



University
of Manitoba | Libraries

Annual Report 2020-2021



Message from the University Librarian

The past academic year was a year like no other. However, it has shown us the strengths of the University of Manitoba Libraries – our staff, our collections, and our services.

Together as UML staff members we've continued to make the majority of our collections available to staff and students, answered questions, gave instruction sessions, and were available for students and faculty when they needed us - even as the majority of us worked from home to keep our community safe.

We've implemented new services, acquired needed material in online formats, and opened our spaces for students who needed a quiet place to study or stable internet access. We've enhanced our research supports and systems for researchers whose research plans changed.

We've looked at things through a different lens over the past year, and in doing so we've learned some lessons and started thinking about how our collections and services can adapt to the "new normal." We'll use what we learned to continue to grow and serve our diverse population.

Indigenous Peoples Lands Acknowledgement

The University of Manitoba campuses are located on the original lands of Anishinaabeg, Cree, Oji Cree, Dakota and Dene peoples, and on the homeland of the Métis Nation.

As always, the University of Manitoba Libraries values of being empowering, innovative, responsive, respectful, and collaborative have been demonstrated in our work. This year saw the implementation of a new course reserves system to allow faculty to make materials available more easily for students. We've improved the accessibility of our collections for students and faculty who cannot access print through our membership in HathiTrust. We've reorganized our work units to ensure that we have the capacity to support our community in their research, study, and teaching. And, we've undertaken an ambitious facilities planning program to renew our spaces with the goal of increasing student study space and providing innovative technology for use in teaching and learning to all members of the university community.

Together we've demonstrated our values through our work and shown ourselves to be vital to building student, faculty and community success. I am confident that the UML will continue to do so successfully as we define a new future for ourselves and our community.

Lisa O'Hara

Vice-Provost (Libraries) & University Librarian



Albert D. Cohen Management Library Photo taken by MMP

The University of Manitoba Libraries (UML) is continuously working to align our services and resources with the teaching, learning and research needs of faculty and students. In doing so, we are confident that we are meeting the objectives the University has set out in its strategic plan -- Taking Our Place: University of Manitoba Strategic Plan 2015-2020.

This report summarizes the activities and work of the Libraries to demonstrate the values that guide our actions: empowering, innovative, responsive, respectful and collaborative. It broadly highlights our activities and provides insight into the ways in which the UM Libraries has worked together to support student, faculty and community success, particularly during this challenging year.



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Empower

Open access

A registry of open-access articles was licensed as a tool to provide access to more resources for students and researchers. While academic libraries worldwide have for decades been stressing the unsustainable rising cost of subscriptions, there has been a parallel movement toward open access research, resources and publishing.

Unpaywall is a project of Our Research, a non-profit organization that maintains a registry of open access articles. Unpaywall was implemented in the UML's catalogue allowing students and researchers to access open copies of journal articles that we might not otherwise have access to, or that can be re-used in open educational resources and in UM Learn, the University's learning management system.

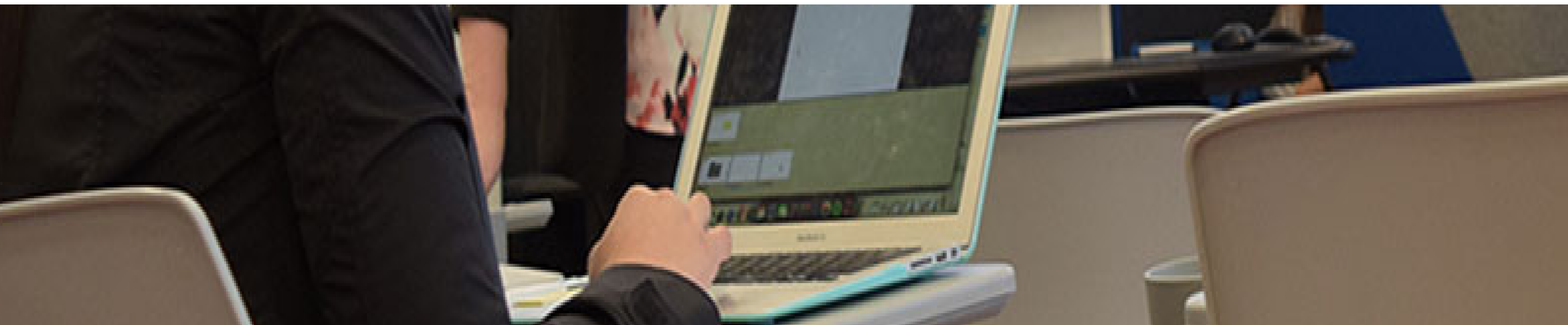
Because of the integration with the Libraries catalogue, each library search consults the registry and the search result provides an immediate indication if a free, open source version is available. The more articles that are available via open access, the less reliant we are on paid subscriptions. This frees up funds to move our collections to *pay to publish*, where articles published are freely available to the world, rather than *pay to read*.

