Libraries in California are being badly affected by major reductions in funding as a result of state and local government budget deficits. Ray Bradbury, aged 88, has come out recently in support of libraries. His most famous novel, Fahrenheit 451, which concerns book burning, was written on a pay typewriter in the basement of the University of California, Los Angeles, library; his novel Something Wicked This Way Comes contains a seminal library scene. “Libraries raised me,” Mr. Bradbury said. “I don’t believe in colleges and universities. I believe in libraries because most students don’t have any money. When I graduated from high school, it was during the Depression and we had no money. I couldn’t go to college, so I went to the library three days a week for 10 years.”

<http://www.nytimes.com/2009/06/20/us/20ventura.html?_r=1>

Much of what librarians have fought for over many years for free access to information is being threatened by the challenging times in which we live. Ensuring that everything we do is done as efficiently as possible in a cost-effective manner will help us to focus the funds we have on the vital services and collections we provide to serve the teaching, learning, research and community needs of our users.

The debate continues about the future of the printed book. Some see printed books continuing forever and others consider that the place of the e-book is assured. Further debate is occurring on what type of e-book will emerge. Shall we read on our phones as we move around? Listen to
an audio version in our cars? Ensconce ourselves in an armchair reading on a handheld device? Or shall we sit at our desks and read on a computer screen? A recent article in the Chronicle of Higher Education (<http://chronicle.com/free/v55/i39/39b01601.htm>) involved the reading of a Dickens novel *Little Dorrit* in four different formats – an audio book, Kindle (from Amazon, and unavailable in Canada), paperback and the iPhone. For the writer of the article, the iPhone won out although the different advantages of each were identified. Only the future will tell – information any time, any place has become a reality.

It has been busy on campus as we finish off the 2008/9 projects, prepare the budget for 2009/10 and commence the various summer projects. Thanks to all who are working so hard on our summer projects – best wishes to all taking well-earned vacations. I am sure we shall all be refreshed.

---

**Technology Tidbit**

by Amy Buckland, Howard Ross Library of Management

**BLOCKING TIME IN OUTLOOK**

When booking time in the Outlook calendar, many people think that ticking the “All Day Event” box blocks out the entire day. In fact, it does not block any time at all! However, if you choose to show your time as “Tentative” it will block the whole day as a tentative appointment, and so it won’t appear as free time to anyone who is trying to set up a meeting with you.

The first Handheld Librarian Online conference will be held on Thursday, July 30, 11:00-5:00. We have purchased a group registration, and will air the conference in the Cyberthèque e-classroom. If you are interested, please discuss attendance with your supervisor, and join us for all or part of the conference. [http://www.handheldlibrarian.org/](http://www.handheldlibrarian.org/)

---

**Library Matters @ McGill**

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/](http://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:

Louisa Piatti, louisa.piatti@mcgill.ca
Jessica Hunt, jessica.hunt@mcgill.ca
Cathy Martin, cathy.martin@mcgill.ca
Joel Natanblut, joel.natanblut@mcgill.ca
Spring Convocation took place this year from May 25 – 29 and the campus was buzzing throughout the week, despite the rain! The Library helped graduates and parents find out more about services offered by the Library after graduation and how to support the Library, with a dedicated team of volunteers donning their red McGill Library t-shirts and manning a table set up in the entrance to the McLennan Library Building. A big thank you to Stéphanie Simard, Vincci Lui, Amber Lannon, Phyllis Rudin, Amy Buckland, Emily Kasuto, Megan Fitzgibbons, Adam Lauder, Natalie Waters, Julia Stark, Dawn McKinnon, Robin Canuel, Cornelia Penner, Sara Holder, Andrew Collier, Maya Kucij and Amei Hu for their bright smiles and enthusiastic attitudes as they welcomed new grads, parents and friends.

The Library invites graduates to access its resources as they continue on their learning path. Alumni may visit the Library in person to use its resources, or access from home a limited range of online resources to help them on their lifelong learning journey. Visit our services for alumni page, http://www.mcgill.ca/library-support/alumni/ for more details.

