



UNIVERSITY OF ALBERTA
LIBRARY

ONLINE TOGETHER

*The Library's
Pandemic Year in
Review*

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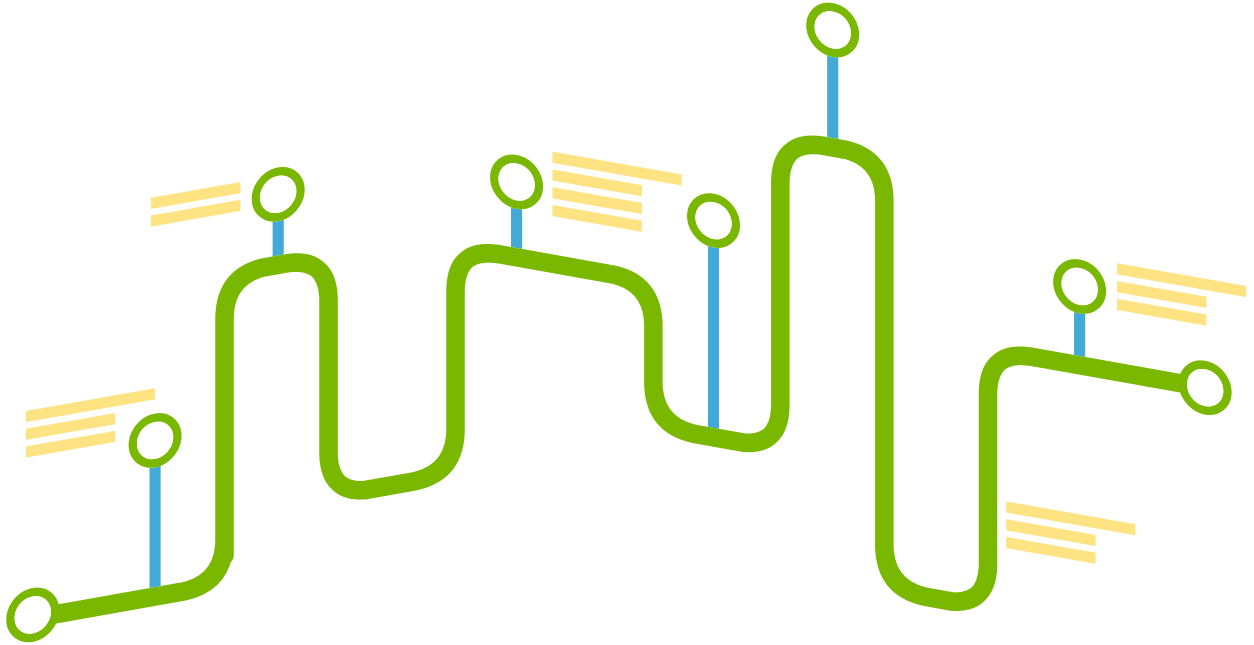
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COVID-19 TIMELINE



Spring 2020

- Library locations close due to provincial mandates; Cameron remains partially open for computer access and solo study until December
- HathiTrust Emergency Temporary Access Service launches
- Library workshops and teaching shift to online delivery
- Provincial OER (Open Educational Resources) program launch
- Curbside pickup service opens at North and Augustana campuses

Summer 2020

- Online Reading List Service launch; integrates seamlessly into eClass
- Digital Scholarship Centre online workshops launch
- Permanent closure of HT Coutts and Winspear Libraries

Fall 2020

- Cameron Library online seat booking system launch
- Librarians shift all course-integrated instruction and workshops online
- Stitching the Curve project accepted into RAM's future COVID collection

Winter 2021

- Curbside pickup resumes after second provincial lockdown
- New Archives website launches
- DMP Assistant 2.0 (national data management planning tool hosted by Library) launch

THE YEAR IN REVIEW: THE CHIEF LIBRARIAN'S PERSPECTIVE



While watching the last sporting event on the planet with a mass audience (Oilers vs. Jets) on March 11, 2020, a colleague looked at his phone and said “the NBA just shut down.” We all sensed that this was a watershed moment. If a multi-billion dollar entertainment conglomerate shut down over a positive COVID case, suddenly it seemed inevitable that we would all follow suit. And so we did.

For the Library, the restrictions on gathering and proximity meant that we shut down all of our locations, with the exception of a portion of Cameron that remained open until December. Our Cameron experience has taught us much about operating libraries according to fluid directives, which will serve us well as we move through resuming activity on our campuses.

Closing our doors also suspended access to Canada’s second-largest academic collection, spread across multiple locations on four campuses. We responded by increasing digital content access in various ways, one of which was to integrate the HathiTrust Emergency Temporary Access Service, making over one million print titles on our shelves available digitally. We also launched a curbside delivery service that has provided essential materials safely and conveniently.

