

Annual Report 2007-2008



McGill

**Library
Bibliothèque**

Information • Innovation • Service

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Your comments and inquiries are welcome.

ON THE COVER

The Library refurbished its physical spaces with the opening of the Cyberthèque in the Redpath Library Building in January 2008.

Mission statement

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

The Library:

- Facilitates excellence in teaching, learning and research
- Creates an appropriate environment to support teaching, learning and research
- Anticipates and responds to the needs of clients, including students, faculty, researchers, and other staff
- Contributes to positive student and faculty outcomes and experiences
- Provides the information resource infrastructure necessary for leading edge teaching, learning and research activity
- Supports community outreach and community partnerships

The values driving this mission are:

- Client Focus & Service
- Innovation & Creativity
- Excellence & Learning
- Accountability
- Integrity & Trust
- Transparency & Respect
- Commitment & Loyalty
- Diversity

The Library takes as its motto: *Information, Innovation, Service*, to demonstrate its commitment to the delivery of innovative information products, services and programmes of the highest quality that are focused on client needs and support the University's strategic mission and directions. The Library works in partnership with others to ensure excellent service delivery. The Library is a central service provider within the University and actively supports student life and learning.

STATISTICAL SUMMARY	2007-2008
Attendance (gate count)	4,709,802
Inquiries	231,706
Information Skills Seminars (courses and tours conducted)	1,485
Attendees at Information Skills Sessions	20,111
Loans	819,382
Shelving	1,100,378
Interlibrary Loan / Document Delivery:	
Items supplied to other libraries	19,028
Items received from other libraries (mediated & unmediated)	14,503
Monographic volumes purchases (print and electronic)	709,520

From the Director

Today's students are tech-savvy, demanding and sophisticated, but still require care and guidance in finding, evaluating and using information. The weather, bus timetables, Google Maps, financial markets, and social networking sites such as Facebook jostle for space on their computer screens. The thirst for knowledge is met by many sources, and students quickly "search and grab" for the information they need.

During the year, changing information needs and preferences required an active and committed response from the Library. We refurbished the physical spaces in order to support and sustain positive learning outcomes. The vibrant, student-centred Cyberthèque replaced the poorly lit spaces and dated furnishings of the Redpath Library Building at street level. The Education Library and Curriculum Resources Centre and the Schulich Library of Science and Engineering underwent facelifts. Student response to the refurbishments was extremely positive. Work continued with renovation of the Humanities and Social Sciences Library foyers, and work is slated for the Life Sciences Library and Howard Ross Library of Management.

The changes in the Library's physical environment were complemented by the growth of the virtual library. Our e-resource holdings expanded to upward of a million e-books and almost 40,000 e-journals, and resources that guided the use of and access to Library materials were increasingly moved online. The Library embraced new technologies and catered to tech-savvy users by extending services into emerging online environments such as Second Life. At the same time, we ensured that additional records for unique items in our treasured Rare Books and Special Collections were made available in our online catalogue.

The Library strove to enhance the resources, services and facilities offered to all its clients – from exhibitions showcasing diverse collections, to McGill Campaign priorities that would help obtain funds to realize and build upon the Library's significant potential.

Janine Schmidt,
Trenholme Director of Libraries

NEW SENIOR ADVISORY LIBRARY TEAM

A new senior advisory team was formed to replace the former Senior Management Group. It was called SALT (Senior Advisory Library Team) and met every six weeks. Its terms of reference and membership were as follows:

1. To advise the Trenholme Director of Libraries and the Associate Directors on various library policy and planning matters and issues.
2. To work together to provide a means of communication across all branches and sections of the Library receiving reports from various committees and task forces as appropriate.
3. To act as a forum for the discussion of implementation matters and operational issues in relation to proposed policies, plans and strategic directions of the Library.
4. To assist in ensuring that agreed policies, actions and strategic directions are implemented across the Library.
5. To focus on continuous improvements, benchmarking and best practice and assist in problem solving across the Library.
6. To develop transforming and innovative ideas and opportunities for the Library's services and products in response to changes in client needs and in the academic and general environments.

