



Impact Report

2021/2022

Message from the

University Librarian

It is with enormous pride and appreciation that I approach this introduction to our inaugural Lakehead Library and Archives Impact Report. We were recently inspired by the decision of several other academic libraries to use their year-end reporting to frame their accomplishments in terms of the impact that their collective work has on advancing teaching, learning, research, and community engagement, as opposed to a traditional annual report. Although the following report retains many of the conventions of a typical annual report, we feel there is significant value in thinking about our daily work in terms of the impact that work has in supporting the goals and aspirations of our students, faculty, staff and the broader Thunder Bay and Orillia communities.

Throughout the pandemic it was necessary for our team to continuously adapt our services and spaces in response to the public health situation in order to ensure that our students and faculty continued to have access to the supports they needed to be successful in their various scholarly endeavours. Last year continued to present numerous challenges related to COVID-19, however, despite the situation we found ourselves in, we persevered throughout the year and really did a terrific job meeting the needs of the users of our libraries and archives.

This report represents the collective efforts of our staff during the 2021-2022 academic year at five libraries and the University Archives across both campuses, including the Law Library, Education Library (Thunder Bay), Education Library (Orillia), Harvie Legacy Library, and the Chancellor Paterson Library. The dedicated teams in our libraries and archives are passionate about the services, collections and spaces that we provide and maintain for the community and they are all currently very busy planning several exciting new initiatives for the year ahead which I look forward to sharing with you in next year's Impact Report.

Sincerely,



Robin Canuel
University Librarian

Table of Contents

1	Message from the University Librarian
3	Adapting our Services
5	Year in Numbers
7	Introducing myReadings
9	Launching our New Website
11	Expanding Access with Omni
13	Sharing our Collections
15	Celebrating Lakehead University Authors
16	Ordering with Rialto
17	New Archival Collections
19	New Digital Collections
21	Adapting Library Instruction
23	New Structures for Learning and Collaboration

Adapting our Services

The COVID-19 pandemic posed unprecedented challenges for access to library collections and services. The timeline below illustrates the ways in which the library continuously adapted services to meet the needs of our community.



July 2
Contactless pickup launches, providing access to the library collection



December 23
Province-wide restrictions require libraries to close physical locations, contactless pickup resumes



July 6
New library website launches, improving online user experience



August 23
myReadings launches, providing an enhanced course reserve and reading list service to faculty and students



January 5
Study spaces close due to public health restrictions, contactless pickup resumes



March 14
Group study is available with reservation, access to the book stacks is permitted

2020
(March)

2021

2022



March 20
Lakehead Library closes all physical locations in response to COVID-19



September 25
Lakehead Library locations begin to reopen for individual study, reservations required



March 5
Interlibrary loan (RACER) relaunched, library users now have access to materials from other libraries



August 3
Omni expands in functionality, users can request materials directly from any of the other 15 Omni Libraries



September 7
Archives open by appointment, libraries open for study and services with no bookings or reservations required



January 24
Individual study space reopens, reservations and check-ins are required



April 30
All library spaces become available without reservation or check-in

Year in Numbers

This reporting year was a year of transition, as students, faculty and staff began to return to campus after a year and a half of primarily remote learning. These numbers reflect this changing library landscape, as students and staff increasingly returned to campus, but many continued to rely on remote or hybrid services to complete their research or studies.

Discovery

257,570
Website Visits

396,528
Web Page Views

419,121
Omni Searches

Collections

525,893
Physical Holdings at Lakehead

631,937
eBooks Accessible through Omni

25,449,952
Physical Items Requestable
via Omni partners

Electronic Usage

622,144
Journal Article Uses

53,023
eBook Uses

Reference

3,166
Reference Questions

1,272
Virtual Reference
Chats (Ask a Librarian)

Circulation

8,974
Lakehead Items
Borrowed

603
Scans of Articles
and Chapters

Instruction

116
Instructional Sessions

166
Research Consultations

Archives

>5,000
Images in the
Digital Collections

112
Total Archival
Collections

Interlibrary Loan

1,057
Requests Filled for
Other Libraries

1,169
ILL materials
Borrowed from Other
Libraries

Introducing myReadings

Lakehead University Library has a long history of supporting student access to course materials through our course reserve service. Our course reserve service began as a collection of physical materials (such as textbooks) that were placed on short-term loan, also known as reserve. As technology has changed, such as the introduction of myCourselink (the University's course management system), our course reserve service has evolved to better support the needs of our University community.

In Summer 2021, the library launched an upgrade to our course reserve service with the introduction of a new reading list tool called myReadings (Ex Libris Leganto). myReadings embeds directly into myCourselink and has been designed to improve access to electronic and new formats of materials being used in courses, such as streaming video.

