

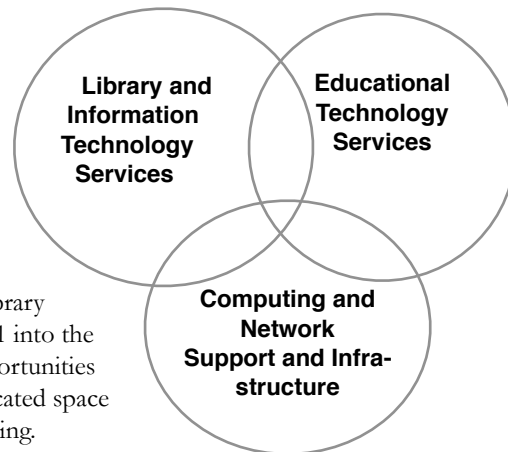
University of New Brunswick Saint John Information Services and Systems Annual Report of the Senate ISS Committee

Fall 2010

Opportunities and Challenges

Information Services and Systems on the Saint John campus of the University of New Brunswick is made up of five units:

- Ward Chipman Library
- Student Technology Services
- Educational Technology Services
- Professional Client Services
- Networking Services.



Our opportunities and potential come from: the small size of our campus; synergies created from combining library, education and IT services; new technologies; and our staff. The building of the University Commons and the move of the Ward Chipman Library (WCL) and Student Technology Centre (STC) for September 2011 into the University Commons means next year will have many unique opportunities and challenges. One opportunity is making the best use of the vacated space by creating a Faculty Commons in part of the existing WCL building.

We face challenges as we support new technologies and new systems. Many times the best way to determine *how* we should be providing services and *what* services we should be providing is by piloting new programs and learning from things that work and don't work. We also work closely with our UNBF colleagues, and the nature of our services means we are inexorably linked (*see Appendix 1: ISS Organization Chart and Appendix 2: Services provided by UNBSJ ISS and UNBF*).

Key Challenges	Library Information Technology Services Challenges	The shift from print to online resources is gaining momentum. If print circulation and face-to-face service trends continue they will soon be a marginal part of our service. Staff and services are adapting by providing online services to online collections and taking on new roles.
	Computing and Networking Support and Infrastructure	We are increasingly challenged to provide robust wireless service and support new devices and a variety of platforms. We need to shift resources from desktop deployment and troubleshooting to meet new challenges.
	Educational Technology Services	We are moving from supporting course management systems (i.e. Blackboard) to also supporting open learning environments and helping faculty navigate the many options available. We also need to ensure that we have appropriate technology in the classroom and that it is supported. The demand for distance delivery and video conferencing will continue to grow.

Staffing

Information Services and Systems is a diverse department with 24 full-time staff, including professional librarians, library assistants, computing and education experts as well as a number of enthusiastic student assistants. During part of 2009 and 2010 the department was without a permanent director. John Teskey, University Librarian at UNBF and Chris Callbeck, Assistant Vice-President on the Saint John campus provided leadership to ISS in the interim. Karen Keiller began as Director on August 1, 2010. Other staff changes include:

- Dewayne Keating filled a term position in the Student Technology Centre
- Jeremy Wilson filled in a part-time term position in the Ward Chipman Library in the Fall 2010 term.
- Kathleen Gadd joined us as the librarian for the Dalhousie New Brunswick medical program in May 2010.
- Kris Doucet is now the Administrative Coordinator.
- Nick Cameron returned from education leave and has taken on the role of Media Specialist with the Educational Services unit.
- David Matthews joined us as Library Assistant with responsibilities in Circulation Services and Acquisitions/ Document Delivery.

The 2006 Annual Report of the Senate Library Committee stated that: "A pressing concern remains, that of the number of professional librarians at Ward Chipman Library. Typically 6-10 librarians serve a campus of approximately 3,000 students." With the additional of Ms. Gadd we now have five professional librarians and are well positioned to provide new and innovative services in the University Commons.

Introduction to the University Commons

Karen Keiller, Director of Information Services and Systems

University libraries across the country are finding new and innovative ways to support teaching and learning on our campuses. At the University of New Brunswick Saint John we are building the University Commons, a \$25 million dollar project, which will be open by September 2011. My congratulations to the ISS Senate Committee for championing the building of the University Commons.

