

Library Matters @ McGill

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FROM THE TRENHOLME DIRECTOR OF LIBRARIES



Library Ambassador Maria Kordylewska and Joyce Whiting (HSSL) staff the Library's table at the ID Centre

My column this month comes from Durban South Africa, where I am attending the IFLA (International Federation of Library Associations) World Library and Information Congress. The theme of the congress is *Libraries for the future: progress, development & partnerships*. The theme of the opening session was: *May the heartbeat of Africa echo in your soul* and focused on the rhythms of a vibrant nation and the stories of its people, exemplified by music through musical presentations and the Zulu drum and dancing. Keynote speakers included IFLA personnel and Dr Pallo Jordan, the National Minister of Arts and Culture, in the Republic of South Africa.

The most powerful presentation was provided by Justice Albie Sachs from the Constitutional Court of South Africa. He related his own personal story of suffering and survival under the apartheid regime and told us something of the needs of a country in transition to constitutional democracy. He addressed three aspects of the library. The first was the **library on legs**. Knowledge is held in the minds of individuals and the oral culture and traditions are treasured in countries like South Africa—such information is valuable but not always available. The second aspect he discussed was the **library as a haven**. The library is a place of illumination and safety where one can dream, imagine and converse – in any language. The third aspect is the **library which cannot be seen**. He referred to the transformation occurring in libraries and the relationship between the visible and the invisible and between the virtual and the real, with the developments in information technology. He referred in particular to the role of the library in the Constitutional Court where judgements previously unrecorded are being documented and shared. He said that Napoleon's armies might march on its stomach but that judges in appeal courts march on the work of their librarians.

The opening address was a splendid beginning to a conference which is exploring the information access issues we face worldwide and was also a reminder of the benefits we have in countries like Canada where we have safety, security and a reasonable standard of living, with excellent access to information.

Much is occurring at McGill and we have much to offer our new and continuing students and faculty as the academic year commences. Let us strive to serve to the best of our capacity.

Janine Schmidt,
Trenholme Director of Libraries

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

© Carole Urbain joined us as Associate Director, Client Services, Humanities, Law, Management and Social Sciences, on Monday August, 13th. Welcome Carole!

© Welcome to Amber Lannon, who will assume the post of Head Librarian at Howard Ross Management Library on October 1. Amber comes to us from the David Lam Management Research Library at the University of British Columbia. She has an MBA from the Sauder School of Business at UBC, an MLIS from Dalhousie and a BA from Saint Mary's University.

© Maryvon Côté (Liaison Librarian) has been appointed to the Nahum Gelber Law Library. We thank Maryvon for all his work in the Humanities and Social Sciences Library and wish him well in Law, where he will start on October 1.

© Genevieve Gore (Web Services Librarian) will be taking on the role of eScholarship Coordinator. Genevieve has done an outstanding job on the website and we wish her well in her new role.

© Megan Chellew and Nevenka Koscevic have been appointed to Collection Services. Megan and Nevenka have been with us for some time and we are pleased to see them continue with us.

© Vivian Bejerman has been appointed to the position of Financial Administrator in Planning and Resources.

© Barbora Boronell has been appointed to the position of Senior Library Clerk, Lending and Access Services, Humanities and Social Sciences Library.

© We say farewell to Sharon Rankin who is going on Sabbatical Leave, and will be investigating research undertaken in arctic and northern studies resources as well as Inuit publications and creating a northern studies guide and web publications.

© Lorie Kloda, Liaison Librarian at the Life Sciences Library, is taking a year's leave of absence to continue her PhD studies.

FACULTY AND STAFF EMAIL NOTICES

Library notices are now automatically sent to the McGill Email Addresses of McGill faculty and staff members if their McGill Email Address is active. That is, if you have added a delivery destination (a

mailbox) to your McGill Email Address, library notices are sent there.

Please consult NCS's email webpages for information about how to set up and use your McGill Email Address if there is no email address showing in your library account.