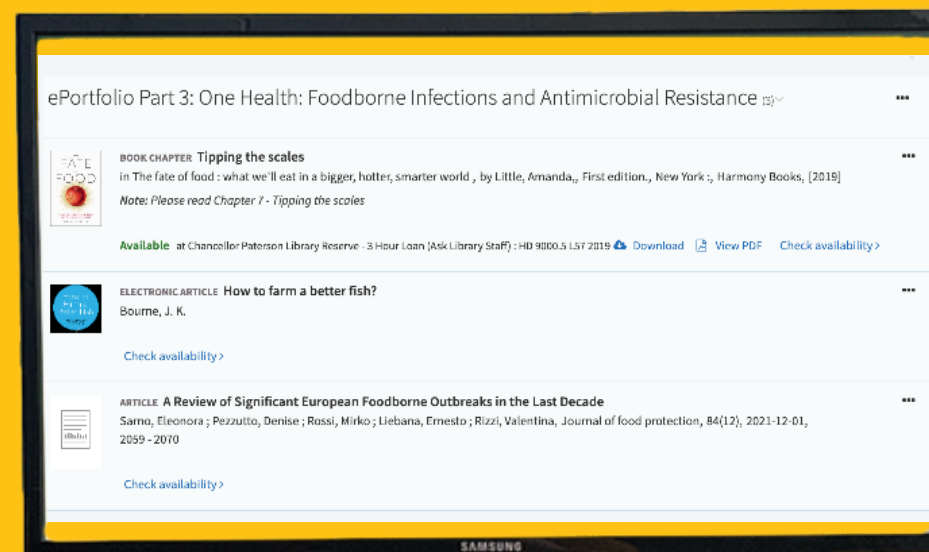
myReadings can be utilized by faculty to curate their own reading lists. The "library search" feature makes it easy to add links to materials licensed through the library, such as eBooks and electronic articles. The library also continues to provide the option to populate myReadings lists for faculty. Through this service, faculty can provide us with a copy of their course readings and we will try to provide electronic access, whether that be a link to an electronic material already in our collection or the acquisition of a new electronic item or temporary copyright clearance.

Learn more about myReadings at <https://libguides.lakeheadu.ca/myreadings>

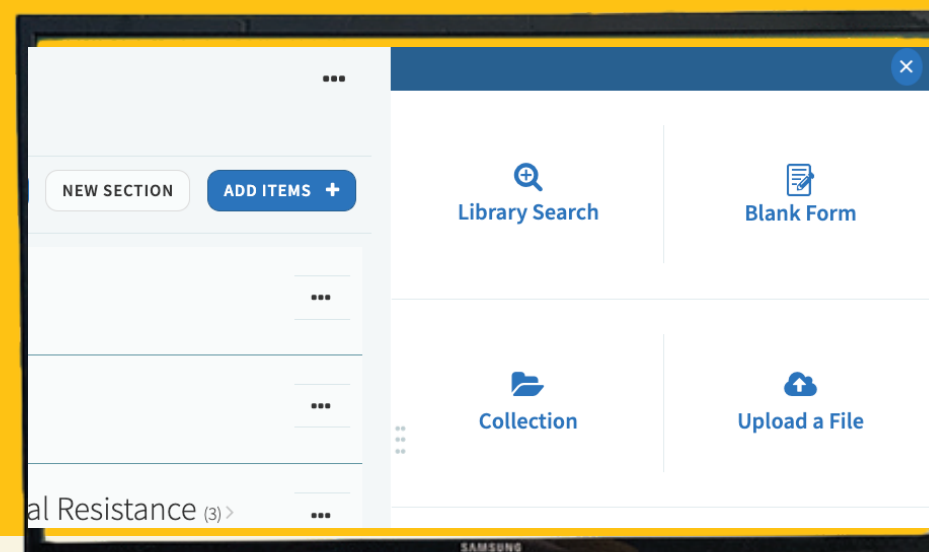


Take a closer look at myReadings

- • • • Reading lists can be organized by sections for easy navigation. Sections may align with weeks of the course, topics or assignments.



- • • • Citations appear as individual records with links for access.
- • • • Citation information (author, title, date, etc) is included in each record so that students can easily find and cite course readings.



- • • • There are many ways to populate the citations in myReadings lists. The "Library Search" feature searches Omni, meaning links to library resources can be easily added to reading lists. Other tools, like *Citelt* make it easy to capture materials in non-traditional formats, like websites and YouTube videos.

