

# QUEEN'S UNIVERSITY LIBRARY

## Summary of Accomplishments

### 2015-16

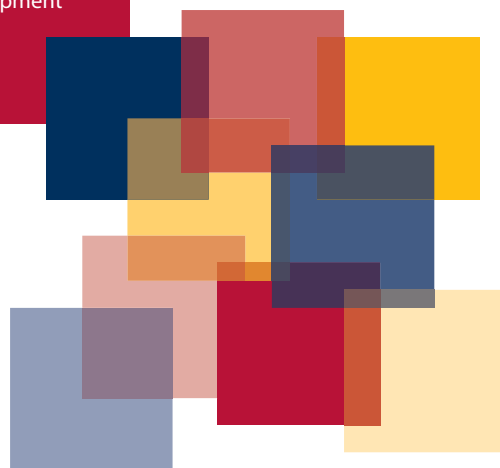
Queen's University Library's planning aligns with the University's Strategic Framework. On an annual basis, in conjunction with the University's budget and planning cycle, the Library reviews activities of the previous academic year, looks at opportunities and challenges going forward, and establishes priorities and service levels for the next multi-year budget and plan. The summary of accomplishments indicated below for 2015-16 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..."*

### **Design and deliver learning opportunities for students that build upon the value of Library resources and services and inform Library strategic directions**

- Envisioned:**
- Sustainable information literacy teaching supporting defined learning outcomes and assessment
  - New online information research skills modules and courses
  - Expanded experiential learning opportunities
  - Student research and communications skill development
  - Digital scholarship demonstration projects
  - Guides or exhibitions highlighting collections and services for students

- Accomplished:**
- 903 classes, workshops and in-depth research consultations to 14,616 students
  - 15,319 responses to individual inquiries
  - Development of a Service Philosophy to guide the ongoing delivery of all services
  - Development and sponsorship of the Promoting Student Inquiry Teaching Award, a Principal's Teaching Award; the recipient was Dr. Gabor Fichtinger, School of Computing
  - Recognition of Suzanne Maranda and Sandra Halliday, who were amongst the inaugural recipients of the Queen's Curriculum Development Award, a Principal's Teaching Award, for their team's contributions to the new 4-year Scholar's Role portion of the undergraduate medical education curriculum
  - Curriculum-integrated research skills program development, for example in: Doctoral/Post-Doctoral Medicine; Master of Healthcare Quality; Master of Aging and Health; Bachelor of Health Sciences (Honours); Master of Industrial Relations; Legal Research; the new B.Ed/Dip.Ed. Program; Concurrent Education; Queen's Innovation Summer Initiative; numerous courses in Faculty of Arts and Science and Faculty of Engineering and Applied Science
  - Engagement in workshops to help develop Queen's-Specific Learning Outcomes; two learning outcomes are particularly relevant for the Library: Knowledge and Intellectual Capacities (including Information Literacy) and Research-focus/Practice-Oriented (including Knowledge Creation and Dissemination)
  - Involvement in development of a certificate program with the Faculty of Arts, which will include a research skills course that will be developed by the Library
  - Continued support for the information literacy portal for the online Aboriginal & World Indigenous Studies in Education (AWIES) program courses, which continue to serve as a core resource for this largely online graduate program
  - Championing of student accessibility initiatives including: presentations on adaptive technology for students with disabilities, participation in the Start-UP Transition Program and Summer Orientation to Academics and Resources (SOAR), meetings with occupational therapy placement students
  - Experiential learning opportunities, including: student internships in the Archives, such as projects for ENGL491 Topics in Literary Interpretation and FILM351 student documentaries on Queen's history and traditions using Archives materials; student projects related to digitization and conservation in Special Collections; teacher candidates judging of the Frontenac, Lennox & Addington (FLA) Science Fair; Education graduate students and local science teachers providing support to local parents and children at *Helping Saturdays*, an event co-organized by the Library; students creating teacher resources for the Ontario Library Association's Red Maple and White Pine programs; students hired to create and enrich metadata for micro-data and aggregate data in the province-wide Ontario Data Documentation, Extraction Service and Infrastructure (ODESI) data portal; Queen's Learning Commons programs delivered by peer student assistants
  - 10th Anniversary of the I@Q Undergraduate Research Conference, with approximately 150 student participants (both poster and oral presentations including one by Skype from a barn with cows!), a panel discussion on experiential learning, and a very special keynote presentation by Dr. Art McDonald, Professor Emeritus and co-winner of the 2015 Nobel Prize in Physics

