



2023-24

# Library Annual Report



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## **Gabrielle Prefontaine Dean of the Library**

The UW Library plays a critical role in the success and experience of our students, researchers and the wider community we serve. Universities revolve around knowledge: its creation, transmission, dissemination, discovery and preservation; the Library connects and animates this knowledge across the academic landscape. Our librarians and archivists are scholars and educators who lead complex services, infrastructure and programming; they are supported by a dedicated and specialized team of technical professionals. In this, our first official annual report, we hope to shed light on the role that the library plays in making UWinnipeg an impactful and inimitable university. In the development of Library priorities and operational planning we are guided by a strong vision, mission, and five Library Focus Areas, which we have used to bring together data and stories throughout this report.

### **Library Vision and Mission**

The library will be a place of engagement, learning, creation and belonging Through ongoing dialogue

with our campus community, we strive to contribute meaningfully to diverse literacies, responsible critical inquiry, and equitable access to knowledge, both at the University of Winnipeg and beyond. The library's mission is to sustainably develop, preserve and make accessible UWinnipeg's knowledge and cultural resources in support of teaching and research. We are a core academic service that provides the spaces and services necessary for our students, faculty, and community researchers to discover, create, access and use these resources.

### **Focus Areas**

- 1. Be a safe, inspiring, decolonizing, and inclusive academic space.**
- 2. Promote and support student success and academic integrity.**
- 3. Ensure uninterrupted, sustainable access to books and journals.**
- 4. Integrate library research supports firmly into UWinnipeg's research ecosystem.**
- 5. Preserve UWinnipeg's rare and valuable scholarly and cultural assets.**



# Focus Area 1: Be a safe, inspiring, decolonizing and inclusive academic space.

## Facility Improvements for Student Success

In the fall of 2023, we began work with the planning office to phase discrete renewal projects in sequence through the end of FY 25/26. With a scaffolded, multi-year approach, our goal is to act in the spirit of the larger Centennial Hall Library Renewal Plan, fitting library improvements into the University's capital strategy as it evolves.



## Library Renewal Charter Goals

The Centennial Hall Library Renewal charter goals were established to guide the renewal project. These goals have been tested and refined through community feedback, and still remain the core of our renovation planning:

1. Be an accessible library.
2. Be a meaningful space for Indigenization.
3. Provide viable storage for at-risk collections.
4. Be a space in which all students belong.
5. Further academic and research excellence, and meet the requirements of a modern library.
6. Provide the spaces, resources, and equipment for staff to do their best work.
7. Demonstrate the university's commitment to sustainability.

## Making More Space for Students

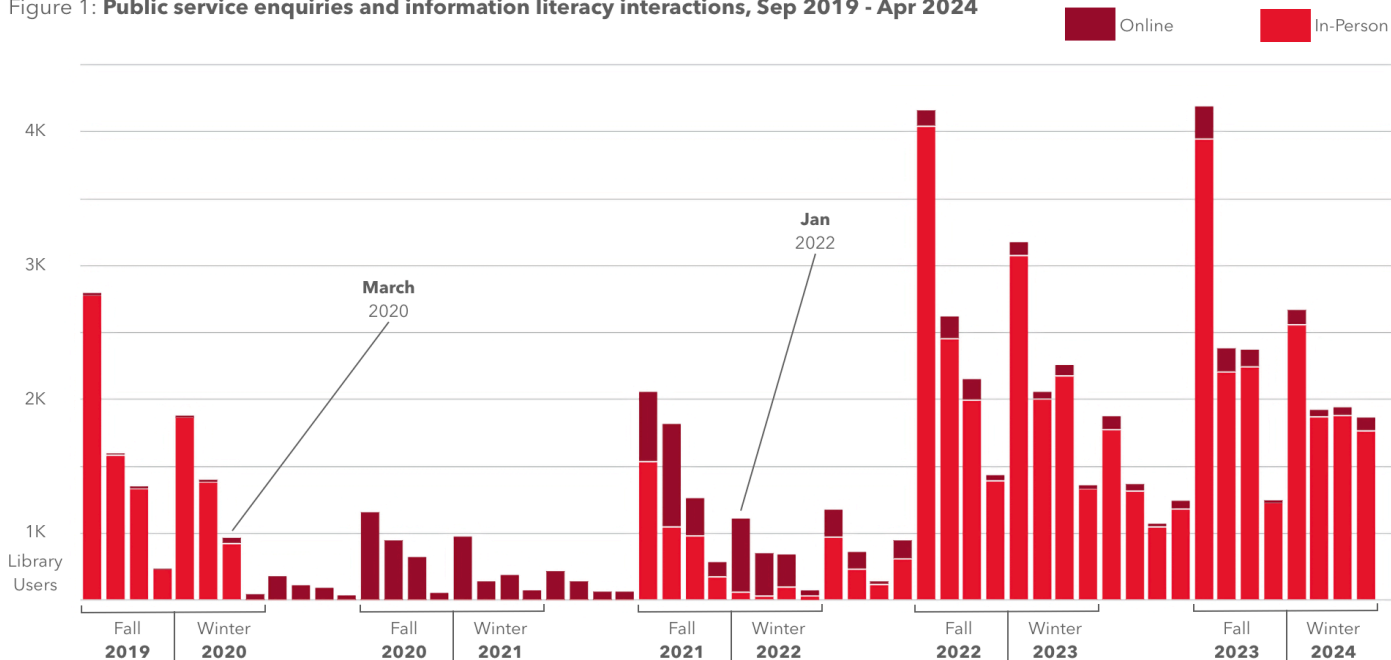
Our current renovation projects are focused on laying the groundwork required to create and enhance student study spaces. We have begun the removal and replacement of aging study tables and carrels in several areas, with a focus on right-sizing furniture to fit the desired noise level of the affected space. We expect this work will continue well into 2024, 2025, and 2026, as budget permits.