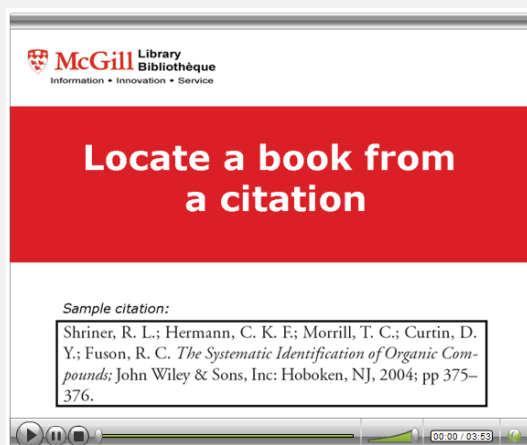
The team comprised the Trenholme Director of Libraries, the Associate Directors, branch library and section heads and key staff within the Library. The members were: **Janine Schmidt, Diane Koen, Carole Urbain, Louise O'Neill, Joseph Hafner, Louis Houle, Jared Wiercinski, Amber Lannon, John Hobbins, Jim Henderson, Christine Oliver, Anna Stoute, Cynthia Leive, Steven Spodek, Carole Renahan and Bruna Ceccolini.**

Teaching and Learning

Amongst the many changes that occurred in the McGill University environment that had an important impact on the way work gets done in the McGill Library were: new teaching and learning approaches, new academic and student demands for products and services, a global perspective and the cultural diversity of both faculty and students, rapid technological changes, *dot.com* generation expectations, targeted fundraising campaigns, strategic partnerships, and new and emerging competition. To ensure the Library's effectiveness in the 21st century, the Library ensured it was user-centered, adopted best practices and applied the CCCP concepts: Connectivity, Coordination, Commitment and Partnership. The Library prepared its strategic plan against the background of the University's *White Paper: Strengths and Aspirations*. In addition, the Principal's Taskforce on Student Life and Learning came forward with various recommendations for improvements to student support.

Developments were made in the delivery of information skills programmes linked to particular courses and programmes taught throughout the University. Deep links could be made via *myCourses* (WebCT) to online resources held by the Library, as well as reading lists which included both print and online resources. Liaison librarians continued their valuable work with individual departments and schools to delivery services required by users. These developments were linked to the strategic goals outlined under Client Relationship Management in the Library's Strategic Plan.

Librarians provided classes to students on how to use library resources effectively. **April Colosimo** from the Schulich Library of Science and Engineering created four Camtasia Studio video tutorials for the nearly one thousand UO students undertaking the general chemistry course in winter. The tutorials covered finding experiments in *General Science Full Text*, understanding citations, and locating a book or article from a citation. The Camtasia Studio 4 software was available for use by McGill University faculty and staff and was used to create video tutorials and presentations, combining elements such as voice, audio, PowerPoint slides and webcam video.



Librarians also offered students and faculty personalized service with one-on-one assistance on how to access and use information effectively. At the Walter Hirschfeld Geographic Information Centre, library staff demonstrated ArcGIS which is Geographic Information System software that students and faculty used to create customized maps for research and educational purposes. They then answered specific questions or solved specific issues on a one-on-one basis.

GROWTH IN INFORMATION SKILLS PROGRAMS

At the Howard Ross Library of Management, liaison librarians provided classes in specific subject areas as well as general orientation for students in the BCom, MBA and PhD programs. 93 sessions were presented to 2731 students: 600 more students than the previous year. Over half of these sessions were class specific and requested by the faculty, which was an increase of 11 custom sessions over the previous year.

The Education Library and Curriculum Resources Centre refocused its information skills program with more emphasis on course-related sessions and less on general orientation. The number of curriculum-related in-class sessions increased by over 25% and student attendance by over 40% on the previous year.