I arrived on campus in the Summer of 2010 at a very exciting time. My new position as Director of Information Services and Systems at UNBSJ means that I have the opportunity to shape and drive innovative teaching and learning services, literally from the ground up! I have been an academic librarian for over twenty years, going from "what is the Internet?" to "why do we need books?". We are moving from a place when the strength of a library was measured by linear feet of printed books to a time when I can read just about anything I could desire on my iPad.

"the new University Commons will be one of the most important buildings, not only for the University, but for all of New Brunswick"

John Leroux, in conversation
Author of *Building a University: the Architecture of UNB*, Goose Lane Editions, 2010

John Leroux, architect and author of a recent book on the buildings of UNB, says that the "new University Commons will be one of the most important buildings, not only for the University, but for all of New Brunswick. It will surely be among the best examples of architecture built in Saint John in the past decades, and Saint John desperately needs a building of quality and integrity like this."

Not only are we moving into a signature building, the University Commons will open up opportunities for learning and collaboration that we are only starting to imagine. We know that students use a range of mobile devices in and outside of

the classroom to stay connected in social networks, play games and much more. Information grazing, the ability to quickly get knowledge and facts just in time to solve new problems or answer questions, is also becoming an important part of learning and work. We also know that an important part of learning involves collaboration, and social networking tools like Facebook, used wisely, can be part of our toolbox to increase student engagement and retention at UNBSJ.

How does a new building fit into this picture of online information, social networking and new mobile devices?

Designed to facilitate learning and collaboration and integrate services, the University Commons will include nine group study rooms, a conference room for face-to-face and virtual meetings, a digital media production suite and a classroom designed with small groups and information grazing and in-depth research in mind. The Grand Reading Room on the top floor is a place for quiet reflection, study and reading, a refuge for our students who are busy with classes, work and family commitments, plus the challenge of technology that keeps them plugged in 24/7. The new building will also be

home to most of our print book collection, a cafe and have ample places to plug-in and power-up. Over half of the print collection will be in the ground floor in compact shelving accessible to our students.

Beyond providing space for learning and collaboration, an important part of the University Commons is the integration of services for students. Need help with calculus? Having trouble writing a thesis statement? Required to use peer-reviewed resources and don't know where to look? Submitting a movie for an assignment and want it to look professional? Nervous about a presentation and need a place to practice? All this and more will be available from the University Commons.

The University Commons will help prepare students for a world where work is shifting to an anywhere, anyhow, anytime model and a mobile, distributed and collaborative workforce will be the norm.

We are also looking forward to welcoming the community to use the University Commons, for example, our librarians are already planning to ask community members to participate in a human library project.

While the format of the information has shifted from print to online, and the devices we use to access the information are moving from desktop computers to tablets and smartphones, we are still firmly rooted in a service culture that connects people and information, and helps people turn that information into knowledge.



University Commons Construction Site, December 2010

On the Horizon

In December 2010 we began working on a plan that will align with the UNB Strategic Plan, will take advantage of our strengths and work within the larger context of technological trends and trends in teaching and learning. Some of highlights include:

Copyright: There is current uncertainty around several issues around copyright, including the copyright collective (Access Copyright) and new copyright legislation. This will have an impact on budgets for copyright clearance, resources for record keeping and workflow for faculty and staff.

E-thesis: We want to make undergraduate and graduate thesis available online. This will have the advantage of promoting the work done by our students while reducing costs for binding and space needed in the stacks.

Online Course Reserves: Students have several place to go now to access course specific material, course reserves in print in the Library, courses in Blackboard, and other websites faculty may use (a faculty blog, google docs, social bookmarking, et cetera). We are working on a project to move at least some of this material to Blackboard so students have access to course resources online.

Communication and Collaboration Tools (Productivity Platform Review, ITS Fredericton): The University will likely be migrating email and calendaring systems in the next year, and ISS will be supporting the Saint John campus in the migration.

