

Library Matters @ McGill

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FROM THE TRENHOLME DIRECTOR OF LIBRARIES



Maryvon Côté (Liaison Librarian, Humanities and Social Sciences) with two of our SSMU Library Ambassadors at McGill's Open House on January 28, 2007.

In a recent report, *Higher Education Survey on Leadership, Innovation and Technology*, by Eduventures, the five most significant strategic objectives cited by leaders of higher education institutions related to improving:

- Student retention rates
- Student learning outcomes
- Attraction/retention of faculty
- Use of data for strategic decision support
- Fundraising

These five certainly feature in McGill's White Paper, *Strengths and Aspirations*, which is the guiding paper setting the strategic directions for the University. As we begin 2007, the Library can reflect on its role in assisting in the achievement of these objectives. It is important that we provide a friendly and supportive environment for students, through the facilities we provide and the services we carry out. This helps

student retention and learning. The collections we provide support learning and also provide the "stuff" for teaching and research by faculty. Teaching and research needs must be known and understood by each of us. Careful planning of our collection development will then match what we acquire with the needs identified. Implementation of timely selection of materials and efficient and effective processing will ensure users can access and use the resources they need – when and how they wish. We need insight, commitment and teamwork to ensure that the work we do underpins the university's strategic aims.

The University's Open House is held the last Sunday of January and provides the Library with an opportunity to share in presenting the University to prospective students and the community at large. Thank you to all who participated in this event.

Last week saw the launch of a book by Emeritus Trenholme Director of Libraries, Frances Groen, *Access to medical knowledge: libraries, digitization, and the public good*. We congratulate Fran on a marvellous achievement. The book was written "as an attempt to understand why librarians whether working in the health care environment or in the academic milieu, make the choices and develop the services that they do". Written from the perspective of a lifetime involvement in academic libraries, with an emphasis on medical libraries, and the work of various professional associations, a carefully crafted work presents the values of librarians, the origin of medical librarianship, medical libraries in the age of the internet, and concludes with "is there a better way?" We continue to look for better ways of supporting the needs of our clients – no matter what the discipline.

Happy New Year!

Janine Schmidt,
Trenholme Director of Libraries

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E AND E - TO EXCHANGE AND ENCOURAGE

The *Library Matters @ McGill* newsletter, brought to you by the *you never heard it from us* editors, seeks to exchange and encourage ideas, innovations and information from McGill Library staff at all levels. The newsletter is published monthly. The latest issue, as well as an archive of past issues, can be found at www.mcgill.ca/library/about/pubs/newsletter/. We welcome your contributions. The deadline for submissions is the first day of the issue month. Send your input to the *you never heard it from us* editorial team:
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WHAT'S NEW

Staff news

❖ Erica Burnham (Head, Macdonald Campus Library) gave birth to Roman Swift Burnham Auerbach on January 6, 2007. He weighed 7lbs, 15oz and is a healthy little boy. Congratulations, Erica!

❖ Gail Veli (Serials/Loans and Reserves, Howard Ross) has taken a leave of absence effective January 1, 2007. Replacing her is Jay Ranjitsingh, who comes to Howard Ross from the Life Science Library.

❖ Sharon Rankin has carried out a significant role in the development of E-Scholarship@McGill. Now her role is changing. On January 15, Sharon took on her new duties as Liaison Librarian in the Humanities and Social Sciences Library.

❖ Karen Nicholson (Liaison Librarian, Humanities and Social Sciences) has been accepted to attend the Northern Exposure to Leadership Institute. Congratulations to Karen!

❖ Emmanuel Kamukama (ICS, Library Group) has accepted a position in the Department of Engineering. We wish Emmanuel all the best in his new position, and we welcome Andreas Gadmer to the ICS Library Group. Andreas has been with ICS for over two and a half years. He comes to the

Library Group by way of the Faculty of Management Group.

❖ Some of you may remember our former colleague, Allan Bell. Allan started as a Computer Services/Reference Librarian in McGill's Humanities and Social Sciences Library, then moved on to the post of Systems Librarian for the University of Texas at Arlington Libraries. After posts at Ovid Technologies and Stanford University Libraries, he now returns north to take up the position of Associate University Librarian for Information Technology Services at the University of Waterloo.