Collection Review 2020

We engaged faculty in discussions about their resource use in teaching and research, and we began conversations about knowledge mobilization and open research. The Senate Committee on Libraries created a sub-committee on Advancing Open Access as a result of these discussions.

Furthering support for open access, the UML conducted a review of our journal and database subscriptions to identify resources that were candidates for non-renewal, either because the content was available elsewhere in our collections or via open source, or it was no longer being used by faculty and students. This review was in response to rising costs for journal subscriptions and helped to identify cost savings which could be put toward new resource needs.

The collection review project analyzed 1,634 subscriptions and concluded the project with 477 subscriptions identified for non-renewal.



Archives & Special Collections: history of pandemics

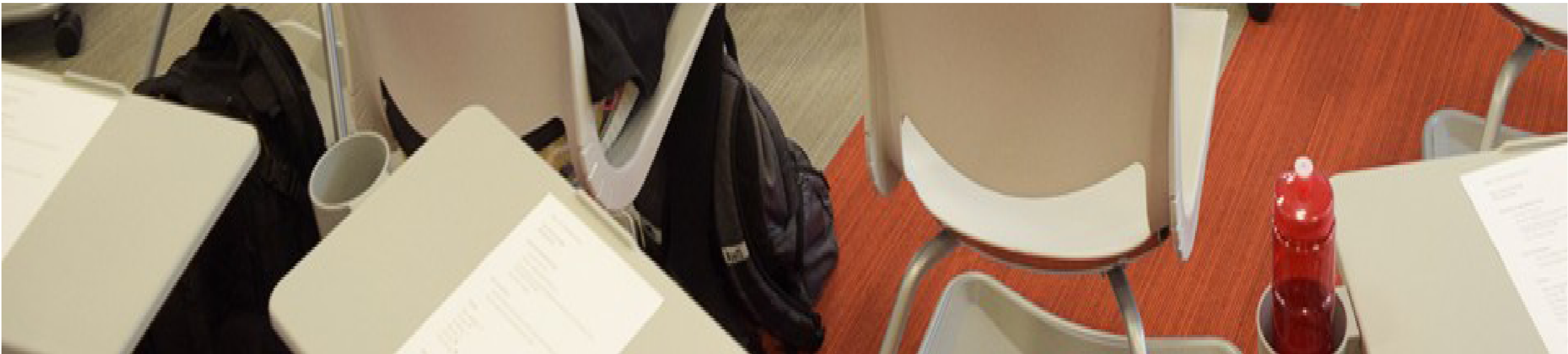
Archives & Special Collections dove into the history of pandemics in Manitoba to provide our community with greater insight into the handling of these health crises as long ago as 100 years.

Theatres, churches, schools ordered closed. Phrases like “never before” or “unprecedented times” often expose our ignorance of the past. Remarkably, the message hasn’t changed much since the 1918 influenza pandemic.

Archivists researched several pandemics of the 20th century and published “A brief history of pandemics” in *UMToday News*, featuring *The Winnipeg Tribune*, a unique UML digital collection. The story highlighted the impact of the pandemic on our community as well as the many recommendations for prevention, government orders banning gatherings, and other flu headlines of yesteryear, which are echoed today: avoid needless crowding, smother your coughs and sneezes, wash your hands.