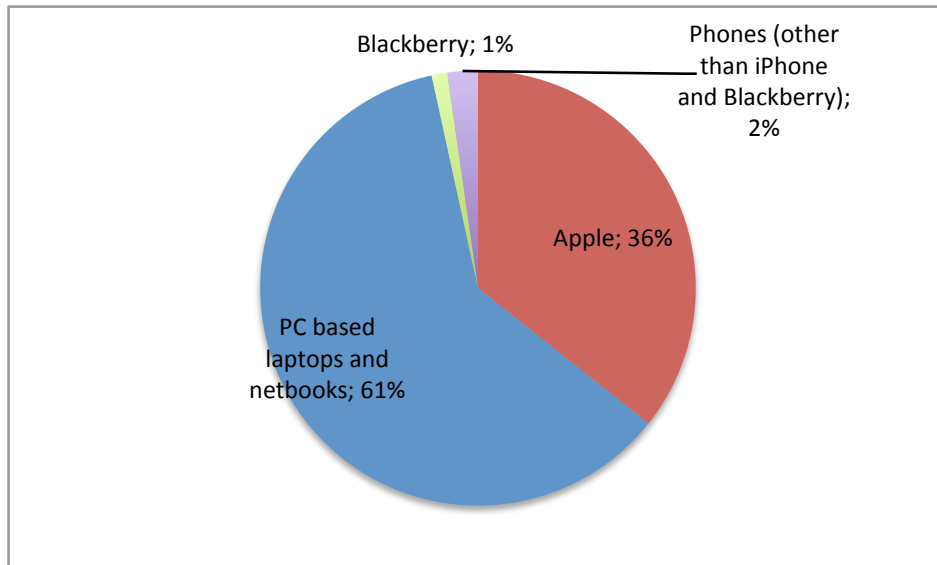
Course Management System: At the same time that UNB is considering platforms for communication and collaboration tools, UNB is also considering a change from the Blackboard course management system and the university is also deploying a single-sign-on portal in early 2011. All this will have an impact on the work of ISS.

Desktop Deployment Strategy: ISS will be submitting a proposal for 2011/12 budget that will recommend a change in how we deploy new computers in labs and to new faculty and staff. ISS will be recommending that computers in student labs be refreshed every 4 years (from 3 years) and faculty and staff computers are refreshed at least every 5 years (*Appendix 3*).

Mobile Devices: The adoption of smartphones, netbooks, tablets (e.g. the iPad), ebook readers and other mobile devices is already high on the UNBSJ campus, and will only continue to grow. The impact of mobile devices is felt in all areas of ISS, including support for students accessing information, helping faculty use the devices in the classroom to ensuring we have the infrastructure to support the devices.

**Figure 1: Mobile Devices Accessing the UNBSJ Wireless Network
Aug 31 to Nov 8, 2010**

Total Devices = 2835



Focus on Library Services and Activities

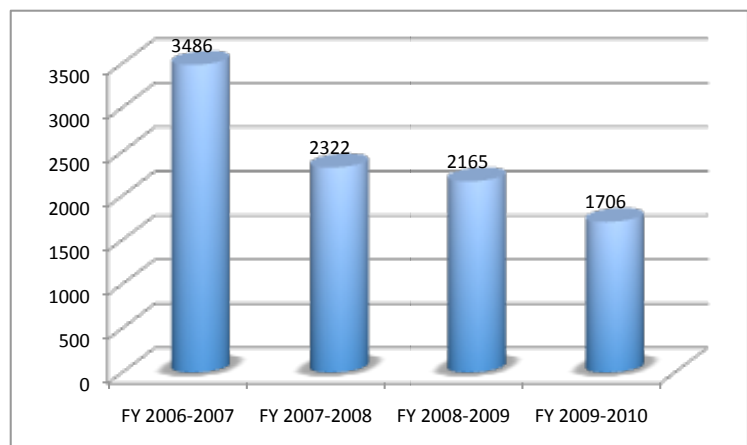
The Ward Chipman Library contributes statistics on activities and collections to the Canadian Association of Research Libraries (CARL), and these statistics are compiled with other libraries in the Council of Atlantic University Libraries (CAUL).