In the winter we added additional offices and a multipurpose meeting room that can be used for library programming on the 4M level. By consolidating more staff in this area, we can use subsequent projects to improve and build out student study spaces throughout the public-facing floors - including universal washrooms, teaching spaces, and additional study rooms.

A major goal of our renewal plan is a centralized front-line service model that combines functions currently performed at multiple desks into a single service area. At this time we are conducting an internal review to test staffing models within our current constraints and determine a path forward.



Figure 1: Public service enquiries and information literacy interactions, Sep 2019 - Apr 2024



### Where Do the People Go?

Activity data covering the COVID-19 lockdown periods provides an interesting story about the movement of UWinnipeg students, faculty, and staff. In tracking our in-person to on campus interactions over time, we can see how demand shifts in response to the campus hybridization posture.

The lockdown in March 2020 immediately halted all borrowing, room bookings, directional support, and campus referrals, while our research consultations, and information literacy programming shifted entirely online. As the campus and library reopened we saw a corresponding shift in activity:

in-person interactions returned at rates relative to other on-campus activity. This trend quickly reversed during the delta wave closure (Winter 2022), before quickly reversing yet again when students and faculty returned to campus in fall 2022.

This period also saw the addition of two new Librarians and an Associate Dean position, which enabled us to expand services in several program areas. The activity shown in the chart above reflects this growth and shows two important things: 1) that library activity reflects the shape of campus activity, and 2) additional capacity can help drive increased library engagement.



**Joshua J. Herter**  
User Experience & Assessment Librarian

### Improving the Student Printing Experience

*Behavioural Mapping Research*

Last spring, a behavioural mapping project led by Joshua Herter evaluated printing and service design in the library. Over 1400 student journeys were documented and analyzed to inform a new layout for printing infrastructure in the library. The results created a more intuitive experience for library users. Herter's work has been featured at two conferences in the UK, the *2024 User Experience in Libraries Yearbook*, and UWinnipeg's *Research in Focus* competition.

# Focus Area 2: Promote and support student success and academic integrity

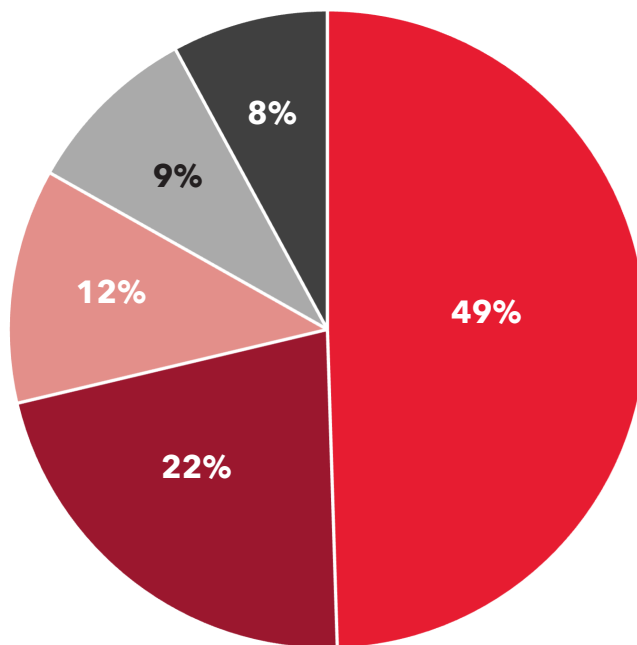
## What We Teach

Information literacy and research consultation - the cornerstones of academic librarianship - help students and faculty navigate a global, complex information ecosystem. Typically these programs are introductory, and centered around finding, understanding, and using scholarly resources - topics like accessing local materials, how to use discipline-specific databases, or how to cite and evaluate scholarly sources. In 2023, we saw increased demand from faculty to cover new topics as generative AI entered the classroom. We have since moved to develop in-house expertise around large language models, information ethics, and academic integrity to adapt our instructional models to better support teaching and learning.