- Graduate student workshops in the SGS Expanding Horizons series: Avoiding Plagiarism: Citation 101; Citation Management Software; Big Data Big Impact: Improving the Reach of Your Research Data; How to Research Patent Information; Your Research Impact: What Gets Counted and What Counts; Open Access to Research: What You Need to Know and Why; Maps and Geospatial Data: An Introduction
- Contributions to orientation events, including: Queen's in the Park, Don's Fair, Admissions Services, graduate services fair, post-doctoral research, ASUS Heritage, and New Faculty Orientation
- Student wellness initiatives, such as stress relief activities in libraries during exams
- Freedom to Read Week events, including a special reading of J.K. Rowling's Harry Potter series in the 1923 Reading Room of Douglas Library, which students refer to as the "Harry Potter Room," and pop-up events at Stauffer and Douglas libraries
- Engagement in academic governance and program development, for example: Senate; Senate Committee on Academic Development; Senate Committee on Scholarships and Student Aid; Senate Educational Equity Committee, Senate Library Committee; University Promotions Committee; Faculty Boards; Library Advisory Committees; General Research Ethics Board; Provost's Advisory Committee on Teaching and Learning (PACTL); Education Technology Working Group; OnQ Advisory Group; Faculty IT Advisory Committee; Student IT Advisory Committee; Enterprise IT Advisory Committee; Advisory Committee for the Advanced Undergraduate Research Certificate (proposed, Faculty of Arts & Science); Faculty of Health Sciences accreditation; Postgraduate Medical Education internal review; Undergraduate Medical Education internal review; School of Medicine Teaching, Learning and Integration Committee; Postgraduate Medical Education Competency-Based Medical Education Scholarship Task Force; Faculty of Health Sciences Online Undergraduate Curriculum Committee; Faculty of Law Advisory Committee for new course development; Faculty of Law's Career Services Office; Faculty of Education's Online Course Development Steering Committee; cyclical program review library reports for the departments of Chemistry, Economics, Philosophy, Psychology and for undergraduate Medicine

**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:**
- Major website redesign project including planning for ongoing administration, development, content management and analytics for a sustainable, coordinated and evolving web presence
  - User experience assessment of Library website, for website redesign project
  - Website content revision and development based on user experience assessment, web analytics and staff feedback
  - Enhancement of key search tools
  - Engagement with vendors, such as work with Carswell Thomson Reuters on the creation of a student-based platform for WestlawNext Canada
  - Support for creation of online learning objects, such as Camtasia workshops and an inventory of library-produced videos for easier access
  - Online research skills modules: *Student2Scholar* for graduate students in social sciences (created through a collaboration with Western University and University of Toronto OISE); *Information Skills: Strategies for Effective and Efficient Use of Information* for undergraduate courses; multiple online information literacy modules supporting curriculum across the faculties
  - Continued integration of library resources and services with OnQ
  - E-reserves service growth: more than 15,000 course readings have been processed for over 850 courses since Fall 2013; expanded in 2015-16 to include 26 Law courses and over 30 Education courses
  - Copyright Advisory Office awareness raising and advice, such as *Using Copyrighted Images in an Educational Setting: A Primer*
  - Development of social media strategies and programs to engage students and build an international audience while showcasing and promoting Library services and collections

