1. Courses offered and enrolment from September 2012 to August 31 2013

YTD actuals

<table>
<thead>
<tr>
<th></th>
<th># of courses</th>
<th># of registrations – as of June 7; June, July and August courses still open</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toronto</td>
<td>55</td>
<td>480</td>
</tr>
<tr>
<td>Ottawa</td>
<td>37</td>
<td>433</td>
</tr>
<tr>
<td>Edmonton</td>
<td>10</td>
<td>150</td>
</tr>
<tr>
<td>Online</td>
<td>10</td>
<td>171</td>
</tr>
<tr>
<td>In partnership</td>
<td>1 (CULC)</td>
<td>20</td>
</tr>
<tr>
<td>Special session with</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TechFund</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>114</strong></td>
<td><strong>1280</strong></td>
</tr>
</tbody>
</table>

2. New Certificate Programs

Public Library Leadership Fellows Program

This Program, a joint project of the Canadian Urban Libraries Council and the iSchool Institute, has begun with its first cohort of 20 participants in leadership positions in public libraries across Canada. This implementation is the result of two years of planning and the approval in 2012 by the Executive Committee of Faculty Council of the iSchool Institute’s Certificate in Public Library Leadership. (For details of the Program, which combines instructional sessions (face-to-face or online) with theme-based site visits to leading public libraries, see [http://www.ischool.utoronto.ca/system/files/user/108/approved_-_proposal_for_faculty_council_final_2012_01_26_0.pdf](http://www.ischool.utoronto.ca/system/files/user/108/approved_-_proposal_for_faculty_council_final_2012_01_26_0.pdf).) It addresses a well-documented need in succession planning and capacity building in the sector.

The November 2012 site visit dealt with collections and IT leadership and included visits to newly renovated public libraries in Hamilton and Burlington. The instructional session, led by Ken Roberts, focused on collections (particularly negotiations with publishers of eBooks) and organizational development issues.

The second session was held in conjunction with the OLA conference in January 2013; Markham Public Library conducted the site visit on their experience with innovative service delivery, and Wendy Newman delivered the instructional unit on governance and government relations.
The third session was held in April 2013 Washington DC, where the DC Public Library hosted
the site visit and Ken Roberts delivered the instructional unit on strengths-based leadership.

The fourth session was held in May 2013 in Winnipeg on the occasion of the Canadian Library
Association conference, and the site visit the planning and funding of the Millennium Library and
an instructional unit on financial administration and budget development, presented by Barbara
Clubb, and a panel of public library CEOs from Vancouver, Regina, Halifax, and Winnipeg
on financial and budget strategies for major capital projects.

A survey of participants was been conducted in May 2013 to gather systematic participant
feedback and to inform the remaining two sessions of the inaugural cohort of the Program; this
was supplemented by a discussion with participants in Winnipeg. The written responses are
being analysed and summarized in June 2013 for review by the Advisory Team.

The next site visit will be held at the Edmonton Public Library in October 2013, with an
instructional session on Human Resources conducted by Sandra Singh, CEO of Vancouver
Public Library. The final session will be held in conjunction with the OLA conference early in
2014; Toronto Public Library will host the site visit and Wendy Newman will deliver the
instructional session on advocacy.

The Program relies on major voluntary contributions by both instructors and site hosts. It is
growing in profile. At the CLA conference, the President of IFLA encouraged the organizers to
write about the experience so that it can be shared internationally.

Wendy Newman
On behalf of the Advisory Team

**Social Media Engagement Certificate** – see proposal

**3. New courses**

**Copyright: What’s New? 1/2 day (3.5h) and Copyright: An Overview 1 day (6h)**
– last year Canada amended its Copyright Act to address copyright in the digital environment.
This new workshop identifies the changes that are of particular relevance to librarians,
archivists, educators, and consumers. Of particular significance are changes to the rules
relating to photographs, the so-called “digital locks” provisions, changes to the exceptions for
libraries, archives and museums, and educational institutions, and protection for routine
consumer activities such as time-shifting. All other Copyright courses were also updated to
include the changes. In 2012/13 the iSchool Institute offered 10 Copyright courses in Toronto
and Ottawa attended by over 100 students.
KM Building Smart Organizations: Practical Strategy and Leadership  
– delayed to September/October 2013. Gordon Vala-Webb, a KM leader with over 12 years of 
experience in both the private and public sectors, will lead a small group of practitioners through 
an intense, shared, interactive, experience that will give participants a KM action plan for their 
organizations and new skills and capabilities as a KM leader. In addition, Gordon will provide 
one-on-one coaching for participants (up to 4 hours each).

Treating Content as an Organizational/Business Asset 2 days (12h): This course 
challenges students to rethink their organizations’ content assets and processes and provides 
students with the tools to create a content strategy that informs all phases of the content life 
cycle and emphasizes content as a business asset.

