

QUEEN'S UNIVERSITY LIBRARY

Summary of Accomplishments

2014-15

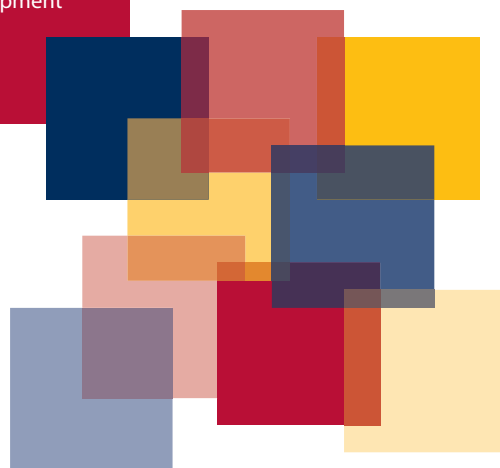
Queen's University Library's planning aligns with the University's Strategic Framework. On an annual basis, in conjunction with the University's budget and planning cycle, the Library reviews activities of the previous academic year, looks at opportunities and risks going forward, affirms priorities for the current academic year, and establishes priorities and service levels for the next multi-year budget and plan. The strategic priorities on the following pages were set in 2013 and reviewed in 2014, for the 2014-15 budget/academic year. The Library strives to inspire learning, spark creativity and build community, to help Queen's be the Canadian research-intensive university with a transformative student learning experience. The results indicated below for 2014-15 initiatives are a snapshot of how the Library stimulates excellence in research and scholarship through its collections, people, partnerships and services, and its physical and virtual spaces.

OUR VISION

The Library inspires learning, sparks creativity and builds community. Entering our libraries – virtual and physical – our students and faculty feel the world at their fingertips, the knowledge of the ages and the potential of the future. This community of learning and research, this library, is the keystone of our balanced academy where people engage deeply with each other to ask critical questions and build new ideas. Librarians and staff work closely with students and faculty in every discipline and in the spaces where they intersect. Our best innovations happen through collaboration – across the library, with our faculties and schools and through our regional, national and international partnerships. Together, we are entrusted with ensuring that all information is available to all people, for all time.

OUR MISSION

The Library stimulates excellence in research and scholarship through its collections, people, partnerships and services, and its physical and virtual environments. The Library is a strategic asset to the University, contributing to the exploration and sharing of knowledge and the development of lifelong inquiry skills for the betterment of a global society.



Strategic Priorities



ENHANCING OUR STUDENT LEARNING EXPERIENCE

"Our fundamental mandate is to exemplify the quintessential balanced academy, which is characterized by an exceptional student learning experience and outstanding student engagement within a research intensive environment. As our Academic Plan highlights, a transformative student learning experience is central to Queen's identity and its vision. Our students and faculty are highly engaged and Queen's offers a wealth of resources to foster student success..."

Transform Queen's University Library (QUL)'s virtual environment of information services and resources as one of the differentiating assets of Queen's online learning programs, and Queen's learning and research as a whole