## **Implement 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 LAMP
  - Completion of several high-priority LAMP projects
  - 25% increase in learning/study spaces when full renovations can occur
  - Improved access to and preservation of valuable and unique scholarly resources
  - Reduction in Library operating costs
- Accomplished:**
- Discipline-specific layers of access criteria to determine whether an item should be in the open stacks, Special Collections, local storage or remote storage, or withdrawn
  - Law Library renovations, including study rooms for priority use for students with disabilities, as well as new group and individual study areas
  - Completion of initial stages of the transition of Music collections and services from Douglas Library to Stauffer Library, with ongoing stakeholder engagement
  - Costing for several renovation projects in Stauffer Library and Douglas Library, including the space made available by the Music move
  - Plans for permanent display of the Schulich-Woolf collection and related redesign of the special collections reading room
  - Plans for opening the Stauffer Library terrace, addressing accessibility and safety
  - Discussions of two aspects of Library Square with other campus stakeholders: tree lighting, for which costing was obtained, and café options
  - Small moves in the Education Library to enhance the Teaching Corner and to create book displays on topics related to the K-12 curriculum or current issues in education, increasing the visibility of the collection to teacher candidates and researchers
  - Study room enhancements, for example installing display screens in two rooms at Douglas Library
  - Special events in library space, such as: collaborations with Kingston WritersFest on hosting *A Celtic Temperament: Robertson Davies as Diarist* and a poetry book launch showcasing five acclaimed poets reading from their new collections, in Stauffer Library's Speaker's Corner; multiple other events in Speaker's Corner, such as the *Materials Matters* monthly graduate student series, *Elephant in the Room* *Anti Stigma Campaign* panel, and a Classics Symposium showcasing current graduate and some undergraduate research in the Classics department; a much-viewed art installation "Yarn," by the Faculty of Education's Winter term artist in residence, in the Education Library's Teaching Corner



## **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..."*

### **Develop a comprehensive information resources strategy that addresses challenges and opportunities in the evolution of digital content, stewardship of collections, and new external collaborations in collection development and management, and raises awareness of resources**

- Envisioned:**
- Appropriate collections, in all formats, supporting current research and academic priorities
  - Promotion of Open Access, Open Data and Open Education Resources
  - Increased awareness and use of special collections, archives and legacy collections
- Accomplished:**
- Analysis of electronic resources holdings (single journals, suites of journals, databases, e-books) for retention and cancellation decisions, considering academic needs, usage, package overlaps, and cost
  - Participation in a collaboration with University of Toronto, Western University, McMaster University and University of Ottawa to implement a shared print storage service at the University of Toronto's Downsview facility
  - Initial phase of repurposing bound journals stacks space as student learning space, building on the strong foundation of LAMP, the layers of access criteria, and holdings analysis
  - Implementation of centralized responsibility for physical collection management, and consistent, reliable shelving service with 24-hour turnaround, delivered by student assistants
  - Collections management projects such as: preparation of Music collections move, including measurements and stack footprint diagrams; evaluation of legacy collections, such as video content

migrated to DVD or videostreaming; withdrawal from storage of Engineering and Science print abstracts and indexes; significant stacks shifts in government documents, and minor shifts in Law and Douglas libraries; consolidation and de-duplication of Geological Survey maps and documents, requiring processing of 7,271 maps in 2015-16

- Special collections focus: generous donation of the Schulich-Woolf Collection of rare books and a \$1,000,000 gift from philanthropist Seymour Schulich for further acquisitions and showcasing of the collection; acquisition and highlighting of the Peter J. Vogelzang Collection, books with fine bindings and fore-edge paintings; rehousing of several special collections for preservation, including the Robertson Davies collection, the Canadian Sheet Music collection, a portion of the Broadsides and Posters collection, and the 19th-century regional newspapers collection; systematic transfers of books published before 1850 from open stacks to Special Collections; gifts of Queen's Law alumnus Gordon Sedgwick, including several core historic law books; exhibitions; addition of new digital collections to QSpace, including fashion plates from The Young Ladies Journal and World War I posters
- Exhibitions, including: Sir Sandford Fleming Centenary Exhibition, attended by the President of Sir Sandford Fleming College; Prison Sentences: Penitentiary Literature in Kingston, with national media coverage; pop-up exhibits to complement events, such as Homecoming, holidays, Freedom to Read Week and Kingston WritersFest events
- Archival research support: departments utilizing university archival material in support of their 175th celebrations; Duncan McDowall, in his work on Volume 3 of Queen's History and the 175 Moments project; the Swamp Ward Inner Harbour History Project walking tours and downloadable app; Robert D. Godwin (Space Curator, Canadian Air and Space Museum) in his work on former Principal Leitch and his early role in rocketry (coverage on CBC Ontario Morning); inquiries relating to planning and implementation of digital humanities projects; participation in *The Politics and Poetics of Digitizing Havana, 1959-1968*, which received a SSHRC Connections grant; images for publications including Sophie Kiwala MPP 2016 Calendar, documentary film *Al Purdy Was Here*, and *1920's Modernism in Montreal* (MMFA touring exhibition)
- An Open Access Week panel, co-hosted with University Research Services, titled *Open Access: The Good, the Bad, and the Unknown*, with 50 participants across all faculties
- Presentation at the Centre for Teaching and Learning: *Building your own Open Textbook with help from the Queen's University Library*
- Advice to Queen's Legal Aid clinic regarding organization of their resources and databases available through the Library