## 2023-24 Workshop and Classroom Topics

- Understanding Research Assignments
- Browsing Library Collections and Spaces
- Finding & Evaluating Credible Sources
- Developing Search Strategies
- Indigenous Information Literacy
- Citing and Referencing Sources
- Searching Google Scholar
- Searching Specialized Databases
- Generative AI & Using Chat GPT
- Reading Strategies
- Academic Integrity and Misconduct
- Archival Research and the Two-Spirit Collection

Figure 2 - Students receiving library instruction - by academic program area



**3,019**  
Students

**142**  
Sessions

**8,286**  
Hours of  
Contact Time

- 8% Outreach at Student Support Centres (ASSC, ISSR, etc.)
- 9% UW Collegiate and External Secondary/UW Transition Programs
- 12% English Language Proficiency (ELP)
- 22% Professional, Applied, and Continuing Education (PACE)
- 49% Academic Faculties (Arts, Science, Business & Economics, Kinesiology & Applied Health, Education, and Graduate Studies)



**Ian Fraser**  
Head of Reference and  
Instruction

## Responding to Campus Instructional Needs

*Academic Integrity and Large Language Models (LLMs)*

Our Head of Instruction and Reference, Ian Fraser, is an expert in Academic Integrity and the use of AI/large language models in the classroom. He serves on the Senate Academic Standards and Misconduct Committee (SASMC), the Academic Integrity Working Group, and is a critical voice in the teaching and learning support dialogue on campus. As the architect of our information literacy program, he is responsible for teaching many of the sessions you see listed here.

## "Ask Us Anything"

The library receives thousands of questions each year from students, faculty, and community researchers that span the spectrum of university functions. Enquiries are triaged through different service nodes depending on the scope, complexity, and immediacy of the request. Directional and informational questions are answered by frontline service staff, with more complex needs fielded by reference specialists. Research Consultations are appointments made for in-depth support, and often involve follow-up research or ongoing dialogue with an academic librarian.

## 13,045 Service Desk Interactions

Technical assistance, borrowing, and directional help.

## 376 Virtual Chat Sessions

Online live chat with a library staff member or librarian.

## 1335 Research Consultations

Consultations with a reference specialist or librarian.

**14,756 Total Questions Answered**

### Redefining the Outreach Model

*Creating a Web of Knowledge*



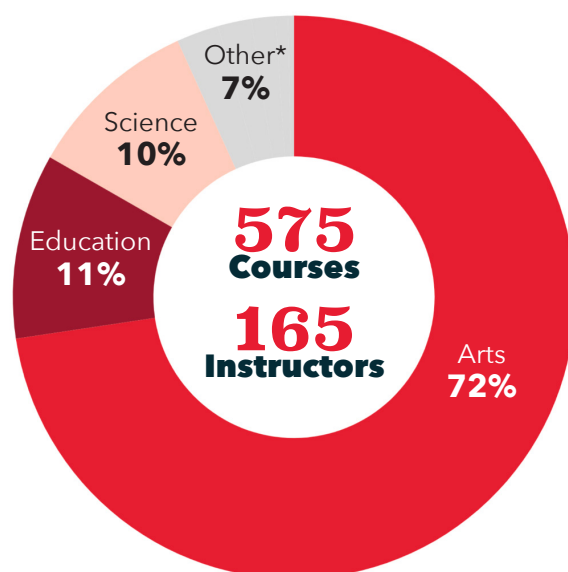
**Danielle Marie Bitz**  
Indigenous Engagement  
Librarian

In addition to providing direct support to Indigenous students in the Library and at campus centres like the Aboriginal Student Services Centre, Danielle Bitz sees relationships as a cornerstone of librarianship. Participating in potlucks, pow-wows, beading circles, and more, Danielle creates a throughline between library services and trusted voices in the community. Creating an interpersonal referral network works both ways; in addition to increasing awareness of library services, Danielle is a respected library writer, poet, and researcher, having recently received praise for her chapter, "Downstream," in the edited volume, *Land and Libraries*.

## Supporting Open Education and Reducing Textbook Costs

Textbooks are expensive, age poorly, and many publishers do not make institutional licenses available to academic libraries. We work to reduce costs for students through partnerships like the UWSA Zero Textbook initiative, which identifies UWinnipeg courses with no additional textbook costs. We also provide support systems like Reserves and Syllabus Service, which allows an instructor to submit their reading list to the library; our staff then source, clear copyright, and upload the material to an instructor's course website for them. This saves faculty time, improves accessibility, and ensures that acquisitions are driven by the local teaching and research needs of our university.

