Inforum Librarians’ Submission to the External Review Panel

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INTRODUCTION

This document provides a brief overview of the Inforum’s activities from 2016/2017 to 2018/2019. Many of the initiatives and engagements captured here have been introduced or undertaken by our team since the last two major reviews of the Inforum were completed:

- The Final Report of Task Force on Strategic Directions for Information Services (Ridley, 2013)
  

- The final recommendations of the UTL/iSchool New Partnerships with the Central Library Working Group (2014/2015),
  
  https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/course_files/10_3_new_partnerships_utl_wg.pdf

We have organized this document according to the structure outlined in the Terms of Reference.

As detailed in the Faculty of Information Self Study 2017, submitted to the American Library Association Office of Accreditation (https://ischool.utoronto.ca/wp-content/uploads/2017/03/UoT_iSchool_ALA_Self_Study_Feb_10_2017_final.pdf), Faculty-wide efforts to invest in the future of the Inforum culminated in the Summer 2016 renovation of our 4th and 5th floor spaces. This renovation not only impacted the Inforum’s facilities, programs, and services, but also opened new opportunities for expanding our Faculty’s relationships with the broader information and heritage communities. Evidence of this will be outlined throughout this document.

Please note that 2017/2018 was an “anomalous” year in terms of services and programs, as two of the full-time librarians were on research leave, one library technician went on temporary leave, and another library technician accepted a secondment at the University of Toronto Scarborough Library. In the same year, the Outreach & Instructional Services librarian held a partial secondment at the University of Toronto Faculty Association (UTFA) as the Chair of the Librarians Committee.

In addition to this outline, Appendix A: Service Catalogue lists in full the current programs, services, resources, and facilities that are offered through the Inforum, and Appendix B: iSkills Workshops highlights new iSkills workshops as well as workshops offered in partnership with the Faculty of Information Alumni Association (FIAA).

Our impact on our Faculty and our Faculty’s mission

The Inforum is the library and learning commons of the Faculty of Information, whose mission is to be “a research-led Faculty, educating the next generation of professional and academic leaders in Information, who join us in transforming society through collaboration, innovation, and knowledge creation” (https://ischool.utoronto.ca/about-us/mission-vision-goals/). As a team of academic librarians, library technicians, and aspiring information and heritage professionals, we are reflexive of our Faculty’s mission and strategic goals. As part of our commitment, we contribute
to developments and trends in academic libraries, and model the values of our community. This document highlights the many ways in which we support our Faculty’s mission, and demonstrate our impact on educational programs, community, and research.

DIGITAL CONNECTION

The Inforum Library website (https://inforum.library.utoronto.ca/) provides a comprehensive overview of the programs, services, resources, and facilities offered to students, faculty, staff, the University of Toronto community, the professional communities, and members of the public.

Social media:
- Facebook - https://www.facebook.com/ischooltorontoinfoservices/
- Twitter - https://twitter.com/ischool_infosrv
- Instagram - https://www.instagram.com/uoftinforum/

See “Engagement” section for additional information.

ORGANIZATION & ADMINISTRATION

The Inforum “brings users, resources, services, technology, and expert staff together in one physical location, as well as many virtual spaces” (https://inforum.library.utoronto.ca/about). We are also part of the 40+ branch University of Toronto Library (UTL) system, the largest academic library in Canada.

Interim director (0.2 FTE)
- Lari Langford
  - https://ischool.utoronto.ca/profile/lari-langford/

Librarians
- Nalini Singh – Reference Services & Inforum Web Coordinator (1 FTE)
  - https://ischool.utoronto.ca/profile/nalini-k-singh-2/
  - Last research leave: July 2017-June 2018
- Elisa Sze – Collections & Public Services (1 FTE)
  - https://ischool.utoronto.ca/profile/elisa-sze/
  - Last research leave: July 2017-June 2018
- Kathleen Scheaffer – Outreach & Instructional Services (1 FTE; however, this academic year, she has a 0.5 FTE appointment with UTFA)
  - https://ischool.utoronto.ca/profile/kathleen-scheaffer/
• Last research leave: May 2015-April 2016

• Daisy Dowdall - User Services (0.6 FTE)
  o https://ischool.utoronto.ca/profile/daisy-dowdall/
  o CLTA position from October 2018 - September 2019
  o Funded by K. Scheaffer’s UTFA release funds

Library technicians

• Nadia Moro - Collections & Public Services (1 FTE) –
  o https://ischool.utoronto.ca/profile/nadia-moro/

• Anna Oh - Course Support & Public Services (1 FTE) –
  o https://ischool.utoronto.ca/profile/anna-oh/

• Meera Thirunavukarasu - Serials & Acquisitions (currently vacant, as incumbent is on an 18-month secondment at UTSC Library) –
  o https://ischool.utoronto.ca/profile/meera-thirunavukarasu/

Student assistants

• Team of 10-13 student assistants, hired on part-time basis from the pool of Faculty of Information Masters students. They are a diverse group, with a variety of educational and work backgrounds representing MMSt students, MI students from multiple concentrations, as well as students from the Combined MI/MMSt Degree Program.
• During Fall 2018 semester, student assistants worked 122 hours in a regular work week (Monday-Sunday), which is equivalent to approximately 3.4 FTE.
• They work on a variety of projects for the Inforum, the Faculty, the University, and/or cross-institutional partnerships.
• Projects are assigned based on students’ academic and professional interests, as well as their strengths
• List of student assistants may be found here: https://inforum.library.utoronto.ca/about/staff
• See “Mentorship” section for more details

Digital records repository
For the past decade, the Inforum has maintained an extensive repository for its administrative and operational records, known as the Inforum Staff Knowledge Repository (ISKR). Developed according to standard RM practices, and in consultation with the University Archivist, this repository facilitates efficient and effective running of the Inforum, good documentation practices, and also fulfils an archival function. It is overseen by N. Singh.

SERVICES & ACTIVITIES
As the ALA 2017 Self Study has articulated, “The Inforum is recognized as an important social and spatial nexus for the Faculty’s intellectual community, integrating print and other resources with labs, study spaces, classrooms, and presentation venues in service of all of the Faculty’s
constituencies” (p. 204) and the renovated Inforum “has improved its ability to be a community engaged in critical information research” (p. 209).

For a full list of our services and activities, see Appendix A: Catalogue of services & facilities offered as of March 2019.

EDUCATIONAL OFFERINGS

In addition to the services and activities described in our Service Catalogue, we provide a diverse range of educational offerings.

Instruction within the Faculty

Orientation workshops

We have worked with professors to identify key information and skills that all Faculty of Information students must possess, regardless of program or concentration.

All of the Inforum Orientation workshops, less the Inforum Tours, are made available online, as this self-study approach extends students the flexibility of accessing the materials without geographic and time constraints. https://inforum.library.utoronto.ca/workshops/orientation

iSkills workshop series

iSkills is a unified iSchool workshop series, as well as a central venue for students to view and register for iSchool co-curricular workshops offered by the Inforum, the iSchool Careers Office, Faculty of Information Alumni Association (FIAA), Semaphore/Knowledge Media Design Institute (KMDI), and partnering student groups.