If you entered an email address into your library account before August 22, 2007, and have never added a delivery destination to your McGill Email Address, library notices are still sent to the email address you entered manually.

BLACKER-WOOD COLLECTION ON THE MOVE

8,000 titles of recently circulated books are currently being transferred to the Life Sciences Library from Blacker-Wood. If you have requests for Blacker-Wood books, they may be part of the transfer list and unavailable for a few weeks during the relocation. The remaining books will stay in Blacker-Wood and become a static collection because all new titles will go directly to Life Sciences Library. At the Life Sciences Library periodicals are being shifted to make room for the biology materials and to make room for materials from the 4th floor to be moved to the 3rd floor.

EDUCATION LIBRARY RENOVATION

The Education Library renovation project is moving along. They are getting compact shelving, moving their loans desk, and remodeling the library. The Library may be closed for up to three weeks to accommodate the project. Stay tuned for details.

CURRIE GYM

Materials from Macdonald Campus Library have been removed from the Currie Gym and sent to their storage area. Howard Ross Library is in the process of moving materials that have been recently borrowed out of the Currie Gym and into new compact shelving that will be installed later this month. Schulich Library is reviewing their materials at the Currie Gym to see if they are duplicated in electronic form, so they can decide how to handle them. The Education Library is also taking materials that have circulated recently from the Currie Gym to have them added back into their regular collection. Materials from Life Sciences at the

Currie Gym will be transferred to the new compact shelving that has been installed in the basement of the Redpath Library Building. The Library will have to vacate the Currie Gym sometime in 2008.

CYBERTHÈQUE

The Redpath street level renovation is making progress with October 10, 2007 as the new opening time. Its new name will be *Cyberthèque*.

A/V ROOM

The new A/V room in Humanities and Social Sciences Library is coming along very well and should be open in time for the Fall term. There will be VHS and DVD viewing stations—several with multiple headphone sets to allow groups of viewers to simultaneously watch the same video.

HSSL CARRELS

Carrel cards for the Humanities and Social Sciences Library will be issued from the Redpath Membership desk starting in the Fall 2007 term. Students will need to fill out an application form and speak to a Lending and Access Services supervisor who will issue the card and explain the eligibility requirements for carrels. Students who go up to the 6th floor will be given an application form from the Stacks office, but will be directed to the Membership desk in order to get their carrel card. There are hopes to create an online form in order to streamline the carrel assignment process.

CUTTER, MICROFILMS AND BARCODING

The Cutter, Microfilms and Barcoding projects that were funded with SSMU money will wrap up at the end of August.

The Microfilms project is about 60%

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Erratum

At the Conference of the Association of Hispanists and the Learned Societies, the University of Saskatchewan Library Dean's Research Lecture, *Of mice and (wo)men: opening up research in the digital age*, concerning open access and copyright, was given by Jean-Claude Guédon from Université de Montréal. Incorrect information appeared in the July issue.

RINGING IN THE NEW YEAR

BY EMMA BUCKLEY (OFFICE OF THE DIRECTOR OF LIBRARIES)

Introducing the Library at the ID Centre

Between August 20 and August 31, around 40 library staff members and 15 student Library Ambassadors took the opportunity to promote the Library's services to new McGill students at the University's ID Centre in the Trottier Building cafeteria. Strategically located opposite the ID card service point and resplendent in red, the staff welcomed new students to McGill, provided information on the Library's facilities and services, and answered a range of questions. Around 2000 library bags and over 2000 orientation brochures were snapped up by new students, who were shown the location of "their" branch library on campus and encouraged to attend the suite of Library orientation workshops on offer. The Library's mints and lollipops also proved a hit—with students, moms and dads, as well as ID Centre staff members!

Library Ambassador Ariela Weinbach observes, "If new students didn't approach the information table due to curiosity, they seemed immediately interested in finding out about the library when approached by a librarian or library ambassador. I thought students might not want to hear about workshops and classes

after going through the ID card process. To my surprise, even some of the most visibly overwhelmed students were eager to find out which library they would be using. Overall, parents and students were enthusiastic about getting to know the library and it was very enjoyable to interact with them."