Figure 3 - Reserves/Syllabus Service use by faculty



\*Business & Economics, Kinesiology and Applied Health, Graduate Studies, and Menno Simmons College.

# Focus Area 3: Ensure uninterrupted, sustainable access to books and journals

## Subscription Takeover

The inflationary pressures associated with journal and eBook subscriptions continue to be a challenge. Over the last half-century, the makeup of collections spending has completely inverted. In 1972, the library spent 75% of its budget on resources that had a fixed, one-time cost. Today, ongoing subscription fees account for approximately 80% of the library's annual collections budget.

## Evaluation Factors

All subscription agreements are evaluated at the end of their contract cycle, assessing multiple factors including cost-per-use data, duplication, availability of open content, and interlibrary loan coverage within our network to reduce our reliance on unsustainable subscription packages. While journal assessment began as a project response to the decline of the Canadian dollar a decade ago, it is now firmly established as regular business practice in our library.

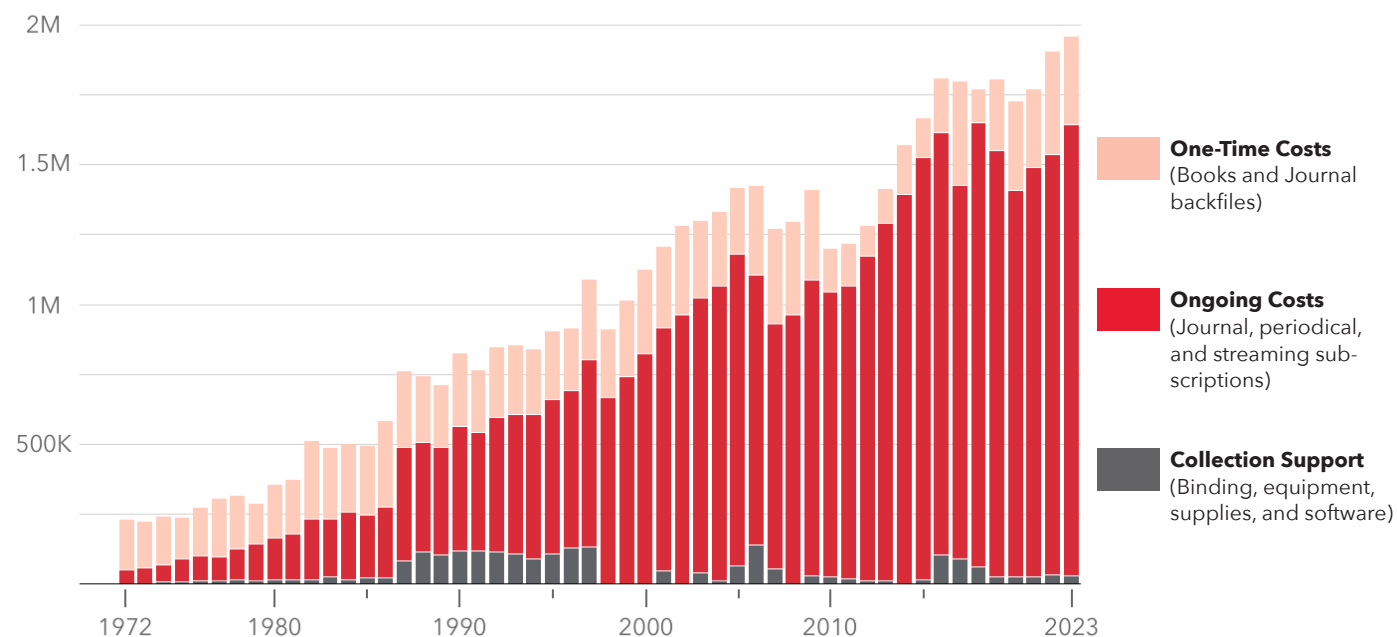
## The Big 5 Becomes 6

Approximately 35% of our collections costs are driven by six major providers (below). Previously called, "the big five," we added a sixth in 2023 after additional consolidation in the academic publishing industry. These vendors bundle large resource packages together to make individual titles more affordable, but subject to lump pricing. This table shows average inflation over the last five years and gives an idea of how efficiently each package is used at UWinnipeg.

