Integrated Resource Planning Evaluation

Reporting Year: 2012-15

DIVISION: Division of the VP Academic and Provost

UNIT: Libraries

PLANID: 703

IR PLAN EVALUATION STATUS

As part of the evaluation of your IR Plan, you will need to assess the status of each measurable action by indicating whether the action item is: not on track; progressing but behind schedule or taking different shape then originally envisaged; on track or on time relative to expectations; or completed during the planning cycle. Examples of the evaluation categories include:

Completed - Action has been completed during the planning cycle as expected.

On Track - Action is on time relative to expectations. Examples may include multi-year projects with deliverables or items expected to be finalized by year-end.

Progressing - Action is moving forward, but behind original timeline. Enhanced monitoring is required to ensure the action does not get further delayed. Examples may include items that have experienced longer-than-expected start-ups or have taken a different shape than originally thought.

Not on Track - Action is unlikely to be completed by either the original or extended timeline. Significant dialogue is required as whether to proceed with it or how to manage the risk of not completing it. Examples may include items that are no longer considered relevant, depending on other actions for completion or facing significant barriers.

Discontinued - For various reasons, a decision has been made to no longer pursue this action at this time.

ACTION PLAN

Priority 1 :   Foster student success through teaching and learning - Enhance Teaching and Learning

Objective 1 .1 :   The Libraries will be integrated into curriculum strategies

Action / Strategies	Midterm	Annual	Evaluation overview
1.1.1 Take a leadership role in emerging teaching and learning infrastructures and culture at York	🟢	🟢	Librarians are actively involved in the development of the Teaching Commons, and the Teaching Commons Liaison Librarian placement program has been established, with the first assignment effective from June 2013 - May 2014. The Libraries will pilot a new service to students through the Learning Commons in the fall of 2013; the Peer Ambassadorship program will use peer mentoring to improve the student experience at York. Student survey feedback consistently reports that students regard the library (as a place) as an important element in their university life. At York, over 20,000 people walk into York's libraries in a single day during term. York's libraries offer a sense of community and, for many students, visiting the library is part of their daily routine
1.1.2 Build collaborations with campus partners to support student learning within disciplinary contexts	🟡	🟡	An example of collaborations with campus partners are Librarians in the Steacie Science & Engineering Library who carried out workshops and provide regular office hours in Bethune College in 2012-13. One of the Library's Reference Librarians is part of a team working on an AIF program managed by the Faculty of Health on experiential education in the Faculty of Health. The purpose of this project is to

develop an infrastructure to support experiential education in the Faculty of Health and possibly other faculties

1.1.3   Enrich student learning by integrating the Libraries into e-learning environments

Moodle Developments:
Students are able to connect to the Libraries directly through York's Moodle LMS. In addition, faculty can use Moodle to include subject librarians in courses. In addition, students can access Virtual Reference Services via Moodle.

AIF Project # 1:
The SPARK project – Student Papers and Academic Research Kit – (formerly known as the Virtual Learning Commons) will be launched in September 2013. This online resource will encompass research, writing, and learning skills directed to the needs of undergraduate students from across a range of disciplines, including direct entry, mature, and international students.

AIF Project # 2:
The Libraries and Counseling & Disability Services received additional funding in Winter 2013 to further develop videos to promote accessibility services and instruct students on how to use Kurtzweil and other tools.

AIF Project #3:
YUL was provided funds in Winter 2013 to provide an online learning module in 2013/14 which would assist Faculty in teaching and students in understanding the issue of plagiarism.

Sarah Coysh, the head of the Frost Library, was a member of the YU E-Learning Steering Committee and developed a business plan to further develop library e-learning supports.

Plans are underway to develop a French Virtual Reference Service for students which will particularly benefit students at Glendon College. This service will be part of OCUL's collaborative Virtual Reference Service is available 323 hours a week, and York has the heaviest usage amongst its OCUL partners.

1.1.4   Position the library as a center of intellectual inquiry and community engagement

The Undergraduate Research Fair was held in February 2013 and was a huge success. A total of 90 eligible students submitted their papers to this year's Research Fair. A total of 37 papers were accepted by the Fair. Almost 300 people attended the fair. Plans are underway to repeat this event in 2014 and more faculties will be invited to participate in the Research Fair.

Informal learning opportunities in the Library included:
- The open debate, "Should the blog replace the book"
- the Steacie "Hackfest" on February 21, 2013
- The Gustav Klimt art exhibit, that was prepared in conjunction with the Austrian consulate
- A photo exhibit on life in the Philippines during the period when martial law was in effect
- The HASTACK reception for digital humanities
- The lecture by Bora Zivkovic on "Science in New Media Ecosystems" which was hosted by the Libraries at Bethune College
- Jen Bervin, a poet and artist, gave two talks in the Scott Library on March 5 and 6, as part of the Creative Writing Reading Series.
- A Data Mining Workshop, "How to Build a Macroscope" was held in the Library on March 15.

