Foreword

Memorial University Libraries Annual Report 2014-15
Vision

Memorial University Libraries will continue to be integral to the vibrant intellectual life of the university by connecting users with an array of people, services and resources.

Mission

Memorial University Libraries are the principal providers of scholarly information services and resources within the university community. We work with students, faculty, staff, researchers and professional practitioners in the discovery, use and management of information for research, teaching and learning. We engage more broadly beyond the university to share many of those services and resources.

Values

Stewardship: Gathering, preserving, and organizing knowledge so that it can be used by current and future generations; developing and employing the skills of library practice to sustain core values; and maintaining the trust of the communities served.

Service: Providing a consistent, high-quality experience through our spaces, collections, policies and interactions with all users; empowering users to employ the knowledge we steward.

Intellectual freedom: Fulfilling our mission without reference to the opinions of those who want to restrict free access to knowledge; preserving the privacy of users so they may have complete freedom to employ the knowledge we provide.
The second edition of Foreword, Memorial Libraries’ Annual Report for 2014-2015, celebrates our collective achievements and also marks a period of intense organizational transformation. With this transformation comes the opportunity to grow and increase our adaptability to meet future challenges.

Memorial Libraries introduced a new library services platform (LSP) that replaced a 20-year old system. The improved LSP streamlines workflows across collections, services and campus systems and allows for a more integrated and seamless approach to the multi-campus Memorial Libraries. This accomplishment is because of the hard work, creativity and critical thinking of our dedicated employees. The LSP is an important symbol of our ongoing commitment to work in partnership towards an integrated system where management is shared amongst many.

This year also saw the establishment of two additional Learning Commons that provide full service learning, research and collaborative workspaces to foster student success. The Teachers’ Legacy Rotunda under the Memorial Tower and the Teaching and Learning Commons in the Education building both feature the latest tools, technology and learning supports. Thanks to the Faculty of Education, DELTS and Information Technology Services for their collaboration and expertise on these endeavours.

Memorial Libraries is an integral partner in the commemorative activities undertaken by the university to mark the centenary of the First World War. The digital humanities project Lasting Remembrance: Newfoundland, Labrador and War showcases physical, digital and web-based collections in areas related to the First World War with the intention to increase accessibility and encourage new and collaborative research. The project, while still in its early stages, promises to be an invaluable resource that honours Memorial’s earliest beginnings.

This report marks the end of my term as university librarian with Memorial University. This occasion affords me the opportunity to reflect on the changes I have witnessed in the last eight years. We are nearing the end of a strategic planning phase which saw the completion of many signature projects. Now we begin the next phase of planning guided by our unique vision, mission and values as we continue to support Memorial’s campus-wide strategic frameworks in research, teaching and learning, and public engagement.

Thank you to the librarians and staff of Memorial Libraries for the commitment you bring to the work you do. Please enjoy the second edition of Foreword. Your interest and continued support are appreciated and your ideas and comments are welcomed.

Lorraine Busby, university librarian
The Faculty of Education and Memorial Libraries worked together in 2014 to create the state-of-the-art Teaching and Learning Commons (TLC)—a space that features emerging technology and creative interior design to encourage the exploration of ideas through collaboration. “Since the Education Library was already a resource-rich student space, it seemed a natural fit to have the Commons added as an adjunct under the education librarian’s leadership,” said Dr. Kirk Anderson, dean, Faculty of Education.

The TLC is tailored to the requirements of education students and faculty. It can accommodate groups of various sizes, and includes a presentation area that is outfitted with a Smart™ Podium and a laser-equipped projector and screen. Two Smart™ Boards enable students to practise their electronic white-boarding skills while, at the same time, providing ideal work areas for collaborating on presentations and papers. The small, but essential, immediate comforts for students are also looked after with a kitchenette that includes a sink, fridge, coffee maker, microwave and kettle.