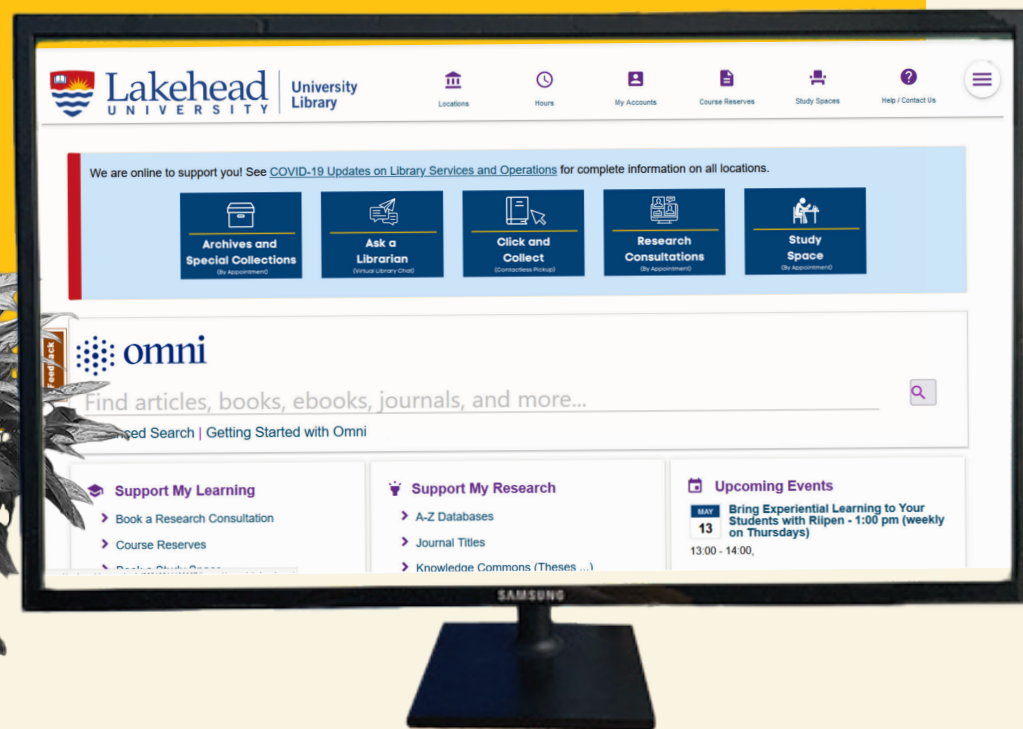
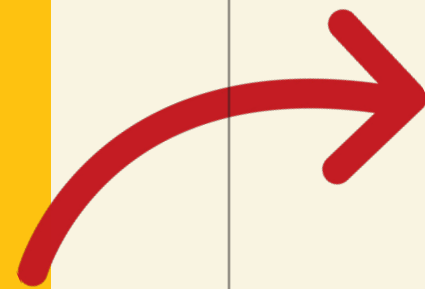
Preview of the BIOL-3770-FAO/FA myReadings list, taught by Dr. Heidi Schraft

Launching our new website

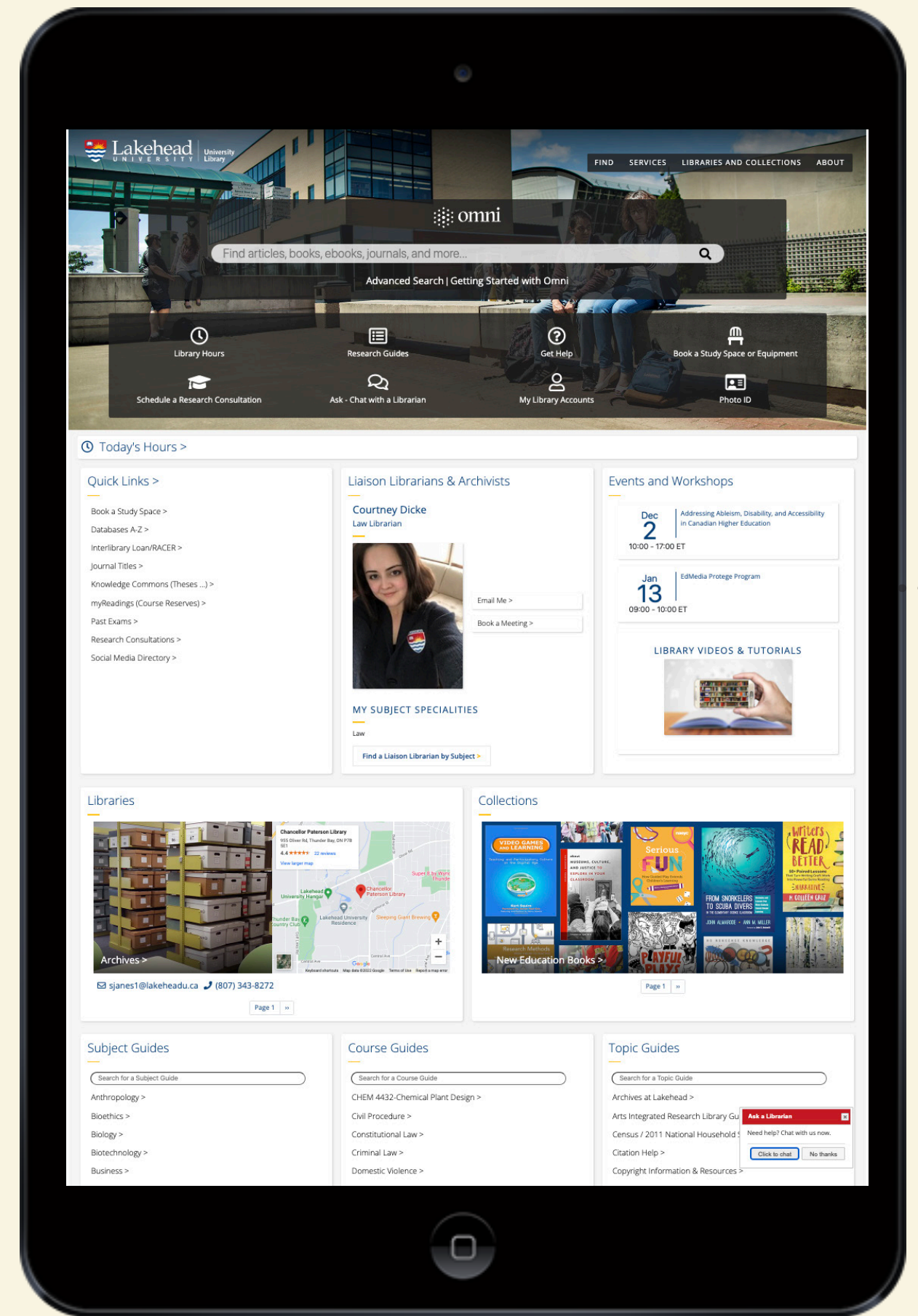
In Summer 2021, Lakehead University Library launched a new website, offering an improved searching and discovery experience.