For Diane Philip, Library Assistant at the Education Library and Curriculum Resources Centre, a highlight was chatting with an aunt and uncle whose niece had recently arrived from China to begin her studies at McGill. "They were very impressed with McGill and reminded me that McGill was number one," she says.

Getting started—the Library's orientation tours and workshops

The core of the Library's orientation activities consists of 5 different information workshops and orientation tours offered across 8 branch libraries, over a period of 10 weeks. From learning the basics at "get started @ your library" to manipulating and analyzing data as part of our "a date with data" suite of workshops, students have an excellent opportunity to improve their information literacy skills and to equip themselves with the

right tools for finding the information they need.

The Library's making Friends!

The Library saw the start of the academic year as an opportunity to make a foray into the enormously popular world of social networking. A prototype Library Orientation Group and orientation event were set up on Facebook, containing photographs and information for students. The Library also created and paid for a small flyer which alerts McGill Facebook users to Library orientation activities. Discussion and feedback will shape the Library's use of Facebook in the future.

Dropping in for dinner—Ambassadors in the Residences

Following their stint at the ID Centre, the Library's newly-appointed Library Ambassadors will set up their "information stations" in communal areas at University residence buildings RVC, Bishop Mountain Hall, New Rez, Douglas Hall and Solin Hall. Each location will host two ambassadors, who will visit once a week in the early evening over a period of three weeks, and at monthly intervals thereafter. □

EXTREME MAKEOVER: LIBRARY EDITION

INTERVIEW WITH DIANE KOEN (ASSOCIATE DIRECTOR, PLANNING AND RESOURCES)

As Associate Director for Planning and Resources, Diane Koen oversees the redesign and refurbishment of McGill Library facilities. Currently knee-deep in construction projects, Diane's tasks range from procuring workers to researching library design to testing the "comfort" factor of chairs. Library Matters caught up with Diane in a very rare lull in activity.

Library Matters: So, Diane, what parts of the Library are undergoing renovations?

Diane Koen: There are some major projects underway! We are renovating the lower floor of the Redpath Library Building (the former Blacker-Wood Library, which has recently been named the "Cyberthèque"), the Schulich Library of Science and Engineering and the

Education Library and Curriculum Resources Centre, as well as carrying out some smaller projects at the Life Sciences Library and Howard Ross Management Library. It has been a busy summer, and continues to be busy for the next few weeks but we are confident that our students, faculty and library staff will benefit greatly from these exciting refurbishments.

LM: Why is all this activity taking place? What is the Library hoping to achieve?

DK: We're responding to complaints raised in the LibQual surveys, and upgrading study spaces. In addition, we are improving the work environment for library staff.

The Cyberthèque will bring an amazing new space for students. They will have access to group study rooms, a new elec-

tronic classroom, flexible learning spaces and easy seating to lounge in, as well as 120 PCs and wired desks for laptops. It will be a bright, beautiful space that will be accessible 24/7 during our extended support hours. A big thank you to everyone for patience during the construction period. We expect to open toward the end of October but we'll keep you posted on the launch date.

There's also a wonderful transformation happening at Schulich. Four floors will be upgraded with new furnishings, an additional 50 computers, two new electronic classrooms, and an enhanced lobby area. We'll be following the model that was

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THE FUTURE OF THE CATALOGUE

BY JOSEPH HAFNER (ASSOCIATE DIRECTOR, COLLECTION SERVICES)

On Friday, July 20, from noon to 2:00 p.m., we had a discussion of “The Future of the Catalogue.” Chris Oliver, Lorie Kloda and Joseph Hafner led the program with discussions on the topic, and then we broke into three discussion groups, so everyone attending could participate.

