The last five years seem to have flown by. It has been a privilege to work at McGill with wonderful committed library staff who have enabled the Library to ensure we kept to our motto: Information, Innovation, Service. The amount of information we provide has grown enormously and we have opened up access to many more resources, worldwide, ranging from an enhanced number of our own e-theses to e-newspapers from every part of the globe - and Canadiana content has been improved as well; we have innovated, providing new services like DOD (Digitization on Demand) and POD (Print on Demand), on-line chat and messaging services, use of Facebook and Twitter to widen knowledge of the resources we provide; and our services have improved with additional information skill classes and a specialized programme for graduate students, to name but a few of the achievements. Our clients have registered their satisfaction with A grade awards and improved results in the LibQual+. I thank each and every one of the library staff who has assisted in the delivery of library and information services of excellence during my time as Trenholme Director of Libraries. Much has been achieved - much remains to be done. Our Workplace Values and new Strategic Plan provide clear guidelines for the future. I wish everyone all the success in the future. I know you will support Diane Koen, as she carries out her role of Interim Director of Libraries.

It has been extremely heartwarming in the last few weeks to receive so many...
From the Director - continued from page 1

Thank you and goodwill messages and visits from library staff, alumni, donors, people I have worked with right across the University - and across Canada. McGill is a wonderful university and those who work at McGill do their utmost to ensure we meet the needs of all the faculty and students who use us. It is a noble calling and I shall miss everyone very much.

One of our staff reminded me of the Apache blessing and I leave it with you:

May the sun bring you new energy by day
May the moon softly restore you by night
May the rain wash away your worries
May the breeze blow new strength into your being
May you walk gently through the world and
know its beauty all the days of your life.

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 http://www.mcgill.ca/library/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 Nathanblut, joel.nathanblut@mcgill.ca

Library Circulates in Greenwich, CT

by Steven Spodek, Development Officer

On Tuesday January 19, 2010 the Library held the 4th of its Circulating the Library events (see image on page 1). The theme of the evening was From Special Collections to Social Connections: library resources today.

Thirty people attended this event at the wonderful home of Monica and Mark Hantho in Greenwich, Connecticut. There is a large number of McGill graduates and parents in the New York City area and the New York branch of the McGill Alumni Association was instrumental in the success of the event. Many thanks go out to the Hantho’s and George Marini BCom.’75.

Janine Schmidt spoke about the McGill Library and the important role that the Library plays in teaching, learning and research. The talk generated much interest amongst those in attendance. Always popular at these events is the opportunity to view and handle materials from Rare Books and Special Collections such as a Book of Hours in Dutch dating from the 15th century, a copy of Thomas Bewick’s British Land Birds, and items from the Library’s Abraham Lincoln collection.

Thesis Submissions

by Amy Buckland
Library Technology Services

I know that the past few weeks have seen harried students arrive at info desks looking for help formatting their theses. I also know that none of us like to turn away a student in need.

If you are able to help them with the issue, feel free to do so, but please know that the GPSO offers technical support for the actual conversion from Word document to PDF/A, so if you can’t solve the problem quickly, you can ask them to get in touch with their faculty thesis representative (names found here: http://www.mcgill.ca/gps/students/thesis/programs/).


Technology Tidbit

by Jane Aitkens
Library Technology Services

Turn Off Receipt Requests in Outlook

Is your mailbox filling up with receipts?
You can turn off “delivery and read receipts” requests in Outlook, by following these steps:

1. On the Tools menu, click Options.
2. On the Preferences tab, click E-mail Options, and then select Tracking Options.
3. Under For all messages I send, request, deselect the Delivery receipt and Read receipt check boxes, and then click OK.

Flying the Flag at Half Mast

On January 20, 2010 the University flag at the James Building flew at half mast to mark the deaths of Martin Cohen and Marilyn Cohen. Obituaries were also read at Senate on the same day.


Is your mailbox filling up with receipts?
You can turn off “delivery and read receipts” requests in Outlook, by following these steps:

1. On the Tools menu, click Options.
2. On the Preferences tab, click E-mail Options, and then select Tracking Options.
3. Under For all messages I send, request, deselect the Delivery receipt and Read receipt check boxes, and then click OK.
Dear Colleagues,

It is my pleasure to announce that Diane Koen, Associate Director, Planning and Resources of the McGill University Libraries, has agreed to serve as Interim Director of Libraries beginning 1 February 2010. Ms. Koen will serve as Director following the departure of Trenholme Director of Libraries Janine Schmidt, who will be stepping down on 31 January 2010, having decided not to seek renewal of her appointment.

