INTRODUCTION

Western Libraries supports the University’s mission of providing the best student experience among Canada’s leading research-intensive universities.

**Mission:** Western Libraries is committed to excellence: anticipating information and service needs related to the University’s goals for research and scholarship, teaching and learning, and service to our university community and key partners. Our staff engages the Western academic community in the development of new services, and continuously strives to exceed the expectations of our diverse user groups.

**Vision:** Western Libraries will be a leader in providing both the best library-as-place and the best place-as-library experience for the Western academic community.

LOOKING BACK - HIGHLIGHTS OF 2009-10

**Research & Scholarship**

**Scholarly Communication** - ![Scholarship@Western](Scholarship@Western), an open access repository of the intellectual outputs in digital format from the University’s researchers, and an element of our virtual library, has established a presence on campus. The Scholarly Communication Librarian worked with different constituencies on campus to collect, manage, showcase, and preserve the University’s scholarly accomplishments, and ensure that they will be accessible to international academic communities and the public. ![Scholarship@Western](Scholarship@Western) provides an online publishing platform allowing streamlining of journal peer review and publication. Two online journals were launched during the year: *The Canadian Journal for the Scholarship of Teaching and Learning* and *Western Undergraduate Research Journal: Health and Natural Sciences*. Selected Works furnished a professionally designed online platform for faculty and graduate students to highlight and provide access to their publications and presentations.

**Information Resources** - Western Libraries increased access to electronic research resources as a result of successful Canadian Research Knowledge Network (CRKN) consortial purchases (funded by CFI) largely in support of social sciences and humanities. During the past ten years, we have been making the transition from journal print holdings to electronic publications in ever larger quantities; Western currently offers access to 50,000 full-text electronic journals and more than 600,000 electronic books all accessible via our catalogue; these include individually purchased items, packages of e-books purchased through consortial agreements, sets of analytics and government publications.
Western Libraries was a development partner with Innovative Interfaces for several modules - Content Pro, a new digital library product that facilitates the collection, management and promotion of digital and digitized collections; and Encore and Encore Synergy, search and discovery layers that enable integrated searching and retrieval of information resources. We continue to live in an environment of “permanent beta”.

Responsibility for map and data librarians and services were transferred from the Faculty of Social Science to Western Libraries. Over the past year, the question of how best to address the University’s need for map and data services received extensive reflection and consultation, and a report was issued with recommendations for the future of what has come to be known as the MADGIC (Maps, Data and Government Information Centre) solution.

**Teaching & Learning**

**Enhancing the Graduate Student Experience** – Western Libraries continued addressing graduate student needs by offering specialized instruction for graduate students through general and discipline-based workshops. Librarians participated in the 360° Graduate Student Professional Development Initiative, a campus-wide collaboration with multiple partners: School of Graduate and Postdoctoral Studies, Teaching Support Centre, Student Development Services, Western Libraries, Career Centre, Western Communications, and the Faculties.

**Enhancing the Undergraduate Student Experience** - Hours of opening changed with the addition of 24/7 in The D.B. Weldon Library on a trial basis for the April 2010 exam period. In other libraries, hours remained the same as last year, with extended hours of opening during midterm and year-end examinations until 2:00 am in the Allyn & Betty Taylor Library and the Weldon Library. Western Libraries provides approximately 550 hours of opening per week through its seven physical service locations during the academic year. The number of hours offered has implications for staffing in all the libraries, although the Taylor and Weldon libraries offer the greatest number of hours per week, as well as extended hours to 2:00 am during examinations (122 hours per week) and now 24/7 in Weldon (168 hours per week).

**Undergraduate Program Review** - Western Libraries’ guideline and template for undergraduate program review were recognized and adapted by other Ontario libraries, a tribute to the thorough and excellent work achieved by the Libraries’ team.

**Administration and Operations**

**Fund Raising** - Western Libraries’ alumni and development officer (ADO) established contacts and introduced programs, such as the highly successful use of digital bookplates as a means of donor recognition, which engaged more staff and potential donors. We received many substantial gifts-in-kind that enhance teaching and research resources, but they come at a price, with costs for evaluation, organizing and processing materials. Cultivation and stewardship activities are becoming more comprehensive and systematic, and we are benefitting from central services for prospect review, proposal writing and stewardship reports. Many library fund raising stories (e.g., comic books, Mustang football films,) have appeared in Western and community outlets, enhancing our exposure.
Records Management - Western Archives provides a range of records management services in support of the University's administration and operations. These comprise secure on-campus semi-active records storage and retrieval; records retention and disposal schedules; confidential records destruction; and support for digitization projects. The ongoing moves on campus, often into smaller quarters with less storage, prompted departments to ask for records management advice. More space for records meant less space for library collections in the ARCC, and an off-site storage solution was implemented to allow libraries to continue to move out lower use materials as part of the ongoing balancing act between space for materials and space for people.