Highlights include:

The shift from print to online resources and services is significant:

- From 2006 to 2010 there was a decrease of 26 percent in circulation of our print collection and a 38 percent decrease in in-library use.
- Staff at circulation have taken on new roles of lending computer equipment, booking writing tutors and booking study rooms.
- In the last year we decreased the number of print serials (journals and magazines) by 53 percent, we now receive less than 325 titles in

Ward Chipman Library In-person Reference Assistance



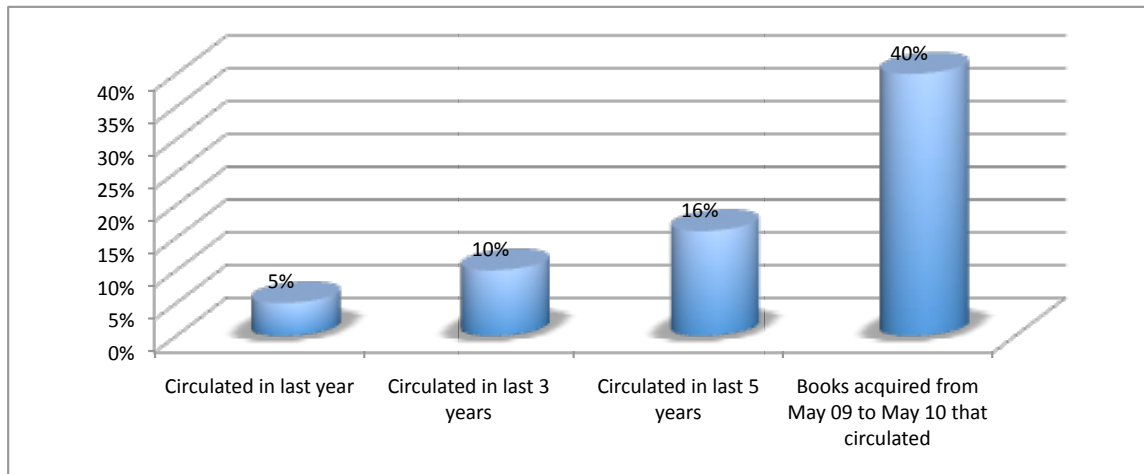
print.

- Our students and faculty benefit immensely from sharing our online collection with UNBF. We have 173 online books available for every full-time equivalent (FTE) student. This is significantly more per student than other libraries in our region, for example UNBF has 48 titles per student and Acadia has 43.
- In the last two years we have withdrawn more print titles than we've added;
- In-person requests for assistance at our reference desk are decreasing. Since 2006 questions have declined 51 percent, and in the last year the drop was 21 percent. We will be augmenting the face to face service with online chat reference.

At the same time our students and faculty have increased their use of document delivery, from 2007/08 to 2008/09 we obtained 20 percent more books and articles from other libraries for our students and faculty. This trend will no doubt continue with the implementation of WorldCat Local as the default library search, since results also include material in other libraries.

Circulation and in-library use of books in the main stacks over the last 5 years is also low, only 16 percent of the collection was circulated or used in-library¹ at least once (or in other words 84 percent of the collection did not leave the shelf in 5 years). In the last year, 5 percent, or 1 in 20 books circulated or used in-library. Forty percent of new books circulated in the last year.² The lack of use of our print collection could have many causes, for example, are we buying the right books and are faculty requiring students to read books? Undoubtedly our excellent and convenient online collection is the main cause of the declining use of the print collection.

Ward Chipman Library Main Stacks Circulation and In-Library Use



see Appendices 4, 5 and 6.

Getting Ready to Move

The University Commons will be home to most of the book stacks, the staff of the Ward Chipman Library, the Student Technology Centre, the Writing Centre and the Math / Science Tutoring Centre. In preparation for the move we are weeding the reference and main stacks collections. Liaison librarians are working with faculty to ensure our print collection contains the core disciplinary material and as well as a collection that focuses on relevant material. Also in prepara-

¹ When a book is taken off the shelf and left in the Library it is scanned by staff and is counted as “in-library” use.

² This does not include in-library use, which is usually between 30 to 40 percent of circulation.

tion for the move we are integrating our monograph and serials collection. Some of the collection will stay in storage in the basement of the WCL.

The print book collection will not be accessible for most of the summer of 2011, but we will be able to maintain our core library services for most of the move to the University Commons.

Ward Chipman Library Special Collections

In preparation for the Library's move to the University Commons in 2011, our primary special collection, Science Fiction and Fantasy, has been streamlined from 20,000 to 15,000 items. The reference works, books, and periodicals have also undergone this large deselection process in order to create a collection of greater literary merit and relevance to the university's teaching and research requirements, and to the international community of science fiction scholars.

