Cyclical Program Review Library Report: Management

- BCOMM Accounting
- BCOMM Management
- GDip Accounting
- MA Management

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Summary

The library provides **<u>strong</u>** support for University of Guelph's Management programs.

Recommendations

- Consider referring more students to Writing Services for individual appointments.
- Consider including some literacy support to students in ECON*1050. This is a large required course that has wide reach for students in the Accounting and Management programs. This introduction could come in the form of a brief in-class visit from a librarian, or digital learning objects (video, information sheets, etc.) incorporated into the course website. In our experience, building in academic skills support at the curriculum level is most effective for students.

Part 1: Collections

Journals

The library invests heavily in online journal subscriptions that support the University of Guelph curriculum. Currently, the library subscribes to approximately 55,000 online journals, most of which are discoverable at the article level through Omni, the library's core catalogue and search engine. The library subscribes to nearly-complete collections of journals from major scholarly publishers, including Springer, Elsevier, Wiley, Taylor & Francis, SAGE, Oxford University Press, Cambridge University Press, Emerald, the American Psychological Association, and Annual Reviews.

To demonstrate the library's coverage of the literature for management, data from Clarivate's *Journal Citation Reports* (JCR) database (2019) was analyzed. Library coverage by JCR subject includes the following:

Management: 24/26 of the top journals.
Business: 24/26 of the top journals.
Agricultural Economics & Policy: 17/17 of the top journals.
Hospitality & Sport: 25/25 of the top journals.
Applied Psychology: 25/25 of the top journals.
Industrial Relations and Labor: 25/25 of the top journals.
Operations Research & Management: 24/25 of the top journals.

Books and E-books

The library offers a broad collection of books and e-books in many disciplines from such major academic publishers as:

- Emerald eBooks
- Edward Elgar
- All Canadian University Presses (UTP, Queen's-McGill, etc.)
- SAGE
- CAB eBooks
- APA eBooks
- Springer/Palgrave
- Routledge/Taylor & Francis

- Business Experts Press
- Elsevier
- Wiley

Search Tools to Access the Literature

Omni is the library's core academic search tool which lets users simultaneously search the University of Guelph library collections plus the library collections of most of the other university libraries in Ontario. Omni facilitates access to full-text books, articles, streaming media, and much more by linking to library subscriptions and open access scholarly works.

Access to the literature in management is also available through many indexes and journal databases to which the library subscribes including:

Scholarly and trade articles

- Business Source Complete
- CAB Direct
- Communication & Mass Media Complete
- EconLit
- Hospitality & Tourism Complete
- JSTOR
- PsycINFO
- Sociological Abstracts
- SPORTDiscus with Full Text
- Web of Science

Industry research

- Bloomberg
- Conference Board of Canada
- Economist Intelligence Unit (EIU.com)
- Factiva
- First Research Industry Profiles
- Hoover's Company Records
- Marketline Advantage
- Mergent Online
- Passport (Euromonitor)
- Statista

News and current events

- Canadian Business & Current Affairs
- Canadian Newsstream
- Globe and Mail, Canada's Heritage from 1844
- Toronto Star - ProQuest Historical Newspapers
- ProQuest Historical Newspapers: The New York Times

Company and industry data

- CFMRC TSX Database
- Conference Board of Canada

- Canadian Census Analyzer
- CANSIM
- EIU.com
- Hoover's Company Records
- IMF eLibrary (International Monetary Fund eLibrary)
- Inter-University Consortium for Political and Social Research
- NBER Working Papers
- Odesi - a digital repository for social science data hosted by Ontario's ScholarsPortal
- UNWTO Elibrar)

Curriculum Resources

The E-Learning & Reserves unit makes resources readily available to students with integrated links in the course management platform, CourseLink, and with access points in Omni. Where possible, course reserves resources are made available online.

To ensure that all students have access to required textbooks for their courses, the library purchases at least one copy of the required textbook for most undergraduate courses via the Course Reserve service. Instructors are notified via email when the required textbook(s) for courses they are teaching have been placed on reserve and are available for students to use. This program is an initiative of the Open and Affordable Course Content Task Force (OACC). Over the past three years, the library has made 821 course readings available to MGMT courses, including $2,601.86 in textbook purchases and $56,890.82 in copyright permissions to provide student access to assigned articles from *Harvard Business Review*.

