Gerald Bronfman Foundation has donated \$100,000 to create a Sociology Library Collection to support research and teaching in all aspects of Sociology. This donation will support the purchase of monographs, media collections, and other electronic and non-print items. This donation will enhance the development of library resources for students and researchers working in all disciplines informed by the literature of Sociology, including Anthropology, Women's Studies, Communications, Religion, Journalism, Psychology and Fine Arts.





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