Many parents generously support the Library while their sons and daughters are at McGill and many continue to support the Library beyond their children’s graduation. A parent visited the Office of the Director of Libraries the week before Convocation to personally thank Janine Schmidt for everything that we have been able to do for her son while he was studying at McGill.
Marilyn Berger and Salwa Ferahian will be retiring as of May 2010. Both have provided outstanding and distinguished service to the Library and to the University over many years. There will be an opportunity to farewell them appropriately closer to the time of their departure but we acknowledge now their considerable achievements and the excellence in service delivery they have provided.

Blackader-Lauterman Library of Art and Architecture

Marilyn has carried out several roles but more recently devoted her energies to the service and support of the Schools of Architecture and Urban Planning. She has been innovative in many activities. She was involved in the early digitization activities of the Library, provided information skills training to many students, support services for faculty and in general ensured excellent services within the Blackader-Lauterman Library of Art and Architecture. Marilyn has played a key role in the professional associations related to art and architecture and was recently an organizer of the extremely successful Art Deco conference in Montreal. Marilyn has also been a keen and highly valued participant in activities of the Friends of the Library.

Islamic Studies Library

Salwa has also carried out various roles within the Library. She has devoted considerable energy to the Islamic Studies Library and ensured that the needs of members of the Islamic Institute were both understood and met. She has ensured the effective and efficient day to day running of the Islamic Studies Library and has taken a keen interest in serving student information needs. She has been thoroughly devoted to the cause of strengthening library service. Salwa has also played a role on a wider scale, with involvement in the professional associations related to Middle East and Islamic studies. She has also hosted and spoken to many individual researchers and groups visiting McGill from all around the world to use the excellent collections in our Islamic Studies Library.

Both Marilyn and Salwa have played strong roles in supporting the School of Information Studies. Both have been highly valued colleagues of generations of librarians and their coaching and mentoring of young librarians and students have been much appreciated by all. Thank you to both for their commitment and professionalism and their willingness to share with others.

Nahum Gelber Law Library

John Hobbins has concluded his role as Law Librarian. We shall shortly find an opportunity to mark his achievements. He has set a clear path for the future of the Law Library and built an excellent team to continue after him. We thank him again for his commitment and diligence. John will be going on sabbatical leave in September during which he will continue his excellent research on John Humphrey and on the documentation of the history of the Law Library. John will be taking a well-deserved vacation before undertaking his sabbatical. Before leaving us, he will be doing some much-needed work on various projects with significant impact on the Library. These will include work on e-scholarship@mcgill to ensure better coverage of material from our “stars”, the CRC and other research chairs. He will also be examining our statistics with a view to improved performance measures as well as undertaking several other projects. John is located in the Office of the Director of Libraries.

We are pleased to welcome new staff. Four librarians are joining us. Jennifer Garland commenced as a Liaison Librarian in the Humanities and Social Sciences Library on June 16, 2009. Jennifer has an MLIS from McGill and a Bachelor of Fine Arts from NSCAD University in Halifax. Jennifer has been working as a Research Associate at McGill Development and Alumni Relations and also as a research assistant in the Faculty of Arts.

Katherine Hanz has been appointed as a Liaison Librarian in the Education Library and Curriculum Resource Centre and also began on June 16, 2009. Katherine has an MLIS from McGill, an M.A. from Guelph and a B.A. from Guelph. Katherine has been working at Concordia University in the Centre for the Study of Learning and Performance as well as The Education Coordinating Group (ECG) of the Campbell Collaboration of Oslo, Norway. Katherine did a practicum with us last year...
looking at information skills needed by graduate students.

Jan Sandink has been appointed as Liaison Librarian in the Macdonald Campus Library also beginning June 16, 2009, replacing Debbie Meert, who is on maternity leave. Debbie recently gave birth to a son, Gavin and we wish her well in her new role as a parent. Jan has an MLIS from McGill and a B.A. from the University of Ottawa. Jan has been working as an Information Specialist at Université Laval.

Deena Yanofsky joined us as a Liaison Librarian in the Schulich Library of Science and Engineering on July 2, 2009. Deena is returning to McGill from York University where she has been working as a Reference and Instruction Librarian. Deena has a Master of Information Studies from the University of Toronto, an M.A. from McGill and a B.A. from York University.