Features of the new library website include:

- Icons that make frequently searched pages more discoverable
- Enhanced accessibility and AODA compliance
- Hours of operation prominently displayed on the main page
- Specialized landing pages for each Lakehead Library location
- Librarians featured on the main page, increasing visibility of liaison services
- Top navigation with drop-down menus for improved navigation
- Mobile-friendly webpages and applications



Library homepage, prior to Summer 2021



New library homepage, launched Summer 2021

Expanding access with Omni

In August 2021, Lakehead University Library joined 15 other Ontario University Libraries in launching an expansion to our Omni search tool. With this expansion, Lakehead users gained the ability to search and request physical items from 15 other University Library collections. Since the launch, the Omni network has grown to include 18 University Libraries and over 25 million items.

The project behind Omni, known as Collaborative Futures, has been on-going since 2013. The sharing of the materials between Ontario University Libraries was one of the main goals of the project, identified at the genesis of the collaboration. The realization of this goal has taken many years of work from library staff, and the launch of this service is an exciting improvement to the ways in which Lakehead users can access content not available locally.

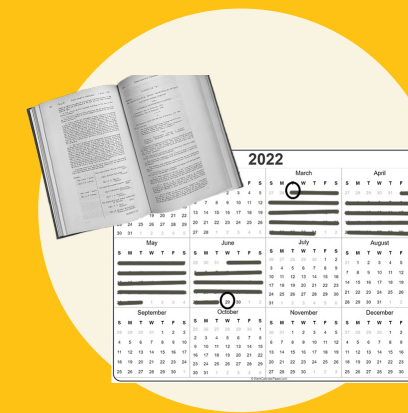
With the expansion of Omni, Lakehead users can:



Search the physical collections at 18 University Libraries.



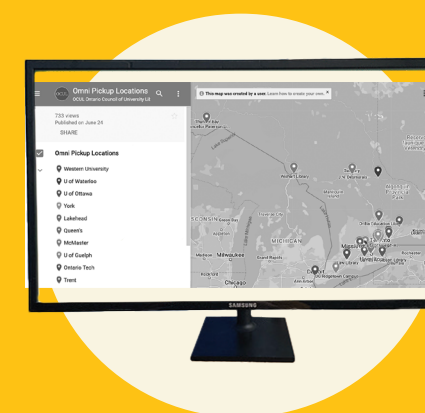
Easily request items from other Omni libraries.



Borrow Omni materials for 120 days.



Conveniently renew items borrowed from any Omni partner library.



Pick up library items from any Omni library (launched Summer 2022).

Sharing our collections

Lakehead University Library promotes and shares collections through a variety of channels, including both physical and digital book displays. In this reporting year, there were over 15 physical displays set up in our libraries and the creation of over 10 unique digital book displays.

The Year of Climate Action (YOCA)

Lakehead University declared 2021/2022 the Year of Climate Action (YOCA). To support learning about climate and the environment, the library created a number of resources and collections on these topics.