- Envisioned:**
- Compelling online experience and learning environment with a rich array of research materials and tutorials
 - Increased awareness of information services and resources
 - Easier information discovery and use
 - A key selling point of Queen's online learning programs, in support of Faculty revenue goals
 - Effective, sustainable human and technical web infrastructure
- Accomplished:**
- Ontario Online Institute modules on *Information Skills: Strategies for Effective and Efficient Use of Information* (Queen's) and *Information and Academic Literacies for Graduate Students* (Queen's, Western University, University of Toronto) selected for development for Fall 2015, and liaison librarians contributed to course design teams of Queen's courses selected for development
 - Creation of *Library Toolkit for Faculty in Course Development Designing Online Tutorials*
 - Contributions to Faculty of Arts and Science *Introduction to Statistics* course redesign: lab content and supporting materials and future inclusion of appropriate "real world" data
 - Contributions to development of two new online graduate programs in Faculty of Education, the *Graduate Diploma in Professional Inquiry* and the *Professional Master of Education*
 - Provision of support to the blended Master's of Science in Healthcare Quality (MScHQ) program for online learning
 - Continued integration of library resources and services with course management software across the university and through participation in university groups such as the eLearning and Educational Technology Working Group (EETWG) of the Provost's Advisory Committee on Teaching and Learning
 - Access to over 9,000 course readings in 460 courses in the Electronic Reserves (e-reserves) service, and expansion of the service to include Education and Law
 - Launch of major Queen's University Library (QUL) website redesign project, including user experience assessment, content refinements, and progress toward ongoing administration, development and content management that are sustainable into the future
 - Enhanced analytics for QUL's web presence
 - Research into digital signage options as part of web redesign virtual presence and in response to Public Services Renewal project recommendations to examine a new model for the delivery of public services
 - New program of software and training to support development of effective and accessible information literacy videos; creation of numerous videos for QUL and Queen's Learning Commons partners

Plan and implement changes to collections required for a re-envisioned information network of learning/study/research spaces, services and research resources as described in the Library and Archives Master Plan (LAMP)

- Envisioned:**
- New collection paradigm supporting the layers of information access envisioned in the Library and Archives Master Plan (LAMP)
 - 25% increase in learning/study spaces when renovations can occur
 - Improved access to and preservation of valuable and unique scholarly resources
 - Reduction in QUL operating costs

- Accomplished:**
- Governance and administrative support established for LAMP implementation: Project Manager, LAMP Implementation Advisory Committee and regular reports to the Campus Master Plan Advisory Committee, and identification of sub-projects and near-term priorities
 - Collaboration with University of Toronto, Western University, McMaster University and University of Ottawa to plan a shared print storage service at the University of Toronto's Downsview facility; participation in project executive committee, business plan subcommittee, coordinating committee and metadata and services subcommittees
 - Law Library preparations to create new student learning space, with user consultation, collections analysis, the move of approximately 900 shelves of infrequently used materials, and development of renovation plans
 - LAMP Collections project under way to guide implementation of new collections paradigm, including stakeholder consultation
 - Development of a range of library management system reports to inform collection analysis in support of LAMP Collections project
 - Engineering and Science Library space reconfiguration, based on LAMP principles, resulting in new and inviting student learning space
 - Jordan Special Collections and Music Library renovation to position Curator close to users, and improvements in monitoring environmental conditions for collections in the vault
 - Collection management projects, such as an inventory of current periodicals in Stauffer Library, analysis of video formats in Education Library, consolidation to a single copy of Geological Survey of Canada Memoirs and accompanying maps in government documents, strategic withdrawals across the system and transfer of approximately 8,000 boxes of records and more than 13,000 theses to off-site storage
 - Learning space improvements, such as reconfiguration of Maps and Air Photo Room in Stauffer Library to improve lighting and available space, more study space in the Adaptive Technology Centre and a new welcoming space with reading materials in the Education Library
 - Further development of the community aspect of space, such as a meditation/prayer room in Stauffer Library and Queen's Learning Commons support for exam stress relief activities in all libraries

Engage and work with faculty in designing experiential learning opportunities for their students that build upon the value of Library resources and services and inform Library strategic directions

- Envisioned:**
- Student research and communications skill development
 - Digital scholarship demonstration projects
 - Guides or exhibitions highlighting collections and services for students

