Carole Renahan cleaned out her office a while ago and found the following statement, author unknown, date also unknown, issued by the University Relations Office.

The Student is…

- The most important person on the campus. Without students, there would be no need for the institution.
- Not a cold enrolment statistic, but a flesh-and-blood human being with feelings and emotions like anyone else.
- Not someone to be tolerated, so that we can do our thing. Students are our thing.
- Not dependent on us. Rather, we are dependent on them.
- Not an interruption of our work, but the purpose of it. We are not doing students a favour by seeing them. They are doing us a favour by giving us the opportunity to do so.

These comments remain as relevant today as they did in years gone by and provide useful guidelines for us all in developing our service delivery. We are all conscious of the current financial restraints under which we are operating but the most important thing we must ensure is that our clients, and primarily our students, remain front and centre of everything we do.

I am indebted to Amber Lannon who sent me an interesting article about ensuring that libraries remain vibrant, dynamic and as popular as ever by redefining the business they are in. Scott
Corwin, Elizabeth Hartley and Harry Hawkes in an article entitled The Library Rebooted outline the research library’s digital challenge. Paul LeClerc from the New York Public Library also discusses within the article reinventing the role of the research library.

Seven imperatives for library leadership are suggested in the article.

1. Rethink the operating model – it is about service not size and leveraging unique collection strengths
2. Understand and respond to user needs – identify the most heavily and least used resources and services and respond accordingly
3. Embrace the concept of continuous innovation – now is the time to test, measure and refine new ideas and concepts
4. Forge a digital identity – experiment in ensuring responses to online inquiries and extending remote services
5. Connect with stakeholders in ways pure Internet companies cannot – use our local connections and outreach opportunities through connecting with scholars in a personalized way
6. Expand the metrics – new metrics for use of online resources and the measurement of staff performance are necessary
7. Be courageous – urgency and uneasiness are inevitable.

And the final word? Nothing is written in stone but institutions that embrace opportunities for change will maintain financial support in a time of reductions in funding from both government and private sources.
On Tuesday, March 3, Justice Ian Binnie, puisne judge of the Supreme Court of Canada, gave the F. R. Scott Lecture, sponsored by the Class of 1975 and the Friends of the Library. Held in the moot court of New Chancellor Day Hall, the event was packed and the attendees were abuzz with excitement, inspired no doubt by both the preeminence of the speaker and the title of the lecture ‘Counter-Terrorism, Civil Liberties, and the Legacy of F. R. Scott.’ On both counts, the crowd’s excitement would be rewarded.

The spectre of terrorism has descended upon us and is a reality we must all come to grips with as a permanent feature of our world. Binnie says “there will always be human failure in the anti-terrorism apparatus” and what remains to be fully seen is how much of our civil liberties we are willing to forswear in the attempt to maintain the security of our communities. For Binnie, the mantra of our path forward should be “restraint.” An appropriate theme indeed for a lecture given by a distinguished member of the judiciary.

Binnie calls for parliamentary and bureaucratic restraint in limiting the civil liberties of individual citizens in the name of the war on terror. Canada appears to be succeeding regarding parliamentary restraint: our anti-terrorism legislation, written in the wake of 9/11, was lauded by Binnie for the transparency and openness that attended the authorship and passing of the legislation. Indeed, the preamble of the act indicates that it is in compliance with the Charter of Rights and Freedoms. And where the courts have found the legislation wanting, Binnie says that Parliament has been responding. This can be compared with our friends to the south, whose anti-terrorism legislation is, among other developments, seen as giving expanded powers to the executive branch and giving rise to serious constitutional concerns, including significant infringement of civil liberties.

In the bureaucratic administration of anti-terrorism legislation, Canada has shown significant restraint as well. Since the terrorist attacks of September 11, Canada has issued only six of its controversial national security certificates, which is about consistent with their use since Parliament first rolled them out in 1973. While the anti-terrorism legislation appears well drafted and respectful of our civil liberties, the bureaucratic implementation of such legislation is not immune to abuse. Binnie called for further accountability measures to ensure that bureaucrats don’t cross the line and abuse the authority vested in them.

But what about torture (or “enhanced interrogation techniques”)? What about rendition? What about Guantanamo Bay? Binnie admits that the courts have been slow in addressing such questions, and have yet to offer a comprehensive response. Keeping with his theme of restraint, Binnie suggested that the criminal law as it now is can grapple with much of what we label terrorism, however, the nature of the beast is such that the law must evolve to meet the new challenges posed by resilient global terrorist networks.

What was clear to Binnie is that torture is outside of the legitimate justice system and its great failure as a military strategy is associating the state with behavior that it condemns. The problem remains: How do we defend ourselves from the insidious threat of terrorism without forsaking our democracy, our constitutionally-protected individual rights and freedoms, and ultimately, ourselves? Binnie’s answer: We proceed with caution, and restraint.