Our other well-known collection, The Beat Collection, is a collection of less than 1,000 items that is being developed to include the many excellent recent books of Beats literary criticism, biography, autobiography and fiction (including graphic memoirs and novels). Plans are underway to digitize notable first edition Beats works, as part of a vibrant new Beats Collection web presence.

Our New Brunswick collection is a small but active collection that attempts to cover the works of important New Brunswick authors.

Our Canadiana collection is a closed collection which is in the process of being weeded and possibly relocated.

Faculty & Staff Commons

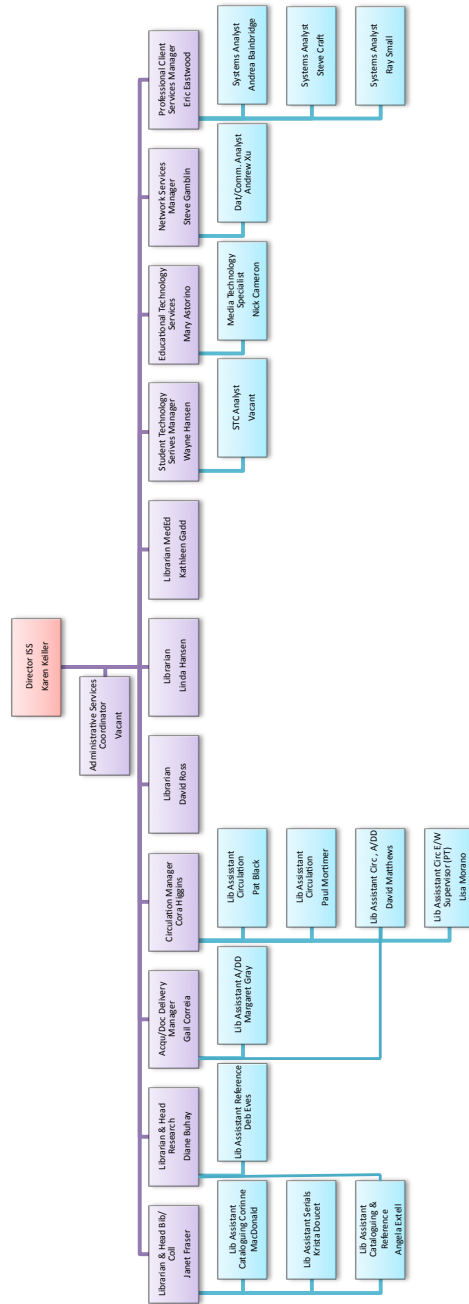
The move of library services from the Ward Chipman Library building is a great opportunity to create a Faculty Commons. We are proposing that the Faculty Commons be located on the north side of the WCL building (approximately half of the 2nd floor).

The Faculty Commons would be place to bring together information technology, teaching and learning, and research services support. The Faculty and Staff Commons will include:

- A 16 computer lab that can be used by graduate students and faculty, and be available for workshops and training for faculty, graduate students and staff.
- A video conference enabled classroom (capacity is 25) that can be used for meetings, video-conferencing, workshops and training. It can be a place that faculty can test out equipment similar to classroom facilities.
- Office and consultation space for 12 staff (including 8 ISS, 3 Research Services, and 1 Teaching and Learning Centre)

The Faculty and Staff Commons will bring together in one place the services and staff dedicated to supporting the use of technology, research and teaching support for faculty, staff and graduate students. The proposal not only will improve services but will free-up space in Hazen Hall that is ideal for classrooms and/or faculty offices.