During the COVID-19 pandemic, the E-Learning & Reserves unit has undertaken significant efforts to ensure that students continue to have affordable access to their course readings, even if they aren't able to access the in-library course reserves collection. This team has worked with library colleagues, faculty instructors, and publisher partners to find new access models or alternative course materials that ensure students can access their readings even if they can't access the library.

Part 2: Academic and Professional Skills

Research and Information Literacy (IL) Skills

Information Literacy (IL) librarians support students by providing:
- Individual appointments.
- In-class guest lectures.
- Co-curricular workshops such as Dissertation Boot Camp and Brain Food for thesis management.
- Customized digital learning objects, such as online course guides and videos.

The IL team takes a broad view of research skills and provides instruction and support on:
- developing a research question
- doing preliminary research or researching around a topic
- search and retrieval of scholarly and non-scholarly sources, such as data, company information, and market and industry reports
- knowledge synthesis projects, such as literature, systematic or scoping reviews
- evaluating information for bias, authority, reliability, and other indicators of suitability.

The IL team prioritizes support to large required and core courses that have research skills or digital media literacy assignments. IL librarians aim to scaffold information literacy instruction throughout the curriculum to provide students with the opportunity to build on their skills year over year.

The library has consistently provided extensive support with information literacy and research to BCOMM management students. The information literacy team has been invited into several courses in Management as guest lecturers. IL librarians also provide "train the trainer" support for teaching assistants in MGMT*1000 so that they are better equipped to support their students' research assignments.

On the other hand, we have not had the opportunity to provided similar support in the Accounting program with the exception is our ongoing support of MGMT*1000.

At the graduate level, the library has consistently provided strong information literacy and research support to students in the MBA program through in-class sessions at the beginning of their program. We also provide research support to students by email and in person.

Writing Services

Writing specialists support students by providing:
- Individual writing appointments.
- In-class guest lectures.
- Curricular support and resources for instructors and graduate student supervisors.
- Co-curricular programming such as Dissertation Boot Camp, Brain Food for thesis management, Writing Tune-Up for grammar, and Academic Writing Style.
- Academic integrity support through Academic Integrity at the University of Guelph www.academicintegrity.uoguelph.ca and by helping students understand and prevent academic misconduct.

Writing Services meets for individual consultations between four and 25 Management students per year from each of the specific reviewed programs, except for MA Management in 2018-19, in which we saw 39 students. The higher number may relate to greater faculty support for Writing Services during that year. More Management students could be referred to writing appointments.

Writing workshops are often requested for the Management graduate and undergraduate programs. During Summer 2020 to Winter 2021, Writing Services provided a limited number of in-class workshops due to staffing issues and COVID-19. There were none provided for Management during this time. We would recommend that we continue to provide a writing workshop for the MGMT* 6000 course, perhaps combined with LEAD* 6000.

Guest lectures and workshops by Writing Services

Year	Course or Workshop	# Sessions	# Students
Fall 2017	MA Management workshop	1	30
Winter 2018	MGMT 3020	1	160
Fall 2018	MGMT* 4050/60	1	50
Winter 2019	MGMT* 4060	1	40
Fall 2019	MGMT* 6000	1	12

English as an Additional Language (EAL)

English language programming supports students to develop skills in English communication, pronunciation, presentation, reading, and writing skills. Support is offered through:
- Individual appointments.
- Co-curricular workshops and short courses such as EAL Graduate Writing Camp, Pronunciation Groups, Talk like an Academic, and Write like an Academic.
- Curricular support and resources for instructors and graduate student supervisors

Learning Services

Learning Specialists support students' academic skill development through:
- Individual appointments.
- In-class guest lectures.
- Working with faculty to develop assignments, assessment, and in-class workshops on topics such as working in groups, presentation skills, poster presentations, and exam preparation, and customized student resources (such as an error analysis worksheet for midterms).
- Co-curricular programming such as Brain Food (thesis management), Presentation Boot Camp, and Control Academic Stress.