The Life Sciences Library and the Osler Library of the History of Medicine continued to be heavily involved in teaching students, undergraduate and graduate, about the effective use of information resources in their disciplines. All students in medicine, nursing, dentistry, physical and occupational therapy, and communication sciences received training. The Library component of the Laboratory Methods in Biology reached the core of the biology student group. Participation of the Osler Library in courses continued to grow. Numerous links were provided from citations on course reading lists to electronic full text available through Library purchasing licenses.

The Library was represented at an important conference organized by McGill's Teaching & Learning Services (TLS) and Graduate & Postdoctoral Studies (GPS). The aim of the sessions was to ensure that aspiring teachers felt more confident about their teaching skills and strategies. The session was the first training program of this kind held at McGill and was entitled *Learning to Teach: a professional development workshop for graduate students*. The event was designed to help students new to teaching, as well as those who wanted to prepare for their future as research and teaching faculty members.

The Library supported graduate and research services in several ways. Additional funds provided by the University led to increased expenditures on the collections; gaps were filled as identified by new faculty. Continued discussion and involvement with Dean Martin Kreiswirth, Graduate and Postdoctoral Studies, was undertaken in the preparation of specialist information skills programs targeted to graduate students. Additional publications

were produced to highlight services provided and enhancements made to the website. Continued monitoring of needs was undertaken as well as further analysis of the LibQUAL+ results to identify further areas for improvements.

Research Support

eScholarship@McGill, a digital repository that archived and showcased the publications of McGill University faculty and students was extended to cover e-theses. The Library maintained the repository, thus providing another valuable service to the McGill community and the world beyond. The repository existed in an online, open-access environment, making it easy for researchers all over the world to find and access the University's research output. The Library worked with the Graduate and Postdoctoral Studies Office to ensure that e-theses could be easily deposited. A search interface was devised and the portal went live in the week of October 24, 2007 (<http://www.mcgill.ca/library-findinfo/escholarship>).

While students were not required to deposit their theses electronically and they continued to be stored physically (with one unbound copy in Rare Books and Special Collections and one bound copy in the relevant branch library for borrowing), many students took the opportunity to lodge their theses electronically. By year's end, almost 1000 theses had been submitted and were being made available online.

eScholarship@McGill benefited academic researchers who wanted to maximize the visibility of their work and who wrote for impact or exposure. The benefits of open access were expanded. Open access breaks down barriers by making the results of what is often federally-funded research available widely and freely on the internet through institutional repositories, quickly and efficiently. Open access has also been shown to increase citation counts.

In indexing content, *eScholarship@McGill* adhered to the Dublin Core metadata standard and used the CARLCore Metadata Application Profile. These metadata elements were exposed to search engines such as Google, Google Scholar, and YAHOO! via OAIPMH, the Open Archives Initiative for Metadata Harvesting. This substantially increased the visibility of McGill's output on the web.



A new analytical tool was made available through the Library that was part of the ISI Web of Knowledge family of products. Citation analysis was provided via *Essential Science Indicators* (ESI). In ESI citation behaviour was analyzed not only for individual journals but for particular scholars, institutions, and countries or territories. It was also possible to focus on a field of research and find out which papers were "hot" and which could be considered "core." Features of ESI included citation rankings, providing information on highly cited papers and the most cited scholars in a given field.

LIAISON LIBRARIAN INITIATIVE

At the Education Library and Curriculum Resources Centre, there were increased outreach efforts to faculty through liaison librarian visits and inclusion of a library element in faculty and departmental orientation sessions. Liaison librarians increased contact with faculty and raised awareness of library services resulting in 120% increase on the previous year in demand for one-on-one research consultations with faculty and graduate students.

Librarians promoted setting up alerts to assist clients in keeping up to date in areas of interest addressing particular journals available online through McGill Library. As a current awareness tool, “alerts” helped graduate students and faculty who needed to stay on top of the literature published in their field. Many were already receiving table of contents alerts from specific journals by email or RSS feeds, but were often not aware that this feature was also available for a growing number of databases and covered a much wider area. For example, the My Alerts option in Scopus provides both search alerts and document citation alerts. Similarly, clients were able to receive notification by email or RSS feed when a particular document was cited.