Vendor	Cost Increase (5yr average)	Cost Per Use* (5yr average)
Elsiever	^0.69%	\$2.17 CAD
Willey-Blackwell	^0.88%	\$3.07 CAD
Taylor & Francis	^1.83%	\$2.91 CAD
SpringerLINK	^2.56%	\$3.71 CAD
Sage	^3.05%	\$2.60 CAD
ProQuest	^0.57%	\$0.59 CAD

\*cost divided by number of articles accessed by UWinnipeg

Figure 4 - Collection budget allocation 1972-present





## Fine-Tuning the Print Collection

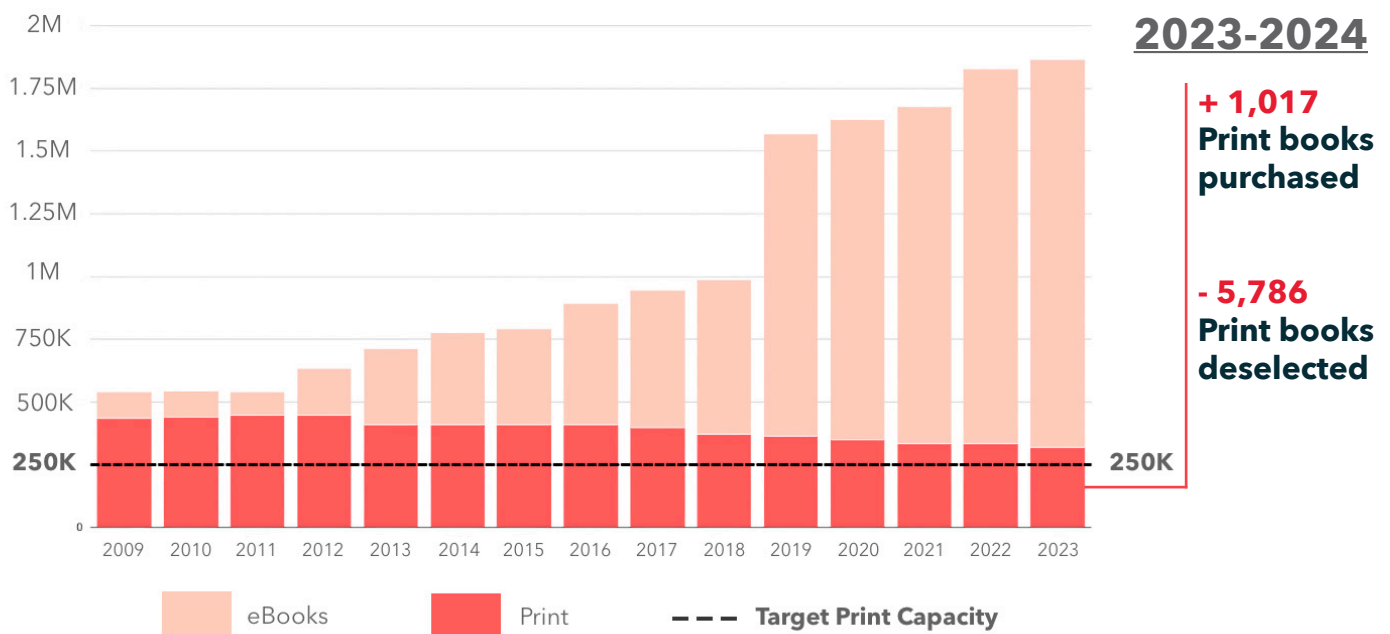
eBooks as a percentage of holdings now account for over 80% of the book collection. This increase is fueled by purchasing priorities and the pervasiveness of digital platforms; as print materials are damaged, lost, and/or supplanted by new editions, they are replaced by digital formats.

Our library space was built in 1972 to accommodate around 200,000 items. This number reached nearly half-a-million items by the mid-2000s, leaving our stacks cramped, inaccessible, and difficult to navigate. With help from initiatives like COPPUL SPAN (see page 12) and the library

renewal project, we have worked to clarify what a sustainable, accessible collection will look like, and will refine our print strategy as the library facility is renovated.

Print materials continue to be an important part of the library collections landscape. New purchases and print donations offset reductions to a certain extent, and we anticipate a continued shift toward a more dynamic model: increased Interlibrary Loan usage, course reserves, and copyright utilization, extensive collections analysis, and an “on demand” approach that keeps pace with modern publishing rates.

Figure 5: **Monograph composition since 2009**



**Dee Wallace**  
Head of Acquisitions  
and Metadata

### Making Indigenous Knowledge Discoverable

#### Critical Cataloguing

Standards for cataloguing and organization have roots in colonial terminology and are often inadequate in making books discoverable. How do we work with terminology that no longer serves our students or the academy? How do we amplify Indigenous knowledges within frameworks that often trivialize and misrepresent them? To help process these questions, our metadata lead has developed a critical cataloguing program for their team. These sessions cooperatively examine issues of authorship, intent, context, and authority, ensuring diversity of perspectives and mutual support when processing titles, content, or subject headings.

# Focus Area 4: Integrate library research supports firmly into UWinnipeg's research ecosystem

## The Library in the Research Lifecycle

The library provides support for publishing, scholarship, and research data management throughout the scholarly communications cycle. This involves providing dissemination and preservation services through various digital platforms, like WinnSpace and Borealis. It also means developing in-house scholarly expertise on issues related to Open Access policy, copyright legislation, the academic publishing industry, author rights, and data governance to maximize long-term scholarly impact.