In many other ways, however, the closure of our buildings highlights what libraries have increasingly recognized: we have become digital-first organizations supporting a complex and rich array of online services and platforms. With the exception of increasing staffing for our online chat service, our online presence--including our library catalogue, research and data repositories, open educational resources, local and licensed digital collections, etc.--has continued uninterrupted throughout the pandemic.

THE YEAR IN REVIEW: THE CHIEF LIBRARIAN'S PERSPECTIVE

An important aspect of helping the UofA community not only get through this challenging time but also to continue to learn, research, and grow, has been to recognize that we needed not only to support changing needs but also to create a sense of personal connection and support in an entirely online teaching and learning environment. In a stroke of fortuitous timing, we implemented a new online reading list service just as courses went online, enabling easy integration of custom reading lists into eClass. Our online help services have never been so busy, ensuring that students and faculty can still connect with our expert staff.

As spring and vaccines arrive in Alberta, we join our entire community in hoping that we will soon return to campus. Many have observed that the journey back to normal may not lead us back to our point of departure. I hope that this collective experience has opened our minds and hearts to exploring other ways of doing things that we might just consider integrating into our new normal. If nothing else, this pandemic has made me more confident that the University of Alberta Library's contributions to teaching, learning, and research will remain strong as our institution evolves.



Dr. Dale Askey
Vice-Provost (Library & Museums) and Chief Librarian

STRATEGIC PRIORITIES



01 — Scholarly Communications

Creating bright futures for research and knowledge sharing.



02 — Supporting Research

Active partners in research and knowledge creation.



03 — Inclusion

Recognizing, supporting, and celebrating the diversity of our community.



04 — Student Experience

Enriching student learning.



05 — Indigenous Initiatives

Decolonizing library services, collections and spaces.

RESPONDING



Curbside pickup lockers in Rutherford Galleria

SERVICE	DETAILS	OUTCOME
Curbside Pickup	Provide access to the Library's vast collection in a safe environment.	<ul style="list-style-type: none">• Contactless pick-up• Will continue to provide this service until we can safely reopen
HathiTrust ETAS (Emergency Temporary Access Service)	Provide increased access to digital formats of the Library's collection.	<ul style="list-style-type: none">• Support teaching and research with digital resources• Comply with fair use and copyright

HELPING

"... I must tell you how amazing your chat room staff are. I likely contact them 3 or 4 times a week. They are unfailingly helpful and knowledgeable and kind. You have much to be proud of with such an amazing staff."

- Dawn Green, Graduate Student

Cameron Study Space

Study space has been available for students during the pandemic apart from May, June, & July.

- 28% average occupancy rate for seats available
- 5,424 confirmed bookings over the pandemic