Ms. Koen has served McGill with dedication since 2003, when she joined the Libraries as Associate Director, Information Technology Systems, implementing technological improvements and re-positioning the strategic IT directions. Prior to joining McGill, Ms. Koen worked for Ovid Technologies (Wolters Kluwer) in New York as the Vice President, Global Sales. She also held positions with Ovid Technologies in London, England and Sydney, Australia. Ms. Koen also worked for Southham Business Communications, GEAC Computer Corporation, and Queen's University Library. Ms Koen holds a B.A, (Hons) Art History from Queen's University and an MLS from the University of Western Ontario.

In 2007, Ms. Koen became the Associate Director, Planning and Resources and responsible for Finance, Human Resources and Facilities services across the McGill Library. Ms Koen will build on her role as a member of the management team and work with her colleagues implementing the strategic directions already set for the Library. Ms Koen's work has led to the successful development and implementation of the Expanded Course Reserve program, service improvements, major renovations in several branch libraries, and the introduction of new staff development programmes. Ms. Koen's experience at McGill has included significant participation in McGill University Senate committees. She continues to serve as a member of the Senate Committee on Physical Development.

I would like to thank Ms. Koen for taking on the responsibilities of Interim Director of Libraries, and I ask that the McGill community welcome her to this role. The Advisory Committee for the Selection of a new Trenholme Director of Libraries is currently underway and Ms. Koen will remain in the position of Director of Libraries until the committee has concluded its work.

I would also like to extend my deep appreciation to Director Schmidt for her dedication and service to McGill. Under her leadership and vision, clear strategic directions have been set. The range and quality of collections and services has been extended, particularly in relation to e-collections and services. The facilities have been effectively updated. The results in the Libqual+ survey have shown significant improvement and the Globe and Mail surveys have resulted in A grades. There has been renewal of the library staff with new knowledge and skills. The Library’s strategic directions and priorities have been aligned with the mission of the university improving scholarship, research and teaching and learning outcomes. The focus in the last five years has always been on the client. The course has been set and I look forward to seeing the continuation of the significant progress made by the Library in the last five years.

Professor Anthony C. Masi,
Provost
WHAT’S NEW

STAFFING

On January 4, 2010, the following changes shaped the way forward for the Schulich Library of Science and Engineering. Congratulations to Robert Selby who was appointed as Library Supervisor in the Schulich Library. Over the past twenty-one years, Robert has held different positions at McGill as Library Assistant within the Library, working at the Reserves Desk and with shelving, and also as a Laboratory and Machine Shop Technician. Since 1999, Robert has been working as a Library Assistant in the Schulich Library taking charge of the course reserves service and working at the Borrowing Desk. More recently, he has been involved with the expanded course reserve services project. Robert will bring a good deal of local knowledge to his new position.

After spending almost two years in the Life Sciences Library, and undertaking a significant role as Interim Librarian in the Life Sciences Library, April Colosimo returns to the Schulich Library as a Liaison Librarian (Atmospheric & Oceanic Sciences, Physics and Astronomy) and Team Leader. April will be one of the two Team Leaders in Schulich and will be responsible for a team of three librarians and six library assistants who will have both disciplinary affiliations with the various departments catered for by the Schulich Library and activities related to functional areas of service provision including such areas as lending and communication. Welcome back to April. Deena Yanofsky will be Schulich’s second Team Leader. Deena will lead a team of three librarians and five library assistants who will also have disciplinary affiliations with various departments in the Faculties of Science and Engineering and functional areas of service provision. Deena will also be responsible for the Walter Hitschfeld Geographic Information Centre. Thank you to Deena for taking on these responsibilities. Denise Gaulin will also join the Schulich team, leaving Collection Services. Denise came from the Macdonald Campus to the Library and has provided dedicated service within Collection Services. We welcome Denise to her new role within the Schulich Library.

Collection Services has seen some other changes with Heather Cumming retiring after 25 years of committed service and Jadwiga Kudlaciak after 35 years of service. We thank them both for all the work they have done in ensuring that materials are processed quickly and that our users obtain access to the materials they need for success in teaching, learning and research endeavours within the University. We also wish Heather and Jadwiga the very best in their retirement – each is planning new activities which will enrich their future lives.