Full listing of workshops: http://uoft.me/iskills

K. Scheaffer endeavours to incorporate as many University of Toronto employee instructors as possible into the workshop offerings, as it is a way for the Faculty to strengthen ties with UTL and the wider U of T community, while simultaneously decreasing the amount of funds needed.
iSkills statistics

See Appendix B for the list of the new workshops introduced to the iSkills series each term since Fall 2016, as well as workshops offered in partnership with the Faculty of Information Alumni Association (FIAA).

**Winter 2019**
- 42 workshops offered
- 18 workshops were completely new to the series

**Fall 2018**
- 31 workshops offered
- 5 workshops were completely new to the series

**Winter 2018**
- 36 workshops offered
  - Average evaluation score of 4.6 out of 5
  - 14 workshops were completely new to the series

**Fall 2017**
- 35 workshops offered
  - Average evaluation score of 4.3 out of 5
  - 6 workshops were completely new to the series

**Winter 2017**
- 30 workshops offered
  - Average evaluation score of 4.6 out of 5
  - 9 workshops were completely new to the series

**Fall 2016**
- 40 workshops offered
  - Average evaluation score of 4.5 out of 5
  - 10 workshops were completely new to the series

Selected student feedback on workshops taught by Inforum librarians:

- “Elisa’s workshops are all really well done... One of the most helpful things I’ve learned in my first year of LIS.” – Basic Cataloguing for Non-Cataloguers, taught by E. Sze in Winter 2019 (received an average score of 4.8 out of 5)
- “I have learned more in almost all of the iSkills workshops than I have in any of my courses so far” – Cataloguing with Sirsi, taught by E. Sze in Winter 2019 (received an average score of 4.9 out of 5)
• “I definitely learned more about how to do a reference interview in this 2 hour workshop than in the entire Intro to Reference course!” - Simulating the Reference Interview, co-taught by N. Singh in Winter 2019 (received an average score of 4.9 out of 5)
• “The instructor provided good overview of e-learning and introduction to Articulate. The handouts were excellent... I think the session was great.” - Building and Publishing Interactive Online Workshops in Articulate Storyline, taught by D. Dowdall in Winter 2019 (received an average score of 4.9 out of 5)
• “Many people recommended that I take iSkills workshops during the InfoDays and iSchool Orientation” - Finding Articles for your LIS and Archives Coursework, taught by N. Singh in Fall 2018 (received an average score of 4.9 out of 5)

iSkills workshops offered in partnership with FIAA

In 2016/2017, the Inforum piloted a partnership with FIAA. Alumni participation is not only a way to enhance FIAA members' skills, but it is also serves a bridge between current students, recent graduates, and seasoned professionals/potential employers.

<table>
<thead>
<tr>
<th>Year</th>
<th>Workshops</th>
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<tbody>
<tr>
<td>2018/2019</td>
<td>14</td>
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<td>2017/2018</td>
<td>12</td>
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<td>2016/2017</td>
<td>11</td>
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Embedded instruction

Presentations, lectures, and workshops that have been embedded within Faculty courses:

• “Mindfulness Programming in Academic Libraries” taught by K. Scheaffer in February and March 2019, for INF1005/1006 Contemplation in Information
• “Representing Indigenous Topics in Dewey Decimal Classification,” taught by E. Sze in October 2018 for INF1321 Representing, Documenting, and Accessing the Cultural Record
• “Library Resources for Museum Studies Students,” taught by N. Singh in September 2018 for MSL2331 Exhibitions, Interpretation, Communication
• “Mindfulness in the Workplace,” taught by K. Scheaffer in February and March 2018, as well as in September 2018 for INF3900 Workplace Integrated Learning. Feedback from the course instructor, Prof. Siobhan Stevenson (received Feb. 27, 2018):
  “Your experiential-based talk on the value of mindfulness for enhancing one’s abilities to flourish in highly stressful environments (work and school) was informative, inspiring, absolutely engaging, and timely! As the topic for the week was organizational culture, your overview of the use of mindfulness programming in a range of Fortune 500 companies immediately captured the students’ interests. I also appreciated the quality of your powerpoint (clean and complementary to your talk as opposed to tangential and inessential). The guided meditation was a true value-add. I have not felt such universal engagement from a class in a very long time... it makes me wonder if we should
start all our classes with 5 minutes of meditation: bringing students into the moment that is the class...? Very powerful stuff. After you left, there was a qualitative difference in the level of attentiveness for the remaining two hours: an easing up of anxieties about future assignments, job interviews, etc. Finally, you present with such poise and your timing is impeccable. You covered what you wanted to cover in the time allotted, never appearing rushed but rather modelling the kind of mindfulness sensibilities you were presenting.”

- “Mindfulness in the Faculty and at the University,” taught by K. Scheaffer in September 2017 for INF1323 The Information Experience

Course instruction

E. Sze taught INF2145 Creation & Organization of Bibliographic Records in Winter 2017, and will be teaching it again in Summer 2019. [https://ischool.utoronto.ca/course/creation-and-organization-of-bibliographic-records/](https://ischool.utoronto.ca/course/creation-and-organization-of-bibliographic-records/)

As recommended in the Ridley (2013) report, these are examples of Inforum librarians sharing their professional knowledge and expertise through embedded instruction and course instruction.

Instruction to the broader community

Peer teaching

- E. Sze volunteered as a peer trainer for RDA training in Fall 2016 of fellow UTL original cataloguers as part of CAUG activity

Research support

N. Singh provides a suite of services that support research. These include:

- One-on-one teaching of information literacy and research skills in the form of individual research consultations offered to FI masters and PhD students
- Literature searches and other research support work with FI faculty members to support their courses and their own research projects.
- Creation of research support products for individual courses
- Reference help drop-ins (March–April) [https://inforum.library.utoronto.ca/research/reference-drop-in](https://inforum.library.utoronto.ca/research/reference-drop-in)
- Production of a variety of research guides, tipsheets, and bibliographies, and curation of other research support items tailored to the needs of the FI community [https://inforum.library.utoronto.ca/research/guides](https://inforum.library.utoronto.ca/research/guides)
Experiential learning

Classroom explorations
Over the years, the Inforum has functioned as a site of classroom explorations. Recent examples:

- Article about INF1321’s engagement with the Inforum at https://inforum.library.utoronto.ca/about/representing-classroom
- Incoming UXD students (Fall 2018) interviewed staff about the usability of the Inforum’s room booking system, as part of the Orientation Bootcamp experience, set up by the UXD Concentration Liaison, Dr. O. St-Cyr.

Mentorship of students
Experiential learning components are essential to any professional program. The Inforum has a long history of employing, teaching, and mentoring current students through part-time and contract positions. Upon graduation, many of these students go on to find rewarding career opportunities.

Information Desk Assistants engage in experiential learning opportunities through part-time employment at the Inforum. This experience provides students with a myriad of prospects to contribute to their community, university, and library through participation on various implementation teams, on projects related to collection development, reference and research services, communication, displays and exhibitions, IT, outreach, instruction, and public services. Student assistants are matched with supervisors and projects based on a combination of their experience, and academic/career aspirations.

Examples:
- Historical records project, ongoing - ARM students work with N. Singh to process a large volumes of Inforum archival material -- assessing, weeding, then inventorying the records for either sending to the University of Toronto Archives, or for offsite storage.
- Digital Tattoo, a cross-institutional partnership with UBC where K. Scheaffer serves as a Strategic Co-Lead. See the “Partnerships” section of this document for details.
- Social media guide - developed by Dominique Rivera, under K. Scheaffer’s mentorship. See the “Digital connections” section of this document for links to our social media.