Here are some surprising—or maybe not so surprising—and interesting items that came out of the discussion groups:

- Libraries are at a place where there is potential for a giant leap forward, because of technology changes and the way other types of websites are designed, but there is also a risk libraries will be left behind. We are on the edge of either opportunity or danger—we are hoping for the opportunity side of the equation.
- Our catalogue is not as “fun” to search as some other tools out there, e.g. clustering or visualizing search engines. We could really bring in more of a fun factor by making the catalogue more interactive like the tools that are really popular—Amazon, Facebook, Second Life, YouTube, Wikipedia, Library Thing or even other libraries like NCSU.
- Our catalogue at McGill is text-based, too complicated, and not very “smart”. We could add graphics, have it make suggestions to improve one's search, and find a way to make it more like other types of search tools our clients use.
- The search results and folder management features in our catalogue are too cumbersome to be useful, so we should look for ways to improve them.
- Terminology and library lingo: does the terminology we use in the catalogue match what our users think it means? We could find ways to make the terms we use more client friendly.
- Google-like features are good, including simplified search boxes, relevance ranking, and ease of use. On the other hand maybe libraries could take these features and improve

navigation of results, along with finding ways to cluster results for clients.

- Library catalogues can be very different – sometimes this is a disadvantage for clients, because there are so many different ways they are put together, and sometimes it seems it would be great if all were searched and displayed the same way. On the other hand it is interesting to see how other places display information and results or let clients search for information.

These are some short term and long term priorities that came out of the discussions:

- Add detailed location information (text and visual) with floor numbers and location information.
- A mapping tool as in Ovid for mapping keywords to subjects.
- “Smarter” searching: spelling alternatives, similar searches, “more like this” features using auto completion or “do you mean?”
- Better on-screen search guidance—either through visual design, naming, or clearer instructions.
- Improved navigation of results by adding a) relevancy ranking and b) clustering of results e.g. cluster results by type of material.
- Display information in ways that a user can understand more intuitively.
- Better visual display of the catalogue by using icons for material types, book jacket cover pictures, better use of graphics, etc.
- A catalogue search for everything in one place.
- User interactivity with user created metadata, lists, comments, etc.
- Usability study of the catalogue to see what clients think and how they actually use the catalogue.

We will take this information forward to find ways to turn these suggestions into reality here at McGill. □

MEET LOUISE O'NEILL



Louise O'Neill, Associate Director, Library Technology Services

Where were you born?

Montreal

What part of town do you live in?

Downtown

How long have you worked at the library?

Since June 1, 2007

Do you have any pets?

Yes, 2 cats: Xena and Shasta

What is your favorite place in Montreal?

Mount Royal

What is your favorite dessert?

Halvah

What are you reading?

L'assomoir by Emile Zola

What are your other interests?

Creative writing, gem and mineral collecting, puzzles

What is your pet peeve?

Needless complexity.

What is your favorite quote?

“Information is never too dear” (Sir Francis Walsingham)

What is one thing that people do not know about you?

On July 30, 2004, I published an article in the *Globe and Mail* about digging up fossils in my backyard in Toronto. (Document GLOB000020040730e07u0001f on Factiva.) □

“Reality is an illusion, albeit a very persistent one”

– Albert Einstein

CONFERENCE IN FOCUS: CANADIAN DESIGN ENGINEERING NETWORK AND THE CANADIAN CONGRESS ON ENGINEERING EDUCATION

BY APRIL COLOSIMO (SCHULICH)

The Canadian Design Engineering Network (CDEN) and the Canadian Congress on Engineering Education (CCEE) met together for the first time in Winnipeg, from July 22 – 24, 2007 (<http://cden2007.eng.umanitoba.ca>). The conference was an excellent opportunity to be exposed to the issues surrounding engineering librarianship and engineering education in Canada. Despite their efforts to attract librarians this year with the first ever library section there was only a handful in attendance. Nonetheless it was an occasion to talk with engineering professors from McGill University and other schools across the country. It was reassuring to hear from many of them that they recognize the importance of their library in providing needed resources, educating students, and in conducting their own research.