Albert D. Cohen Management Library Photo taken by MMP



Medical information resource: MB COVID-19 Report

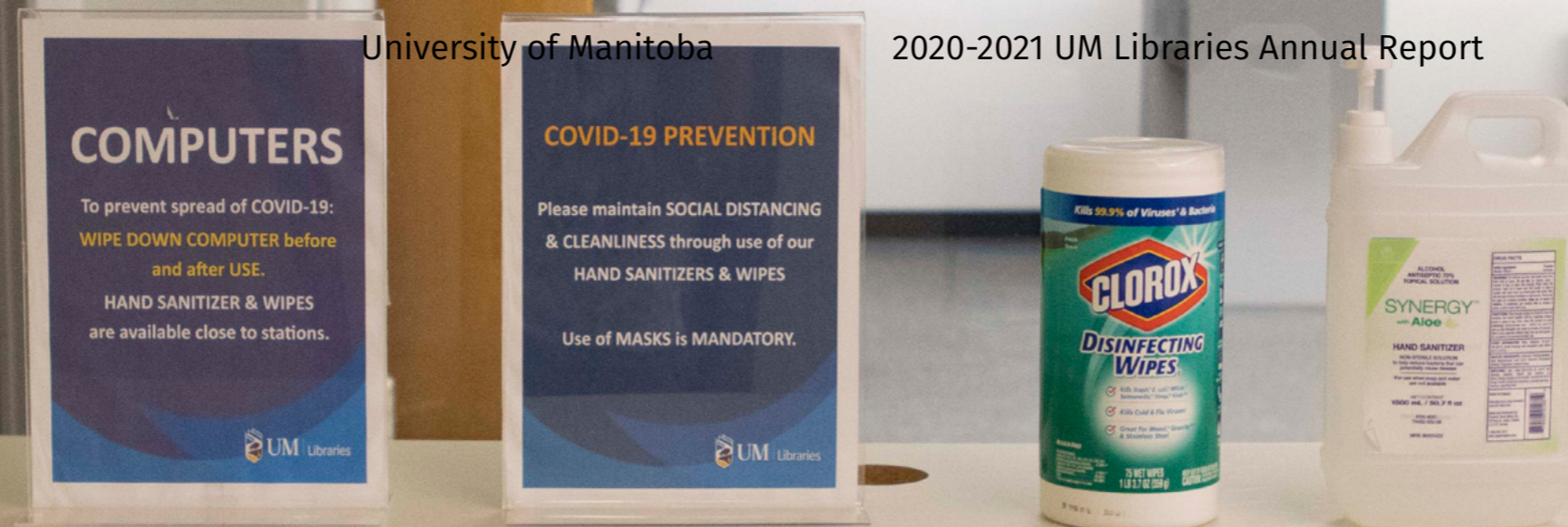
UM health sciences librarians collaborated with UM doctors and students from the Max Rady College of Medicine to build an ongoing resource of accurate, validated and organized medical COVID-related information.

Throughout the pandemic, and particularly as it began, the mass of information in the COVID-19 literature was disparate and overwhelming experts who were challenged to sort and evaluate it in any meaningful way. Adding librarian searching expertise to the ability of UM’s medical students to synthesize the information contributed to the launch of *Manitoba COVID-19 Report*.

The Report, and its corresponding website, was created to help healthcare providers answer clinically relevant questions by summarizing the most recent evidence in the literature.

Ten librarians, working from their homes, along with furloughed medical students, provided aggregated resources to support COVID-19-related topics in six categories: clinical description and epidemiology; diagnostics and surveillance; therapeutics; infection prevention and control; public health interventions; pediatrics.

The Report gained more than 9,000 subscribers from all over the world within a short period of time.



April 2021 Elizabeth Dafoe Library Photo taken by Seon Min

“[On March 12, 2020], our first case of COVID-19 was detected in Manitoba. Subsequently, massive societal and academic changes were instituted. Rotations were cancelled, people found themselves in quarantine and yet we wanted to be able to contribute to the COVID-19 pandemic response in the province.

The Manitoba COVID-19 Report was a way that medical students, residents and graduate students, with the essential assistance from the University of Manitoba NJM librarians, could contribute by providing timely, concise and extremely well-done reviews of the literature in this rapidly evolving situation when practicing clinicians had limited time to do so for themselves.

The Manitoba COVID-19 Report was distributed to practitioners across Manitoba, Canada and internationally. Feedback has been nothing but positive. The data collected by you and the team was used by Public Health, ICP (to inform ICP policy), testing and clinicians of all subspecialties.