Research Guides

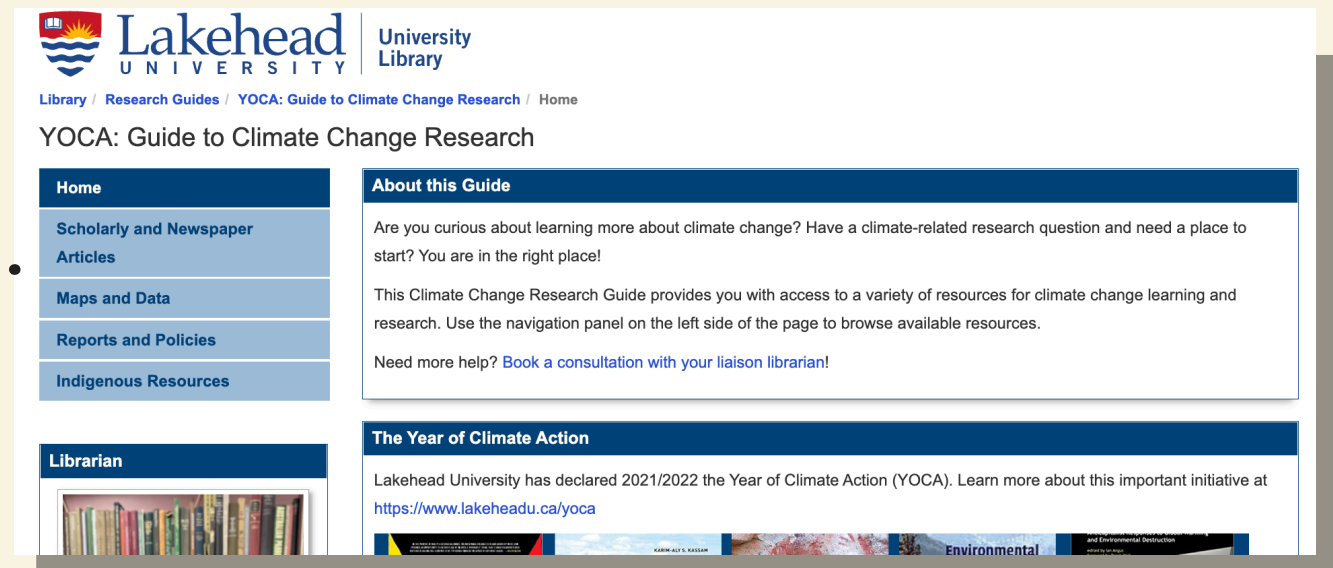
Research guides provide links to relevant resources and search tools on particular subjects or topics. The YOCA research guide was created specifically for research on climate and the environment

Digital Book Displays

Digital collections provide direct links to materials in the library collection, both physical and electronic. Digital collections make it easy to browse and access selected resources. Featured here are digital collections created by Chancellor Paterson library and the Education Library.

Physical Book Displays

Set up within our library branches, physical book displays make it easy to browse featured collections. Featured here is the Environmental Law display, created by the Law Library

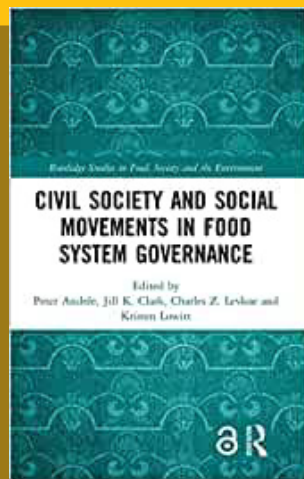


Celebrating Lakehead University Authors

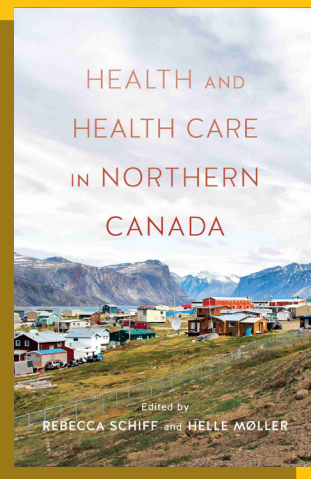
The Lakehead University Faculty Authored Monograph Collection brings together the scholarly output of Lakehead University faculty into one central location. The goal of the collection is to promote the scholarly achievements of Lakehead University authors.

This year, the collection was promoted by a Celebrating Lakehead University's Faculty Authored Monographs event, hosted as part of the University's Research and Innovation Week.

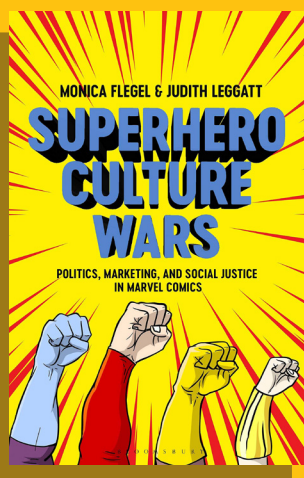
Faculty authors and writing featured at the event included:



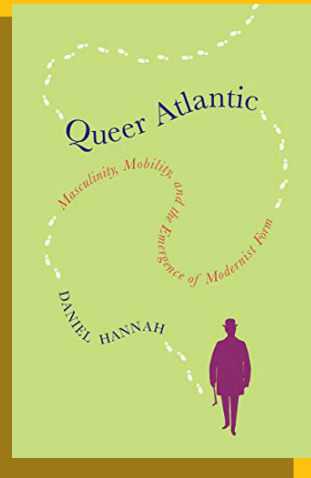
Andrée, Clark, J. K., Levkoe, C. Z. & Lowitt, K. (2020). Civil society and social movements in food system governance. (Andrée, Clark, J. K., Levkoe, C. Z. & Lowitt, K., Eds). Routledge.