## Read and Publish Agreements: An Open Access Turning Point

In recent years, our academic library consortia have signed new contracts called "transformative" or "read and publish" agreements. These contracts charge the library based on the amount of reading and publishing done at our institution. Publishers then provide certain fee discounts for authors who publish in certain journals covered in the agreement.

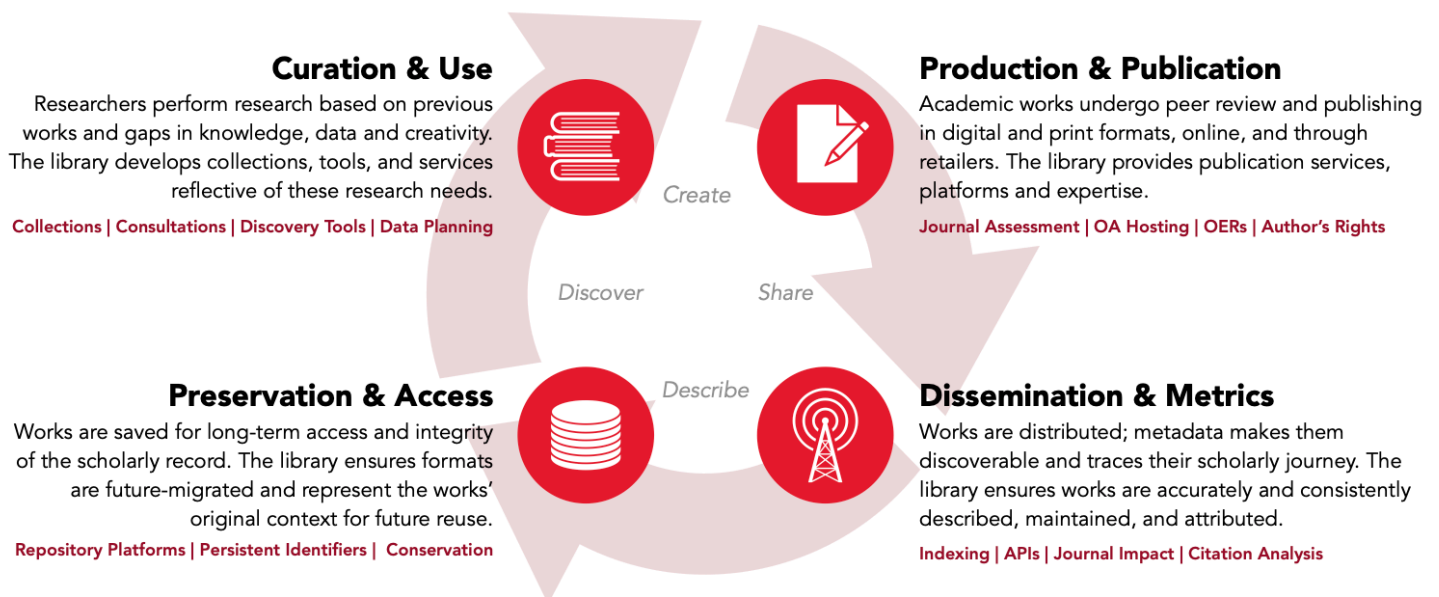
Enthusiastically endorsed by Canada's research-intensive universities, the value of these deals to small and medium-sized institutions has

not been thoroughly investigated. UWinnipeg signed on to its first read and publish agreement in 2021 with Sage Publishing and has since added Wiley, Cambridge, Taylor & Francis, and Elsevier.

In light of continued journal price increases, it is necessary to determine whether these new contract models deliver on the cost containment they promise. Our team is developing processes, data structures, and reporting tools to help assess and communicate the performance of these agreements and keep the university community informed as the publishing landscape continues to evolve.

## UWinnipeg's Research Data Secured

Researchers will soon have a secure working storage solution for research data. An ongoing partnership between the Tech Sector, the Research Office, and the Library, the *ResearchStorage* platform will ensure that sensitive data is protected while also accessible and integrated with tools like the M365 suite. Our Research Data Management Librarian helped develop UWinnipeg's rollout of this service, and the role will continue to provide onboarding and training for researchers going forward.



## Advancing Open Knowledge

Led by our Scholarly Communications and Copyright Librarian, Brianne Selman, the University's Open Scholarship Working Group was formed in the fall of 2023 to examine campus needs on journal access, publishing charges, open textbooks, repositories, and more. Through a series of faculty consultations and a survey, the group has identified key values and practices shared by our researchers to help inform UWinnipeg's OA position moving forward.

## Research Office Partnerships

The Research Office is one of the library's closest campus partners. Our librarians regularly cooperate on programming for support research activities like open access publishing, research data management, data sovereignty, scholarly impact, and bibliometrics.