Notre site Web

A French version of the Library's section page is now available. The underlying pages are in English. It has been a complex and difficult task to undertake and thanks go to Daniel Boyer, Louis Houle and Genevieve Gore for all their work, as well as the University's Web Service Group. Various terms used on websites from the Université de Laval, Université de Montréal, the Bibliothèque Nationale de France and the Bibliothèque et Archives Nationale de Québec have been used as guidelines. Please send any further suggestions to Genevieve Gore.

Welcome brochure

Our Welcome brochure has been translated into French and it will shortly also be available, again to assist our Francophone users.

Present system

If anyone is having difficulty using the Present system, please contact Carole Renahan or Bruna Ceccolini. Fine tuning of the software is being carried out as various issues arise due to the transfer to the web version.

Committee updates

There is a further addition to the Advisory Committee for selection of the Associate Directors. It is Alexander deGuise, representing the Post-Graduate Student Society. The committee has shortlisted candidates and the interview process has begun.

Antivirus CDs

The Library is distributing Safe Computing CDs from ICS which include Antivirus software free for all students and staff to pick up. McGill users can pick up their copy of the CD by presenting their McGill photo ID card at one of our branch libraries.

ODE TO A DEPARTED FRIEND — HAROLD LAPIN (1936-2006) —

On November 6, our friend and colleague Harold Lapin lost his battle against cancer. Harold gave 33 years of unwavering dedication to his work at the Law Library. Without exception his colleagues, the faculty and the students rallied behind him to encourage and support him after his diagnosis. On a regular basis he continued to drop by to visit us after his treatments; he missed working, he missed the Library, he missed the contact with staff and students; we were all part of his extended family.

Harold served generations of students, many of whom still ask for him every time they come back and remember him fondly as expressed by the numerous letters of sympathy received.

Remembered for his infectious smile, determination, strong will, collaboration, gentleness and unwavering team work, the Law Library staff will miss him not only as a colleague and friend but as a member of our family. Thank you Harold, it was an honour and a pleasure to have been able to work by your side.

Our sincere condolences go out to his dear wife Estrella and their daughter Janice.

On behalf of the Nahum Gelber Law Library Staff



Harold Lapin in 2005

OUR SHEILA'S FAREWELL

by Louisa Piatti, Liaison Librarian (Nahum Gelber Law)

The send off for "our Sheila" was held in the staff cafeteria at the end of December 2006. She may have thought that with all the end of term frenzy we would not have noticed her retirement but we did. You taught us well Sheila and we could not as you said "let you go quietly."

Elaine Yarosky's comments reminded us that Sheila began her career in the McGill Libraries in 1988 in the Humanities and Social Sciences Collections Office, with an earlier stint at the Osler Library. Sheila can best be described as a self-proclaimed life-long learner, obtaining a library technician diploma at John Abbott in 1985, an honours History degree at Concordia in 1996 and a Master of Library and Information Studies at McGill in 2002. As a devoted "Jill of All Trades" for the Collections office, she has been senior bibliographic assistant in charge of gifts and exchanges; serials assistant, computer guru, HTML expert, Shastri organizer, and the coordinator of endless moves of the Collections Office.

Common sense and dedication were two characteristics which Bob used to describe Sheila's attitude to her work. "No matter how complicated a problem might seem, Sheila always seems to be able to work us through it, one step at a



Sheila Farthing, Janine Schmidt, Robert Clarke and Hans Moller at our Sheila's farewell gettogether

time."

And what of Sheila? How did she view this retirement? In her own words and with her own style she told us of the three women Marion Blake, Elizabeth Sylvester and Faith Wallis who were in various ways responsible for her career at McGill. This career turned into a stay of 19 years 2 months and 6 days (Sheila had checked the most recent seniority list). But why leave now was the operative question? The first remarks were about the

winters which were not getting easier to handle and the fight for the last parking spot at the local train station. The second remarks dealt with wardrobe issues. Our Sheila noticed that pants were becoming a daily wardrobe choice and the idea of wearing tights (panty hose) was also becoming a hassle. But I leave the final words as a direct Sheila quote: "Many thanks to all of you for coming to this, for me, a very significant occasion. I would especially like to thank Elaine and all who were involved in putting this event together. Working in a library such as McGill's at a time when so many changes were taking place in the information field, in particular the dramatic changes in the technology, has been a very interesting and may I say, at times a very moving experience, once again thank you all very much, I shall miss the life."



News from the Library Systems Office

Chinese indexes now appear in the library catalogue.