Møller, H., Schiff, R., & Kue Young. (2021). Health and health care in Northern Canada (H Møller & R. Schiff, Eds.). University of Toronto Press.



Flegel, M. & Leggatt, J. (2021). Superhero culture wars : politics, marketing, and social justice in Marvel Comics. Bloomsbury Academic.



Hannah, D. (2021). Queer Atlantic: masculinity, mobility, and the emergence of modernist form. McGill-Queen's University Press.



Ordering with Rialto

In Summer 2021, Lakehead Library implemented a new book ordering system, Rialto. Rialto operates within the Alma Library Services Platform, which is the system the library uses to manage collections and circulate materials. The implementation of Rialto has improved staff workflows and the library's service outcomes by:

- Increasing efficiencies between ordering, invoicing and cataloguing.
- Improving collaboration between colleagues with features such as collaborative lists and alerts when more than one staff member is interested in purchasing a title.
- Enabling notification alerts so anyone interested in a particular title can receive an email when it has been ordered and received by the library.
- Shorter electronic resource processing time, meaning materials like ebooks can be activated and made available in as quickly as 20 minutes.

New Archival Collections

Finlandia Club

When the Finnish Labour Temple was sold to a developer in 2020, many historical documents remained in the building, including meeting minutes, and scripts of plays. These were transferred to the Archives in 2021 and are being arranged and described, housed along with older records of many Labour Temple organizations.



Labour Temple Time Capsule

A time capsule, initially deposited in the cornerstone of the Finnish Labour Temple during its construction October 26, 1909, was retrieved in 2022 as the building was being demolished due to a fire. The capsule and its contents were brought to the Archives, where they were cleaned and digitised.

NOSTA

The North of Superior Tourism Association donated thousands of photographic images, as well as text and film. The images show the natural environment, parks, industrial facilities, and more across the region.

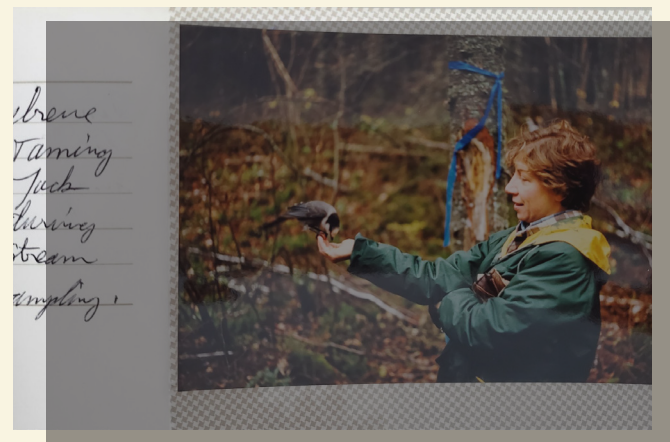


Lakehead Unitarian Fellowship

Documents and photographs of the history of this organisation dating from 1958 to near present. The records were arranged as part of a student project.

Reino Viitala

A collection of documents and photographs of research into acid rain in Ontario in the 1980s, conducted by Lakehead University faculty and staff.



Admissions & Recruitment

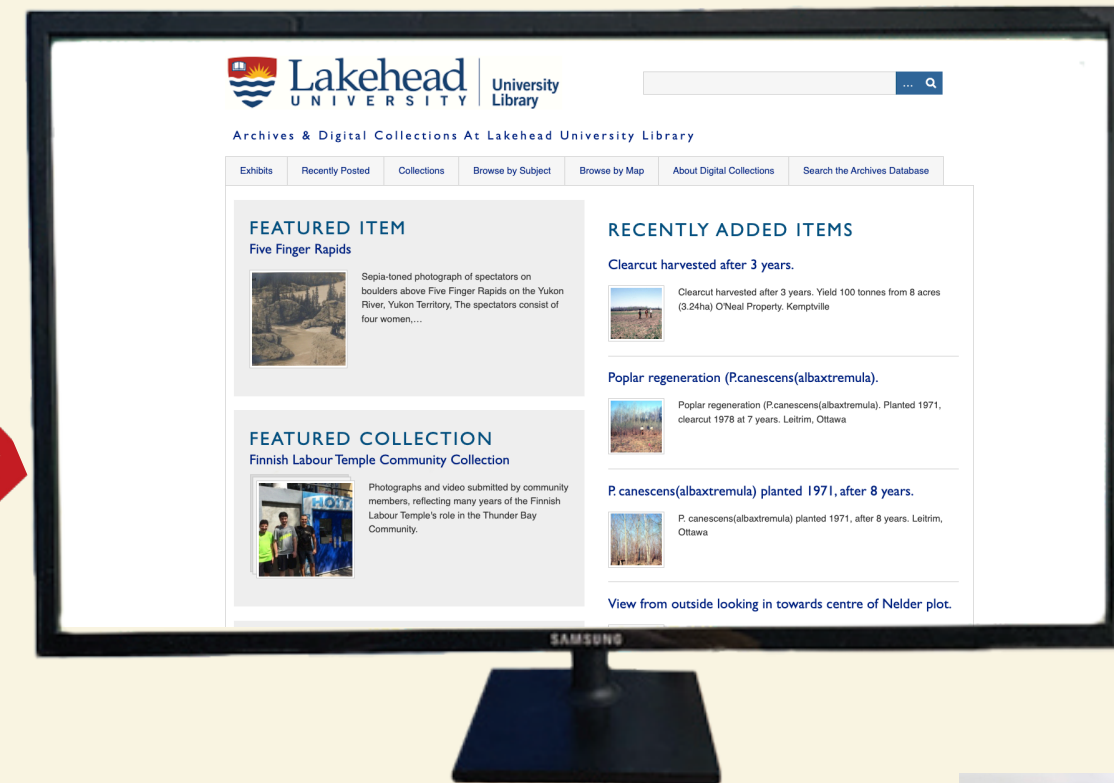
Thousands of photographs and dozens of videos promoting Lakehead University to prospective students. This project included retrieving electronic files from CD-ROMs and floppy disks – the majority are still completely readable.