“The TLC is the perfect example of a physical environment transcending its limitations to include the virtual world of communications, information and knowledge transfer that is quickly becoming the student’s reality,” said Lorraine Busby, university librarian. “The important principles of librarianship are embedded in the space through the focus on inquiry and discovery. The ‘just in time’ assistance from our Commons and library staff is pivotal to the space and its academic relevance.”

“The opening of the TLC has given undergrads, faculty and graduate students a technology-rich student space to encourage collaboration and foster a sense of community,” noted Beth Maddigan, education librarian. “Having the space wedded to the library is a natural fit and students benefit from the cross-pollination of classroom resources and technologies.”

The TLC acts as an incubator for students as they develop their teaching craft and strive for academic excellence. It is also about creating a network of soon-to-be professionals who are connecting with diverse people, programs and information on a global level.

“People are often unaware of the extent and complexity of the support systems available to students,” said Maurice Barry, co-ordinator of the TLC. “By creating the Teaching and Learning Commons as a partnership between the Faculty of Education and Memorial Libraries, not only was the expertise of both units used to create the space but, just as importantly, duplication of services was avoided.”

If popularity is any indication of success, the TLC is not only supporting students, but providing them with a place on campus that feels like home.
Offering pet therapy to de-stress students during exam period, hosting an alumni reception and art auction or building a periodic table out of cupcakes, Grenfell Campus Library’s engagement efforts support students, profile outstanding research and connect the campus with the community.

Their innovative outreach recently received the inaugural Grenfell Engagement Award, and was presented to Crystal Rose, public services librarian, and Louise McGillis, associate university librarian. The Vice-President’s Engagement Award recognizes Grenfell Campus faculty, staff and students who are engaged in the community, and who demonstrate collaboration, service or experiential learning.

“Our library is a focal point for engaging faculty, students, alumni and community on campus,” said Dr. Mary Bluechardt, vice-president (Grenfell Campus). “The hospitality, energy and passion of the librarians and staff is simply outstanding and they are continually finding innovative ways to support our researchers and engage our community. They definitely play a significant role on campus in so many ways.”

The recent public lecture Fit for the Queen: Creating the Inaugural Canada House Windows Showcase in Trafalgar Square was part of the library’s ongoing Author Series that celebrates the research achievements of faculty. It was also one of the key events to celebrate the official opening of the Grenfell Office of Engagement.

Ingrid Percy, assistant professor of visual arts at Grenfell Campus, was on hand to discuss the unveiling of her public art installation at the grand reopening of Canada House in London, England. Ms. Percy, along with Vickie Marston, a visiting assistant professor, and students from the Division of Fine Arts, created four window displays that celebrate a “who’s who” of Canadian ingenuity and achievement for the newly renovated Canada House, home of the Canadian High Commission and diplomatic services in the U.K.

“Historically, Memorial’s Grenfell Campus has always lived the public engagement philosophy,” said Ms. McGillis. “Our campus and community are entwined in ways that continually encourage the exchange of creativity and learning, and the library strengthens this relationship by advancing research and scholarship in any way we can. Our events are part fun, part scholarly conversation, and always about fostering learning.”
In 2014 the First Space Gallery in the Queen Elizabeth II Library celebrated its 10th anniversary with the opening of its annual faculty and staff exhibit that featured more than 40 artists. Vibrant art in various mediums and sizes adorned the walls that surround the library’s Commons.

The gallery is the result of much hard work and effort by current and retired employees of the library, who envisioned the space as a potential exhibition space when it was covered in rows of reference books. By adding a creative dimension to the library, one that explores the hearts, minds and curiosities of students, faculty and staff, the gallery inspires and reflects the hybrid spaces that modern academic libraries are becoming.

“Planning is increasingly centred on people or the learner, emphasizing the need for social, interactive and collaborative learning spaces as well as for traditional spaces for quiet study and reflection,” said Memorial University’s Librarian Emeritus Richard Ellis. Under Mr. Ellis’s leadership, the idea of the gallery in the QEII Library became a reality, and he continues to sit on the gallery advisory committee.