- Accomplished:**
- Teaching of 752 classes totalling 17,118 participants across the Faculties and Schools
 - Responses to 12,860 individual research/library inquiries
 - Credit-related experiential learning opportunities:
 - APSC 100 engineering design projects with the Library as client
 - Education: Alternate Practicum student in Learning Educational Technology by Design produced brief online videos illustrating the value and use of two online resources for a teacher audience; students in CURR 335 created resource packs for high school history teachers based on primary sources; students in CURR 355 created teacher resources for the Ontario Library Association's Forest of Reading program for use by teachers across Ontario; students in CURR 317/318 created curriculum units on a selection of the novels nominated for the *Ontario Library Association (OLA)*'s Forest of Reading programs for high school; students in the Technological Education Program created a Renewable Energy Discovery Box for the Teacher Resource Centre collection
 - HIST 501 internship program in the Archives relating to digital humanities, collection curation and archival research, for academic pass/fail credit
 - Inquiry@Queen's Undergraduate Research Conference open to all students from all disciplines, with more than 100 students communicating their research results through presentations or posters

- Part-time work relating to curriculum:
 - A student in the Master of Art Conservation Program assisted with special collections projects requiring the knowledge and skills acquired in her program
 - Academic Services, with funding from Ontario Council of University Libraries (OCUL)'s Mark-It Program, trained and supervised an undergraduate student to create and enrich metadata for survey and aggregate data in the province-wide Ontario Data Documentation, Extraction Service and Infrastructure (ODESI) data portal
 - A Bader International Study Centre (BISC), Digital Humanities Summer Field School student was selected for a Digital Humanities Student Assistantship in the Jordan Special Collections and Music Library; the project entailed organizing, describing and digitizing a collection of 19th century stereoscopic viewcards, and producing a virtual exhibit which included a simulation of the 3D effect online
 - Queen's Learning Commons student assistants developed inquiry skills, communication skills and teaching skills in their work at the service desk and in delivering workshops
- Supporting Queen's Innovation Connector Summer Initiative (QICSI), an experiential learning program of the School of Business, and Engineering and Applied Science
- Input to the Experiential Education Working Group of the Provost's Advisory Committee on Teaching and Learning
- Development of Library-wide learning outcomes, shared with the Queen's-Specific Learning Outcomes Working Group of the Provost's Advisory Committee on Teaching and Learning
- Ongoing mapping of information literacy outcomes for selected courses
- New approaches to teaching legal research, with a flipped classroom approach in Introduction to Legal Research and Writing and tailoring of graduate Legal Research and Writing course work to thesis work
- Library reports for Cyclical Program Reviews for 10 programs
- Library reviews of 11 new academic program proposals
- Library guide to *Designing Research Assignments*
- Accessibility training: workshops for Student Academic Success Services on *Adaptive and Assistive Technologies: Creating an Inclusive and Accessible Learning Environment* and *Creating Accessible Information*; six Accessibility for Ontarians with Disabilities Act (AODA) training and accessibility workshops and *Accessible Information, the Library and the Accessibility for Ontarians with Disabilities Act* workshop; presentation on the Accessible Content e-Portal (ACE) and Alternative Education Resources Ontario (AERO) alternate format repositories for Queen's Academic Accommodation Advisory Committee; development of an *Accessibility* guide on how to create accessible Library guides
- Graduate seminar series, *Material Matters*, held monthly in Speaker's Corner, Stauffer Library
- Workshops for graduate students in the School of Graduate Studies Expanding Horizons series: *Research Methods and Resources*, *Digital Humanities*, *Tales from the World of Research Data – Could This Be You?* and *Avoiding Plagiarism – Tips on Good Citation Practices*
- GIS Day: local celebration for International GIS Day (a forum for users of geographic information systems to demonstrate real-world applications that are making a difference in our society), organized and hosted by QUL in partnership with the Department of Geography, City of Kingston, Loyalist Collegiate and Vocational Institute, and the Ministry of Transportation
- Increased awareness and support for diversity at Queen's: Freedom to Read week was observed with three days of readings (readers included students, faculty, staff and the Principal) and a lecture on the final day by Professor Tsvi Kahana from the Faculty of Law, *When the writer is not a hero: should some writings be banned after all?*; once a month drop-in advising service in the Adaptive Technology Centre, in partnership with Career Services, for students with disabilities to ask career questions
- Orientations and presentations by QUL staff and Queen's Learning Commons student assistants, including Orientation Leaders Resources Fair, Dons' Fair (Residence Life Leaders), Queen's in the Park, First Year and New Exchange and Worldly Transfer Students (NEWTS), Peer Support Centre, the SGS Orientation Fair, Post-Doctoral Fellows orientation, New Faculty Day