New Digital Collections

Ken Armson Fonds

Ken Armson donated his collection of over 7,200 photographic slides to Lakehead in 2000. This past year, he followed that with a generous financial donation which enabled us to have the entire collection digitized at high resolution. More than 25% of the collection has now been uploaded to Digital Collections, with much more to come.

The Archive's digital collections are accessible to everyone online. Visit us at <https://digitalcollections.lakeheadu.ca/>



Cairine Budner

Cairine Budner (1930-2018) was involved in local sports and athletics, and historical and cultural organizations. She was a founder of the Thunder Bay Gymnastics Association and a long time member of the Thunder Bay Finnish Canadian Historical Society. Her records include a large number of photographs of people participating in sports throughout the twentieth century. These have been fully digitized and are [available in our digital collections](#)

Työkansa

Työkansa, a socialist Finnish-language newspaper published in Port Arthur between 1907 and 1915. We have digitized the Library's copies (primarily 1911-1915) and made them [available online](#).

Student staff are integral to processing Archival collections

In 2021-2022 the Archives worked with six students through a variety of course placement and funding programs.

Crystal Donohue: Processed the Claude Liman fonds.

Alyson Chasse: Digitized university photographs and made key improvements to the Penny Petrone fonds description.

Emily Turner: Processed the Lakehead Unitarian Fellowship fonds.

Emerenciano Rivera & Ragi Ramesh: Wrote metadata and uploaded images as part of the Ken Armson Forestry Photographs project.

Matthew Manten: Digitized VHS tapes, and created the Työkansa digital collection.



Emily Turner, processing materials in Chancellor Paterson Library

Adapting Library Instruction

Changing public health measures, in response to the COVID-19 pandemic, posed challenges to traditional in-person library instruction. To better serve the Lakehead community, librarians quickly shifted both course-integrated and standalone workshops to a Zoom-based format. Shifting our workshops to Zoom allowed students and faculty to access library instruction no matter where they were located, whether it be Thunder Bay and Orillia, or anywhere else in the world. With the resumption of limited in-person learning in Fall 2021, librarians offered a combination of both in-person and online learning experiences.

The development of new specialized workshops drew from the expertise of our librarians, with workshops ranging from first year Library Overviews, to specialised and advanced sessions on a variety of topics such as Researching Indigenous Topics, Archival Research, Systematic Reviews, Research Data Management and Open Educational Resources (OERs).

All Lakehead students, faculty and staff are welcome to register and attend our library workshops. Following us on social media is an easy way to learn about upcoming workshops! Find us on Instagram @lakeheadlibrary