“The gallery’s location in a library reminds us that both books and art are necessary to the soul,” he said.

The first exhibition was mounted in January 2004 and profiled work of recent graduates from the Division of Fine Arts at Memorial’s Grenfell Campus. This focus on emerging artists is part of the gallery’s mandate and provides a vital opportunity for developing artists to showcase their work and develop their portfolios.

“First Space continues to evolve,” said Joanne Costello, gallery co-ordinator and QEII Library employee. “The first exhibition was mounted before the gallery was even named and before the final wall treatment was installed. I’m a library assistant, but also a trained visual artist, so having a gallery in my workplace brings those worlds together. I love the contact with other artists, and seeing the walls of the library full of art for everyone to enjoy.”

The current First Space committee members are Ann Sanger, Colleen Quigley, Joanne Costello, Lorraine Busby, Richard Ellis and Stephanie Williams.

For more information about First Space Gallery, visit www.library.mun.ca/qeii/firstspace.
Inspired Partnership

It’s a library where you least expect it—perched on a rocky arm that juts out into the North Atlantic. The Dr. Leslie Harris Heritage Library, housed in the renowned Fogo Island Inn, represents an interesting and continuing collaboration between Memorial University and the Shorefast Foundation, created by visionary Zita Cobb. In 2013 the university and the foundation formalized their partnership by signing a memorandum of understanding to guide efforts in developing innovative, cross-disciplinary, future-focused projects.

“The inn is a true cultural centre that stimulates and rejuvenates all the senses with its food, art gallery, cinema, and the opportunities it provides to meet the local people in the hotel’s public spaces,” said Joan Ritcey, director, Centre for Newfoundland Studies (CNS). “The library is the perfect addition for people who are curious to learn about Fogo Island, the region, and the province.”

The library is named after Dr. Leslie Harris, a former president of Memorial University, who bequeathed his substantial collection of Newfoundland and Labrador books to the inn. Dr. Harris was a figure well-known for combining his academic focus and rigor with his love for the rural communities of the province, and the cultural richness he found there.

Other prominent local publishers, including Harry Cuff Publications Ltd. and Breakwater Publications, also came on board and contributed material.

In 2014 Memorial Libraries sent two librarians and an intern to assist in the organization and administration of the inn’s library. This process involved arranging the collection and creating an online catalogue for staff members to edit and customize to their unique needs. The Centre for Newfoundland Studies also provides continual support and expertise in collection development and research advice.

“The assistance from the director and librarians at the CNS was invaluable in helping the Shorefast Foundation establish the Dr. Leslie Harris Heritage Library at the Fogo Island Inn,” said Gordon Slade, chair, Shorefast Foundation.

“The inn provides a cozy space and the reading materials and resources, while the Memorial Libraries provides the professional library support,” Ms. Ritcey said.

It is a partnership that is sure to continue as visitors the world over become acquainted and inspired by the rich legacy of literary works the province has to offer.
Open Access

Memorial Libraries is championing open access (OA) through a variety of initiatives, including an OA Author’s Fund, electronic journal hosting, a research repository and the recently created OpenCon Scholarship. Open access refers to the free and immediate online access to scholarly research and the right to use and re-use that information as needed.

Zanele Myles, a master’s student in the Faculty of Education at Memorial, was the first recipient of the scholarship, created to engage students with open access publishing early in their careers. The award provided Ms. Myles with $1,500 to put towards travel, accommodation and registration to the OpenCon conference for students and early researchers held in Washington, D.C., in 2014.

“Open textbooks and open learning resources are also closely related to the open access movement,” said Lisa Goddard, former scholarly communications librarian with Memorial Libraries. “Zanele proved a great fit because she is a graduate student who is already involved with scholarly publishing.”

“I am a strong advocate for parents getting access to education and what’s going on in the academic field regarding education because that’s where our curriculum development happens and that’s where we can change things regarding exceptional learners,” said Ms. Myles.