Instructors for iSkills workshops. K. Scheaffer offers interested Faculty of Information students in the PhD, MI, and MMSt programs opportunities to participate in our iSkills workshop series as contract instructors. For those with little or no teaching experience, K. Scheaffer mentors them on the process of creating learning objectives, applying pedagogies, developing content, producing supplemental materials, and applying assessment and evaluation methods.
INFRASTRUCTURE & RESOURCES

“To review and evaluate the physical and financial resources of the Inforum, including its space, facilities, collections, equipment, and financial base.”

Please see Appendix A appended.

ENGAGEMENT WITH COMMUNITY

“Inforum’s interactions with the University of Toronto Libraries (UTL) and other communities, constituencies, and institutions”

The Inforum engages with the broader Faculty of Information community through partnerships and service work. Common themes across these engagements include: encouraging collaborative approaches to projects, generating new content, and contributing knowledge back to the academic and professional community.

Events

The Inforum team “contributes to shaping the social space of information”\(^1\) through hosting and liaising with community members on a variety of events. These academic, professional, and social events are means to build and strengthen relationships with professional and research partners. These opportunities also provide a platform for our community to exchange ideas and demonstrate their knowledge and expertise to prospective students, peers, colleagues, librarians, faculty, alumni, and employers.

For a list of events and exhibitions that have taken place within the Inforum since Fall 2016: https://inforum.library.utoronto.ca/events-exhibitions/past

Highlights

RIP! (Research-in-Progress)

- Series developed and organized by K. Scheaffer, Inforum Librarian and Leslie Shade, Associate Professor

\(^{1}\) From Goals https://ischool.utoronto.ca/about-us/mission-vision-goals/
RIP! is a bi-weekly community event that highlights Faculty of Information researchers. Through informal yet informative talks about their current research projects, RIP! presenters sought to engage our community in a lively conversation.

Each RIP! session is one-hour in length with a focus on fostering discussion rich with varying perspectives. RIP! predominantly features collaborative research; thus, faculty and librarians who are working with graduate students are invited to participate. List of presenters and the titles of their presentations:

- Fall 2016/Winter 2017: [https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/rip_poster.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/rip_poster.pdf)
- Fall 2017: [https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/09_sept_ripposterfall_all.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/09_sept_ripposterfall_all.pdf)
- Winter 2018: [https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/18-01-01_jan01_rip_poster_allpresentors_updated_jan_8_2018.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/18-01-01_jan01_rip_poster_allpresentors_updated_jan_8_2018.pdf)

This series is on hiatus for 2018/2019.

**Inforum as a consultative space**

- Master of Information Student Council (MISC) Consultations, Winter 2019 - MISC executives set up a poster board in the Inforum Stacks, as an additional means of soliciting student feedback.
- University of Toronto Faculty Association (UTFA) Librarians Committee Post-IT 2016 - University of Toronto Librarians were invited to contribute feedback on specific portions of the Policies for Librarians, on a poster-sized version of the document printed for UTFA members’ review.

**Connections with the University and beyond**

The Inforum has collaborated with the academic and professional communities to organize and/or host major events and conferences within our space. Below is a small sample. For a full listing please see: [https://inforum.library.utoronto.ca/events-exhibitions/past](https://inforum.library.utoronto.ca/events-exhibitions/past)

- Art X Bissell: Neural Mural Knitworks (March 11 – 27)

**Inforum in the news**

We have been featured by a number of news and media outlets. For links, see: [https://inforum.library.utoronto.ca/about/news-reports-media/#media](https://inforum.library.utoronto.ca/about/news-reports-media/#media)

**Initiatives**

**iRelax**

- From the *Inforum News*, January 2019 issue: “This area aims to facilitate the development and/or expansion of wellness toolkits by connecting our community to secular mindfulness resources. These resources include ethically and sustainably made yoga mats, cushions, blocks, and benches, as well as technology and links to on-campus learning opportunities” ([https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/inforum_news_2019_jan_web.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/inforum_news_2019_jan_web.pdf), p. 7).
- Was introduced as the first secular space for this kind of activity at UTL, and has now become a model that other UTL libraries have adopted, including the Reflection Room at Robarts Library. Robarts has also since integrated light therapy lamps. This Inforum/UTL partnership received a Chief Librarian’s innovation grant.

**Play Well**

- A wellness-through-play initiative set up in the Inforum during the end-of-term period to help students combat stress and fatigue
- Inspired by the University of Toronto’s *Mental Health Framework*, which calls for embedded services on campus that can help build student resilience
- The program involves stations set up within the Inforum with games, activities, and puzzles, as well as three drop-in sessions featuring, respectively, paper crafts, modelling toys, and video and board games
- The Inforum partnered with KMDI-Semaphore and MUSSA for this programming
- Further details may be found here: [http://uoft.me/playwell](http://uoft.me/playwell)

**Library History Research Group**

This ad hoc group was created by E. Sze in November 2018, stemming from her research leave experience in 2017/2018. The group advocates for the generation of new scholarship around library history, as well as better recordkeeping practices that enable future library research.
The group also serves as an informal support network. Membership includes librarians from Victoria College, the Inforum, and Robarts Library. The group was recently welcomed into UTL’s Research Interest Group as a special interest group.

**New Inforum Users Advisory Group (2019 - )**
https://inforum.library.utoronto.ca/about/inforum-users-advisory-committee

**Partnerships**

- **iSkills** - with Faculty of Information Alumni Association, Knowledge Media Design Institute, Association of Moving Image Archivists, Tech Fund
- **Mindful Moments** – with Multifaith Centre – [http://uoft.me/mindfulmoments](http://uoft.me/mindfulmoments)
- **OISE Mindfulness** - lent our iRelax materials to them
- **Yoga** - with student groups - [https://www.instagram.com/p/BucJSWHBI_N/](https://www.instagram.com/p/BucJSWHBI_N/)
- **Survey kiosks** - with the Master of Information Student Council
- **Reflection Room** at Robarts Library - with UTL colleagues, for which a Chief Librarian’s Innovation Grant was awarded
- **Digital Tattoo** work, with University of British Columbia [https://digitaltattoo.ubc.ca/abouttheproject/](https://digitaltattoo.ubc.ca/abouttheproject/)
- **Technology Loan Program** ([https://inforum.library.utoronto.ca/services/technology-loans](https://inforum.library.utoronto.ca/services/technology-loans)) - with the Student Tech Fund Committee ([http://misc.ischool.utoronto.ca/index.php/tech-fund/](http://misc.ischool.utoronto.ca/index.php/tech-fund/)), we make an extensive collection of technology and accessories available exclusively for the use of Faculty of Information students, staff, and faculty
- **Toronto Seed Library** - Inforum Branch established in collaboration with this non-profit organization
- **Food for Fines** - We are one of the participating libraries in this annual UTL initiative that supports the U of T Food and Clothing Bank - [https://www.utoronto.ca/news/u-t-libraries-forgive-some-overdue-fines-canned-goods-donations](https://www.utoronto.ca/news/u-t-libraries-forgive-some-overdue-fines-canned-goods-donations)

**Outreach**

See **Appendix A: Service Catalogue** for details. Additional examples of recent outreach initiatives include:

- “Inforum’s Expanded Winter Hours & Your Needs” Survey (2017), sent to Faculty of Information students
- Green notebooks - [https://www.instagram.com/p/BnZcB-jgd24/?hl=en](https://www.instagram.com/p/BnZcB-jgd24/?hl=en)