STRENGTHENING OUR RESEARCH PROMINENCE

"Queen's is recognized as one of Canada's outstanding research institutions. To sustain and enhance our research prominence requires that we guide and support our research enterprise, including the continuation of our aggressive pursuit of research funding and re-alignment of university research services. We must be guided by our Senate-approved Strategic Research Plan..."

Increase the availability and preservation of electronic resources, and physical collections where appropriate, and promote the use of primary materials, in support of teaching, learning and research

- Envisioned:**
- Availability of key electronic resources for blended learning course offerings
 - Improved research collections in all formats, competitive with peer institutions
 - Increased awareness and use of special collections, archives and legacy collections
 - Promotion of Open Access, Open Data and Open Education Resources
- Accomplished:**
- Careful assessment of collection priorities to address the budget pressures of the Canadian dollar exchange rate and ongoing inflationary costs, including comprehensive reviews of current electronic subscriptions based on academic programs, research needs, usage statistics, pricing and product features
 - Licensing of new high priority resources, such as *ASTM Standards and Digital Library*, *MIT/IEEE Ebooks*, *Nature Chemistry*, *Nature Climate Change*, *Nature Communications* and *Criterion-on-Demand*, an online feature film digital delivery system
 - Comprehensive review of current print journal subscriptions in several disciplines, with replacement of scholarly print journals with electronic ones where possible
 - Implementation of Intota, a significantly upgraded software tool for efficient management and discovery of QUL's electronic resources, including a collections analysis tool
 - Implementation of ArcGIS Online at Queen's in collaboration with campus partners
 - Improved access to the Geospatial Data Inventory database
 - Collaborative project with OCUL Geo Community to identify and digitize historic topographical maps for online access to *Canadian General Standards Board Standards*
 - Open Access promotion: Open Access Week event with keynote speaker Dr. Michael Geist speaking on *The Open Access Tipping Point: Towards Open Access as the Default* and panels on *Managing and Editing Open Access Journals* and *Open Access at Home: Services and Initiatives at Queen's*; new guide for *Open Educational Resources*; Queen's viewing of a webinar on *BC Open Texts*
 - Generous gifts in kind, including a full set of the fine press periodical *Matrix* and a collection of the works of 19th century Canadian novelist James de Mille
 - Organization of a collection from Kingston's St. Mary's Cathedral, revealing a significant number of rare books including an incunabulum and a first edition (1543) of Vesalius's *De humani corporis fabrica*
 - Special collections exhibitions: *Incunabula: An Exhibit of 15th Century Printing*; *Vesalius, the First Hero of Modern Anatomy*; *The Search for Sir John Franklin: The Erebus and The Terror*; *Photography and the Book in the 19th Century*
 - Significant updating of disaster recovery protocols and procedures to support collections stewardship
 - Digitization projects to provide online access to the complete run of the *Queen's Journal*, George Whalley papers, photographs and sound recordings, and the papers of F.R. Scott
 - Promotion and augmenting of the *Stones Kingston* website to present a set of local social history tours through the *Speaking Stones* project, providing audio for various modules, in collaboration with Radio Station CFRC and the City of Kingston Heritage Fund
 - Access through alternative format services provided to 61 students, comprising 312 courses and 585 titles, of which there were: 122 course packs and 57 texts fully transcribed in-house; 30 books/courseware scanned and minimally digitized; 4 course packs in large print; 7 additional items for a blind student; 20 books received through AERO; 99 books requested through the ACE Repository; 80 books received from publishers; 107 texts or course packs available/found online (some requiring transcription); 59 usable files from previous years