Priority 2 :   Enrich Learning Environments - Enrich the Student Experience

Objective 2.1 : Students will be engaged in virtual environments

Action / Strategies	Midterm	Annual	Evaluation overview
2.1.1 Enrich and expand the Libraries' virtual presence to provide an engaging and interactive online experience	🟢	🟢	Substantial progress was made on the Library's SPARK project in 2012-13, and the project will be rolled out to the university community in September 2013

Objective 2.2 : Libraries will provide sufficient quality library learning environments

Action / Strategies	Midterm	Annual	Evaluation overview
2.2.1 Build excellent 21 Century library learning spaces	🟢	🟢	A total of 50 new study spaces were created on the 2nd floor of the Scott Library this year in space previously occupied by the Scott Reference department. The total number of student study spaces in YUL has increased to 1,640 as a result of this project. The Library also completed Phase 1 of renovations on the 1st floor of the Frost Library at Glendon campus. These renovations were the first major upgrade to the premises in 60 years. Phase II is under with financing provided by monies from a Library trust account.
2.2.2 Create dynamic community engagement spaces in our libraries.	🟢	🟢	Research Celebrations for the Faculties of Environmental Studies and Health were held in the Scott Library this year. The Library's new Communications Officer is actively supporting York University Libraries' twitter account. The number of followers increased 52% in one year, and the re-tweet rate is 81.7%. The Portuguese and Greek communities are collaborating with the Clara Thomas Archives and Special Collections department to collect, digitize, archive, and make accessible over the web, their Canadian Heritage holdings.

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Priority 3 : Steward York's Research Assets - Research Intensification, and Building the Community and Extending our Global Reac

Objective 3.1 : York's research output, creative works and unique collections will be openly available to the world.

Action / Strategies	Midterm	Annual	Evaluation overview
3.1.1 Build and preserve archival holdings and special collections	●	●	There have been ongoing annual increases to collection budget allocations that support the acquisition of uniqu special collections.
			Recent acquisitions in the Library's Archives & Special Collections department reflect a wide diversity of disciplines and topics including broadcast communications, environmental history, sexual diversity, social and constitutional reform, film and theatre production, and the multicultural experience.
3.1.2 Preserve and organize data/digital assets	●	●	YorkSpace is a repository system that enables us to capture, preserve and distribute the intellectual output of York University in electronic form. Statistics show that use of YorkSpace has increased year over year.
			The Library is expanding its capacity to collect, archive, and make accessible a greater variety of digital objects, specifically streaming audio and media. Islandora and Dataverse will allow the Library to expan its capacity to store digital media and datasets.
			During 2012-13, the Librarian complement added two new positions, the Digital Assets Librarian and the Digital Humanities Librarian. These two new positions are designed to strengthen the Library's ability to deliver data preservation and open access on campus.
3.1.3 Store and share York's research, scholarship, and creative works.	●	●	In a joint initiative with the Faculty of Graduate Studies, the Library's Information Systems department

created an ETD application that will allow graduate students to submit their thesis on an electronic basis by 2014.

Priority 4 :   Excellent Research Collections - Research Intensification and Building Community and Extending our Global Reach

Objective 4.1 :   Excellent library collections, though not a stated priority in the Strategic Plan, remains a critical ongoing priority for the Libraries in support of research.

Action / Strategies	Midterm	Annual	Evaluation overview
4.1.1 Build research library collections distinguished by its breadth and quality	🟢	🟢	Demand and use of electronic resources continues to grow across campus. Students and faculty want access to more and more journals in electronic format, and the proportion of the collections budget dedicated to electronic resources reflects this demand. Increasingly, more collection funds are used to acquire rare books and other distinctive materials to support research. In 2002/03, YUL spent $50,000 on this activity, while in 2012/13 YUL spent $250,000 in this area. Students and faculty at York now have access to over 500,000 e-books through York University Libraries.

Priority 5 :   Advance York's Research Culture and Reputation - Research Intensification and Building Community and Extending Global Reach

Objective 5.1 :   York University Libraries will be recognized for its contributions to York's research culture and reputation.

Action / Strategies	Midterm	Annual	Evaluation overview
5.1.1 Advance the research culture of librarians	🟢	🟢	A total of 29 Librarians either made a presentation at a conference or wrote an article in 2012-13 Two Librarians attended the Canadian Association of Research Librarians research institute which is designed to aid librarians in organizing, completing and publishing their research.