Identified with a learning disability at a young age, Ms. Myles knows better than anyone the challenges some students face in the school system.

“It was really difficult,” she said. “My goal is to be a teacher and to be in university and I didn’t take no for an answer…I got the support I needed.”

She is channeling this hard-won wisdom and determination into her master’s thesis about developing self-advocacy in elementary students through self-regulation, self-motivation and goal setting so that students can carry on with confidence through all levels of education.

“My passion is with students in special education, in learning disabilities, that’s my joy.”

At last year’s conference, a Canadian OA group was created, which launched the website www.ooocanada.ca.

“It was amazing how many people came from all over the world to attend the conference,” Ms. Myles said. “I met people from every continent, representing different universities and organizations.”

For more about open access at Memorial, visit www.open.mun.ca, or guides.library.mun.ca/openaccess.
Established as a memorial to the Newfoundlanders who lost their lives during active service in the First and Second World Wars, Memorial University continues to honour that great sacrifice in its commitment to post-secondary education.

Memorial Libraries is an integral partner in the commemorative activities undertaken by the university to mark the centenary of the First World War. The digital humanities project Lasting Remembrance: Newfoundland, Labrador and War showcases physical, digital and web-based collections in areas related to the First World War with the intention to increase accessibility and encourage new and collaborative research.

This project expands on the expertise held in the Queen Elizabeth II Library, and includes librarians, staff, archivists and students. By drawing on archival information and materials from Memorial Libraries’ own collections, Lasting Remembrance weaves together biographical, geographical, family and military information, including information about people’s pre- and post-war lives, what battles they took part in, what communities they came from and their family connections. All this information will be available on a convenient and tailored website.

“It is a powerful project to be involved in,” said David Mercer, library assistant in the Map Room with the Queen Elizabeth II Library. “There is an element of discovery when you embark on this kind of process because so many disparate parts of the historical record come together.”

There are several components to the project—interactive and customized maps, a soldier database with detailed personal information and descriptive essays on many different topics from subject-matter experts. By revealing and combining the documented evidence of war experiences held in Memorial Libraries’ collections, the rich tapestry of wartime Newfoundland and Labrador begins to surface in very unique ways.

“The Library has never undertaken a project of this nature and scope before,” said Dr. Kathryn Rose, librarian, and Lasting Remembrance project-leader. “In many ways we are pioneering how content comes together to create a vital chapter of war history in real time. Not only can students and interested researchers learn about the people involved in the war, they’ll see how communities were shaped profoundly by this event.”

“It is the First World War now, but we are hoping that the project becomes a focal point for for the study and analysis of Newfoundland and Labrador’s position in the global security environment,” Dr. Rose said.
Memorial Libraries launched both a new website and a Library Services Platform (LSP) in 2014-15. These upgrades were necessary to keep pace with the ever-changing digital environment. They also increased the libraries’ capacity to better serve the needs and meet the expectations of students, faculty and the campus community.

The website features a new look, enhanced functionality, and has a responsive design to create a more user-friendly and intuitive online experience, particularly for those with mobile devices.

“We wanted the most recent technologies and methods in web design,” said Krista Godfrey, web services librarian with Memorial Libraries. “The new system allows library employees to easily edit and update content, and provides a more consistent user experience across the library website.”

“Together, the LSP and the website are integral to our vision of a better future,” said Slavko Manojlovich, Memorial Libraries’ associate university librarian of information technology. “We are focusing on creating resilient infrastructure that prepares and anticipates technological change, and also integrates with other campus services. These initiatives certainly wouldn’t be possible without the involvement of DELTS, Information Technology Services and the Marine Institute.”

The web-based LSP includes three major components: one that unifies disparate systems to manage electronic, digital and print resources and allows the libraries to effectively manage the full spectrum of their materials, regardless of format or location; a second that allows users to discover the wealth of information within all the collections from a single source; and a third that deals with digital asset management and preservation.