- Implementation of a pilot project for *PrintQ*, a collaboration with the School of Business and Residence Technologies to implement a printing system that allows students to use their ID cards for printing, with expectation that this may be expanded campus-wide
- Analysis and transition plan for citation management to address the end of consortial hosting of RefWorks in 2015 and assist users to move to alternatives (notably free ones such as Zotero and Mendeley)
- Interlibrary loan improvements with implementation of electronic desktop delivery; Queen's obtained 4,219 items from other libraries and sent 6,887 Queen's items to other libraries

Broaden the reach of Queen's research with expanded data curation services and scholarly communications services, in collaboration with and in support of emerging regional and national initiatives

- Envisioned:**
- Expanded services to directly assist faculty and student researchers in depositing scholarly publications and research data in digital repositories
 - Support for researcher compliance with granting agencies' open access and data management policies
 - Sustainable publishing platform and related support services for journals and conference proceedings
 - Greater awareness of opportunities for research dissemination and for the discovery and effective use of essential research data
 - Effective research metrics in support of university performance measures

- Accomplished:**
- Active engagement and leadership in Canadian Association of Research Libraries (CARL)-sponsored Project ARC, resulting in *Portage*, a national library-based research data management service
 - Active engagement and leadership in *Portage* Data Management Planning Expert Group, with mandate to create a national, bilingual, generic *Portage*-branded Data Management Planning tool
 - Partnership in the Ontario Library Research Cloud to develop petabyte-size data storage capacity, with hosting of a node at Queen's
 - Development of a survey on research data management services across OCUL
 - Initial planning for a survey of data management practice and requirements for researchers in science and applied science, in partnership with several CARL libraries
 - New data management projects with Queen's researchers, including Psychology, Urban Planning and the Queen's University Biological Station
 - Promotion of research data management services and other data-related services through sessions with Expanding Horizons, the General Research Ethics Board (GREB), Environmental Studies, Sociology, Medicine and the Bracken Library Advisory Committee
 - Exploration with University Research Services and the General Research Ethics Board of possible ways to streamline data management with the GREB process
 - Data management information contributed to Surveillance Studies development of a second-round Social Sciences and Humanities Research Council (SSHRC) Partnership Grant proposal
 - Research, presentations and draft guide to humanities data, completed by international intern from the French École nationale supérieure des sciences de l'information et des bibliothèques
 - Analysis of Queen's Research Data Centre (QRDC) survey of users and improvements to maximize QRDC services
 - Inaugural Queen's University Data Day in Spring 2014, co-hosted by QUL, IT Services and University Research Services, with 50 attendees from across the university
 - Participation in a committee to investigate and establish a new Data, Analytics and Computing Research Group at Queen's, aiming to foster expertise in research, teaching, management and policy issues related to advanced computing and analytics, digital infrastructure and data
 - Support for Tri-Agency Open Access Policy on Publications: guide for the Queen's community, *Meeting Tri-Agency Open Access Policy Requirements*; development and implementation of Tri-Agency Open Access *Advocacy Plan*; joint statement from the Vice-Principal (Research) and Vice-Provost and University Librarian; presentations on compliance supports and responses to questions from individual researchers