**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:**
- Transfer of technical administration of QSpace (Queen's institutional repository) to the Library, and redevelopment, including an upgrade and link to Tools for Research Administration at Queen's (TRAQ) Phase 3 CV and annual reporting module, and associated processes and workflows, to streamline deposit of papers to QSpace via Faculty 180, enabling compliance with the Tri-Agency Open Access Policy
  - Exploration of the deposit of non-traditional theses in QSpace
  - Communication about the Tri-Agency Open Access Policy on Publications and services in support of the policy, including ten presentations/workshops and a webinar for the Canadian Association of Research Administrators
  - OJS (Open Journal Systems) services, including hosting a Public Knowledge Project webinar for Queen's journal editorial teams (current and prospective) on using OJS, and set-up of three undergraduate-led journals, one graduate student-led and two faculty-led journals

- Advice and assistance to Queen's Law Journal editors on the content and marketing of the Canadian Guide to Legal Style
- Leadership in several aspects of Portage, a national research data management network currently sponsored by the Canadian Association of Research Libraries, including chairing of the Data Management Planning Expert Group which launched the Portage DMPAssistant tool in October 2015
- Management, analysis and reporting of a survey on the research data management needs of researchers in engineering and science, in partnership with 8 other Canadian institutions, and plans for extending the survey to researchers in humanities and social sciences
- Contributions to Queen's response on the Draft Tri-Agency Statement of Principles on Digital Data Management, and participation on the Tri-Agency Data Management Advisory Committee
- Promotion of research data management services through workshops and discussions with multiple campus groups
- New data management projects with Queen's researchers, including: Epidemiology of Neuropathic Pain in Canada, 2015, Elizabeth VanDenKerkhof; Sexual Response to Audio and Visual Sexual Stimuli in Women, 2005-2012, Meredith Chivers (Sagelab); Gender-specificity of Initial and Controlled Visual Attention to Sexual Stimuli in Androphilic Women and Gynephilic Men, 2013-14, Samantha Dawson (Sagelab); Korean War Interviews, 2015, Da In Choi (Undergraduate Student Summer Research Fellowship)
- Second annual Data Day, co-hosted with the Office of the Vice-Principal Research and IT Services, with 75 registrants from 20 academic departments and various service and administrative units across Queen's
- GIS Day event featuring new services, software and applications, coordinated with the Department of Geography, the City of Kingston and others
- Support for the Elbow Lake Environmental Education Centre's creation of an app featuring images from the Library's maps and geospatial data collections
- Support for a researcher creating geo-locating resources for a Jane's Walk tour of Kingston's Swamp Ward and inner harbour
- Coordination of a university initiative to raise the profile of and support for digital humanities programs, including planning for a Matariki Digital Humanities Colloquium in October 2016
- Digitization of 100 years of The Journal, Queen's student newspaper, for online access
- Collaboration in OCU on a project to digitize selected Government of Ontario documents to make them more accessible to the Queen's community and the public
- Web Archiving pilot project in cooperation with the Records Management and Privacy Office, to establish a service to preserve a number of important Queen's University web pages
- Support for research outputs with the introduction of Quiet Writing Time for faculty and post-docs in the Alan G. Green Fireplace Reading Room, Stauffer Library, at the request of the Office of the Vice-Principal Research