## 2023-24 Workshop and Research Seminar Topics

- Tri-Agency Data Management Requirements
- Tri-Agency Open Access Requirements
- Developing Open Education Materials
- Assessing Journal Publications
- Copyright Literacy for the Arts
- Responsible Bibliometrics and Research Impact
- Citational Politics and Justice
- Indigenous Data Sovereignty & OCAP
- Using Institutional Repositories

- Research Data Security
- Battling Impostor Syndrome
- Tri-Agency Open Access Consultations
- Literature Reviews for Grant Writing

## Scholarly Journal Hosting

Our Research and Scholarship team provides technical and production support for UWinnipeg's Open Journal Systems (OJS) platform - a service for hosting and archiving scholarly journals. This year, our team helped launch the University's seventh scholarly journal hosted on the platform; *Pawaatimihk: A Journal of Métis Thinkers*, which is the first scholarly journal for Métis Studies!

## Currently supported journals:

- *Annual Review of Interdisciplinary Justice Research (IJR)*
- *Canadian Journal of Practice-based Research in Theatre (CJPRT)*
- *Canadian Journal of Urban Research*
- *Crossings*
- *International Journal for Talent Development and Creativity (IJTDC)*
- *Journal of Mennonite Studies (JMS)*
- *Pawaatimihk: A Journal of Métis Thinkers.*



**Brianne Selman**  
Scholarly Communications  
and Copyright Librarian

## Applied Scholarship in Action

### *Mobilizing Knowledge*

Brianne Selman, who leads library Research and Scholarship Support as well as the Copyright Office, is an award-winning researcher in the areas of knowledge justice, the academic publishing industry, copyright, research metrics, and political economy. Her expertise drives campus-wide initiatives, helps shape institutional policy, and has national reach - such as advising on the Tri-Agency OA Policy Review. As part of the SSHRC-funded Cultural Capital Project, Brianne provided expert evidence for the ISED (Innovation, Science, and Economic Development Canada) consultation on competition policy in Canada last fall. In July 2023, she co-authored a Conversation Canada article on secondary publishing rights that has been viewed over eight-thousand times.

# Focus Area 5: Preserve UWinnipeg's rare and valuable scholarly and cultural assets

## The Many Shapes of Preservation

The Library, University Archives, Gallery 1C03, and the Oral History Centre are all custodians of UWinnipeg's rare and valuable cultural assets. Stewardship of these assets includes more than organizing, storing and preserving - our curators, archivists and oral historians work together to foster scholarly engagement with these resources across the university community.

## Canadian Cooperation for Print Preservation

Outside of localized review, removal, and replacement of print material, the library participates in the SPAN (Shared Print Archive Network) project; a cooperative collection assessment that nominates print materials for removal while preserving key titles within our regional interlibrary loan network. Coordinated by the Council of Prairie and Pacific University Libraries (COPPUL), the project's contributors include 10 major academic institutions in Western Canada. Together, our libraries analyze holdings across the network to identify rare, semi-

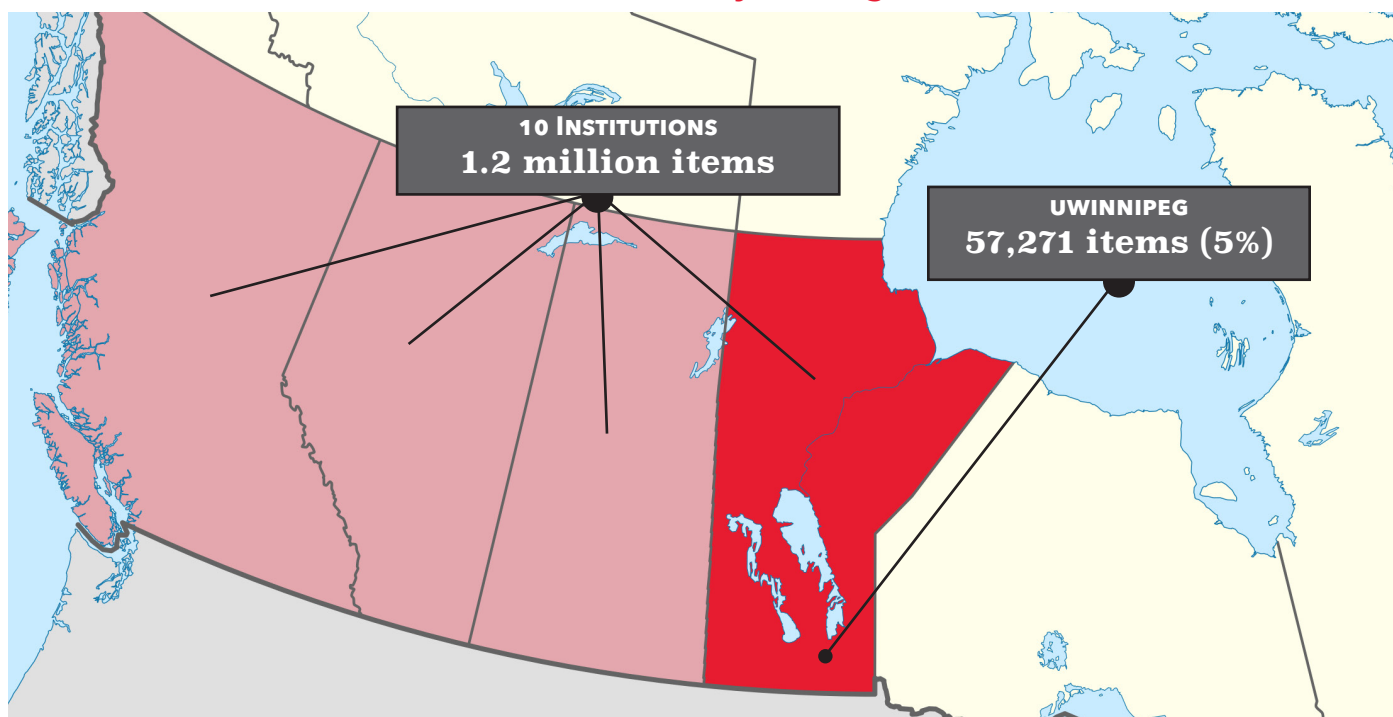
nal, and out-of-print materials, then designate an archival institution for each item. The project is broken into phases focused on a particular type of material, format, or content, such as print serials, topographical maps, or government publications.