There are two types of catalogue records for our Chinese collection: one is solely in Pinyin and another is in both Pinyin and vernacular. While there are about 17,000 records catalogued solely in Pinyin, more than 9,000 records in both Pinyin and vernacular have been added to the catalogue (as of December 2006), of which, about 7,000 records belong to Si Ku (四库) series.

To read more about the Chinese Collection, click on the "Help" tab in the catalogue, then find the "Chinese Materials" link in the navigation bar on the left side.

HERE'S TO 40 YEARS!

JOANNA ANDREWS IS RETIRING AFTER 40 YEARS OF DEDICATED SERVICE

by Louisa Piatti, Liaison Librarian (Nahum Gelber Law)



Joanna Andrews with Norma Johnson



John Hobbins and Joanna



Christine Oliver, Joanna and Janine Schmidt

With the decorations, the food and the retrospective pictures the Staff lounge was the venue for a farewell celebration on Wednesday, January 24 for Joanna Andrews. She has served the McGill Library for forty years in many different capacities and it seems impossible that she is about to retire! As Joanna remarked that “she started work at McGill on March 1, 1967 and will finish her time with us on February 28, 2007—almost 40 years to the day.” It must be her cataloguing background that allows her to be so precise.

The first remarks about Joanna were from Janine Schmidt, Trenholme Director of Libraries. Janine outlined for the audience Joanna’s career, which started in 1967 working at the Divinity Library, which most of us would come to call the Religious Studies library. Once she received her MLS in 1971, she worked as a Librarian in the Religious Studies library. She worked her way through many changes and guises, from her return to Technical services in 1979, to receiving the 2003 Librarian Career Recognition award. She served on committees, ranging from Tenure to Automation Planning, and taught at both McGill and Concordia.

It was also pointed out by the Director that the slogan for the 100th anniversary of democracy in Saskatchewan was, “to everyone from Saskatchewan and to those who wish they were, it is still the best place to be—or to come from.” Could it be this Saskatchewan background which prompted one colleague who nominated Joanna for the Career Recognition Award to comment on her “clear vision, constant patient

guidance and unfailing helpfulness?” The Director ended her remarks as follows: “Perhaps I can sum up Joanna’s work here at McGill through another quote from one of her colleagues as she goes on to a relaxing and well-deserved retirement. ‘There has been one thread—Joanna’s unfailing, soft-spoken courtesy, and her capacity to approach staff with gentleness.’”

As a colleague who knew Joanna over those 40 years, John Hobbins told us of her work and reminisced about their careers, from their earliest encounters when Joanna would call McLennan reference and get John who would correct her Latin pronunciation to the question of who should be Head of Acquisitions and who should be in charge of Cataloguing. John was not the only one with whom Joanna switched roles from “reporting to” to becoming “boss of”. Another such switch was commented on when Christine Oliver, who used to report to Joanna, took over as Head of Technical Services. Christine spoke of Joanna’s reminder to staff that they should never forget about the needs of our users and that they would remember her eternal optimism.

Joanna who did not wish to make a speech, did say that she found it wonderful to work with her colleagues and that it was a privilege to be in the academic world. Her final comment to those who had come to know and work with her and who had assembled on this afternoon in January was a simple “good luck”. While we may not yet know what Joanna will do in her “R phase”, we do wish her the best.

When one door of happiness closes, another opens.

-Helen Keller

AWARDS SEASON IS HERE AGAIN

The Library is calling for submissions for the library awards. The details have been re-written, with the extremely helpful input of a recent winner, **David Curtis**, of the Marvyn Duchow Music Library. Submissions are due **February 26, 2007**. The details of the awards follow.

LIBRARY AWARDS AND RECOGNITION

Purpose and Selection Criteria: Many Library staff members make outstanding contributions to McGill's continued success and exceptional reputation. The annually presented **Career Recognition Award** and **Library Staff Excellence Award** (further details below) recognize these important efforts and achievements. Library staff are encouraged to nominate co-workers who have demonstrated commitment and dedication to the Library's mission statement:

McGill University Library advances teaching, learning, research and community service by providing outstanding collections, access to the world of knowledge, excellence in service and an appropriate library environment, all of which are client-focused and responsive to the needs of the McGill community.