“It’s been 20 years since we implemented a system of this scale and the LSP is a project two years in the making,” said Lorraine Busby, university librarian. “We want to remain at the forefront of academic library and archive best practices to fully support Memorial’s world-class teaching and research. In order to do that, we are implementing a best in-class system that reflects the latest technology available to us. It is also a great example of a collaborative project that has tested our ability to adapt, to think creatively, and to come together to achieve a system-wide outcome.”
2014-15 at a Glance

- Visits to the website from a mobile device: 76,551
- Visits to the website from a tablet: 42,825

DID YOU KNOW...
Bingo Robbers, the province’s first digital feature-length film released in 1999, won Best Music Composition, Best Actor, and Original Screenplay at the Atlantic Film Festival and Best Feature at the Toronto International DV Film Festival awards. The film is part of Lois Brown’s archival collection held at Memorial Libraries.

DID YOU KNOW...
The Digital Archives Initiative (DAI) digitized 7,500 theses and dissertations from Memorial University and made them available online. http://research.library.mun.ca/view/theses_dept

DID YOU KNOW...
The municipal coats of arms in the Queen Elizabeth II Library lobby were hand-carved over a 15-year period by longtime Memorial University employee Frank Zahn, who died in 2002. Mr. Zahn learned the carpentry trade in his native Germany.

DID YOU KNOW...
Memorial Libraries created YouTube videos explaining how to cite sources in academic papers. In one year, we’ve had 109,665 views.

Number of Visitors
- 965,723 Visitors

- 76,551
- 42,825

DID YOU KNOW...
There is a white noise sound machine in the QEII Library’s reading room that plays gentle ambient sound on a continuous basis. If you try really hard, you may hear it.

- 3,265 Streaming Video Titles
- 949,633 E-books
- 73,735 Streaming Audio Titles
- 106,666 E-journals
- 1,587,611 Books
MARINE INSTITUTE’S marketing campaign about Memorial Libraries won a Pinnacle Award of Merit from the International Association of Business Communicators (Newfoundland and Labrador chapter). The Marine Institute’s Marketing and Communications department was recognized for its internal campaign to improve awareness of the institute’s library services and increase student and faculty use.

Information Literacy Co-ordinator JANET GOOSNEY has assumed the role of Faculty Chair in Teaching and Learning (Library) at Memorial. The Chair in Teaching and Learning program aims to enhance student learning by promoting innovation and excellence in teaching throughout Memorial, and within each academic unit.

The Council of Canadian Academies released its report Leading in the Digital World: Opportunities for Canada’s Memory Institutions in February 2015. The report is the result of an expert panel that included, SLAVKO MANOLOVICH, Memorial Libraries’ associate university librarian of information technology, as well as experts in digital humanities, copyright law, new media, history and library and archival science.

MEMORIAL LIBRARIES was home to a number of successful conferences this year:

- The Workshop for Instruction in Library Use is Canada’s premier information literacy conference. This year’s conference attracted more than 120 attendees and speakers. Conference highlights included keynotes: Dr. T.A. Loeffler, professor of outdoor recreation at Memorial University; and Char Booth, director of research, teaching, and learning services, Claremont Colleges Library, and a faculty member of the ACRL Information Literacy Immersion Institute.

- The Atlantic Provinces Library Association held its 2015 annual meeting and conference at Memorial with more than 100 attendees. The association promotes the interests of libraries in the Atlantic provinces and fosters the development of librarians, library technicians and information professionals.

- The Newfoundland and Labrador Library Association held its annual 2015 conference at Memorial. Highlights included a User Experience (“UX”) workshop and a diverse range of speakers who covered topics such as independent publishing, children’s literature collection development, and professional training. The conference was funded in part by Memorial Libraries with several of its librarians on the planning committee.
FEEDBACK:

*Foreword* is published by Memorial University Libraries. If you have comments or suggestions about this report, please contact Kristine Power at kristinep@mun.ca. For more information about Memorial University Libraries, visit www.library.mun.ca.