25K

total online chats

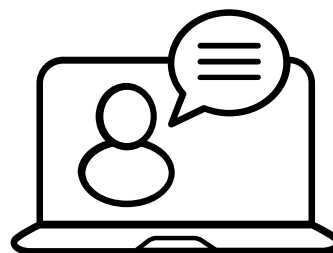
1.9M

library website sessions

453K

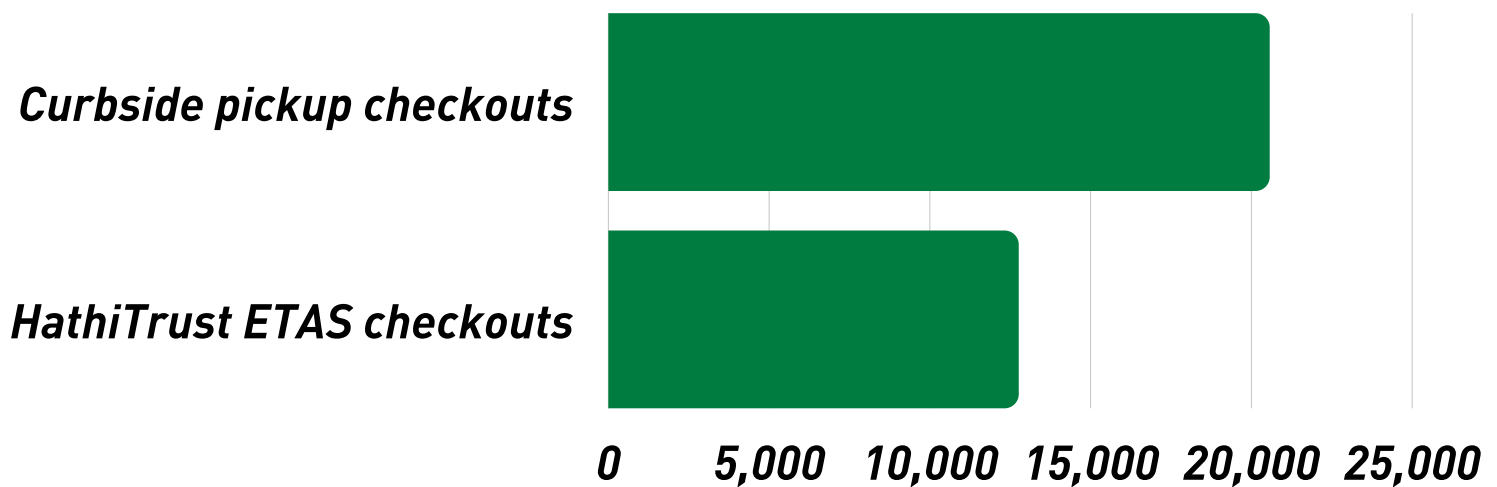
unique user visits to website

"I just wanted to share that I personally love the chat with us tool. I have used it nearly every semester and the people that I speak with are always incredibly helpful, even if it takes a bit of time. I just wanted to say thank you and that I hope it continues in the future for other students to use (especially with lack of in person due to covid)"



- Student via online chat

USE OF PANDEMIC SERVICES



53

visits per day at curbside pickup

32%

Increase in online chat service use between 2019 and 2020

1074

New published articles in our Open Journal Service

3.4M

views of UAlberta's 159,154 items in the Internet Archive



CONTINUITY & GROWTH

SERVICE	DETAILS	OUTCOME
Online Reading List Service	Providing access to library resources in our online learning environments	<ul style="list-style-type: none">• Integrates with eClass• First Canadian Institution to adopt• Ensures students have access to well curated lists
Open Educational Resources (OERs)	The move to emergency online teaching and learning has proved to be a tipping point for our OER program	<ul style="list-style-type: none">• Created 12 textbook for U of A courses• 23 more OER textbooks in production• Founding member of Open Education Alberta
Open Journal Publishing	Publishing more than 60 "Diamond" open-access journals	<ul style="list-style-type: none">• 11 student publications• 52 peer-reviewed scholarly journals
Data Management	The university is in a strong position to support the requirements of the Tri-Agency Research Data Management Policy	<ul style="list-style-type: none">• Library-based RDM services and support• UAL in strong position to meet researcher's data deposit, archiving and preservation needs.
DMP Assistant 2.0	U of A Library hosts nationally the Portage DMP Assistant	<ul style="list-style-type: none">• Gold-standard, freely accessible bilingual web-based tool• Provides both a framework and guidance for development of their own DMPs.



University of Alberta's open access digital archive includes the intellectual output of the university, promotes opportunities for research discovery, and provides archival preservation for individuals at academic institutions as well as those beyond our walls.

era.library.ualberta.ca

13,786

DOIs minted in 2020

61K

Unique items in ERA

361K

Unique page views of ERA items



3K

Audio/Video files
in ERA A+V



dataverse.library.ualberta.ca

116

Dataverses

469

Datasets

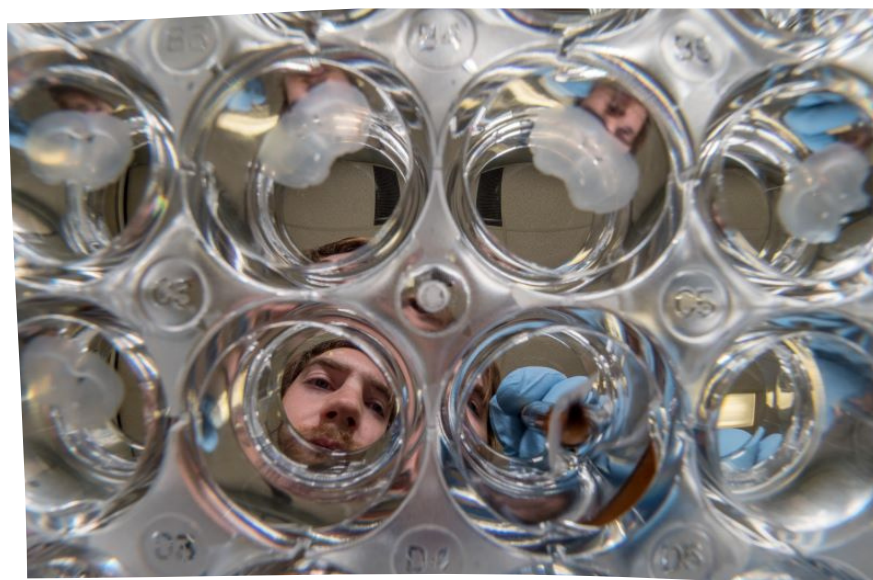
54K

File downloads



Clockwise: Turning Women's Trauma into Strength, Sara Nekounamghadirli; A Cross Time through Dementia, Heunjung Lee; Brain Games, Brian Marriott; Surrealist Venus in Translation, Sofia Monzon; Inextricably tied: are humans and wheat truly different?, Habba Mahal.

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Images of Research 2021 Winners

*in partnership with FGSR to
highlight and support research*