- Exploration of QSpace (institutional repository) link to campus systems such as the Tools for Research Administration at Queen's (TRAQ) Phase 3 CV and annual reporting module, and associated processes and workflows, to streamline deposit and compliance with the Tri-Agency Open Access Policy
- New QSpace community for Environmental Studies Undergraduate theses
- Initial development of a number of streamlined workflows for deposit of papers to QSpace
- New and improved e-thesis deposit process, in compliance with new Library and Archives Canada and ProQuest licenses
- Migration of all Queen's Open Journal Systems (OJS) journals to the latest software version at Scholar's Portal and exploration of potential titles for OJS hosting: *Environmental Studies Occasional Paper Series*, *Politicus* and *Material Matters*
- Co-organization of 2-day workshop with McMaster University on OJS for editors across Ontario for Spring 2015
- Exchange of information and ideas on scholarly publishing services and potential areas of collaboration with McGill Queen's University Press
- Creation of inventory of publications (occasional papers, technical reports, series, etc) published by departments, schools and faculties at Queen's
- Assistance to *Queen's Law Journal* students in the publication of the *Canadian Guide to Legal Style*, and ongoing advice and assistance to the *Guide* editors
- Engagement in discussions of university research metrics, including collaboration with University Research Services on a research metrics guide for university-wide use
- Collaboration with the Queen's Joanna Briggs Collaboration (QJBC) to help enable the use of best available evidence on patient safety



ENSURING FINANCIAL SUSTAINABILITY

"Our emphasis on maintaining Queen's as the balanced academy must be matched by our commitment to achieving financial sustainability. With the activity-based budget now in place, giving units incentives to grow revenues and reduce costs, we are better positioned to make the university more resilient in difficult economic times..."

Develop and enable QUL's strategy for professional development, mentoring, redeployment and recruitment of staff as key resources in the learning and research community

- Envisioned:**
- Increased support for digital initiatives and learning and research services
 - New efficiencies in information resources management and services
 - A new public services model that makes the best use of staff resources in providing effective "touch points" for users
- Accomplished:**
- Recommendations delivered in the Public Services Renewal project, based on 8 months of consultations, data and self-reports from units; subsequent Service Point Development project to implement recommendations
 - Adaptive Technology Centre mandate broadened and transferred to QUL, following the completion of the university's Accessibility Services Self-Study
 - Further consolidation of interlibrary loan services to reduce costs and enhance services
 - Multiple staff training and development sessions, including topics such as accessibility, scholarly communications, disaster planning, Four Directions Aboriginal Student Centre, and the annual Kaleidoscope staff conference
 - Teaching and Learning Working Group workshops, including: *Google Analytics and the QUL Website*, *Collecting E-Resource Usage Statistics*, *Teaching and Learning Pages and Development of Accessible Online Videos*, *Designing Online Tutorials*, *ACRL Threshold Concepts for Information Literacy*, *Geospatial Data*, *Flipped Classroom: Sharing our Examples*
 - Training in online security practices: development of a Library-specific tutorial called *QUL Data Security and Encryption – Personal Devices* to complement a course from IT Services *Information Security Awareness Training*

- New efficiencies in information resources management, including: assessment of software options for updated issues tracking system, piloting of a new open source solution (RedMine) for project management, development and implementation of efficiencies in daily record update and load practices, changes and new workflows resulting from change in subscription agent due to sudden bankruptcy of existing agent
- Workflow consulting and training sessions with electronic resource management staff to develop expertise and optimize process and support for discovery and access, as part of Intota implementation
- Research into and acquisition of digital equipment to support staff activities, e.g. digitization scanners and camera equipment, touch screen displays
- Staff resources allocated to fill strategic priority positions (date order):
 - Health Sciences Librarian (special appointment)
 - Curator, Special Collections
 - Open Government Librarian
 - Scholarly Publishing Librarian
 - Monograph Assistant (LT4)
 - Geospatial Data Librarian (term appointment)
 - Resource Technician (LT4) (term appointment)
 - Services Coordinator (LT6)
 - Reference Assistant (LT5)
 - Services Assistant (LT3)
 - Services Assistant (LT3)
 - Circulation Technician (LT3) (term appointment)
 - Circulation Clerk (LT2) (term appointment)
 - Circulation Clerk (LT3)
 - Services Technician (LT3)
 - Circulation Technician (LT3) (term appointment)
 - Head, Information Services
 - Head, Collection Development and Assessment

Prepare for the paradigm shift of leveraging web-scale technology opportunities to replace the Library Management System and transform technical processes for acquiring and providing access to information resources