Social media serves as an important mode of outreach. See previous section “Digital Connection”.
Service to the Faculty

Inforum librarians are active members of various committees and Faculty-wide initiatives. From 2016 on, these have included:

- Programs Committee, the standing committee of Faculty Council that makes high-level academic programming decisions, such as reviewing proposals for new programs and courses
- Diversity & Inclusion Committee, an ad hoc committee established in 2018 by Professor Nadia Caidi, with representation from faculty, staff, and students
- Executive Committee, a standing committee of Faculty Council
- Masters Recruitment and Admissions Committee (MRAC)
- Faculty of Information’s Joint Health & Safety Committee (JHSC) - E. Sze sits as a certified management representative
- Bachelor of Information Program Planning Committee
- Communications Committee
- Faculty of Information Alumni Association’s “Ask an Alum” program volunteer

Service to the University

Inforum librarians demonstrate their commitment to the University through committee work at the university level. These include, or have included:

- Cataloguers & Authorities Users Group (CAUG) - Participated in CAUG peer teaching initiatives, and updating its professional development resource for the benefit of cataloguers across the UTL and hospital libraries
- Reference Services Committee
- Collection Development & Management Committee (CDMC) - Participated on UTL-wide serials evaluation projects
- Selectors Group
- Library Teaching & Learning Committee
- Research Interest Group (RIG)
- Student Outreach Group
- International Outreach Committee
- University of Toronto Faculty Association (UTFA) Service
  - Chair Librarians Committee 2016-2018
Vice-President, Salary, Benefits, Pensions, and Workload 2018-

- Service on the following UTFA Committees: Equity, Membership, Appointments, Grievance, Librarians, University and External Affairs,
  - UTFA Council Member 2016 -
- Joint Committee 2018-
- Chief Negotiator 2018-
  - Policies for Librarians
- Negotiation Team Member
  - University Pension Plan 2018 -
  - Salary, Benefits, Pensions, & Workload 2016-
- Office of Staff Relations 2018-

Service to the academic community

K. Scheaffer sits on the following national and provincial committees:

- Canadian Association of University Teachers (CAUT) Service
  - Librarians’ and Archivists Committee 2018-2021
- Ontario Council of University Faculty Association (OCUFA) Service
  - Collective Bargaining Committee 2018-

Conferences

Recent conference presentations given by Inforum librarians include:


• K. Scheaffer was an invited speaker at the Canadian Association of University Teachers (CAUT) Chief Negotiators Forum, Ottawa in 2018 and presented “Frozen at University of Toronto: The Journey of Bringing Policies for Librarians to the Negotiation Table


Upcoming engagements include:

• UTL Research Interest Group Panel, May 2019
  o N. Singh and E. Sze are invited speakers

• TRY+ Conference 2019
  o E. Sze and N. Singh jointly submitted a panel proposal with UTL librarians Dan D’Agostino and Jesse Carliner. The panel discussion is titled, “Libraries without a past? Sleepwalking into the future,” and builds upon the work of the Library History Research Group.
  o D. Dowdall submitted a presentation proposal focused on an initiative to teach Faculty of Information students about accessible librarianship through empathy.

Research

Elisa Sze

E. Sze has collaborated with faculty and librarians on research projects related to cataloguing management. These projects have culminated in conference presentations as well as published journal articles. More recently, she has branched out into library history research. Short list of research activities: https://elisasze.wordpress.com/curriculum-vitae/
**Nalini Singh**

N. Singh is currently writing a history of the Faculty’s library drawing both on historical records and oral history interviews with retired personal. This work was begun during a research leave (2017/2018) and is still in process. Prior research engagement involved a 4 year longitudinal study of our students’ perceptions on their graduate education in information studies (with Profs. Wendy Duff & Joan Cherry). Several papers and conference presentations resulted, including a paper that was in the LIRT top 20 (2011).


**Kathleen Scheaffer**

K. Scheaffer’s research interests and pursuits stretch across an array of information studies topics, including: collaboration, social media, mobile phone usage, digital identity literacy, the changing role of the library within and information-based economy, and the intersection of mindfulness resources, spaces, and programs within universities and colleges. Her current research examines how practices of connection to ourselves, information, ideas, and each other in physical and digital environments can be shaped by concrete and emergent resources, spaces, programs, policies, terms, and guidelines.


Grants:

- With Digital Tattoo Collaborators, was awarded the 2019 Teaching and Learning Enhancement Fund (TLEF), University of British Columbia “Professional Digital Identity for Student Pharmacists: Case Studies from the Digital Tattoo Project” [https://tlef.ubc.ca/view/tlef-proposals/entry/48/?pagenum=2](https://tlef.ubc.ca/view/tlef-proposals/entry/48/?pagenum=2)
- With Digital Tattoo Contributors, was awarded the 2017 Teaching and Learning Enhancement Fund (TLEF), University of British Columbia, “Your Professional Digital Identity: Case Studies from the Digital Tattoo Project” [https://tlef.ubc.ca/view/tlef-proposals/entry/48/?pagenum=2](https://tlef.ubc.ca/view/tlef-proposals/entry/48/?pagenum=2)
- With UTL colleagues, was awarded the 2017 Chief Librarian’s Innovation Grant, University of Toronto Libraries for their project “Light Therapy Lamps”
- With UTL colleagues, was awarded the 2017 Chief Librarian’s Innovation Grant, University of Toronto Libraries for their project that adopted and expanded the iRelax model into Robarts titled, “Mindfulness Meditation Resources”
APPENDICES

Appendix A: Catalogue of Services & Facilities Offered as of March 2019

Appendix B: iSkills Workshops

Appendix C: Additional Documents
APPENDIX A: INFORUM CATALOGUE OF SERVICES & FACILITIES OFFERED AS OF MARCH 2019
Inforum Library @ the Faculty of Information: Catalogue of services & facilities offered as of March 2019

About the Inforum Library
The Inforum Library is a specialized academic library and community hub at the Faculty of Information (FI). The Inforum team of academic, professional, and student staff provide services, resources, and facilities that enhance the teaching, learning, and research endeavours of the Faculty. In addition to managing the Inforum, our work areas include technology provision, collection development, instruction, reference and research expertise, outreach, event support, and professional & community-building opportunities. Our work provides intellectual, social, physical, and digital linkages that contribute to the strength and vibrancy of the Faculty of Information community.

Our library has been a component of the Faculty since its inception. A brief history can be found at https://inforum.library.utoronto.ca/about/history

Service model
We provide customized, local services to a specialized community of users with a one-stop, integrated approach to service delivery. Our services are primarily used by members of the FI community. They are tiered with respect to our different user groups, which include FI Masters and PhD students, FI faculty, staff, and alumni; University of Toronto Library System (UTL) librarians; other members of the U of T community; and, members of the public. We work with faculty members to complement and support Faculty curricula in various ways. Given the nature of our main user groups, we aim to incorporate best practices and transparency in our provision of information services.

Please note that ‘service’ in the sense of service to the University of Toronto, the University of Toronto Library System, professional communities, and provincial and national organizations, is described in the the Inforum librarians’ submission to the External Review Panel (March 2019) document.

Purpose of this catalogue
This catalogue of services is meant to convey the scope of our various services and facilities.