Appendix 1 ISS Organization Chart



Appendix 2

Services provided by UNBSJ ISS and UNBF

UNBSJ Department	Service provided by UNBSJ	UNBF	Service provided by UNBF to SJ
Professional Client Services	<ul style="list-style-type: none"> • Helpdesk (phone, email, in-person) support for faculty, staff and graduate students • Advice regarding hardware purchasing 	Information Technology Services	<ul style="list-style-type: none"> • Student, Faculty and Staff accounts • Email, calendar and file sharing • Wireless security and setup instructions • Imaging of desktop computers for faculty and staff • Host Datatel, network storage, portal, et cetera • Blackboard management (Course management systems) • Negotiation of desktop systems
Networking Services	<ul style="list-style-type: none"> • Wireless hardware • Network servers and infrastructure • Installation and maintenance of systems (e.g. Study Room Booking System) • Network printing 		
Educational Services	<ul style="list-style-type: none"> • Faculty support for Blackboard (training and advice) • Faculty support for technology for teaching and learning • Scan tests • Design of classroom technology • Support of classroom technology • Audio/visual classroom support 	Centre for Enhanced Teaching and Learning	<ul style="list-style-type: none"> • Some training for UNBSJ staff and faculty
Student Technology Centre	<ul style="list-style-type: none"> • Helpdesk support for students • Workshops and one-on-one training for students 	ITS	<ul style="list-style-type: none"> • Imaging of desktop computers for students
Ward Chipman Library	<ul style="list-style-type: none"> • Reference and Circulation Services • Document delivery • Collection development, acquisitions of print material and some online • Liaison librarians (student tutoring, information literacy instruction and collection development) • Cataloguing of print and some online 	Library	<ul style="list-style-type: none"> • Cataloguing of most online material (e.g. e-books) • Management of electronic resources (online databases and journals) • Negotiation of most online resources • Management of Integrated Library Systems • Online Catalogue (Worldcat and Quest)

Appendix 3

Desktop Deployment Strategy for UNBSJ

Goals

1. Support the use of technology by faculty, administration, and staff in using computers to promote student success.
2. Assure that appropriate computing resources are available in department/division facilities, classrooms, and offices to support the mission of the campus. Assure that each faculty and staff member who uses computing resources in his or her position has a computer of sufficient capability to fulfill their job related duties.
3. Ensure the most effective and efficient use of resources for hardware and support through lowest possible pricing on hardware and a reduction in the total cost of ownership. Total cost of ownership is reduced through standardization of hardware and software, network computer management and remote support tools, efficient deployment and minimization of computer cascading.
4. Implement a **5 year** replacement cycle for computers for staff and faculty and a **4 year** (from 3 years) replacement cycle for student lab computers.
5. Maintain a currently supported operating systems from Microsoft or Apple.

Costs

- Moving to 4 years deployment cycle for student labs: savings in 2011/12 is approximately \$66,000
 - Over 9 years, average savings per year is \$25,000
- Computer costs of replacing 60 staff computers per year (assuming 300 computers and a 5 year cycle) is approximately \$66,000.

Operating and Other Costs of Computer Cascading (or re-deployment)

The current practice of using 3 year old computers from labs and re-imaging them for staff increases the total cost of ownership in the long-run. While the costs are difficult to measure they include:

- time to remove machine from student labs and re-image
- time spent to service older machines that are more likely to fail
- disruption for faculty and staff when equipment is swapped out and when equipment fails.

There are other reasons to discontinue the practice:

- if we expect UNBSJ faculty and staff to provide excellent customer service and use technology effectively in teaching and research they require adequate (not older than 5 years) computers.
- Computers in labs should be purchased with student use in mind, not potential use by staff in 3 years, the needs are often not the same
- Part of the cost of lab computers comes from the Student Technology Fee, and when student lab computers reach the end of their UNBSJ life they should be available for student purchase

There may be some exceptions to not cascading when there are groups that have wide variation in requirements (e.g. computer science faculty compared to stipendiary faculty in other departments).

Appendix 4:

Council of Atlantic University Libraries - Comparison

Institution	eBook titles per FTE student	Online journal titles per FTE student	Number of initial loans per FTE student	Expenditures for print monograph volumes per FTE student	Document delivery provided to UNBSJ students and faculty per FTE student	FTE Students per FTE Librarian
Université de Moncton	1.1	5.52	6.8	\$40.30	0.717	707
Mount Allison University	3.8	n/a	90.7	\$159.90	0.732	253
University of New Brunswick (Fredericton)	47.9	4.66	12.7	\$80.70	1.195	358
University of New Brunswick (Saint John)	173.6	16.88	5.9	\$46.20	1.694	415
Memorial University of Newfoundland	28.1	4.59	9.9	\$115.60	0.549	354
Acadia University	42.5	4.89	12.9	\$96.50	1.282	389
Atlantic School of Theology						
Cape Breton University		0.85	13.4	\$53.90	0.346	407
Nova Scotia College of Art and Design				\$20.60	0.088	449
Dalhousie University	12.2	2.77	14.4	\$73.90	1.889	458
University of King's College		0	21.8	\$52.10	2.332	263
Mount Saint Vincent University	85.4	9.65	12.5	\$28.50	1.333	424
Nova Scotia Agricultural College	0.5	18.16	5	\$38.40	1.309	839
Saint Mary's University	4.4	3.28	13.2	\$83.40	0.115	613
Université Sainte-Anne		0.01	15	\$104.20	1.011	240
Saint Francis Xavier University	1.1	2.17	9.7	\$32.60	1.636	463
University of Prince Edward Island	22.7	3.01	5	\$57.00	0.876	513