- Envisioned:**
- Participation in OCU's Collaborative Futures project to prepare for Queen's critical migration to a new Library Management System
 - Within OCU and at Queen's, opportunities for new processing workflows and efficiencies that will improve resource allocations in budget years beyond the current 3-year cycle
- Accomplished:**
- Active engagement and leadership in OCU Collaborative Futures project, with several Queen's individuals serving on working groups and addressing various aspects of planning including total cost of ownership for existing systems, workflow analysis, market research, communications, etc.
 - Revision of vendor requirements and batch load processes to ensure future downloads of bibliographic records are Resource Description and Access (RDA) compliant
 - Record clean-up in preparation for migration to new Library Management System
 - Refinement of categories in Summon to produce more accurate results for users
 - Analysis of workflows during implementation of Intota, contributing to an understanding of potential new workflows and efficiencies for information resource management and the OCU Collaborative Futures project
 - Transfer of technical infrastructure and databases from Archives to Library-supported systems for better reliability and more robust IT Services-hosted systems, and assistance with technical solutions and migration of data



RAISING OUR INTERNATIONAL PROFILE

"We will strengthen our international reputation by emphasizing what has built Queen's enviable national reputation, namely the transformative student learning experience in a research intensive environment. Focused and sustainable international student recruitment will be supported by an equally focused and sustained international marketing and communications strategy. Because our transformative learning experience is so inextricably linked to our research prominence, we will at the same time strive to strengthen our international research collaborations, in part through our membership of the Matariki Network of Universities."

Engage in the planning and delivery of the university's international programs and establish a sustainable framework of related Library services

- Envisioned:**
- Inclusive library services for international students at Queen's
 - Effective access to information resources and services in international collaborations and Queen's programs abroad
 - Integration of QUL resources and services in academic programs and research at the Bader International Study Centre
 - Enhanced support for research and library assessment through engagement in collaborations such as the Matariki Network

- Accomplished:**
- Participation in the university's International Programs Steering Committee and input on the draft internationalization plan
 - Participation in the planning of the new Acculturation and Transition to Life and Academic Success (ATLAS) program, an orientation for incoming international students
 - Collaboration with Queen's Learning Commons (QLC) partners in the creation of the QLC Academic Skills Learning Lab with a special focus on academic support for international and ESL students
 - Hosting of an international student from the French École nationale supérieure des sciences de l'information et des bibliothèques for an international internship
 - Advice to the International Centre for the Advancement of Community Based Rehabilitation (ICACBR) on ensuring that their online courses (in particular, online videos and tutorials) are accessible to individuals who are deaf
 - Instruction in the International Studies in Global Health and Disability program at the Bader International Study Centre (BISC)
 - Orientation of new BISC librarian to QUL resources and services, and her development of BISC Library Aims and Objectives 2015-16
 - Participation in a space study at the Bader International Study Centre
 - *Research Frontiers in Spanish Central America*, a special event with presentations by Dr. W. George Lovell (Geography, Queen's), Christopher H. Lutz (CIRMA, Guatemala), and Wendy Kramer (CIRMA, Guatemala), held in Speaker's Corner, Stauffer Library, in recognition of the Plumsock Mesoamerican Studies Collection at Queen's University
 - Information literacy portal for the online Aboriginal and World Indigenous Studies in Education (AWIES) program courses
 - Online Library Research Kit for the two new Faculty of Education online graduate programs aimed at international audiences – the Graduate Diploma in Professional Inquiry and the Professional Master of Education
 - Support for the School of English, with multiple workshops for students in the program, purchase of resources suited to the needs of adult English language learners, and use of the Education Library's e-classroom facilities as needed throughout the year
 - Support for the high school students in the Limestone-Queen's pathway program for international students through Teacher Resource Centre consultations with teachers and the targeted acquisition of English as a second language (ESL) material
 - Participation in the Matariki Network Humanities Colloquium at Otago University