In addition, the Manitoba COVID-19 Report, with distribution across Canada, has been used to address programming needs as it has in Manitoba and even has international subscribers who found it a reliable source of information in a time when we are inundated with both useful and useless resources.”

Dr. Jared Bullard

**Department of Medical Microbiology & Infectious Diseases
Max Rady College of Medicine
University of Manitoba
Associate Medical Director of Cadham Provincial Laboratory**

Innovate

New Reading Lists tool for instructors in UM Learn

Libraries launched a new tool called Reading Lists to help instructors better share course readings with students. Reading Lists is a new tool in UM Learn that instructors can use to share course readings with students. These may include items from the Libraries, such as articles, books, digital images or sound recordings, as well as websites, video content, images or lecture slides. All resources can be added directly to a UM Learn course, making it easier to access relevant content and stay organized.

Reading Lists in UM Learn is simple for instructors to use. Not only does it allow them to add content from the Libraries collections, it is a one-step process to add online resources from outside the Libraries, such as web resources. Once created, a Reading List can be saved and reused in future courses. Students benefit from finding all their course materials in one place and easily accessible when they need it.

The UML partnered with The Centre for Teaching & Learning to provide training for instructors and an online support guide provided step-by-step instructions and video resources. Libraries staff also received training in order to assist faculty members to take advantage of this tool for the Fall 2020 term.

Over the first two terms in use, Reading Lists has been incorporated into just over 130 courses in UM Learn, and the feedback received from those who have used the tool has been overwhelmingly positive. Ninety percent of faculty members and instructors responding to a survey said they would use Reading Lists in the future.



Workshops go virtual

The Libraries workshops were quickly moved completely online during early days of the pandemic. Sessions were cross-marketed, as many topics appealed to graduate students, faculty and instructors alike - and to students from both campuses.

Being online, the UML was able to not only increase the number of sessions but also increase our engagement with both students and faculty. The Learning & Instruction Support Librarian worked with the Faculty of Graduate Studies to ensure that all online Libraries sessions were eligible for the Co-Curricular Record for graduate students.

Although the UML typically offers very few spring and summer workshops, we offered 23 sessions in spring/summer 2020, which had an average attendance of 34 participants per session – a significant increase over previous years. In total, 88 sessions were offered online in 2020-21, averaging 23 participants per session over all academic terms.

Both the Health Sciences and Science UML Divisions had the opportunity to create specialized series within our workshop offerings.

In Fall 2020, the health sciences librarians offered a 6-part Systematic Review Workshop Series online to students, researchers and faculty members across the university. While this comprehensive and hands-on series had been offered in-person in the past, the pandemic allowed us to broaden the UML's reach outside of health, attracting between 45-70 people per session with diverse academic backgrounds including, psychology, education, kinesiology, community health and environmental sciences. This was also the first time the UML was able to offer its own Co-Curricular Credit for participants who attended all six sessions.

Systematic reviews, and other knowledge synthesis research, are an established part of the health sciences and are used to provide evidence-based answers to complex questions using all available research. As systematic reviews have begun to be used by other disciplines, health sciences librarians adapted the content to include non-health examples and questions to appeal to a broad audience with a range of experiences.

The presentations were recorded and slides made available in order to increase accessibility to this content as a long-term resource for all those interested in learning more about the systematic review process.



Albert D. Cohen Management Library Photo taken by MMP

“Participating in the University of Manitoba Systematic Review Workshop series really helped me to understand the process of embarking on a systematic review which had always seemed to me to be a daunting and overwhelming endeavor. The librarians led the participants through the workshop series presenting the processes as a logical, step by step sequence of activities. The librarians gave us the attention we needed to understand each process, and, in each session, questions were welcome and thoughtful; useful and encouraging feedback was provided.

In this session of workshops, I got to know the librarians and to understand that librarians are the most helpful, resourceful supports students can have at the university. They can help you find resources and navigate your way through the overwhelming volume of resource material, literature and beyond, which can help you understand your topic more thoroughly. Librarians know how to sift through the multitude of resources available to us and to curate information. Librarians help us as students take the curiosity that drives us to learn and transform that into knowledge to share.”