**Enable access to information resources and related services for all individuals with disabilities at Queen's, in support of the Accessibility for Ontarians with Disabilities Act**

- Envisioned:**
- Sustainable procedures supporting Section 18 of the Information and Communications Standard (libraries of educational and training institutions "shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request")
  - Effective working relationships between the Adaptive Technology Centre (ATC) and other campus units responsible for other aspects of accessibility

- Accomplished:**
- AODA Section 18 implementation steps, including: an environmental scan of current transcription practices; implementation of an online transcription request form; exploration of staffing needs to meet transcription requests at peak times; review of system-wide policies and procedures; revision of the Adaptive Technology Centre website to reflect these changes
  - Support for students involving 306 courses and the provision of 663 titles (books and course readers) in an accessible format, and appropriate technology, training and support as needed
  - Assistance to an increasing number of graduate students requiring course, research and thesis-related materials in accessible formats
  - Development of processes to ensure that e-reserve materials comply with basic accessibility and will be transcribed into alternate formats upon request

- Implementation of new services to provide access to and training on assistive devices, such as iPads, LiveScribe Smartpens and a borrowing laptop equipped with Kurzweil text to speech software, for students with disabilities who could use these technologies to enhance their learning
- Instruction and advice on adaptive technology and web accessibility to classes and university departments
- Funding from Accessibility Queen's to purchase assistive devices to enable students to take notes more effectively



## 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..."*

### **Review and implement changes to acquisitions expenditures to address the issues of the Canadian dollar's fallen value, publishing models and licensing costs, and new and continuing teaching, learning and research needs**

- Envisioned:**
- Continued support for current research and academic priorities
  - Containment of serial costs
  - Effectively curated monograph collections
  - Leveraging of collaborations with consortia partners

- Accomplished:**
- Development and communication of Collection Cost Reduction Strategy
  - Careful review of purchases and renewals (including considerable analysis of stakeholder consultations, usage statistics, cost data and overlap studies), resulting in selective monograph orders and cancellation or subscription downgrades of selected serials, for a savings of approximately \$500,000
  - Monitoring of increased demand for streaming videos, primarily to support online courses
  - Continued engagement in regional and national licensing consortia

### **Demonstrate the value of Library services and resources and potential areas for change, working closely with the Office of Institutional Research and Planning and other university units**

- Envisioned:**
- Comprehensive Library assessment, marketing and communications strategies
  - Improved data access to inform planning and decision-making
  - Library metrics available for university data bank

- Accomplished:**
- Inclusion of assessment responsibilities in the portfolios of Associate University Librarians (AULs) and filling of a vacant AUL position
  - Appointment of a Communications Coordinator and development of key marketing and communications strategies
  - Preliminary discussions with the Office of Institutional Research and Planning regarding meaningful Library metrics
  - Preliminary engagement with national assessment initiatives through the Canadian Association of Research Libraries
  - Inclusion of existing Library metrics in a university data bank

### **Effectively and sustainably deploy staff as key resources in the learning and research community, through professional development, mentoring, reassignment and recruitment**

- 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:**
- Increased support for digital initiatives (1.0 FTE) and learning and research services (3.0 FTE), through reassignment and internal recruitment
  - Creation of Information Services division, launching a new information focus for service points and the coordination of policies, practices and training across the Library system to enable redeployment of staff as needed

- Reassignments and recruitment to meet staffing needs in various units and divisions
- Multiple staff training and development sessions, including topics such as data and statistics, government information, geospatial data resources, guest speakers such as Professor Sidneyeve Matrix, and the annual Kaleidoscope staff conference
- Honouring of library technician Kim Bell with a Staff Recognition Award, an annual award to university staff members who consistently provide outstanding contributions to the learning and working environment at Queen's