Social Media Planning for Organizations (online) – delayed to September/October 
In his 7-week course students learn how to develop a social media plan, taking into account its 
larger strategies and objective.

Social Media Tools and Techniques (online) – under development

Business Processes and Workflows – under development 1 or 2 days (6 or 12h)

4. The iSchool Symposia

This is a new initiative being developed and offered in partnership with Dysart & Jones 
Associates, The overall theme for the first series is "hot topics in libraries and museums". The 
first 2 day-symposium is scheduled to take place on July 22-23. 2013:

Creative Making in Libraries & Museums University of Toronto, iSchool Institute 
Symposium in partnership with Dysart & Jones Associates and the Ontario Library Association, 
July 22-23 
http://www.creativemaking.org

One of the hottest trends today is FabLabs, 3D printing, Makerspaces and the connection of 
libraries and museums to creation and invention. It’s time for a symposium on the current 
landscape and a look at the opportunities for research, programs, practices and experiences of 
pioneers in this space.

Speakers:
• Matt Ratto, iSchool Professor; Director, Critical Making Lab, and Director, Semaphore 
Research Cluster on Mobile and Pervasive Computing University of Toronto 
http://www.ischool.utoronto.ca/faculty/matt-ratto
• Susan Considine, Executive Director, The Fayetteville Free Library FabLab; ALA LAMA 
Division Councillor, NYLA PLS President, NYLA Councillor at Large
• Richard Hulser, Chief Librarian, Natural History Museum Los Angeles County
• Nate Hill, Assistant Director for Technology & Digital Initiatives, Chattanooga Public Library

The second symposium will take place in September 2013 and will focus on e-learning.

5. Sponsorships

Emerging Trends in KM (co-sponsored with Bank of Montreal) – a free presentation and webinar delivered on November 8 attended by around 100 participants online and 30 in person.

Building Smarter Organizations Conference (May 14)-co-sponsored with Strategic Leadership Forum, KMWorld, and Knowledge Workers Toronto. This one-day conference successfully attracted almost 50 attendees and presenters from a broad range of industries (government, non-profit, professional services, technology) and variety of functional areas (knowledge and information management, human resources, operational management). The energy in the room was high all day long and the attendee evaluations were exceedingly positive. Some of the comments included "Good blend of theory and practice" and "it was stimulating, engaging and useful. Much appreciated." There are tentative plans to stage the conference again next year.

6. Support to iSchool Students and Alumni

Programming/Database Concepts for the Web Using PHP and MySQL – a special 2-day hands-on course developed for the iSchool students and offered with the Faculty of Information Students Technology Fund. Offered in April and May, attended by 25 students

Sponsored FIAA Professional Development Grant and gift certificate for the Spring Reunion.

Current iSchool students and recent alumni are entitled to 60% discount for all classroom courses.

Special pricing offered to current iSchool students for the Prospect Research course in April 2013 – 14 students attended.

7. Strategic Planning

The iSchool Institute Plan for 2012-2013 and Beyond – presented to the Faculty Council in March 2013

A major consultation with stakeholders from private, public and non-profit sectors on current and anticipated training needs in RIM area:

Updates to existing RIM Certificates
The iSchool Institute has a proven track-record of delivering high-quality, continuing education/professional development courses – both in person and online – in recorded information management. The Institute is recognized within the RIM community for its certificate programs.

Since 1998 the iSchool Institute has offered very successful Records and Information Management Certificate programs to meet the needs of employers and practitioners. The programs have helped RIM practitioners transition from a paper-based to an electronic workplace, embracing changes in the courses to meet the demands of participants in Toronto, Ottawa and most recently Edmonton.

In early 2013 the iSchool Institute School Acting Director and the Institute’s Records and Information Management Working Group undertook a major consultation within the RIM community to identify needs to meet the current requirements. A series of focus groups and individual interviews were conducted with management and senior professional staff from private and public sector organization to identify training needs and opportunities for the iSchool Institute. The focus groups identified the need for the certificates although they identified the fact that the terminology is changing to records and information management and information governance.

As a result, the iSchool Institute plans to change the name of its records management certificate to reflect that records include both information and data and that records are a part of that larger information management spectrum. The title of the Information management certificate, which covers a number of information governance topics, will be changed to the Information Governance certificate to clearly differentiate the two.

For some time now, government departments across Canada have moved away from using the term Records Management because of its perceived association with paper and because it does not address electronic information. Both ARMA International and AIIM International are incorporating records management into Information Management and Information Governance.

The components of Information Governance such as retention scheduling, privacy, IT architecture and strategic planning are on the radar screen of allied professions such as lawyers (including paralegals), IT, risk managers, compliance and privacy officers. The Working group sees an opportunity to market existing courses to a broader audience and to target specific groups through their associations.

As the workplace transitions to the information management and governance model, the iSchool Institute sees an opportunity to rebrand itself and its courses to meet these changing demands.