Elizabeth Hydesmith

PhD Candidate

Department of Anthropology

UML’s Sciences Division taught a three-hour credit, second-year topics course, Information Skills for the Sciences, in Fall 2020. Twenty-one students completed the 13 weeks and learned such skills as finding, evaluating and citing sources. Students also presented posters virtually as their capstone project.

“I definitely feel as if I learned a great deal of information through this course. My knowledge of science information skills certainly has expanded from learning the content in this course and learning how to properly conduct scientific research.”

“This course taught me the most. Finding credible information is difficult nowadays, especially with so many websites that post articles and news links that seem legitimate at first but are actually not.”

Many of the workshops have been added to the Libraries YouTube channel where they can be viewed by anyone unable to attend the live webinars, or those who choose to review content at a later date.

Respond

The UML's staff responded quickly to the need to close Libraries and the move to working from home in as few as five days in March of 2020 at the beginning of the pandemic in Manitoba.

It would be fair to say that we believe never before in the history of the UM Libraries have we had such a challenging year. Change is not easy for many individuals. Change for a large organization can seem impossible, especially if required almost instantly and collectively.

The UML librarians' and staff's flexibility and commitment to keeping services and collections accessible showed a true spirit of care and support for one another and for our community during a very difficult time.

While much of our collection is available digitally, and the availability of technology easily allowed staff to connect and provide services virtually, it is still incredibly challenging to provide continuity of access and service when library spaces and collections are closed.

88 sessions were offered online in 2020-21, averaging 23 participants per session over all academic terms

Elizabeth Dafoe Library Photo taken by Betty Dearth



Just Ask Us!

The UML depended on virtual chat reference to connect with our community during the pandemic. Prior to the pandemic, Libraries were offering Ask Us, our online chat service, simultaneously with help at our in-person service desks. When the entire campus moved to remote work in March of 2020, the Libraries were already prepared to meet the need for online reference services using Ask Us.

It was important from a communications perspective to provide the community with a consistent place where they could go for help and information about Libraries services and spaces. Ask Us support staff and librarians became our critical, virtual point-of-service.

Since all staff already had experience with providing both online and in-person reference services, we were able to swiftly expand our staffing of Ask Us at the onset of the pandemic without significant disruption; and we have maintained that staffing throughout the pandemic.

From February to March 2020 our online reference interactions increased by approximately 45%. In Fall 2020, during the first full semester under pandemic restrictions, the number of online reference interactions increased overall 66% from the previous year.

Librarians were equally busy with consultations with students and faculty during the same period. The Libraries online appointment booking system allows students and faculty the option to request one-on-one appointments for research support with our subject specialist librarians. Under pandemic restrictions we were able to easily host these meetings online and we have since learned from student feedback that many prefer this option since it allows them to get the help they need without having to commute to campus which can be inconvenient.



Albert D. Cohen Management Library Photo taken by MMP

Learn at the Libraries

UML librarians have been working to provide more online learning resources for remote learners. Our focus has been the development and expansion of our information and research literacy resources, such as Learn at the Libraries.

At this website students can learn about academic writing, searching for library materials, using and evaluating sources, and appropriate citation methods that are crucial for academic integrity.

There has been a significant increase in the use of this guide during the past year, with more than 9,000 Learn at the Libraries visits.

Engagement

791 librarian consultations

2,056 workshop participants

5,679 Ask Us chat sessions

9,289 Learn at the Libraries visits

“I think for the majority of librarians, pivoting to online has been challenging but also rewarding and eye-opening in some respects. I know for me, moving to completely online appointments was a benefit to many students. I had multiple students over this past term tell me that it was much easier to get a 1-on-1 appointment with a librarian (in this case, me) since we’re all working from home and on our computers for much of the day, and because all appointments were online. One student remarked that booking a 1-on-1 appointment this past term meant saving themselves an hour+ bus ride to get to campus, and this was all the more appreciated since it was at the end of term when final papers were due and she needed some support.”

Justin Fuhr

Librarian
Sciences Division

Paper & Digital: Increasing Access to Collections

HathiTrust

HathiTrust Digital Library made it possible for UM students, staff and faculty to obtain access to digitized versions of some of the physical books held in the UM Libraries while access to print collections were closed.