Being the F. R. Scott Memorial Lecture, there were of course numerous references to the law faculty’s most celebrated dean, poet, and intellectual: Professor Scott. And so I leave you with this passage from Scott, aired during Binnie’s lecture: Once you have chosen to enshrine in the constitution one value over another, you have made a fundamental moral choice.

View a recording of the lecture: http://media2.campus.mcgill.ca/misc/frscott2009.wmv
Facilities News

Compact shelving

The installation of the electronic compact shelving on Level 5 continues apace. Six training and information sessions provided by Fred Beaudoin (from the supplier Espace Max), were attended by 96 staff members. Some of the questions asked included the following:

* Is the system secure / safe?
Compact Shelving is fully electronic with the highest safety features and technology available in the market and it is fully secure for public areas.

* What if there is a power outage?
The system is linked to the main power that feeds the building. If an outage occurs in just the electronic compact shelving section, a battery pack is provided so that the shelving can be opened if required. In the case of a major outage, the entire building would be affected and would therefore be evacuated for safety reasons.

* Can 2 users access different ranges at the same time?
Before going to tender, analysis was undertaken of the usage of the area. Based on the statistics and consultation with the supplier, it was decided to facilitate appropriate access in different ranges by having a section of 7 ranges on each side of a fixed central range so that each of the ranges on either side could be accessed simultaneously.

* What is the total extra capacity that we are obtaining?
Capacity will be increased by 45% which means approximately 100,000 more books.

* Can more than one range be moved at the same time?
The system is capable of moving 1 range or several ranges simultaneously - just press the arrow of the range you want to open and the system will do the rest.

* How many safety sensors does the system have?
The system has 78 sensors per range which are tracking at all times the amount of users / objects that are in any open range. Please contact Francisco Oliva if you have any further enquiries. We are examining the installation of further compact shelving in other parts of the Library.

Student accommodation

New accommodation for students is being installed on Level 5 of the Humanities and Social Sciences Library. The Library has gone to tender for the supply of new desks and chairs. Work continues on the planning of the new graduate space in the former Cutter collection area in the Redpath Library Building and in the Life Sciences Library, as well as the installation of further desks in the Howard Ross Library of Management.

SIS on the move

Some of you will be aware that the School of Information Studies is moving to a venue closer to the Faculty of Education of which it is a part. The area being vacated will be used to accommodate a new Students Services group which will bring together various groups currently housed in the James Building, as well as staff from the Welcome Centre in Burnside Hall. None of these activities is related to the library but they will be occurring within the McLennan Library Building and there will be some disruption of the building as a result, although it will be on the lower floor.

Hitschfeld GIS

The electronic classroom housed in the Walter Hitschfeld Geographic Information Service will be renovated over the upcoming months. The proposal submitted by the Department of Geography and the Library was supported by central funding, leveraged with Library and Department of Geography funds. Plans are in development for a 40 seat flexible e-classroom and a smaller seminar /group study room.

Arts Undergraduate Society Donation

The Arts Undergraduate Society Improvement Fund recently endorsed the Library’s proposal for an $80,000 renovation on the 2nd floor of the Humanities and Social Sciences Library. A quiet study area will be prepared. This is a major donation from the AUS and will be implemented over the summer.

A Big Thank You

The University’s annual Thankathon was a tremendous success with the number of library staff participating being the highest number of volunteers we had ever provided.

April Colosimo, Megan Fitzgibbons, Sara Holder,
Diane Koen, Maya Kucij, Amber Lannon, Christopher Lyons, Dawn McKinnon, Janine Schmidt and Stephen Spodek all participated at the downtown campus. Anna Stoute and Vincci Lui participated at the Macdonald campus and Salwa Ferahian also participated in the Thankathon on behalf the School of Information Studies. As we face tough financial times, we are ever more grateful for the considerable support we receive from alumni and parents.

**STAFFING MATTERS**

The recruitment process continues for the Head Librarians for the Life Sciences and Nahum Gelber Law Libraries. Ken Haycock and Associates have advised us that their initial work is almost completed and interviews are being scheduled for April.

Anna Stoute will sadly be leaving us to take up a senior position in the Allyn and Betty Taylor Library at the University of Western Ontario Library. Anna has been at our Macdonald Campus Library for 6 years and more recently as its Head Librarian. She has done an outstanding job and ensured that services of excellence have been provided. The refurbished Library provided excellent opportunities for further outreach and Anna has ensured that new and effective services were integrated into the campus offerings there. We thank Anna for her outstanding service and wish her well in her new role.