Senate Representatives Marc Richard and Joan Hobbins have been elected as the librarian representatives on Senate. We thank them for their participation in this activity.

Facilities Work

The signage prototypes are being finalized. Work continues on the upgrades to the Life Sciences Library and the Walter H. Hitschfeld Geographic Information Centre. Thanks to the staff and our clients for their patience.

The second batch of compact shelving continues to be installed on Level 6 of the Humanities and Social Sciences Library. Work is also commencing on new desks for some of the staff in the Humanities and Social Sciences Library. New carrels have been installed in the Howard Ross Library of Management.

Some Changes

The School of Information Studies is moving up the hill to be closer to the Faculty of Education of which they are part. The University Archives is also moving and will be located on Level 6 of the McLennan Library Building. Building work will then be undertaken on the lower floor of the McLennan Library Building to accommodate student services - and yes, it will no doubt be noisy. We were caught by surprise by the move of the ICS Multimedia Service to 680 Sherbrooke Street. We are unclear as yet what re-use of this space will occur.

The changing environment continues to challenge us. ARL (Association of Research Libraries) met recently in Houston and focused on transformational times. Several themes were identified:

- * Changing practices for managing traditional content, developing new capabilities for dealing with digital materials of all types including research data, new forms of scholarship, teaching and learning resources
- * Content industries control, with libraries seeking open access and commercial content owners seeking stronger digital rights mechanisms
- * Accountability and assessment for data-driven decision making
- * Collaborative approaches to traditional operations as well as for emerging functions
- * Radical reconfiguration using diverse and talented staff with leadership and technical skills to respond to a rapidly changing environment
- * New relationships with library users to support rapid shifts in research and teaching practices

Digitization

The Digitization activities continue. A large espresso print machine has been acquired as we undertake the DOD (Digitization on Demand) and POD (Print on Demand) project. A business plan largely completed by Amber Lannon as part of a submission securing an honourable mention in the Dobson Cub Awards within the Desautels Faculty of Management is being implemented; workflows are being finalized; selection of items is proceeding; records for books published prior to 1850 are being loaded and we hope to expose our treasured collections to the world.

Staff Development

Leadership training for senior staff will commence shortly. It will include aspects of change management, influencing, developing and coaching others, communication, teamwork, strategic plan implementation and enhancement of leadership competencies. Staff interested in participating should contact the Office of the Director of Libraries.
**Summer Projects**

The usual round of summer projects is being implemented. There will be further training and staff development in general and IT skills and a schedule of activities will shortly be distributed. The e-reserves project is being undertaken, Worldcat Local is being implemented, and undergraduate and graduate information skills programs are being developed. Further “friendraising” and fundraising activities are being undertaken.

**Budget News**

The first round of the budget has been submitted. There is a 1.5% reduction (almost $0.5 million) in the operating budget and a further reduction of almost $0.5 million in the endowment funds. Increased costs of collections and payouts for departing staff need to be accommodated but the $1 million promised for each of the five years of the Director’s contract will be forthcoming. We are managing as best we can with reductions in binding and in efficiencies in various areas.

**Aleph 19 is here**

During the June 24 holiday, the Library upgraded the catalogue to version 19 of Aleph. As of 5:00 pm on Tuesday, June 23, the catalogue was unavailable until opening time or shortly thereafter on June 25. Access to e-journals and WorldCat (to look up call numbers) was not affected, and staff had access to Devaleph. Staff at branches that were open while the catalogue was down were asked to keep track of borrowing by scanning the barcode numbers into an Excel spreadsheet, to be entered into the system afterwards. While there was virtually no change from library users’ point of view, there were various technical improvements and fixes as a result of this upgrade, especially for the Course Reserves module. Congratulations and thanks to the staff who worked so well achieve the desired goal.

**The Library is ‘circulating’**

by Steven Spodek, Development and Alumni Relations Officer

On Tuesday, June 16 the Library organized the second in what is planned to be a series of small group events in people’s homes as we ‘circulate’ the Library. Ann Vroom and David Lank very graciously hosted 25 people in their wonderful home. We would like to thank Ann and David for their extra special contribution; they were terrific hosts and made everyone feel very welcome.