The HathiTrust repository contains millions of titles. Although our access to licensed content is limited to only items that are owned by the University of Manitoba, the UM community also gained valuable access to a virtual treasure trove of open source content.

While HathiTrust provided access to 40% of the print collection, the Libraries needed to respond to increased demand for the remaining print materials. “We’ll get it for you” was a campaign to help students, faculty and staff navigate the various, and often confusing, ways in which print material could be accessed while collections were closed for browsing during the pandemic. This included accessing digital collections, curbside pickup for print materials and scanning portions of print upon request and within copyright.

New collections

UML’s Technical Services team managed free collections provided by vendors during the pandemic by adding data to the library catalogue so our community would have access to a greater number of resources electronically.

The team also investigated new online databases and collections as a substitute. Among these is the Le Monde Archive. This core resource for history, political science, language and culture has been unavailable electronically until now. This year we were able to provide access to Le Monde’s important Archive, from 1944-2000, and the response from faculty and students has been enthusiastic.

Material delivery

User Services & Fulfillment and Health Sciences Library support staff were on campus providing access to resources integral to the institution’s research, teaching and learning mandate.

This team of dedicated individuals retrieved and scanned material no longer accessible in print from closed library collections. Document delivery staff worked closely with the team to deliver these and electronic resources, keeping wait times low.

Curbside pickup, along with a tabletop option for special items, temporarily fulfilled the need for contactless material pickup, while the Libraries centralized its pickup lockers to better automate and increase throughput of requests. The pickup locker on the Fort Garry campus saw a significant increase in use of 129% over the previous year. The addition of an extension to the locker allowed us to better accommodate the heavy demand.

Study spaces

The Libraries quickly organized to provide access to study spaces for students on both UM campuses as government regulations allowed. Again, support staff returned to campus on a rotating basis to coordinate this access. They carefully considered the health and safety of the university community by quickly adapting to new modes of service provision. In total, 9740 individual visits were made to study spaces in two open libraries during the five months we were able to open.

All these service changes required a combination of innovation, communication and staff participation, while paying particular attention to health and safety.

Increasing Digitization

In the Archives

Archives & Special Collections were able to continue to provide access to in-person researchers and to support faculty and students through teaching, outreach and orientation sessions as provincial pandemic health guidelines allowed.

Working with the UML's Research Services & Digital Strategies staff, the Archives team revised their approach for maximum efficiency, making the transition as seamless as possible for our researchers. They were able to digitize significant amounts of collection material for researchers across the country and around the world, seeking innovative ways to connect with their communities.

"I think one thing that worked very well from my point of view is the ability to offer films to students and faculty. I really appreciate the ability to satisfy any requests for them. Requests were primarily from film studies profs and students, but I also had quite a few from Native/Indigenous Studies. Tech Services staff were very quick to turn the requests around, and even digitized our copies when they were able to obtain the rights to do so."

Lyle Ford
Librarian
Arts & Humanities Division

Supporting Faculty

The UML's Technical Services team worked with UM Information Services & Technology (IST) and UM Legal to create a process for the digitization of VHS and DVD material in the UML collection, after first discovering whether the content was available through a streaming platform.

VHS and DVD material, relied upon by faculty members for classroom teaching, became inaccessible during the pandemic along with other physical materials.

If a streaming version of VHS material was not available, the VHS was sent to IST for digitization and the digitized file was subsequently sent to McIntyre (a third-party vendor) for hosting. If a streaming version of DVD material was not available, the DVD was sent to McIntyre for digitization and hosting.

As part of the process, the film creators/rights holders were contacted to gain permission for digitization. A few film creators/rights holders have requested that we share the digital files with them, which we have gladly done. For example, the Jane Addams Hull-House Museum in Chicago requested we share the digitized file with them as a condition of granting us permission to digitize, and they have promised to credit UM whenever they screen the film.

15,775 Items delivered

HathiTrust-----	5,827
Curbside/Tabletop-----	1,893
Pickup lockers-----	5,140
Document delivery-----	2,915

Respect

Striving to meet the needs of our community on all fronts

The Libraries has undergone a strategic reorganization process with our resources and staff in order to better meet the needs of the UM community.

In addition to the reorganization, we introduced balanced scorecards and key performance indicators (KPIs) to align our organizational performance with our strategic directions and those of the University.