We are pleased to announce that Sara Holder has been appointed as Head Librarian, Education Library and Curriculum Resources Centre. Sara has been the Interim Head Librarian and has performed well in that capacity. Sara has an M.A. in Library and Information Science from Dominican University, River Forest, IL and a B.A. (Hons) in Italian Language and Literature from Vassar College. Sara began at McGill in our data area, working in the Electronic Data Resources Service before going to the Education Library and Curriculum Resources Centre as a Liaison Librarian. Sara worked at Princeton University before coming to McGill. Please join us in congratulating Sara on her new appointment.

The Life Sciences Library is implementing its new team structure and the two team leaders will be Lorie Kloda and Eleanor MacLean.

Lorie has recently returned to the Life Sciences Library after successfully gaining a scholarship to undertake doctoral studies within the School of Information Studies at McGill. We wish Lorie all the best in her continuing doctoral studies and in her role as team leader within the Life Sciences Library.

Eleanor MacLean has provided many years of dedicated service in numerous capacities and it is pleasing to see her take on this role. Both will work with the Head Librarian, Susan Murray to ensure that services of excellence are provided to our clients in the Faculty of Medicine, the Department of Biology and other associated areas at McGill, as well as the hospitals (including the agencies providing services throughout the RUIS) along with Genevieve Gore, the Coordinator of the RUIS McGill.

BORROWING ADVISORY COMMITTEE UPDATES

Distance Borrowing Form: There will be a new form on the website for Distance Borrowing. This form will allow clients to submit requests that will then be directed to the appropriate branch library.

Authorized Borrowers Update: The definition of Authorized Borrowers has been updated to include visiting scholars. The addition to the definition is: “Authorized borrowers include visiting scholars who have letters of invitation from the office of the Dean of the Faculty or Director of the unit at McGill.” They are included in the Authorized Borrower category, instead of a separate category. The letter is presented to the appropriate loans desk, so an appropriate borrowing card can be created.

Unbound Issues of Journals: Unbound journals can be bar-coded on demand to be lent as requested by clients, except for the most
recent issue which is treated as reference material and does not circulate. The loan period will be the one already established for journals, which is a 3 day loan.

Renewals by Phone: Clients can call to renew books over the phone.

**LIBRARY FINES**

Fines did not accrue for library materials during the closure for the holiday period, except for reserve materials. This policy was recommended by the Borrowers Advisory Committee in December 2007, agreed upon, and implemented since that time. If you have any questions, please contact Joseph Hafner or Louise O’Neill.

**LAPTOPS**

Library laptops were not lent from December 21 – 23 as they required a re-imaging process for the new year. On January 4, the first priority was to get the laptops in the Humanities and Social Sciences Library re-imaged, as this library has the greatest number. Following HSSL, work began with the Schulich laptops, as Schulich has the second highest number. Other branches were dealt with in turn. Each branch was notified when the re-imaging process was complete and borrowing could re-commence. The work was completed by January 8. Please check with your Head Librarian or Team leader if there are any questions or concerns. Some of the re-imaging occurred remotely and some re-imaging involved a visit by a technician.

**CATALOGUE SEARCH INTERFACE**

WorldCat Local was installed as the main McGill catalogue search point on the Library’s home page. Worldcat Local became the default catalogue from January 4, 2010. The Aleph catalogue search interface will become the Classic Catalogue. A WorldCat Local Orientation Session was held for all library staff on Thursday, January 14.

**COLLECTION SERVICES OPEN HOUSE**

The Open House for Collection Services was rescheduled from January 14 to January 21. All staff were invited to find out more about what Collections Services do to support work at the Library. Both the Collection Services and Library Technology Services Open House were extremely successful and all who visited seemed both to enjoy the experience and learn a great deal.

**NEW OVERDRIVE FEATURES**

To provide users of the Library’s download service a more interactive experience, the Facebook and Twitter ‘share’ functionality is now available at mcgill.lib.overdrive.com. This means clients are able to post details about a download title to the social networking sites. The posting will include a brief description of a title, jacket cover, URL to a title’s details page on the Library’s download website, as well as an optional personal comment. Twitter posts will include a brief “tweet” on downloading the book from the website, as well as a link to the download collection. This interactive feature will help us increase awareness and maximize circulation of our download service. Please help promote this new feature!

