

BUILDING THE 21ST CENTURY
LIBRARY

- New student spaces
- Enhanced collections
- Research support
- Organization building
- Community outreach



Annual Report, 2012-13



“I am a regular user of the Archives’ digital collections in my preparations for speeches and presentations. This is a crucial resource for Laurier, and a means for us to unify our past, present and future as an institution.”

–Dr. Max Blouw
President, Wilfrid Laurier University

Pictured: Dr. Blouw speaks at the Laurier Archives’ “Storied Past, Digital Future” event in February, 2013.

University librarian’s message

For much of the 20th century, the role of academic libraries was relatively static, clear and secure, but in recent years, that role has been evolving, as digital technology has transformed research and as rising student numbers have placed a premium on study and meeting spaces.



In the 2012-13 academic year, we actively adapted the Laurier Library to the needs of our users in the 21st century, building inviting new student spaces, adding hundreds of electronic journals and databases to our collections, and expanding our research support programs.

This isn’t just about keeping up with the latest trends, but about enhancing the student experience, nurturing the Laurier community and providing support to the university’s mission.

The changes this year did not happen out of the blue – they are the result of a multi-year process that included internal and external reviews as well as consultations with Library staff members, students, external peers, Laurier faculty members and other stakeholders.

Nor are our recent successes the end of the story. We still have a lot of hard work ahead of us, and are looking forward to upcoming improvements to library services on Laurier’s Brantford campus, for instance. But it is fair to say that this has been a crucial year for us, a year in which we were able to prove the validity of our plans and our ability to put them into practice.

I am enormously grateful to everyone who has contributed to this success – whether you’re a staff or faculty member, student, donor or member of our broader community.

Thank you, and I look forward to continuing our work together in the months and years ahead.

Sincerely,

**Gohar Ashoughian,
University Librarian**



“The Library is an invaluable resource for me. Teaching Film Studies, I rely on the DVD collection that we have accumulated over the years. The resources available are critical not only for my teaching, but for my research.”

–Ute Lischke
Professor and Chair, Faculty of English

IT WAS A YEAR OF MILESTONES FOR OUR COLLECTIONS, STUDENT SPACES, AND MORE. HERE ARE A FEW HIGHLIGHTS.



September: Laurier’s incoming University Librarian, Gohar Ashoughian, begins her initial five-year term.



Fall: The Library continues implementing the recommendations from its 2011 External Review. Just **over 50% of the recommendations** are started or completed by the end of the term.



Dec. 18: The KW Record features an article on an Archives image of the Boar’s Head Dinner, a storied Laurier tradition of yesteryear.

Fall 2012



HIGHLIGHT

Graduate commons opens doors

September: The Library’s new Graduate Commons, spearheaded by previous University Librarian Sharon Brown, greets students returning from holiday. The space now receives over **1,600 visits per month**.

October: The Library finishes uploading all **1,500 available Laurier graduate theses and dissertations** to its new digital repository, Scholars Commons @ Laurier.



Nov.-Dec: Food for Fines donates **over 600 pounds of food** to the WLUSU Foodbank.



“I was a library kid. One of my best memories of the Laurier Library is coming in to read my favourite marketing magazine and getting really excited about business and what companies were doing with marketing.”

–Stacey Mowbray, BBA (1984)
CEO, the Second Cup

Pictured: Mowbray (centre) at the December, 2012 grand opening of Laurier's new Library Second Cup café with Ryan Lloyd-Craig (left) and Dan Dawson.



January: MyHelpSpace, a new collaboration between Library and Learning Services staff, bring tutorials, info and student support to the MyLearningSpace course portal.

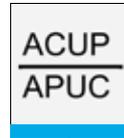


HIGHLIGHT

Storied past, digital future

Feb. 14: The Archives celebrates the addition of the 10,000th image to its digital collections with a gala event attended by **70 students, staff members, alumni and friends.**

February: The Library joins an innovative partnership led by the Association of Canadian Presses and the Ontario Council of University Libraries that helps protect university presses and makes over 3,000 ebooks available to the Laurier community.



Winter 2013



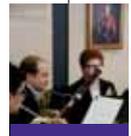
February: H2whoa! New student-friendly bottle filling stations on Floors 3 and 4.



Winter: The Library implements a new, team-based, organizational structure in order to improve service and align the organization with its 21st century role and responsibility.



February: Our LibQual survey receives **over 2,000 responses** from our students, faculty and user community, data we are now using to improve services.



March 8: Laurier music students perform in the Library in the first of several planned noon-hour events.



“Whether it’s looking things up for one of my courses, working on a group project, or grabbing a table to buckle down for some long hours of studying, the Library has been my go-to place for all things school related.”

–Annie Constantinescu
President, WLU Students Union

April 19: Librarians and staff meet with their colleagues from the universities of Guelph and Waterloo to share ideas around service improvement at the annual TriUniversity Group conferences.



July 9: Library staff convene at the Balsillie School in Waterloo for an all-day brainstorming session as part of our strategic planning process.



Summer: the Library reaffirms its commitment to SCOAP³, an innovative consortium that will provide open access to the world’s leading particle physics journals starting in 2014.

August 30: The Archives launches a new travel grant for visiting scholars focusing on our environmental collections in honour of former head archivist Joan Mitchell.



Spring 2013

HIGHLIGHT

Upgrading public services

Summer: Multiple renovations on the Waterloo campus create vibrant new student spaces, combine service desks, increase help hours and open up reserves. The overall goal: **improve our users’ experience.**

July: Empowering Students with Power! Thanks to a Student Life Levy grant, we add **over 700 new electrical outlets** throughout the Waterloo campus Library.

August: Beta launch of the a new Library website designed to simplify and enrich the user experience. Check it out at [library.wlu.ca!](http://library.wlu.ca)



By the numbers

2012-13 MILESTONES



550,000
in-person visits



800,000
website visits



16,000
reserve items checked out



150,000
e-journal articles downloaded



1,600
montly visits to our Graduate Commons



12,000
research questions answered



2,800
librarian office consultations



4,200
students taught in our fall 2012 instruction sessions

LIBRARY FACTS AND FIGURES

Spaces

Locations: Waterloo, Faculty of Social Work, Brantford Campus
Seating capacity (Waterloo campus): 1,000
Group study rooms: 8 open-access group study rooms
Individual study rooms: 14
Number of public-use computers (Waterloo campus): 90

Collection

Number of databases/electronic resources: 400
Number of printed volumes in Laurier collection: 1 million
Print journals: 2,700
Electronic journals currently received: 37,000
Ebooks: 250,000

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EXCEPTIONAL DONORS

Joan Mitchell Travel Award

This summer, the Library launched a new travel scholarship that encourages scholars from across Canada to conduct research at Laurier.



The \$1,000 award, endowed by an anonymous donor, is given out once per year in honour of Joan Mitchell, a former head of Laurier's Archives and Special Collections.

Mitchell headed Laurier's Archives from 1994 until her retirement in 2009, and during that time built Canada's leading archival collection on the environmental conservation movement at the university.

Erich Schultz Collections Endowment Fund

As Laurier's first librarian, Erich Schultz spent more than 30 years developing our university's collections.

While working at Laurier, he gave generously to the Library's Erich Schultz Collections Endowment Fund and also provided generous support to the university's Faculty of Music.



After Mr. Schultz's passing in 2010, he left a bequest to Laurier in excess of \$800,000 to support the Library as well as student awards.

This year, the Library received over \$90,000 from this fund.

Library Fundraising Quick Facts:

Number of Library donors in 2012-13: 63
Total raised for the Library: \$92,424