Brief list of services & facilities

<table>
<thead>
<tr>
<th>Hours of operation</th>
<th>Outreach services</th>
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</thead>
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<tr>
<td>Staff availability</td>
<td>Digital/web content services</td>
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<td>Instructional services</td>
<td>Technology loan program</td>
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<tr>
<td>Collection (print &amp; electronic) access</td>
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<tr>
<td>Circulation services</td>
<td>Printing, copying, &amp; scanning services</td>
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<td>Course support services</td>
<td>IT support</td>
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<td>Dissertations &amp; other special collections</td>
<td>Facilities/space</td>
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<td>Interlibrary loan service</td>
<td>Event-hosting services</td>
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<td>Reference &amp; research services</td>
<td>Exhibitions &amp; displays</td>
</tr>
<tr>
<td>Personal Librarian Program</td>
<td>Liaison librarian</td>
</tr>
<tr>
<td>Professional consultations</td>
<td>iRelax &amp; other mental health initiatives</td>
</tr>
</tbody>
</table>
## Hours of Operation

- **https://inforum.library.utoronto.ca/visit-us**
- Fall & Winter terms – 76 hours/week
- Extended weekend hours during the final 3 weeks of Fall & Winter terms
- Summer term – 52.5 hours/week
- Intersessions – approx. 35 hours/week

## Staff Availability

**Purpose:**
To provide staff expertise & assistance to the FI community, and some assistance to external communities.

**Key service point:**
The Inforum Information Desk is the key service point for in-person, telephone, and email assistance – help.ischool@utoronto.ca – and is staffed during hours of operation.

Users may contact individual team members via email or telephone https://inforum.library.utoronto.ca/about/staff

## Instructional Services

**Purpose:**
To provide professional, academic, and technical workshops that complement and support the Faculty’s curricula, in order to provide a solid foundation to the practical and theoretical content of the Faculty’s academic programs.

**Orientation workshops:**
- Orientation Week workshops, tours, and online tutorials facilitate new students’ navigation of physical and digital FI & UTL environments https://inforum.library.utoronto.ca/workshops/orientation
- Mandatory online workshop on the Code of Behaviour on Academic Matters and citation practices for all incoming students

**iSkills workshops:**
- Development, coordination, and delivery of iSkills workshops in Fall & Winter terms, with 60–80 workshops with an average of 2 sessions each, per term https://inforum.library.utoronto.ca/workshops/iSkills
- Workshops are specifically catered to student needs in the following broad categories:
  - Academics & research
  - Professional & career development
  - Technology use & production
- Ongoing addition of new workshops to the iSkills roster address emerging needs that are a result of expanding curricula and the dynamism of information and heritage landscapes

**Other instructional/teaching endeavours:**
- Embedded and supplemental instruction delivered within FI courses upon request
- Librarians provide guest lectures for FI courses upon request
- Drop-in sessions upon request
- Maintenance of an online repository of current and past workshops, with publicly available instructional materials for most sessions https://inforum.library.utoronto.ca/workshops/iSkills (scroll down)
- Paid workshop teaching opportunities for FI Masters and PhD students, with teaching mentorship provided
<table>
<thead>
<tr>
<th><strong>Partnerships</strong></th>
<th>Partnership with other FI departments and areas (e.g. student groups, Semaphore-Knowledge Media Design Institute, and the Careers Office) in offering and teaching workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>One of our librarians is a sessional instructor for INF2145: Creation &amp; organization of bibliographic records (Winter 2017, Summer 2019)</td>
</tr>
<tr>
<td></td>
<td>Provision of workshops for members of the UTL community upon request, and according to staff availability and expertise.</td>
</tr>
<tr>
<td></td>
<td>Provision of workshops for external groups (e.g. Toronto Public Library, Corus Entertainment) upon request, and according to staff availability and expertise.</td>
</tr>
</tbody>
</table>

**COLLECTION (PRINT & ELECTRONIC) ACCESS SERVICES**

**Purpose:**
To collect and provide access to various formats of information resources in the information and museum studies disciplines, in order to support the teaching, learning, and research activities of FI students and faculty, while also responding to the information needs of scholars and practitioners.

| **Acquisition of monograph, serial, and other resources for the Inforum collection as per our Collection Development Policy** | https://inforum.library.utoronto.ca/about/policies-guidelines |
| **Publicly available New Titles feed** | https://inforum.library.utoronto.ca/research/new-titles |
| **Cataloguing of resources for inclusion in the University of Toronto Libraries union catalogue** | |
| **Rush cataloguing requests filled for members of the FI community and UTL librarians, as well as alumni and others** | |
| **User-generated requests for titles for Inforum purchase or subscription** | https://inforum.library.utoronto.ca/research/recommend-title |
| **New Book Display**: promotion of new titles in all areas of FI curricula | |
| **Themed book displays with accompanying annotated bibliographies** | https://inforum.library.utoronto.ca/research/displays-bibliographies |
| **Collection assessment was conducted in 2018/2019** | https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/inforum_collection_assessment_2019_final_report.pdf |

**CIRCULATION SERVICES**

**Purpose:**
To provide loans of Inforum items to students, faculty, staff, other members of the U of T community, and members of the public.

<p>| <strong>Loans, returns, renewals, and holds for books and other materials to all users – in-person and by telephone.</strong> | <a href="https://inforum.library.utoronto.ca/services/borrowing">https://inforum.library.utoronto.ca/services/borrowing</a> |
| <strong>Course Reserve collection – see COURSE SUPPORT SERVICES</strong> | |
| <strong>Extended loans (90 days) for iSchool faculty, PhD students, and staff.</strong> | |
| <strong>Special loans of non-circulating items for class presentations, etc.</strong> | |
| <strong>Retrievals from on-site storage – same day, upon request.</strong> | |
| <strong>Curation of special collections for class use, upon request</strong> | |
| <strong>Search service for missing/misplaced items</strong> | |
| <strong>Assisting with circulation-related assistance: e.g. RACER help</strong> | |
| <strong>User registration service for free Inforum borrowing cards: e.g. for FI</strong> | |</p>
<table>
<thead>
<tr>
<th>COURSE SUPPORT SERVICES</th>
<th>For iSchool faculty members and sessional instructors:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose:</strong></td>
<td>Reading List Service: Checking and enhancements of course syllabi and reading lists <a href="https://inforum.library.utoronto.ca/services/reading-list">https://inforum.library.utoronto.ca/services/reading-list</a></td>
</tr>
<tr>
<td>To facilitate student access to course-related resources by enhancement of course reading lists, and to provide information on the most up-to-date versions of texts and other books, to instructors.</td>
<td>The service includes:</td>
</tr>
<tr>
<td></td>
<td>◆ Checking that readings are accessible to students through the Inforum, UTL’s online resources, or elsewhere on campus</td>
</tr>
<tr>
<td></td>
<td>◆ Citation verifications and corrections</td>
</tr>
<tr>
<td></td>
<td>◆ New edition alerts</td>
</tr>
<tr>
<td></td>
<td>◆ Link embedding for online articles and e-books</td>
</tr>
<tr>
<td></td>
<td>◆ Copying and scanning within copyright restrictions</td>
</tr>
<tr>
<td></td>
<td>◆ Uploading of digital readings, within copyright restrictions, in Quercus, the University’s learning management system, and UTL’s Library Online Course Reserves (LOCR)</td>
</tr>
<tr>
<td>Course Reserve collection:</td>
<td>Maintenance of a short-term loan collection of Inforum items made up of required and recommended readings for iSchool courses.</td>
</tr>
<tr>
<td></td>
<td>◆ Preparation of course-related binders and boxes.</td>
</tr>
<tr>
<td></td>
<td>◆ Other course support services as agreed to, from time to time <a href="https://inforum.library.utoronto.ca/research/course-reserves">https://inforum.library.utoronto.ca/research/course-reserves</a></td>
</tr>
<tr>
<td>LMS support:</td>
<td>Quercus training and trouble-shooting services customized for FI instructors, provided in one-on-one, drop-in, and learning sessions</td>
</tr>
<tr>
<td></td>
<td>◆ LOCR support</td>
</tr>
<tr>
<td><strong>DISSERTATIONS &amp; OTHER SPECIAL COLLECTIONS</strong></td>
<td>Maintenance of online bibliographies of FI dissertations and theses <a href="https://inforum.library.utoronto.ca/research/theses-dissertations">https://inforum.library.utoronto.ca/research/theses-dissertations</a></td>
</tr>
<tr>
<td></td>
<td>The Inforum maintains other special collections: <a href="https://inforum.library.utoronto.ca/research/special-collections">https://inforum.library.utoronto.ca/research/special-collections</a></td>
</tr>
<tr>
<td></td>
<td>◆ Special collection: A variety of rare and unique publications</td>
</tr>
<tr>
<td></td>
<td>◆ Subject Analysis Systems (SAS) Collection: Historically important collection of taxonomies and subject thesauri</td>
</tr>
<tr>
<td></td>
<td>◆ C. Donald Cook Collection: History of bibliographic control</td>
</tr>
<tr>
<td><strong>INTER-LIBRARY LOAN (ILL) SERVICES</strong></td>
<td>Supply of Inforum items to local, national, and international users external to the University of Toronto community via the UTL ILL system – RACER.</td>
</tr>
<tr>
<td></td>
<td>Supply of Inforum items to users from the Scarborough and Mississauga campuses via inter-campus delivery (ICD) via the ‘Request’ function of the UTL catalogue</td>
</tr>
</tbody>
</table>
## REFERENCE & RESEARCH SERVICES