Library and Engineering Education

Norma Godavari, the head librarian of the Donald W. Craik Engineering Library at the University of Manitoba, was kind enough to give me an after-hours tour of the facilities. She introduced me to their extensive collection of standards (technical instructions), many of which have been donated to the library.

Standards are important to practicing engineers across disciplines, yet many students are graduating without exposure to these documents. David Strong led a talk on teaching and access to industry standards in Canada. Libraries understand the value of standards but because of their high cost are not able to collect them

extensively. Interlibrary loan breaks down with respect to these documents due to the reluctance of libraries to allow them to circulate. Librarians are now working closely with the Canadian Standards Association (CSA) to obtain full access to standards for Canadian institutions at educational pricing. CSA is also set to launch tutorials this 2007/2008 academic year. Some faculty members are disinclined to teach standards because they themselves are not familiar with them. Strong discussed how they are now being covered in courses at Queens University and the University of Toronto, with librarian instruction and guidance.

Working closely with departments to integrate information literacy into engineering education was the major theme of the library section. Anne Parker and Norma Godavari presented a paper outlining their efforts to deliver a technical communications course at the University of Manitoba that incorporates information literacy skills. They worked together to design a research course with attention to the specific needs of engineering students. Students learn how to find technical information, assess the information and apply it. The librarian's role was not only to deliver instruction sessions but also to verify references used in drafts and final student papers and assess research processes outlined in search sheets completed by the students.

Engineering Communication

A big topic of discussion, both inside and out of the formal sessions, was the

communication skills of new graduates of engineering programs in Canada. Engineers do much of their work in teams and convey technical information to audiences of varied backgrounds. Efforts have been made over the past several years to improve their level of competence in these areas. Unfortunately this has not been reflected in industry, and at least one survey presented at the conference showed that new graduates are not confident in their written and oral communication skills. The trouble for many instructors lies in convincing students that these "soft" skills are important to their success as Engineers.

Several faculty members presented papers on the difficulties of evaluating communication skills. University of Quebec institutions have created project CommUniQ (<http://communiq.uqar.ca>) to promote the development of communication and language skills. At the heart of the project is a chart that can be employed for the identification of essential skills for teaching and assessment. The chart is cross-disciplinary and available for use (French language only).

And back to Montreal

Coming from a science background this conference was a great learning experience for me. It not only introduced me to different aspects of engineering librarianship, but also provided insight into the challenges that instructors face in teaching engineering students and gave me the opportunity to meet some lovely people. □

"The test of literature is, I suppose, whether we ourselves live more intensely for the reading of it."

— Elizabeth Drew

NEWS, CONTINUED FROM PAGE 2

finished for now. Shelving staff will start shelving materials in this area as the work continues.

Almost 60,000 items have been rebar-coded in the Barcoding project this summer.

Over the summer as well, students worked on reviewing the Blackader Cutter collection to transfer the call num-

bers to Library of Congress Classification.

MEMBERSHIPS TO GET WIRED

The Loans Advisory Committee is hoping to find a way to create an online registration form for CREPUQ and other consortial borrowers from Canadian universities, which would automatically cre-

ate a record in Aleph. Then when they come to the membership desk, staff can look up the potential user in Aleph and complete the registration without the user having to fill out the form by hand. The Loans Committee hopes to get the new form implemented this Fall. □

READING MATTERS

BOOK REVIEW BY APRIL COLOSIMO AND TARA MAWHINNEY (SCHULICH)

Acquisitions go global: an introduction to library collection management in the 21st century

by Jim Agee

Chandos information professional series

HSSL Z687 A39 2007

Acquisitions go global is an introduction to collection development, focusing primarily on academic libraries. The book's target audience is new librarians and students in Library and Information Studies programs. It covers the basics such as the steps to ordering and receiving monographs, and important issues including outsourcing, space considerations in libraries, the virtual vs. the physical library, etc.