Guest lectures and workshops by Learning Services

Year	Course or Workshop	Type of Session	# Sessions	# Students
2017-18	Workshop offered to all new MA MNGT graduate students	Critical reading	1	4
2017-18	Workshop offered to all new MA MNGT graduate students	Workload management	1	6
2018-19	MGMT* 3030	Facilitator training session	1	5
2018-19	MGMT* 3030	Facilitation skills	5	5 per session
2018-19	MGMT* 4000	Conflict management	1	100
2019-20	MGMT* 3030	Facilitation skills	3	4 per session

Supported Learning Groups

Supported Learning Groups (SLGs) are weekly student-led study groups designed to help undergraduate students taking historically challenging courses to:
- Meet and study with students from their class in a small group format.
- Test their knowledge prior to tests and exams.
- Develop problem-solving strategies, critical thinking, and time management skills.
- Share learning strategies.
- Leave with something tangible to review later.

We have correlated student grades with SLG attendance and found that, on average, students who participated in the SLG program obtained higher final grades in the course and had a lower failure rate.

SLG participation data is gathered for each course but does not collect students' major or program. The following tables show how many students in the course attended SLGs, but some of these students may not be in a management program major. Please note that SLGs services were suspended early in the Winter 2020 semester due to COVID-19. SLGs were redesigned for online delivery via CourseLink Virtual Classroom from May 2020 to present.

Student participation in SLG for ECON* 1050

Year	Total attendance	# Unique students participating
Fall 2017	364	155
Winter 2018	77	22
Fall 2018	474	295
Winter 2019	Not offered	Not offered
Fall 2019	415	177
Winter 2020	Not offered	Not offered

Student participation in SLG for ECON* 1100

Year	Total attendance	# Unique students participating
Fall 2017	Not offered	Not offered
Winter 2018	227	57
Fall 2018	Not offered	Not offered
Winter 2019	289	184
Fall 2019	Not offered	Not offered
Winter 2020	276	111

Student participation is SLG for MATH* 1030

Year	Total attendance	# Unique students participating
Fall 2017	Not offered	Not offered
Winter 2018	Not offered	Not offered
Fall 2018	76	29
Winter 2019	27	8
Fall 2019	Not offered	Not offered
Winter 2020	Not offered	Not offered

Student participation in SLG for STAT* 2060

Semester	Total attendance	# Unique students participating
Fall 2017	134	51
Winter 2018	Not offered	Not offered
Fall 2018	Not offered	Not offered
Winter 2019	Not offered	Not offered
Fall 2019	86	38
Winter 2020	38	14

Media Skills

The Media Studio opened in 2018 and provides a filming studio, sound booth, and editing suites, staffed by student consultants. The Studio supports the development of digital media creation skills, such as digital storytelling, podcasting, creating infographics, and animated videos.

The Media Studio also supports faculty by providing consultations on assignment design and integration of digital literacy skills into the curriculum.

Guest lectures by Media Studio specialists

Year	Course	Type of Session	# Sessions	# Students
2019-20	MGMT 4000	Create a Video Pitch	2	30

Individual appointments with students in MGMT courses

Year	Course	# Individual Consultations
2019-20	MGMT* 4000	13
2019-20	MGMT* 3040	1

Scholarship and Data Services

The Research & Scholarship (R&S) team provides support for students' data and research activities through:

- Individual appointments.
- In-class guest lectures.
- Co-curricular programming such the Data Skills Workshop Series, the Scholarly Communications Workshop Series, workshops on acquiring, analyzing, and visualizing data, using research software, cleaning, coding, depositing data into Dataverse, and data management plans.
- Customized digital learning objects such as instruction sheets, videos, and tutorials.
- The library's Data Resource Centre which provides access to statistical data resources and software and specialist support for the use of GIS data, statistical software, and survey software.
- The library has installed ArcGIS, Excel, R, SPSS, SAS, and Matlab on all library workstations.
- Administration of the University's institutional repositories:
  - The Atrium for institutional open access research.
  - Dataverse for research data from all disciplines created by researchers at the University of Guelph.
  - The Agri-Environmental Research Data Repository to preserve and provide access to agricultural and environmental data produced during University of Guelph research projects.

Guest lectures by R&S specialists in 2019-2020

Course	# Students
MGMT*3140	15

Although we do not collect program level data about students in our one-on-one consultations, most are graduate students with a large proportion of those students seeking GIS support, statistical support, and data analysis, cleaning and visualization services.

Electronic Theses and Dissertations (ETD)

University of Guelph Institutional Repository, the Atrium, houses University of Guelph student theses and dissertations.