**Purpose:**
To answer reference questions and provide research assistance in the area of information and museum studies, in a tiered model to different user groups, in a variety of modes throughout the year.

**Service availability:**
- In-person at the Inforum reference desk 12 hours/week
- By email and telephone during business hours
- Available at most other times upon request
- Drop-ins provided at busy times of term
- Chat service has been provided in the past, but due to low use (statistics showed that our community prefers email and in-person contact), it is not currently offered.
  - https://inforum.library.utoronto.ca/research/research-reference-services
- Reference services are structured as a tiered model.

**Quick reference:**
- Provision of answers to factual questions that can be readily answered, e.g. finding books, articles, and other resources, questions about citation formats, checking bibliographic information, and how to access and use UTL e-resources

**To FI students:**
- One-on-one research consultations: To assist students in: articulating their information needs, familiarization with the services provided by the UTL system, identifying the best sources for papers and assignments, improving their use of research databases, formulating effective search strategies, getting started on assignments, etc.

**To FI faculty members, instructors, and staff:**
- **Research services** that include:
  - Literature searches for research projects and course syllabi
  - Provision of customized information resources for individual courses, e.g. resource guides, subject bibliographies, LibGuides, etc.
  - Consultations relating to course assignments and lectures
  - Facilitating access to, and providing consultations on, effective use of UTL e-resources
  - Facilitate access to UTL services and personnel, as required

**Publicly available to everyone:**
- A curated online collection of Inforum-produced research guides, tip-sheets, bibliographies, and other aids, with reference to UTL resources of particular interest to the FI community
  - https://inforum.library.utoronto.ca/research/guides

**Reference collection:**
Small collection of non-circulating information and museum studies-themed reference material relevant to FI curricular concerns. Most reference materials have moved to digital formats.

## PERSONAL LIBRARIAN PROGRAM

**Purpose:**
To provide enhanced personal academic support to all incoming Masters students in

**Purpose:**
The first graduate-level personal librarian program at U of T (2013 — )

**The first graduate-level personal librarian program at U of T (2013 — )**

**Email-based personalized academic support and library assistance is provided to incoming masters students, each of whom are matched with an Inforum librarian.**

**Purpose:**
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The first graduate-level personal librarian program at U of T (2013 — )

**Email-based personalized academic support and library assistance is provided to incoming masters students, each of whom are matched with an Inforum librarian.**
<table>
<thead>
<tr>
<th><strong>PROFESSIONAL CONSULTATIONS</strong></th>
<th><strong>For FI Masters students:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose:</strong> Sharing of experience and expertise with information and museum students.</td>
<td><strong>Information interviews</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Job shadowing opportunities</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Exhibitions e.g., ArtxBissell</strong></td>
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</tbody>
</table>

Individual consultation, mentoring, and/or demonstrations, relating to Inforum work processes – e.g., cataloguing & classification, provision of reference & research services, instruction, outreach – as well as librarians’ research areas.

<table>
<thead>
<tr>
<th><strong>IRELAX &amp; OTHER MENTAL HEALTH INITIATIVES</strong></th>
<th><strong>iRelax mindfulness resource area:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose:</strong> To offer resources and programming that addresses the need for students to engage in stress-reduction and mental health wellness-promoting activities.</td>
<td><strong>U of T’s first secular, ethically, and sustainably-sourced mindfulness resource area aims to provide users with the means by which they can practice mindfulness right at the point of need</strong></td>
</tr>
<tr>
<td></td>
<td><strong>The goal is to provide items to assist users with resilience, increased focus, and personal development. Items provided included:</strong></td>
</tr>
<tr>
<td></td>
<td>- Physical props (yoga mats; meditation benches, blocks, &amp; cushions)</td>
</tr>
<tr>
<td></td>
<td>- Technology (iPods loaded with guided meditations, sound-cancelling headphones) for use in the Inforum</td>
</tr>
<tr>
<td></td>
<td>- Learning materials (borrowable mindfulness-related books)</td>
</tr>
<tr>
<td></td>
<td><a href="https://inforum.library.utoronto.ca/spaces/iRelax">https://inforum.library.utoronto.ca/spaces/iRelax</a></td>
</tr>
</tbody>
</table>

**Mindful Moments**

These weekly meditation sessions are held in the Inforum and Robarts Library, and are facilitated by one of the Inforum librarians, who holds a Foundation in Applied Mindful Meditation certificate. Mindful Moments are also held in other locations on campus.