The global aspect shows up when Agee looks at the commonalities in the types of acquisitions issues faced by libraries today. There are interesting examples of success stories from countries like the Philippines and South Africa.

The author begins with a clear introduction of the book's contents and warns that it is filled with his experiences. This is a positive thing as Jim Agee has traveled considerably giving seminars on library acquisitions and is Head of Acquisitions/Serials and Assistant Professor at the University of Northern

Colorado.

If you are considering a job in acquisitions or are fairly new to this area, the first five chapters are a good read and cover 1) assessing the campus and community to determine not only who your users are but also who is not using the library; 2) collection evaluation centered on the users with circulation data, user statistics, questionnaires, etc., or centered on the collection with the physical assessment of library materials; 3) selection of materials with explanations of various tools, such as catalogues and book reviews; 4) collection management focusing mainly on print monographs versus online journals and databases; 5) financial considerations. If something is lacking it is the inclusion of electronic books to this introduction to collection management. Electronic books could be included in any of the chapters outlined above and certainly warrant greater emphasis.

Professional librarians may be more interested in later chapters on publisher-librarian relations and vendor assessment. However, although the book is short (132 pages), it could be trimmed down further. Chapters on book chain development (specifically the section on cultural memory and cultural repositories) and speculations about the future are less helpful than

earlier ones. The author examines librarians' roles in preserving culture in a way that seems off topic. The final chapter speculates on the future of collection development in a section that reads more like science fiction than non-fiction (e.g. "Imagine a Paris storefront that the student can enter to get a quick information implant" p. 117) but the author does address the increasingly multidisciplinary nature of studies which require library support, such as nanotechnology and biotechnology, as well as the continued struggle of libraries to stay relevant with respect to advances in technology.

Where was this book when we were in library school? It is at its best when dealing with the practical matters of collection management and financial considerations. The author is good at defining terminology and there is a short glossary at the back of the book. It includes suggestions on how to attract donors, how to evaluate collections, etc. Some of these could be applied at McGill, including assessing collections by diverse sampling methods such as user surveys and focus groups.

This book would be a great resource for a collection development class but we would still recommend it to librarians as well. It is a quick read and it might fuel an idea or two. □

MAKEOVER, CONTINUED FROM PAGE 2

established in the Macdonald Campus Library and Humanities and Social Sciences Library, whereby the reference desk area will be relocated, and the main floor will gain new book displays, a new journal display and quiet pleasing places to work and study.

The Education Library and Curriculum Resources Centre has been completely remodelled. The staff have survived a major construction effort which has seen the front door relocated to the main lobby. The new service area has completely opened up the space and we've expanded computer and laptop study areas. The collection has been unified and augmented with the addition of material retrieved from various nooks and crannies around the Library and the Currie Gym. The Library was closed for three weeks for the construction, it's now open for business but the

work goes on! Temporary furniture is in place, and will be replaced with new furnishings in approximately 6 to 8 weeks.

Life Sciences has been a hotbed of activity over the summer. Blacker-Wood material was relocated and integrated with the active collection, an experience on par with transporting major cargo! Additionally, McGill students will benefit from an upgraded section of the third floor, new group study tables and a fresh coat of paint. Work will be completed in the next few weeks.

The Howard Ross Management Library focused on the installation of compact shelving to enable the important management collection housed in the Currie Gym to be retrieved and reshelved within the Management Library. Compact shelving is a solution we will increasingly use in all our branch libraries in response to space

demands, and we've found it to be very effective. Macdonald Campus Library used compact shelving to store material recently retrieved from the Currie Gym and integrated into the general collection.

We are very grateful for the support we've received from staff during this busy time. The projects should all wrap up within the next few weeks, but with projects of this size delays and hitches are often inevitable.

LM: What's been one of the highlights for you, leading this type of work?

DK: I think it's been a wonderful experience seeing how effective teamwork can be when the team is engaged, committed and understands the goals the Library is working towards. □