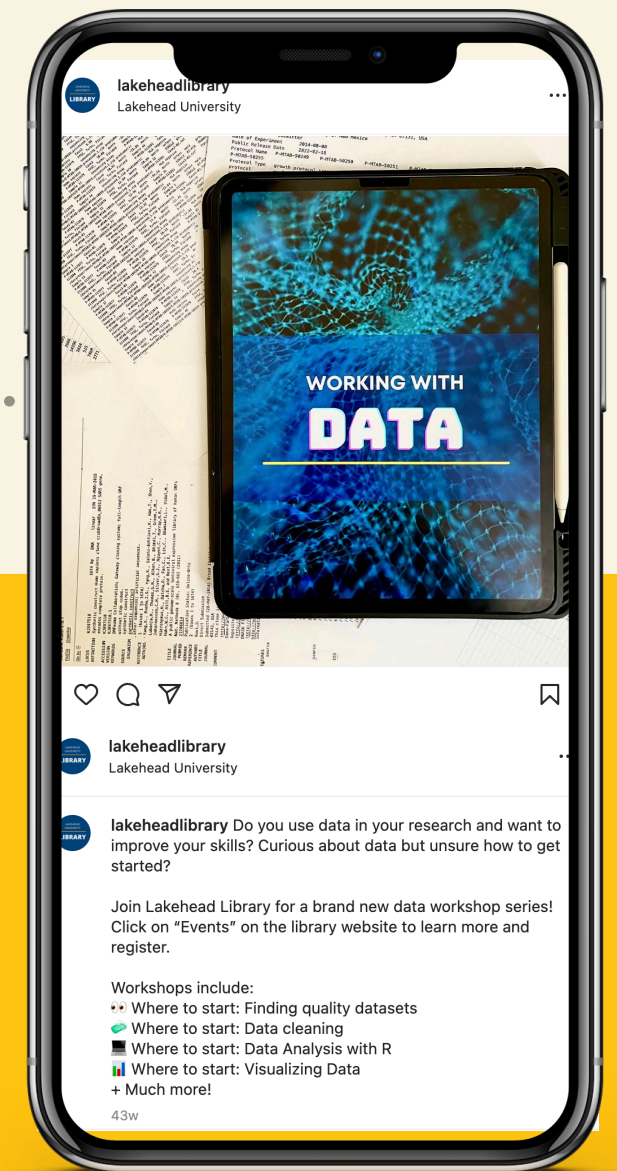
New data literacy workshop series

In Fall 2021, the library launched a new six-part data literacy workshop series. The six-part series included four “Where to Start” data workshops, designed and delivered by Nicole Stradiotto (Scholarly Communications and Data Services Librarian). These entry-level workshops introduced students, faculty and researchers to tools and skills needed to work with data such as where to find quality datasets, cleaning data, data analysis with R and visualising data.

Collaboration across campuses

Lakehead University offers Faculty of Education programming, at both the undergraduate and graduate level, at both the Thunder Bay and Orillia campuses. Collaborative in nature, Education faculty work closely across the two campuses to offer a similar learning experience to all students in Education. Gisella Scalse, Education Librarian in Thunder Bay, and Chris Tomasini, liaison librarian for Education on the Orillia campus also work together to offer joint

library sessions for Education students on both campuses. In the Fall 2021 term Gisella and Chris provided collaborative sessions to over 450 students across the two campuses via Zoom, including: Professional Seminar for Intermediate/Senior students; Library Research Skills for Graduate Students in Education; and Makerspace and Making in the P/J Classroom, a session which included an introduction to Scratch Coding and Building Virtual Classrooms.



New Structures for Learning and Collaboration

This year, we introduced three new internal library committees to create new opportunities for staff learning and collaboration.

Professional Development (PD) Committee

One of the main tasks of the professional development committee is to oversee the distribution of the library's professional development funds. Before this committee was formed, there was no clear process for library staff members to request funds to support their professional development. The creation of this committee supports learning for library staff members who may not have access to funds to support their PD.

Internal Communications Committee

The Internal Communications Committee was immediately tasked with addressing the Library's outdated and unsupported intranet. The committee conducted interviews and a survey, to get a grasp of the needs of staff across multiple library locations for internal information sharing. Based on those results, the committee has begun developing a new intranet site. Built by Ian McLeod (Library Applications Specialist) using the same Drupal software as the library website uses, the intranet will support announcements, interactive calendars, access restrictions, and more.

External Communications Committee

The external communications committee is composed of a member from each Lakehead University Library location. The main goals of this committee centre around improving the library's external communication through channels like social media, media bulletins and this report!

Staff share their learning opportunities, made possible by funds from the professional development committee

Lori Fleming

Attended the ALA eLearning Course: Music Cataloguing with the Library of Congress Vocabularies

“

This course was an introduction to Library of Congress controlled vocabularies used in cataloging music resources. I learned about using genre/form terms (LCGFT), medium of performance terms (LCMPT), demographic and group terms (LCDGT), LC Subject Headings (LCSH) and non-LC vocabularies. The course content provided me with information to further develop my knowledge and skills in the field of cataloguing music resources.

Monica Gibbons

Attended the The Library Journal's Social-Emotional Librarianship Workshop

”

As someone new to our Lakehead Library team, I found Social Emotional Librarianship extremely valuable. This online workshop focused on identifying and supporting the social emotional needs of my fellow staff and library community. I came away with strategies to enhance my active listening skills, methods to accept and effectively respond to feedback, and a process to implement successful internal and external needs assessments.

Domonique Houstoun

Attended the The Library Journal's Social-Emotional Librarianship Workshop

“

It was an uplifting seminar focusing on health, wellness, communication, and security. We explored the thoughts and attitudes of staff and patrons in our library communities, worked on designing and conducting internal and external assessments and our breakout sessions provided an opportunity to work together and gain feedback on how to evaluate these assessments, create an action plan and make minor improvements over time.



Lakehead
UNIVERSITY

University
Library

Lakehead University Library
955 Oliver Road
Thunder Bay, Ontario, Canada
P7B 5E1

This Impact Report was written and edited by the
Library's External Communications Committee:

Chris Tomasini
Courtney Dicke
Gisella Scalese
Madeline Donnelly
Sara Janes

Report design by
Madeline Donnelly

Connect with us at
library.lakeheadu.ca

View our social media directory at
<https://library.lakeheadu.ca/about/social-media-directory>