Appendix 5

Ward Chipman Library - Statistics Submitted to CAUL

Collections			
	2008-09	2007-08	Percent Change
Volumes held at the end of previous year	185,433	189,987	-2.40%
Volumes added	2,239	2,175	2.94%
Volumes withdrawn	5,135	6,729	-23.69%
Net additions	-2,896	-4,554	-36.41%
Total Volumes	182,537	185,433	-1.56%
Print monographs	153,179	154,187	-0.65%
Print monographs purchased	1,210	1,387	-12.76%
Electronic monographs	359,933	n/a	
Electronic monographs purchased	3,425	n/a	
Total monograph titles	517,747	n/a	
Print Serial Titles Received	325	696	-53.30%
Electronic Serials	35,000	31221	12.10%
Expenditures			
	2008-09	2007-08	Percent Change
Print monographs	\$95,834	\$59,104	62.14%
Average cost for print monographs	\$79	\$43	85.86%
Electronic monographs	\$17,600	\$37,080	-52.54%
Average cost for ebooks	\$5		
Print serials	\$98,263	\$91,461	7.44%

Average cost for a print serial title	\$302	\$131	130.08%
Electronic serials	\$422,400	\$376,732	12.12%
Other	\$17,898	\$13,843	29.29%
Total library materials	\$651,995	\$578,220	12.76%
Binding	\$8,141	\$10,447	-22.07%
Salaries & Wages			
	2008-09	2007-08	Percent Change
Professional staff	\$440,587	\$282,540	55.94%
Support staff	\$390,596	\$508,529	-23.19%
Casual staff	\$33,524		
Total staff	\$864,707	\$791,069	9.31%
Staff & Students			
	2008-09	2007-08	Percent Change
Staff FTE	19		
Students FTE	2,377	2,240	6.12%
Ratios			
	2008-09	2007-08	Percent Change
Student / Staff Ratio	125		
Print Books Purchased / Student	0.51	0.62	-17.79%
eBooks Purchased / Student	1.44		

eSerials / Student	14.72	13.94	5.64%
Collection Use and Services			
	2008-09	2007-08	Percent Change
Number of initial loans	12,237	13,428	-8.87%
Number of renewals	9,103	8,093	12.48%
Number of reserve loans	21,992	41,495	-47.00%
Number of uses of materials in-house	3,763	5,495	-31.52%
Number of library presentations to groups	118		
Reference transactions	2,165	2,322	-6.76%
Document Delivery			
	2008-09	2007-08	Percent Change
Lending - requests received	2,201	2,156	2.09%
Lending - originals sent	1,285	1,408	-8.74%
Lending - copies sent	331	271	22.14%
Lending - total filled	1,616	1,679	-3.75%
Borrowing - requests	4,174	3,458	20.71%
Borrowing - originals received	1,993	1,758	13.37%
Borrowing - copies received	1,520	1,188	27.95%
Borrowing total	3,513	2,946	19.25%

Appendix 6

Ward Chipman Library

Circulation & Reference Activity 2006 to 2010

	FY 2009-2010	FY 2008-2009	FY 2007-2008	FY 2006-2007	Percent Change 2006 to 2010	Percent Change 2008/09 to 2009/10
Circulation Charges	10457	12237	13428	14125	-25.97%	-14.55%
Renewals	7988	9103	8093	6721	18.85%	-12.25%
Reserve Loans*	24643	30421	41195	44639	-44.79%	-18.99%
Laptop Loans	10362	n/a	n/a	n/a		
In Library Use	3433	3763	5495	5518	-37.79%	-8.77%
In Library Use as a percent of Circulation	33%	31%	41%	39%		
Reference Questions	1706	2165	2322	3486	-51.06%	-21.20%

*includes laptop loans