**LIBRARY TECHNOLOGY UPDATE**

Metalib and SFX upgrades have been implemented and staff orientation sessions have been provided. The SFX interface is more user friendly because it no longer uses “boxes” for typing in, which some had found confusing since it is often not necessary to type anything at all into the boxes. There are many useful new features in Metalib 4, which is now called “E-Research Gateway”, including:

- My Research: a place to store personal lists of favorite articles, databases and ejournals (and use them to create personal Quick Search “sets”)
- Search results are displayed with topics and facets to allow for refinement of searches.
- Full text and full text peer reviewed articles are indicated by icons.
- Ability to store searches and receive alerts when there is an update
- Ability to save or email selected articles in a variety of formats, including EndNote

**Guidelines for Library Staff Blog**

http://blogs.mcgill.ca/librarystaff/

The purpose of the McGill Library staff blog is to keep library staff up-to-date on new information that will assist them in doing their job. On the blog, all staff may post or comment on work-related announcements of interest to all or most library staff, for example, technology upgrades. The blog should not be used for announcements of a personal nature or to provide information of interest to only a few. Information of long-term interest, such as the Library’s Workplace Values document or minutes of committee meetings should be posted in the Library staff knowledge base instead of the blog, but announcements that the information is newly available in the knowledge base can be made on the blog.

**Guidelines for Library Staff Knowledge Base**

http://knowledgebase.mcgill.ca/librarystaff/

The purpose of the McGill Library staff knowledge base is to provide staff with a referential storehouse of authoritative, current and easily discoverable information needed to do their job, especially policies and procedures. The knowledge base contains only current, approved information and documents of interest to most or all library staff. Currency and relevancy of information is supported by staff or unit ownership of items that they create in the knowledge base and regular reviews. Shared draft working documents, non-current documents, and documents of interest to a limited number of staff should be stored on the Udrive and not the knowledge base.

We are still working on the guidelines for the website.

**December Births**

Eamon Duffy is the proud father of another beautiful girl. Viviane Eleanor Duffy was born at 11:45am on December 30, weighing 7lbs 5oz., after a rapid 2.5 hours of labour. His wife Alexandra and the baby are doing just fine, and older daughter Simone is excited to have a little sister.

Greg Colley would like to introduce his son, Liam Augustus Colley, who, after numerous false starts and 9 days delay, was born at 12:17pm, December 31, 2009, weighing 9lbs, 3 oz., 21 inches long, after 28 hours of labour. Greg would like to thank his wife Michelle!

Congratulations to the parents!
ISLAMIC STUDIES LIBRARY SUBJECT GUIDE

by Sean Swanick, Islamic Studies Library

The Islamic Studies Library (ISL) recently launched a new subject guide aptly entitled Islamic Studies. The guide will be used for quick and easy access to some of the online materials for Islamic Studies and related disciplines. This provides a number of relevant and pertinent websites including online dictionaries for the languages of Arabic, Persian, Turkish and Urdu as well as a nice compendium of Islamic manuscripts websites. The website was launched on January 12, 2010. Many thanks go to the hard work of Andrew Collier and the ISL team.

In related news, the ISL has also created a fan page on the social network, Facebook. The fan page is named Islamic Studies Library, McGill University and is accessible to everyone. The fan page will be used to update current events at the ISL and the Institute of Islamic Studies as well as recent and new publications by all Islamic Studies faculty. If you are a Facebook user it would be greatly appreciated if you could join the group in order to bolster fan numbers as well as help spread information about current events in the ISL.

The Friends of the Library have the pleasure in presenting the Annual Shakespeare Lecture

The Beast in Shakespeare: How an Animal Became the World’s Greatest Writer

Paul Yachnin, Tomlinson Professor of Shakespeare Studies at McGill University, will discuss the thin line between animals and people in Shakespeare’s time—a time in which some people, like aristocratic men, were considered fully human, and others, like women, people of colour and people of lower rank like Shakespeare, were considered closer to animals. How did Shakespeare’s ‘animality,’ Professor Yachnin asks, make him into the world’s supreme literary genius?

5:30 p.m. Thursday, March 4, 2010
Moyse Hall, Arts Building, 853 Sherbrooke St W.
RSVP: rsvp.libraries@mcgill.ca, 514-398-4681

THE LIBRARY’S TOP 20 E-BOOKS FROM THE PUBLISHER ELSEVIER

Requests for Full Text E-book Chapters from Elsevier October 2008 to October 2009

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<td>Biochemistry of Lipids, Lipoproteins and Membranes (Fifth Edition)</td>
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<td>Analog Circuits</td>
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<td>Methods in Stream Ecology (Second Edition)</td>
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