We recently bid farewell to Remigio Mariano from the Life Sciences Library. He had worked for the Library for many years and provided service to generations of students in medicine and more recently in nursing. We wish him all the best in his retirement.

We welcome Gabrielle Kern who has joined the team in the Marvin Duchow Music Library as they provide services of excellence to the Schulich School of Music.

**TECHNOLOGICAL DEVELOPMENTS**

Work continues on planned changes to the Library’s website. Andrew Collier has provided two sessions during February and March in the meeting room, second floor Redpath Library Building. All library staff were encouraged to attend. All of our Library client surveys have established that many of them find our current website difficult and steps are being taken to make it more “friendly”, less repetitious, and better organized overall.

**DIGITIZATION STRATEGY**

Louise O’Neill presented the Library’s new digitization strategy, firstly to the SALT group on Tuesday, March 19 and then at a session open to all staff on April 3, 2009.

**TEACHING & TECHNOLOGY FAIR**

April 30, from 10 am to 3 pm
McGill Faculty Club, 3450 McTavish Street

Co-sponsored by the Chief Information Officer and the Deputy Provost (Student Life & Learning)

A special forum where McGill faculty can exchange experiences and explore new ideas and technologies to use inside the classroom.

Instructors are invited to attend as demonstrators, featured presenters or participants (deadline for call for demonstrators/presenters has been extended to Friday, March 20, 2009).


**STAFF AWARDS**

Staff Awards will be presented on April 29, 2009, 10:00 - 11:00 Staff Café. All staff are invited.

**DISCOVER MORE BY USING GOOGLE BOOKS THROUGH THE LIBRARY CATALOGUE**

Search for a book through the Library Catalogue and click on the image of the cover to learn more about the book through Google Books, such as:

- A summary
- Reviews
- Related books
- References from web pages

The image of the book cover and the link to Google Books can be found on the full view of the Catalogue record, but not on the brief view. The book cover and link will not appear for every book; this depends on their availability in Google Books, which is currently in beta testing.

To see Google Books in action in the Library Catalogue, click this link to a book listed in the Catalogue:

[http://catalogue.mcgill.ca/F/?func=find-b&find_code=SYS&local_base=MGU01&request=001288585](http://catalogue.mcgill.ca/F/?func=find-b&find_code=SYS&local_base=MGU01&request=001288585)

Then click on the title of the book.
Shakespeare
the Director

by Andrew Collier,
Library Technology Services

People attending the Friends of the Library’s recent Shakespeare Lecture on March 19, ‘From Page to Stage: Shakespeare the Director’, were greeted with a bust of the playwright borrowed from the Library’s Rare Books and Special Collections. The speaker, Albert Schultz of the Soulpepper Theatre Company, noted that the bust differed from the man because, among other things, it lacked sexual organs. It was Schultz’s way of stressing the humanity, not the bawdiness, of Shakespeare, a theme that ran through his observations on Romeo and Juliet, which reminded us that Shakespeare had a daughter Juliet’s age, and this may have been the source of Shakespeare’s “love” for that character. Albert Schultz, in his own words a “man of the theatre” and not a scholar, acted scenes from Romeo and Juliet to illustrate how Shakespeare used text to guide actors, why Juliet’s nurse has been misrepresented since Victorian times, and at what moment Romeo should kiss Juliet (when they complete a sonnet—could today’s adolescents wait as long?). The evening was more performance than lecture, and the audience was captivated.

A Multimedia Exhibition of Graphic Scores

Hearing Visions Sonores

Mar. 21, 2009 to Aug. 15, 2009

New Music Building, Marvin Duchow Music Library, 527 Sherbrooke Street West

Improvisation, Community, Social Practice (http://www.improvcommunity.ca/) and the McGill Library present Hearing Visions Sonores, a multimedia exhibition of graphic scores from nine Quebec-based composers. This exhibit presents two scores each from Sandeep Bhagwati, Brian Cherney, Andrew Culver, Jean Derome, Lori Freedman, Malcolm Goldstein, Joane Hétu, Robert M. Lepage, and Danielle Palardy Roger. It features over-sized display panels of each score, with explanatory text and biographical information, and audiovisual display stations allowing visitors to hear recordings of the music and composer interviews.

The exhibition will take place on all three floors of the Marvin Duchow Music Library (http://www.mcgill.ca/music-library).

Truth and Truthiness in Biography

Apr. 23, 2009 - 5:30 PM to 6:30 PM

Leacock Building, Room 132, 855 Sherbrooke Street West

The Friends of the Library presents the 2009 Hugh MacLennan Memorial Lecture featuring Charlotte Gray, one of Canada’s best-known and highly respected non-fiction writers. Ms. Gray will explore the line between imagination and invention in contemporary biography. How does a reader know who to trust?

rsvp.libraries@mcgill.ca / 514-398-4681