Using the Library Life Pulse Survey, we began to learn more from our community regarding their use of library collections, services and spaces in order to understand how we could better serve their needs. As a part of this information-gathering, we look forward to the results of a library space review, consulting faculty, students and Elders, in order to identify how to better accommodate our community for study, exploration and inspiration.



April 2021 Elizabeth Dafoe Library Photo taken by Seon Min



Collaborate



April 2021 Archives & Special Collections Photo taken by Seon Min

150 Years of Manitoba - Online

The Libraries, in partnership with the Manitoba Library Consortium, recently completed the digitization over 800 Manitoba local history books. The project's conclusion marked Manitoba's 150th anniversary as a province.

Exploring Manitoba's history online through this new collection is the perfect way for Manitobans living in the province and around the world to virtually discover their home community's history. Visitors will learn of the uniqueness of Gimli's Icelandic population, the world-renowned sand and water of Grand Beach and the northern lights among the polar bears and beluga whales in Churchill.

Residents, historians, and genealogists alike can now research any of the hundreds of other communities that are documented in the Manitoba Local Histories Collection to learn about the histories of the communities, people, farms, churches, schools, businesses and other institutions that have shaped the province's rich and diverse history for over 150 years.



Brandon in the Year 1913

<http://hdl.handle.net/10719/2395636>

Manitoba Local Histories, Brandon in the Year 1913, page 12

“The digitized local history collection at the University of Manitoba is a practical and accessible resource for both Indigenous and settler persons wishing to learn more about the formation of Western Canada. For Métis in particular, this collection possesses some of the scant recordings of Metis communities that persisted throughout the twentieth century, and this collection cannot be understated. Students who have come to my class wanting to learn more about their own families’ histories have found their living relations and ancestors in these books—these histories have the potential to fill gaps that some thought were to be mysteries forever.”