**Leverage the paradigm shift in web-scale technology opportunities to plan for the replacement of the Library Management System and new 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 market research, collaboration opportunities, library service platform (LSP) requirements, planning for a procurement process and consortial Memorandum of Understanding (MOU)
  - Completion of an OCLC reclamation project, where the entire non-electronic collection has been processed to enable record matching that will enable important collection analysis for Collaborative Futures, the Downsview storage service, and other initiatives



## 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."*

**Compile an inventory of existing Library services focused on international research, international mobility and international students on campus**

- Envisioned:**
- Information to assist in the further development of Library services supporting Queen's University's Comprehensive International Plan

- Accomplished:**
- Completion of inventory, with contributions from each unit and division; the information is being used to assist in the further development of Library services supporting Queen's University's Comprehensive International Plan and will be updated annually

**Develop a program of Library services in relation to the university's priority of "international research engagement"**

- Envisioned:**
- Library awareness of Queen's researchers' international research activities and needs
  - Access to appropriate information resources and services for Queen's researchers engaged in international scholarship
  - Research data management and scholarly communications services supporting international research collaborations
  - Library engagement in the Matariki Network and other international professional activities
  - Visible Library support for Queen's international profile

- Accomplished:**
- Ongoing consultations with researchers regarding their information resources needs through faculty-based library units
  - Engagement in international organizations supporting the scholarly record on a global scale, such as the Digital Curation Centre and the Confederation of Open Access Repositories
  - Consultations with researchers engaged in international research or teaching abroad, regarding advice on relevant information resources and services



- Hosting of Matariki Humanities Colloquium, Religion Across the Humanities, in collaboration with the Office of the Vice-Principal Research
- Collaboration with the Centre for the Rehabilitation of the Paralysed-Bangladesh Health Professions Institute Library under the Medical Library Association's Sister Library program
- Support for researchers from abroad who are using Queen's information resources and services and collaborating with Queen's scholars
- Librarian engagement in international professional and scholarly activities

**Develop a program of Library services in relation to the university's priority of "international mobility"**

- Envisioned:**
- Library awareness of Queen's students participating in opportunities abroad and their needs
  - Access to appropriate information resources and services for Queen's students studying abroad
  - Strong working relationship with the Bader International Study Centre
  - Visible Library support for Queen's international profile

- Accomplished:**
- Ongoing engagement with curriculum developments and needs of students studying abroad through faculty-based library units
  - Consultations with course authors, developers and instructors, providing advice regarding access to information resources in programs abroad
  - Engagement with the Bader International Study Centre, including ongoing relationships with the librarian and the Academic Director, advice regarding outcomes of the 2015 space study, and support for the digital humanities program

**Develop a program of Library services in relation to the university's priorities of "international enrolment" and "international at home"**

- Envisioned:**
- Library awareness of Queen's international students on campus and their needs
  - Library staff development activities promoting cultural awareness
  - Service points (physical and virtual) and spaces that deliberately welcome international students
  - Orientations, displays and teaching programs tailored for international students
  - Visible Library support for Queen's international profile

- Accomplished:**
- Ongoing engagement with curriculum developments and international student needs through faculty-based library units
  - Participation in *ATLAS* (Acculturation and Transition to Life and Academic Success) committee that planned and implemented orientation and transition programming for incoming Queen's undergraduate degree-seeking international students
  - Further development of resources for courses aimed at international audiences, such as the Online Library Research Kit for Faculty of Education online graduate programs
  - Support for the School of English and QBridge, such as purchase of resources suited to the needs of adult English language learners, workshops for students in the programs and use of the Library's seminar rooms and other spaces as needed
  - Support for the Panda Society, such as providing workshops and surveying them on their library needs
  - Provision of advice regarding support for assistive software and strategies that may be useful for staff and faculty working with international students for whom English is a second language
  - Participation in the International at Home Program, including sponsoring two international students to attend each of three Global Salon Series concerts
  - Participation in university committees with an international focus, such as Queen's University International Programs committee and the Faculty of Education's Bamji/Elliott/Hajee/Upitis International Travel Awards Committee, 2015-16
  - Implementation of the practice of staff name tags including languages spoken by the wearer