[https://inforum.library.utoronto.ca/spaces/mindful-moments-inforum](https://inforum.library.utoronto.ca/spaces/mindful-moments-inforum)

[https://www.studentlife.utoronto.ca/hwc/mindful-moments](https://www.studentlife.utoronto.ca/hwc/mindful-moments)

**Play Well (Winter 2019)**

This program involves a series of wellness-through-play activities e.g., paper crafts, modelling materials, puzzles, and a video and board game salon.
| Yoga (Winter 2019) | An MI student who is a trained yoga instructor offers lunch-time yoga sessions. This is a partnership between the Inforum and the MI Student Council and MMSt student association. |

| OUTREACH SERVICES | ![Image](https://inforum.library.utoronto.ca/play-well-wellness-activities-inforum) |

| **Purpose:** To connect, engage, and inform a range of internal and external communities and stakeholders |  
| Creation of brochures, LCD screens, and other informational and promotional material  
| Maintenance of social media accounts (Twitter, Facebook, and Instagram) to promote the Inforum and all that it offers to the FI and broader communities, and to share news items of interest  
| **Digital Tattoo** – ![Image](https://digitaltattoo.ubc.ca) Established by one of the Inforum librarians, this is a Canadian cross-institutional digital identity literacy partnership between UBC and U of T. She continues to serve as the U of T’s strategic co-lead and in that role, hires and supervises Digital Tattoo student contributors, and works with other co-leads to set strategic directions  
| **Community drives:** Annual food and clothing drives for the U of T student food and clothing bank  
| **Toronto Seed Library branch** – maintenance and promotion of a seed exchange service, housed in a card catalogue and open to all. Consultations and document-sharing with other UTL libraries who have set up seed library branches of their own ![Image](https://inforum.library.utoronto.ca/services/seed-library)  
| Inforum tours during Orientation Week and at other times upon request for prospective students, visiting scholars, job candidates, etc.  
| **Green Notebooks** – production of spiral bound notebooks in 2 sizes, made with paper collected from the Faculty’s recycling bins. Notebooks are given away as a promotional event. |

| DIGITAL/WEB CONTENT SERVICES |  
| **Purpose:** To maintain a digital access point to inform and engage users about all things Inforum-related. |  
| Provision of content via the [Inforum Library website](https://inforum.library.utoronto.ca/), which functions as a comprehensive resource of all that we offer. It is hosted via the central UTL web services, and linked to from the FI website. ![Image](https://inforum.library.utoronto.ca/) |  
| Survey is currently in progress re: Inforum Library website use and usability. Responses will be used to make improvements and generate new services, as requested and feasible. |  
| The website also functions as a site of interaction and specific types of resource delivery, for example:  
| Online repository of iSkills workshop materials  
| Provision of online services such as acquisitions requests, borrowing card requests, virtual suggestion box, event-hosting request form  
| Listing of FI-generated theses and dissertations |
| **TECHNOLOGY LOAN PROGRAM** | ![Image](https://inforum.library.utoronto.ca/research/conducting-research-bibliography)  
**Purpose:** To maintain an extensive array of loanable technology for personal, classroom, and research uses, purchased in connection with the student Technology Fund.  
- Technology bookings and loans for personal or classroom use [https://inforum.library.utoronto.ca/services/technology-loans](https://inforum.library.utoronto.ca/services/technology-loans)  
- Available technology includes laptops and accessories (e.g., external keyboards, mice, cables, power adaptors, dongles, extension cords), e-book readers, digital recorders, projectors, cameras and tripods, headphones and microphones, USB keys, speakers, and more.  
- Loanable technology circulates through the same system as books, and is available on a first-come, first-serve basis  
- Multiple bookings and loans reserved for classes upon request  
- **Student Technology Fund:** Consultation, advising through staff liaison roles on the Tech Fund committee, purchasing, and set-up of resources for circulation by the public services & circulation technician. |
| **COMPUTER ACCESS** | **For the FI community:**  
- 12 Dell & iMac workstations (not counting technology loan program) [https://inforum.library.utoronto.ca/services/computing](https://inforum.library.utoronto.ca/services/computing)  
- Mobile cart of 23 laptops used in the delivery of the iSkills program  
**For guests and members of the public**  
- Public workstation for members of the public for short-term academic-related use, with printing for a fee |
| **PRINTING, COPYING, & SCANNING SERVICES** | **For the FI community:**  
- For-fee desktop & wireless printing & copying in B&W and colour [https://inforum.library.utoronto.ca/services/printing-copying](https://inforum.library.utoronto.ca/services/printing-copying)  
- Free scanning to email or USB sticks  
- Staff assistance with printing, copying, and scanning problems |
| **IT SUPPORT SERVICES** | **For the FI community:**  
- Some after-hours classroom technology support to Faculty-controlled classrooms  
- Support for Inforum workstations and technology loans  
- Software installation and updates for the Inforum workstations and loanable technology  
- Event support for 4th floor podium and Room 520 AV set-up for student conferences and exhibitions, faculty and PhD research days, colloquia, etc. |
### FACILITIES / SPACE

**Purpose:**
Provision of clean, attractive, comfortable, and secure study facilities appropriate to the needs of individual and collaborative activities.

[https://inforum.library.utoronto.ca/spaces](https://inforum.library.utoronto.ca/spaces)

#### 4th floor space:
- 7 customized study pods in window alcoves, 2 of which are wheelchair accessible, with seating for 29 in total
- Open area workspace with modular, reconfigurable furniture, seating up to 20 people.
- Lounge-type seating for 18, with coffee tables
- Fixed tables with built-in outlets, seating 20
- Dell & iMac workstations area, seating 12
- FL users conducting research-related activities may use the Semaphore/KMDI Room 417 space, when it is not being used by Semaphore/KMDI. Capacity = 36
- 2 group study rooms (seating 6 each) with whiteboards and smart LCD TVs, bookable on a first-come, first-served basis, and also in advance. [https://inforum.library.utoronto.ca/spaces/group-study-rooms](https://inforum.library.utoronto.ca/spaces/group-study-rooms)
- iRelax space – See iRELAX & OTHER MENTAL HEALTH INITIATIVES

#### 5th floor space
- Brody individual study carrels (9) with task-lighting, adjustable laptop platforms, and electrical outlets
- Table seating (14) with built in outlets, projector, and screen facing a Living Wall of plants
- Lounge area with coffee tables, seating 8
- Two of the main FL classrooms (room 538 & room 507)
- Smaller multi-purpose space (Room 520) with its own audiovisual system, whiteboards, and modular furniture configurations seating 24. This space is bookable for small events.
- Museum Studies exhibition space – See EXHIBITIONS & DISPLAYS

**Other facilities**
- Access to supplies: staplers, paper-cutter, hole punch, hand sanitizer, display and exhibition supplies, etc.
- We also supply free ear plugs, and our technology loan program includes sound-cancelling and regular headphones

### EVENT-HOSTING FACILITIES

**Purpose:**
Use of the space, with some support, to host iSchool events of a social, professional or academic nature.

[https://inforum.library.utoronto.ca/events-exhibitions](https://inforum.library.utoronto.ca/events-exhibitions)

For a complete list of past and upcoming events, see [https://inforum.library.utoronto.ca/events-exhibitions/overview](https://inforum.library.utoronto.ca/events-exhibitions/overview)

- **Large-scale social events:** annual Convocation receptions, welcome & end-of-term teas

Inforum Library  |  Faculty of Information  |  University of Toronto  |  March 2019  
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<table>
<thead>
<tr>
<th>EXHIBITIONS &amp; DISPLAYS</th>
<th>Exhibitions:</th>
</tr>
</thead>
</table>
| **Purpose:** Provision of a space for showcasing and highlighting student work, and information of interest to the Faculty of Information community. | **Museum Studies-related and other exhibitions are mounted in 5th floor space and 4th floor lobby display case throughout the year. The 5th floor space includes: magnetized wall, a glass display case, lounge seating.**  
**Exhibitions related to courses are also held in our space, for example, INF2158, INF2173, and INF3900**  
**Book displays:**  
**Newly catalogued books; and themed displays, with accompanying annotated bibliographies, e.g., information visualization, privacy & surveillance, open access, LGBTQ professionals & services, careers in information & museum studies, social justice, green/sustainability**  
[https://inforum.library.utoronto.ca/research/displays-bibliographies](https://inforum.library.utoronto.ca/research/displays-bibliographies) |

| LIAISON LIBRARIAN SERVICE | Liaison librarian for information flow between the central UTL system and faculty members, e.g. copyright information, promotion of new centrally-acquired resources of interest  
**Connecting FI faculty with resources and personnel from the UTL system upon request, e.g. class speakers, panel presenters, subject specialists (e.g. business information database in-class demonstrations)** |