The SPAN project is an important part of modernizing our collections strategy - making sure UWinnipeg's local holdings are responsive and expand access to a regional network of titles. The map below shows the overall holdings to-date as well as UWinnipeg's contribution.

## Preserving Scholarship in the Digital Age

In May of 2023, the library began a formal review of our institutional repository, data storage, and digital asset management platforms. In conversation with the University Open Scholarship Working Group, we are developing a roadmap to guide our digital preservation strategy over the coming years. This roadmap is in early development stages and will be shared with the university community upon completion.

### Canadian Organization of Prairie and Pacific Libraries (COPPUL) Shared Library Holdings





## Stories and Snacks

### Oral History Research and Expertise

In addition to maintaining an archive of oral history records, Oral History Centre staff continue to produce a range of compelling and innovative research outputs as collaborators on the SHRCC-funded *Manitoba Food History Project*. This includes the *Preserves* podcast—a pioneering use of the medium by OHC Technician Kent Davies—and the book *mmm... Manitoba: The Stories Behind the Foods we Eat*; an exploration of how production and consumption of food in Manitoba has changed over time co-authored by Kimberley Moore (with Dr. Janis Thiessen).

## Representation on the Walls

Gallery 1C03 manages the acquisition, conservation, and exhibition of 1,200 works of art by more than 250 artists. In addition to displaying works around campus, the gallery offers programming and supports course instruction across a number of academic program areas. In 2023/24 this included 12 exhibitions and events attended by over 3,800 people, 34 university courses, and 18 high school classes. Recently, the gallery has been working to address the lack of representation in the university art collection by artists from equity-deserving communities. In 2023, the university provided funding to acquire three artworks items from two Indig-



Rosalie Favel, *Transformation*. Photo by Sarah Fuller

enous and Black artists connected to Winnipeg - Rosalie Favell and Chukwudubem Ukaigwe. The gallery also received seven artworks gifted by the Honorable Ruth Krindle by artists Cliff DuBois, Robert Kakegamic, Ted Oster and Garry Young.

## Archive Collections with Global Impact

Believed to be the most comprehensive collection of its kind in the country, the Two-Spirit Archives documents the Indigenous Two-Spirit movement in Manitoba and North America. Honorary degree recipient Albert McLeod (right) donated the original material in several installments beginning in 2011,

and the collection has grown while being featured at academic conferences and events in Canada, the US, and Continental Europe.

This Spring, University Archivist and Digital Curator Brett Lougheed traveled with Dr. McLeod to San Francisco, to exhibit the Two-Spirit collection at the 13th Annual Bay Area American Indian Two Spirits (BAAITS) Powwow. Through the stewardship of these records, the Archives hopes to centre Two-Spirit people in our history and assist in the ongoing decolonization process by reclaiming this element of history, culture, and spirituality.



Albert McLeod

## **FY 2023-2024**

### **Titles (Print & Digital)**

1.86 million

### **Library Visitors**

187,607

### **Catalogue Searches**

1,680,968

### **Website Visits**

262,641

### **Questions Answered**

14,756

### **Books Checked Out**

8,925

### **Study Room Bookings**

2,002

**[library.uwinnipeg.ca](http://library.uwinnipeg.ca)**



THE UNIVERSITY OF  
**WINNIPEG**

Library