Budget – Western Libraries’ Executive (University Librarian, Associate/Assistant University Librarians, University Archivist and Director of Administrative Services) works as an effective team, bringing different styles and perspectives to collaborative discussions and consensual decision-making. Western Libraries’ budget of almost $26,000,000 was stewarded responsibly. Additional budget cuts for 2009-10 and 2010-11 were or will be accommodated through salary savings achieved through attrition and without any staff layoffs. Work processes will be re-aligned in light of a reduced complement, although our capacity to continue to do so is reaching its limit after many years of such initiatives.

Accountability - Western Libraries has a culture of assessment, with an active assessment program in place, and evaluation of outcomes and impact factored into our planning and operations. Staff have built an extremely strong culture of service in Western Libraries and this has been frequently recognized through internal (survey of graduating students) and external (LibQUAL, Globe & Mail, Maclean’s) surveys. Western Libraries once again was highly rated in the 2009 Graduating Students survey and scored A in the fall 2009 Globe & Mail Report Card, the highest score among large Canadian universities. The LibQUAL survey was conducted during March 2010 in concert with other CARL libraries. We are participating in a year-long survey of the use of electronic resources, using MINES (Measuring the Impact of Networked Electronic Resources) from ARL.

A five-year Review of Western Libraries was completed by a Senate Committee. The review documents - the self-study, the external reviewers’ report and the report of the Senate committee – have been and will continue to be used as we revisit our strategic plan, and evaluate priorities and strategies for the next several years.

LOOKING FORWARD – PRIORITIES FOR 2010-11

Western Libraries’ mission and vision from its strategic plan Library-as-Place & Place-as-Library (see Introduction to this Report) serve as context for the priorities and goals for 2010-11. Strategies and priorities in the current plan will be examined and realigned to guide us through the next several years, paralleling the process underway for the University and the Faculties.

The priority areas below – research and scholarship, teaching and learning, and administration and operations – reflect the core mission of the University and the role of library staff - librarians and archivists, professional, technical and clerical - in supporting that mission. The points within each area have been identified as a result of a review of Western’s strategic plan Engaging the Future, the academic plans of the Faculties, and
consultation with librarians, archivists, staff and administrators. Goals and action plans will be addressed in collaboration among individuals and groups within the Libraries, the University and externally; and will be subject to ongoing evaluation and assessment.

Research and Scholarship

Western Libraries will place an increased focus on the needs and experience of researchers, be they faculty members, graduate students, postdoctoral fellows, or others involved in academic research, to ensure that the Libraries’ physical and digital scholarly resources, access and services support Western’s role as a major research-intensive university. There will be increased emphasis on digitization of research materials for enhanced access and on facilitating information access for individual and collaborative research. We will move forward with MADGIC (Maps, Data and Government Documents Information Centre), implementing an integrated service model informed by extensive consultation with library users and staff. Western Libraries will implement the library documentation guidelines and template to be developed by librarians as part of the graduate program review process. We will also work in consultation with the School of Graduate and Postdoctoral Studies to facilitate the implementation of electronic submission, processing and storage of theses and dissertations.

Teaching and Learning

Western Libraries will continue to provide information resources, services and information literacy programs to address the teaching and learning needs of instructors and students in support of Western’s commitment to the best student experience. However, this commitment to teaching and learning must be balanced with the (sometimes competing) commitment to research and scholarship, and therefore will be addressed in more cost-effective and less labour-intensive ways, given the finite staff and infrastructure resources. Looking closely at space needs and use will have high priority.

Administration and Operations

Western Libraries will perform a range of activities designed to facilitate the effective operation of academic units, administrative units, individual libraries and departments, and to support compliance with legislation. We will continue records management and archival services to support the work of academic and administrative units across campus. One area where the Libraries can contribute to a greater extent is providing expert advice on copyright reform and compliance, particularly for digital content. We will report on the findings of the user satisfaction survey LibQUAL and share our response plan; we will also report on the findings of the MINES survey on the use of electronic resources. Western Libraries will work with the Association of Research Libraries, the Canadian Association of Research Libraries and the Ontario Council of University Libraries to determine ROI for our investments in information resources, and identify the most productive collection assessment tools going forward. Fund raising will continue to be a priority as we strive to find ways of sustaining our academic quality and of working collaboratively with the Faculties to advance our interrelated fund raising priorities.
WESTERN LIBRARIES COUNT – SELECTED STATISTICS

Budget
• $ 13 million Operating
• $ 13 million Acquisitions

Collections
• Value $1 billion
• Physical 9.6 million items
• Digital 50,000 journals, 600,000 books

Space
• 10 locations
• 32,000 metres² (Net Assignable Square Metres)
• 125 kilometres shelving

Staff
• 55 librarians/archivists (UWOFA-LA)
• 120 staff (PMA, UWOSA, SAGE)

Customers
• 40,000 faculty, students, staff
• 3 million visits annually
• Assessment = A ratings

Alumni
• 250,000
• No one graduates from a library; no one ever graduated without one