Similar to the Library event in Toronto held at Gail and Doug Todgham’s home, the evening included a formal presentation by Janine Schmidt and April Colosimo, outlining the Library’s services. The Q&A session was extensive and there was also an opportunity to view a number of wonderful treasures from Rare Books and Special Collections. A large group remained after the formal proceedings to enjoy refreshments and to talk among themselves, with Janine and April & Ann and David. David is also an ornithology aficionado and he spoke about some of the fantastic items that he has collected over the years. Two wonderful McGill students who are involved in the life of the Library through the Post Graduate Students Society and the Students Society of McGill University, Alexander Deguise and Lexi Pace, participated in the event. We would like to thank them for their involvement.

These smaller events are meant to complement those that are organized by the Library and by the Friends of the Library throughout the year that attract hundreds of people. Various kinds of events, large and small, help the McGill Library create a strong presence in the community, and build awareness of the university’s libraries’ important role in the life and outreach of McGill.
On June 25, 2009 we upgraded Aleph, the library management software that runs the McGill Library Catalogue, to version 19.0.

**Things Changed**

- Two changes are made to the room booking module:
  1. A single calendar is now used on the room booking registration form;
  2. The Print step has been removed from the booking confirmation page. Your booking slip can be printed anytime from the Booking Requests page under Your Library Account.

- Union view in Course Reserves:
  Titles that are on reserve for more than one course are now merged into a single record. The brief and full screens will display the multiple courses.

- For the Expert search, it is now possible to search using only the search filters, without any search term. Leave the search term blank, and choose the desired filters.

**New Features**

- A Clear button is now added to the Basic Search page.
- The number of renewals you have made on an item is now available on the Loans/Renewals page.
• Bibliographic information has been added to the details screen of Loans/Renewals, Loan History, Cash, Hold Requests, and Booking Requests in Your Library Account. To go to the details screen, click on the number in the left column.

• It is now possible to save/mail records using your own citation format in Brief View, Full View and My Records. You can choose what to include in your citation format from the following available fields: Author, Title, Pages, Notes, Subject, System Number, and Imprint by checking the box next to the field.

• The Due date column on the Item page now displays the expected new date on which the item will be due if you decide to place a recall, for example, December 15 2009 - If recalled: July 08 2009.
We love Open Source Software, No you can’t have our code (Dale Askey, Kansas State University)

This session addressed the concerns existing in OSS community that hinder the sharing of the software. It is observed that shareware is sometimes preferred over OSS in reducing admin cost initiative and responsibility. Things can be done to improve the situation:

- Find a way to share software that is accessible to non-technical librarians, such as, Ex Libris EL Commons
- Put a license on our code
- Commit to the necessary human investment
- Reward staff for contributing to the software community
- Reprioritize internally to make all of these happen
- Hire a good manager

Access 2008 (http://access2008.blog.lib.mcmaster.ca/) reflected recent developments and applications in library technology services. Topics covered included content management systems, institutional repositories, digitization, Web 2.0 development, Open Source ILS, and new discovery tools.

Some topics have direct or immediate applicability to McGill, such as OCLC’s WorldCat Grid Service and LibX search tool; others were found informative and educational, with talks on software development such as Evergreen and Drupal. I found it a great opportunity to observe and learn more about different approaches toward next generation catalogues. This report is a summary of selected sessions.

Opening keynote (Karen Schneider, Equinox Software)

Karen kicked off the conference with her perception on Open Source code sharing. Karen introduced the Evergreen project and emphasized on the importance of cooperation and documentation in Open Source software development. She pointed out the advantages of developing an Open Source ILS: easy to customize to meet an individual library’s unique workflow; and many eyes look at the code, a significant advantage in comparison with other library software. She also discussed the needs of maintaining partnerships with vendors as vendors write better code which may not be seen. The development strategy of the Evergreen project is to develop what is needed first. She warned “don’t go for Open Source simply because it is less expensive.”

MTagger is a homegrown library-based social bookmark tool, developed at the University of Michigan. It allows users to place tags in the library catalogue, web pages, digital images, or library publications. The idea is to build a common knowledge pool - similar to del.icio.us and other social tagging tools but within the library’s context and therefore more focused and relevant to research and learning. The value of the tags is to help people find new or hidden materials. The tags are used quite evenly but not as broadly/deeply; some people do not tag what they want, or mislead others. MTagger is intended to be Open Source in version 2.0.