Nominees are expected to have shown an exceptional understanding of the Library's motto: *Information, Innovation, Service*, and may be nominated for outstanding contributions in the areas of:

- **Job performance**
- **Client service**
- **Communication skills**
- **Collaboration with other libraries/sections**
- **Contribution to the practice or profession of librarianship**
- **Promotional activities**
- **Teamwork**
- **Special initiative/s**
- **Creative problem solving.**

All Library members of the library staff, with the exception of the winners of the 2002-2006 awards and the Director and Associate Directors, are eligible for nomination. Permanent part-time and permanent sessional staff may be considered for the awards provided the length of service is equivalent to three years full-time employment in the Library. Nominations will be called annually for each of the awards.

Procedure: Following the guidelines for each award, complete the form (on the Library's website) for each candidate and supply a supporting statement (two pages maximum) by the due date, describing how the nominee meets or surpasses the criteria. Send the printed nomination form and supporting statement to the Office of the Trenholme Director of Libraries - Staff Awards Committee.

Frequency of Award: Annually, at the discretion of the Trenholme Director of Libraries.

Decision Process: The Director of Libraries, in consultation with the Associate Directors and the last three recipients of each of the awards will select the successful candidate.

Presentation of the Awards: The awards are presented at an annual celebration.

Career Recognition Award

Purpose: This award will recognize an exceptional contribution by a librarian, currently on appointment to the McGill University Libraries.

Eligibility: All librarians presently on appointment are eligible for consideration.

Procedure: Nominations must be submitted in writing, identifying and describing the nature of the nominee's contribution, together with the endorsement of two McGill librarians.

Past Winners

- 1988 Angella Lambrou, Health Sciences Library
- 1989 Jane Aitkens, Systems Office
- 1990 Irena Murray, Blackader-Lauterman Library
- 1991 Donna Duncan, Library Technical Services
- 1992 David Crawford, Health Sciences Library
- 1993 not awarded
- 1994 Joan Hobbins, Library Technical Services
- 1995 Selima Mohammed, Library Technical Services
- 1996 Stephen Park, Law Library
- 1997 Louis Houle, Physical Sciences and Engineering Library
- 1998 Pat Riva, Library Technical Services
- 1999 Eleanor MacLean, Blacker-Wood Library of Biology
- 2000 Sharon Lynn Grant, Health Sciences Library
- 2001 Sharon Rankin, Systems Office
- 2002 Hanna Waluzyniec, Schulich Library
- 2003 Christine Oliver, Library Technical Services
- 2004 Joanna Andrews, Library Technical Services
- 2005 Cynthia Leive, Marvyn Duchow Music Library
- 2006 not awarded

Library Staff Excellence Award

Purpose: This award will recognize an outstanding contribution by a member of the support staff currently on appointment to the McGill Libraries.

Eligibility: All members of the support staff within the Library System are eligible, that is, all staff holding a classification of "LA", "C", "M" or "T".

Procedure: Nominations must be submitted in writing, describing the nature of the nominee's contribution, together with the endorsement of two support staff.

Past Winners

- 1993 Francisco Uribe, Humanities and Social Sciences Library
- 1994 Diane Philip, Humanities and Social Sciences Library
- 1995 Theo Lawrence, Library Technical Services
- 1996 Adèle Toutant, Law Library
- 1997 Gary Tynski, Division of Rare Books and Special Collections
- 1998 Louise Nadeau, Library Technical Services
- 1999 Mary Lourenço, Law Library
- 2000 Jane Jackel, Howard Ross Library/Systems Office
- 2001 Anne Habbick, Blacker-Wood Library
- 2002 Zafiro Bouwman, Serials Department
- 2003 Anna Di Pietro, Health Sciences Library
- 2004 David Curtis, Marvyn Duchow Music Library
- 2005 Penelope Aubin, Library Technical Services
- 2006 Lise Hackett, Library Technical Services

iPODS IN THE LIBRARY: UPDATE

by Brian McMillan, Liaison Librarian (Marvin Duchow Music)

Since Apple Canada representatives first visited McGill almost a year ago to promote the iPod as a pedagogical tool (see report in *Library Matters @ McGill*, 2/3, p. 3), the Library has explored ways of incorporating the device into its client services. Gen Gore, Debbie Meert, and I—with the support of several colleagues and student library ambassadors—have surveyed current practices across the Anglo-American world and brainstormed possible applications at McGill Library. On campuses and other educational institutions around the world, the iPod and other portable media devices have proven to be effective tools to connect with students and other community members who are “digital natives.” As a result of its 2004 iPod pilot project, Duke University identified the following five educational uses:



- Course content dissemination tool
- Classroom recording tool
- Field recording tool
- Study support tool
- File storage and transfer

Within the McGill Library we identified two principle applications of the iPod:

- Dissemination of Library information and
- Dissemination of course reserve materials

Last summer, Debbie Meert wrote brief podcasts on such topics as “What’s my Library PIN?” and worked with Steve Burliuk of Life Sciences to record the material and make it web ready. In the Humanities and Social Sciences Library, Danny Haerberlin, one of the summer Library Ambassadors, wrote a half-hour audio tour of the McLennan and Redpath buildings under the supervision of Karen Nicholson, Tatiana Bedjanian, and Bob Clarke and using the advice (and anecdotes!) of several other HSSL librarians. She recorded the audio tour using Music Library equipment in its sound-proofed lecture seminar rooms. The 9-track tour walks new students through the facilities and services of HSSL with a dash of history added in for interest’s sake. Currently Shamin Malmas, the Music Library Student Ambassador, is developing a similar audio tour for visitors to the Music Library.



Our plan is to post these tours and others on our website

for visitors to download from home to their own portable listening devices and use as a guide to the libraries at McGill. We could also offer these tours on Library iPods available at Loans desks. As one colleague at the University of Alberta wrote recently, their iPod audio tours have proven very popular for two reasons:

- They don’t disturb other patrons and
- They “serve the users when they [need] the tour, not when we were ready to give it.”

While these projects are still in the development stages, the Music Library is already distributing course reserve materials on iPods. Last summer McGill Library purchased 40 iPods: 20 nanos and 20 video. Over the summer months word spread around the Schulich School of Music about the project and student anticipation was very high!

We received many eager inquiries at the loans desk about the iPods, especially the availability of the video iPods. For several weeks the project was at the top of entire Library staff’s priority list: from negotiating iTunes subscription possibilities to finding the best protective skins at the lowest cost, everyone pitched in to get the project launched on time. Special thanks goes to student Nathan Chandler for loading all the audio onto the iPods the first time. In September, 27 students in Professor Lloyd Whitesell’s class MUHL-396: Era of the Modern Piano signed out iPods loaded with their required course listening (about 16 hours in total). Loans lasted the entire semester. John Black and the Audio/Video department staff dealt with the few technical problems students experienced. Near the end of classes, students completed a survey to inform the Music Library of their impressions of the iPod and its usefulness for the course and to offer suggestions for how iPods could be used in future.



The Music Library iPod project has expanded this term to one seminar and one class (both on Bruckner and Heavy Metal) with some 70 students in total. Students from classical, jazz, and pop perspectives are all anxious for the iPod service to expand to their classes or seminars. It seems clear that most would benefit from having access to this form of portable and ready-made audio reserves. Everyone is looking forward to seeing how the iPod project develops in the coming semesters.



COMING ATTRACTIONS

- ❖ Monday, February 12, 2007, 8:30 a.m. to 9:30 a.m. — *Drop in to the Director's Office*
- ❖ Monday, February 12, 2007 — *Meeting of the James McGill Society*, Faculty Club Ballroom, 5:00 p.m. Reception, 5:30 p.m. Presentation, *James McGill Revisited: Citizen and Philanthropist*, by Stanley Frost, the first Director of the History of McGill Project and author of *James McGill of Montreal*
- ❖ Wednesday, February 21, 2007, 4:00 p.m. to 5:00 p.m. — *Drop in to the Director's Office*

For more McGill events, consult:
www.mcgill.ca/calendar/

PHOTO GALLERY



Just when we thought there might be no winter at all, the weather turned. Kathleen Vandernoot sent us these winter shots from snowier years.

SOLUTION TO DECEMBER'S CROSSWORD PUZZLE

Across

- 1. Clementines
- 3. Jelly doughnuts
- 6. Plum pudding
- 7. Glögi
- 10. Tryptophan
- 12. Champagne
- 16. Latke
- 17. Stollen
- 21. Cranberries
- 22. Perogies
- 24. Mimosa
- 26. Molasses

Down

- 1. Chocolate
- 2. Peanut
- 4. Eggnog
- 5. Brisket
- 8. Shortbread
- 9. Candy cane
- 11. Truffles
- 13. Panettone
- 14. Plantain
- 15. Red cabbage
- 18. Blintzes
- 19. Kampai
- 20. Gravlax
- 23. Fish
- 25. Root