David Parent

Instructor

Department of Native Studies

Department of History

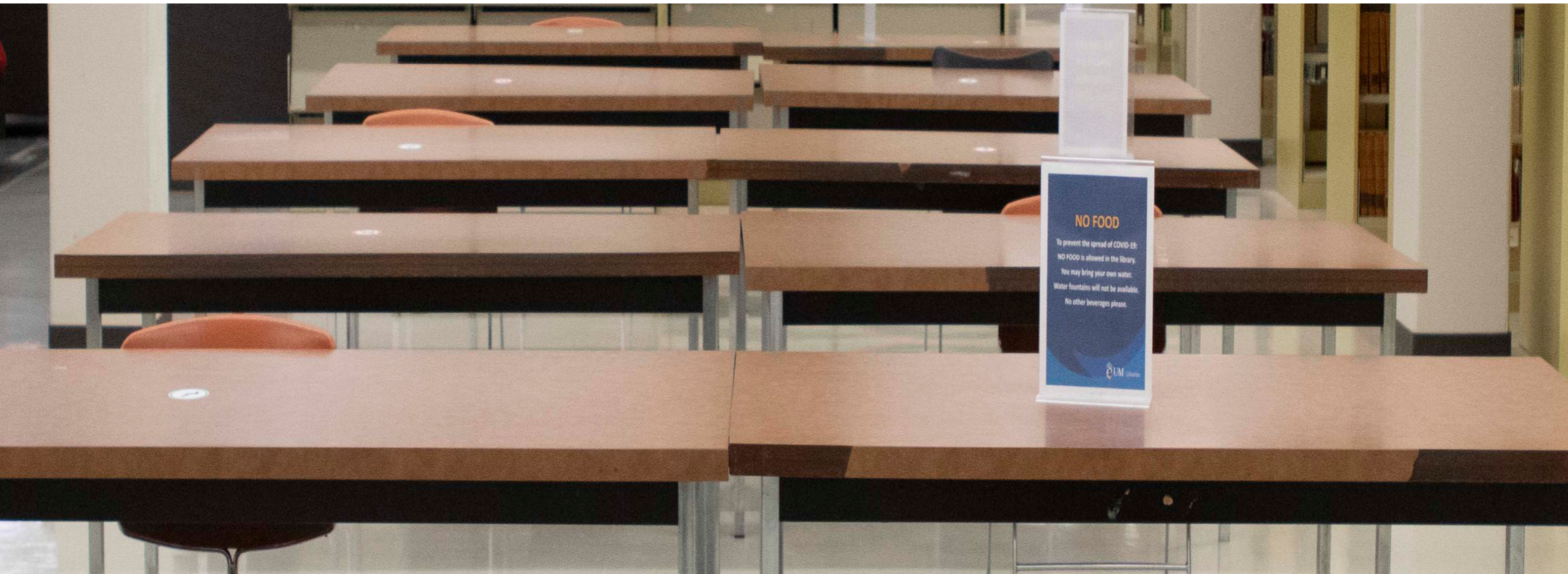


Science Skills for the 21st Century

Science Skills for the 21st Century, a workshop that ran January 5 – 15, 2021, was a collaboration between Extended Education, Faculty of Science, and Libraries. In the workshop, five groups of students, comprising 16 undergraduate students, completed a research proposal to deal with a real-world topic related to the COVID-19 pandemic, such as improving personal protective equipment. Groups presented their research proposal and the top group received a monetary award.



April 2021 Elizabeth Dafoe Library Photo taken by Seon Min



Reflections

of a challenging time

“The highlight of this pandemic year, for me, is the fortitude and resiliency of Libraries staff together as a team. Many worked from home, some both on and off campus, some completely on campus. But we all worked together. Essentially, it takes a village as it has always done; but this time, in what was felt like overnight, we changed decades of library systems and processes. More than once, staff left campus only to return and leave again.

From HathiTrust, to curbside pick-up, moving the pickup lockers from University Centre to Dafoe, and tabletop service – the changes happened at the speed of light (well okay, it was pretty quick, compared to what we are used to). Teams (love it!) and O365 and SharePoint were implemented. Some of the new processes and services included: Leganto, table of contents and video digitization services. In Document Delivery we stopped lending and borrowing print materials. Ask Us virtual reference became the main client service desk. This took massive coordination and communication from people both from home and on campus staff.

It was also often uncomfortable, frustrating, and exhausting. Things are far from perfect on the edge of massive upheaval and change. At the edge is found all kinds of things you didn’t know existed or were never a problem until now. Problems can spring up out of nowhere. At the edge we also have a view to beyond our current reality. It can be both exciting and scary.

None of us chose the pandemic, but we’ve now worked together in a crisis. Sure, some of the changes will stick, and some won’t. But through the confusion and frustration we found ways to work with each other. For the most part we figured it out. We support each other. We lift each other’s spirits. We still receive thank-you notes from our patrons for work well done. The most important thing for me is that after this most difficult time, we are still talking, collaborating, and moving forward, together. ”

Lori Friesen

**Supervisor
Collections Delivery
User Services & Fulfilment**



April 2021 Elizabeth Dafoe Library Photo taken by Seon Min

“From the beginning of the pandemic, I kept a journal of the activity and changes taking place within the Libraries. The almost instant closing of UML facilities brought some panic to our patrons who were trying to complete requirements for courses. I felt like I was constantly checking for email messages and taking phone calls.

True to form, Libraries developed a new rhythm, as engagement increased through the Ask Us chat service and additional working groups were innovating new processes in order to serve our community, such as curbside pickup.

When Libraries were allowed to open for study space, we were limited in the number of staff who could be on campus, so a fairly rigid schedule was implemented to care for specific aspects of health and safety as well as study areas. Support staff shared the load by rotating on- and off-campus during this open period.

Libraries closed and opened physical spaces three times in the span of one year. But there is always work to be done and staff working from home were now able to focus on library projects with little to no interruption – something that would rarely take place during normal times. I really appreciated an increased level of productivity and the satisfaction of accomplishing these projects. In addition, I appreciated being able to participate in live professional development and all-staff meetings, which rarely happens for support staff when the Libraries are open. I have had many valuable learning experiences, especially new technologies, such as Teams, Office 365, and Drupal.

All this said, I do miss seeing my co-workers. COVID didn’t give us a choice this past year, but I feel like I have adjusted well to this new hybrid version of work.”

Gaitree Boyd

Off-Campus Library Services





April 2021 Elizabeth Dafoe Library Photo taken by Seon Min

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