MyLibrary – A Digital Library Framework and Toolbox (Eric Lease Morgan, University of Notre Dame)

MyLibrary has been used for 5 years at Notre Dame. It is designed to create relationships between information resources and people through a set of facet/term combinations. The idea is to create dynamic, personalized web pages for librarians and patrons. Through MyLibrary, patrons can access a list of library resources on one single page, including course/subject/discipline specific content created and imported by librarians.

My Library demo site is at http://mylibrary.library.nd.edu/demos/your-page/. There is also a MyLibrary widget in Facebook.

Tag! You are it (Ken Varnum, University of Michigan)

The Conifer project presented the most recent developments
in Evergreen. Progress has been made, but the acquisition and course reserves modules are still not ready. When you choose Evergreen, you commit yourself to migrating to a system with parts that have not yet been built. Some advice were given to institutions considering Evergreen:
• If you have to migrate any way;
• If you can dedicate required resources to the project from the start;
• If you can accept some risk for future ROI; or
• If you wait for a bit, you can watch and see what happens to Conifer.

What was gained from the development was the experience and skills in XML, JS, and Perl, which are required in Evergreen.

Using WorldCat Grid Services in Library Applications (Roy Tennant, OCLC Programs and Research)

WorldCat Grid Services offers a number of services (APIs) to allow organizations to access OCLC library data at the network level: Identifier Services (xISBN, xISSN), Registry Services (Institution Registry), experimental services (Terminologies, Metadata Crosswalk), and the WorldCat Search API, described at http://worldcat.org/devnet/wiki/Services. Access to these APIs (service key) is free to OCLC member libraries via the Developers Network: http://worldcat.org/devnet, which is built for discussion and code sharing on WorldCat Grid Services development. OCLC also built a WorldCat Facebook application, CiteMe, and an iPhone API. OCLC had rolled back 500 ISBNs for its members. Now a member library may request up to 10,000 queries per day. This change was very much welcomed by the attendees.

A lan shared the lessons they had learned from Primo implementation:
• Library was not initiating the development
• Primo was used as an upgrade and negotiation point
• OPAC replacement was not the goal
• Do things at a sustainable fashion
• No “one size fits all”
• There is no right answer

Greg then addressed from a technical perspective. The main issue was real-time availability, which was to be resolved in version 2.1 (released just before the conference). There was a data extract problem from the Voyager system but this was resolved by Ex Libris. Primo can access areas like e-journals and e-book content. It offers new opportunities to focus on access and delivery and to regain control of our interfaces. He also showed Primo integrations in Emory (iGoogle widget), Iowa (with CONTENTdm), and mentioned NYUL, which is the first site for Primo to be the only search interface.

*** Note: at the time of this writing, the OCLC’s xISBN service and LibX have been implemented at McGill (xISBN went live on October 28, 2008; LibX McGill went live April 3, 2009 – to be announced).

“\nIf you have built castles in the air, your work need not be lost. That is where they should be. Now put the foundation under them."

-- Henry David Thoreau

A PAT ON THE BACK

We are pleased to announce that Joseph Hafner and Lorie Kloda have both been granted tenure within the Library at the rank of Associate Librarian.

Joseph began work at McGill as a music cataloguer with McGill Library, served as Coordinator of Lending and Access Services in the Humanities and Social Sciences Library and is now Associate Director, Collection Services. He has made excellent contributions through his work on the Sorry, Glad, Sure programme and to activities through CREPUQ.

Lorie has worked in our Life Sciences Library at McGill. She has made excellent contributions to the development of information skills and outreach programmes in our Life Sciences Library as well as work on evidence based librarianship, including editing a journal on the topic. Lorie is currently on leave undertaking a Ph.D. in the School of Information Studies, having won a scholarship to do so. We look forward to her return to the Library in September.

Please join in congratulating our colleagues.

Moving Forward Together: a Consortial Discovery Layer (Alan Bell, University of Waterloo, Greg Sennema, Wilfrid Laurier University)