Librarians also gave papers outside of Canada and at a conferences on higher education and library studies. Librarians who gave papers outside of the GTA receivec assistance from the University Librarian's Office for travel costs.

The Chair in E-Librarianship Research published two monographs and had two exhibitions to display his research.

5.1.2   Align library activities and resources more closely with York research.

Consortia purchases by the Ontario Council of Universit Libraries (OCUL) contain many subscriptions that year over year increases of less than 5%.

The Library hosted a workshop to advance digital humanities research at York University. The program, developed in collaboration with faculty, included the participation of several organizations that build text databases. The success of this workshop has led to a proposal to host a follow-up symposium.

The Library, through OCUL's Scholars Portal, provides access to web based portal where students and faculty may access frequently used geospatial sets. Several local projects are using online maps to facilitate the discovery of information and the analysis of data. Consequently, the number of GIS sets obtained by coming to the MAP Library has decreased by more than 50% in 2012-13.

Priority 6 :   Cultivate People who are the Learning Organization - Promoting Effective Governance

Objective 6 .1 :   People will have fluency with new 21st Century skill sets

Action / Strategies	Midterm	Annual	Evaluation overview
6.1.1 Build competencies in new modes of online services and communications	🟡	🟢	**Building competencies online:** A new initiative provides membership in the Ontario Library Association (OLA) and attendance at the OLA SuperConference for all Reference Assistants. A total of 24 attended this conference in 2012-13, up from the 20 people who attended the same conference in 2011-12. Five Librarians attended a CARL 3-day workshop on managing data for research and teaching. Staff attended specialized workshops in areas specifically related to work in their unit including but no limited to accessible services for students with disabilities, and the curation of digital media.
6.1.2 Build competencies in new modes of organizing and preserving metadata, data analysis of collections, etc.	🟢	🟡	
6.1.3 Build competencies in new modes of support for online learning and curriculum development.	🟢	🟢	A new Reference/Circulation Assistant allows one perso to contribute to two streams of service to students. A working on Universal Design was provided to members of YUL. More people in the Library are involved in the development of the Virtual Learning Commons More people in the Libraries are contributing to the Virtual Learning Commons
6.1.4 Align organization in support of emerging culture			The Library already had the following Digital Librarians

and priorities as articulated in this plan   ● ●   in place at the start of 2012-13: Digital Initiatives Librarian; Archivist, Digital Programs & Outreach; Digital Services Librarian; MAP Librarian, and an Informatics Librarian. In 2012-13, the Library added two new Digital Library positions: the Digital Humanitie Librarian and the Digital Assets Librarian.

Objective 6.2 :   The Libraries will develop transformational leadership across all levels.

Action / Strategies	Midterm	Annual	Evaluation overview
6.2.1 Develop leadership capacity and capabilities amongst Libraries' staff.	●	●	Several Librarians attended Association of Research Librarians (ARL) workshops on topics such as Facilitation, Library Management, Digital Libraries, Project Management, ACRL Information Literacy Standards. Two valuable workshops offered to all Library staff included "Customer Service is You", held ir conjunction with OSCR, and "Respect in the Workplace" which was held in conjunction with L&OD.

Priority 7 :   Assessment, while not a specific strategy in the Library's strategic plan, remains a critical piece to guide planning ar inform decisions - Principles guiding University planning: Evidenced-based approaches to planning and implementation

Objective 7.1 :   Resources are aligned with emerging needs of students and faculty

Action / Strategies	Midterm	Annual	Evaluation overview
7.1.1 Collect, analyze, and disseminate metrics to assess trends in library services and resources and their effective uptake by students and faculty	●	●	The Library conducted a detailed analysis of photocopy and print revenues and related expenses to guide cost-saving activities.

The Library monitored the use of library study space in the evening and on weekends to guide hours of service for public service units

Effective and efficient practices now support the University's Quality Assessment program and provide timely and informative reports on library resources |

LibQual was conducted in the winter of 2013. Results have just been received, therefor the next steps will identify the areas of concern that will require follow-up.

Acquisitions through the OCUL consortium allow the Libraries and the University to benefit from lower unit pricing.

EVALUATION STATUS SUMMARY

	Midterm Stats	Percentage	Annual Stats	Percentage
Completed	0	0 %	0	0 %
On Track	16	84 %	17	89 %
Progressing	3	16 %	2	11 %
Not on Track	0	0 %	0	0 %
Discontinued	0	0 %	0	0 %
Not Evaluated	0	0 %	0	0 %
No. of Strategies	19	100 %	19	100 %

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