## SERVICES TO PARTICULAR DEMOGRAPHICS

We maintain information brochures on our website, which describe services available to:

- **Faculty & instructors**  
[https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-sessionals-orientation-webversion.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-sessionals-orientation-webversion.pdf)

- **PhD students**  
[https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-phd-orientation-webversion.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-phd-orientation-webversion.pdf)

- **Faculty of Information alumni**  
[https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-graduating-students-webversion.pdf](https://inforum.library.utoronto.ca/sites/inforum.library.utoronto.ca/files/2018-fall-graduating-students-webversion.pdf)

— Compiled by Nalini K. Singh
APPENDIX B: iSKILLS WORKSHOPS

This appendix includes lists of totally new iSkills workshops that were offered between Fall 2016 and Winter 2019, as well as lists of iSkills workshops offered to iSchool alumni. For a complete list of iSkills workshops, please see http://uoft.me/iskills.

Fall 2018 - Winter 2019

Fall 2018

● 31 workshops were offered in total, which includes 5 completely new workshops:
  ○ Introduction to Google Analytics
  ○ Publish Your Own Journal with Open Journal Systems (OJS)
  ○ Developing for Virtual Reality
  ○ Indigenous Materials & Perspectives in Library Collections
  ○ Crash Course in Library of Congress Classification

Winter 2019

● 42 workshops were offered in total, which includes 18 completely new workshops:
  ○ FFMPEG: Digital Media For Access and Archival Preservation
  ○ Bio Sonification
  ○ 3D Modelling in TinkerCAD
  ○ Introduction to Soft Circuits
  ○ Alternative Controller Workshop
  ○ Mindfulness & Technology: Observing Your Information and Communication Practices
  ○ Building and Publishing Interactive Online Workshops with Articulate Storyline
  ○ Basic Cataloguing for Non-Cataloguers
  ○ Safe TALK: Certificate Program for Suicide Alertness
  ○ Simulating the Reference Interview
  ○ The Freedom of Information and Protection of Privacy Act (FIPPA): Balancing Access, Confidentiality and Privacy
  ○ Accessibility and Information Professionals: Exploring the World of Inclusive Technology
  ○ Introduction to Intellectual Property Issues: The Right To Be Forgotten
  ○ Introduction to Intellectual Property Issues: Protecting Indigenous Knowledge
  ○ Working with Messy Data in OpenRefine
  ○ Podcasting and Audio: Audacity for Information and Heritage Professionals
Workshops open to FIAA members:

- Basic Cataloguing for Non-Cataloguers
- Introduction to Illustrator
- Building Your Professional Network
- Immersive Indigenous History: KAIROS Blanket Exercise
- Interactive UX prototyping with Axure
- Museum Tech: Introduction to Wireframes and Digital Prototypes
- Exhibition Label Writing
- Using Data to Solve Problems: An Introduction to Artificial Intelligence and Machine Learning for Beginners*
- Strategic Non-Academic Grant Writing*
- Resume/CV & Cover Letter Writing
- Museums and Gaming*
- Introduction to Illustrator*
- Indigenous Materials & Perspectives in Library Collection
- Introduction to Omeka: Creating Online Exhibits and Collections

Fall 2017 - Winter 2018

Fall 2017

- 35 workshops were offered in total, which includes 6 completely new workshops:
  - Indigenous Materials & Perspectives in Library Collections
  - Developing for Virtual Reality
  - Preservation in a Historical Computing Environment: How to Recover Information from Vintage Tech*
  - Introduction to Google Analytics
  - UX: Prototyping with Axure RP
  - Startup Thinking: How Academic Libraries Support Entrepreneurs

Winter 2018

- 36 workshops were offered in total, which includes 14 completely new workshops:
  - User Experience: How to Thrive (Not Just Survive) in the Industry
  - Put Your Best Face Forward: How to Talk to Media
  - Design, Code, Test, Comply: Web Accessibility Demystified
  - "Money, Please!": Applying for Research Funding
Cleaning Up a Bibliographic Record Mess with MarcEdit
Free Publicity!: How to Increase User/Visitor/Public Engagement through Media Relations and Social Media
Startup Thinking: How Academic Libraries Support Entrepreneurs
Librarians at Play: The Escape Room as Library Orientation
Using Data to Solve Problems: An Introduction to Artificial Intelligence and Machine Learning for Beginners
Bring out yer SIPs: An Introduction to Digital Preservation with Archivematica
Using Service Blueprinting as a Tool for Service Assessment
Introduction to AtoM: Describing Archival Material in Libraries, Archives, and Museums
Programming for Beginners with Python
Web Archiving at UTL

Workshops open to FIAA members:

● Using Data to Solve Problems: An Introduction to Artificial Intelligence and Machine Learning for Beginners
● Introduction to Omeka: Creating Online Exhibits and Collections
● Data Visualization
● Introduction to Business Research
● Put Your Best Face Forward: How to Talk to Media
● Free Publicity!: How to Increase User/Visitor/Public Engagement Through Media Relations and Social Media
● How to Interview
● Programming for Beginners with Python
● Know your Personal Strengths and Skills
● Professional Communications
● Creating Digital Collections with Islandora
● Introduction to InDesign

Fall 2016 - Winter 2017

Fall 2016

● 40 workshops offered in total, which includes 10 completely new workshops:
  ○ Internet of Things and Openness with Arduinos*
  ○ Digital Forensics and BitCurator for Archives and Manuscripts
  ○ Introduction to App Development
  ○ Museums and the Digital Toolbox*
  ○ Screen-based Interpretation in Museum Exhibitions*
Winter 2017

- 30 workshops offered in total, which includes 9 completely new workshops:
  - Inclusion, Outreach and Where to Go From Here: An iSkills Workshop on Barriers to Information Services
  - Confident Presentations
  - Forensic Disk Imaging with the Kryoflux
  - Museum Gaming and Evaluation for Total n00bs*
  - Wearables and the Body*
  - Public Library Leadership
  - Data Visualization
  - Introduction to Data Management and Statistical Analysis with SPSS
  - Social Work Approach for Information and Heritage Professionals Supporting Homeless Users

Workshops open to FIAA members:

- Introduction to Photoshop*
- Introduction to Illustrator*
- Introduction to InDesign*
- Writing Business Reports and Executive Summaries
- Introduction to Creating Online Tutorials with Screencasts
- Museum Gaming and Evaluation for Total n00bs*
- Introduction to Illustrator*
- Job Interviews
- Career Networking
- Introduction to Makerspaces & 3D printing
- Effective Conference Presentations
APPENDIX C: ADDITIONAL DOCUMENTS

Theory, practice, and praxis: Information Services and the Inforum (Invited conference presentation to Faculty of Information graduate student conference, March 2013)