Cited By since 1996

This article has been cited
0 times in Scopus.

Inform me when this
document is cited in
Scopus:

- [E-mail Alert](#)
- [RSS](#)

SCOPUS April Colosimo is logged in [Logout](#)

[Search](#) [Sources](#) [My Alerts](#) [My List](#) [My Profile](#)

[Live Chat](#) [Help](#) [Scopus Labs](#)

Quick Search [Go](#) Brought to you by McGill University Library

My Alerts

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Manage the alerts you have set in Scopus.
Note: Results from non-Scopus databases will not be included in the alert e-mails.

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McGill Libraries

At the Nahum Gelber Law Library, collection policies were geared to both the teaching and research interests of clients. Special attention was paid to new faculty research requirements and new areas of priority. Clients at all levels required to prepare research papers were offered one-on-one reference assistance. There was a strong interest, especially amongst graduate students, in developing *Endnote* skills, and both group and individual sessions were given for this software. Legal content was provided for the wiki-based McGill Global Health Resource Guide. The Library was also involved in a joint research project to reconstruct the library of Judge Robert MacKay.

Library staff at the Macdonald Campus Library worked closely with Dr. Brian Driscoll in 2007-08 in developing a new course, Science Literacy (AEHM 205) to be taught in September 2009. The course was approved by the Academic Programming Committee at the Faculty level. The course was designed to develop the research and communication skills of students essential for their undergraduate and future careers. This course was to be co-taught by Carole Newman who currently teaches Academic and Scientific Writing (AEHM 330) and Anna Stoute of the Macdonald Campus Library.



Excellence in service

The McGill Library's service delivery was provided through 13 branch libraries and several specialist collections open to the public, with more than six million information resources. The collections were wide-ranging, including rare books and manuscripts, specialist collections, extensive holdings of electronic resources, with databases covering all fields of knowledge, over one million e-books, tens of thousands of e-journals, thousands of CDs, DVDs and musical scores, videos, maps, electronic data collections and microforms. Back-up was provided from centralised collection services, technology, systems, financial, facilities, human resources and other support services, and the Library was led by a team of highly experienced professionals with diverse backgrounds and interests.

The Library reached out to thousands of students over a 10-week period between late August and October. Between August 20 and August 31, around 40 library staff members and 15 student Library Ambassadors promoted the Library's services to new McGill students at the University's ID Centre in the Trotter Building cafeteria. Strategically located opposite the ID card service point, library 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.



Library Ambassador Ariela Weinbach observed, *"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."*

The core of the Library's orientation activities consisted 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 had an excellent opportunity to improve their information literacy skills and to equip themselves with the right tools for finding the information they needed. 528 students participated in 75 workshops at eight different locations, and hundreds became acquainted with their branch library through "Discover your Library" tours. The Library was ubiquitous across campus with a presence at the Orientation Centre, the student Halls of Residence, and the McGill Street Festival; and promoted

its activities through a brochure, posters, the website, and even Facebook. The start of the academic year presented the 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 alerted McGill Facebook users to Library orientation activities.

Don't get stuck
trying to figure things out!



Take part in the Library's orientation workshop **get started @ your library** and learn about all the services and information resources available to you.



For more details, choose **Classes** from the Library's website (www.mcgill.ca/library/), or pick up a **Discover Your Library** brochure from any branch library. Don't miss the chance to win some great prizes!

McGill Library
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Publicity materials were designed and printed to promote Orientation activities at the Library.

Miriam Sultan discovered the Library's online chat service: *"I never knew that we students had the opportunity to chat with a librarian— and until 8 pm,"* she exclaimed. She shared her tale of how McGill librarians had helped her resolve a vexing citation issue, declaring that,

"the library team is truly wonderful and helpful in times of need!"



STAYING CONNECTED – IMPROVED SERVICES TO ALUMNI

McGill maintained close links with its alumni who continued to be outstanding supporters of the University and its Library through financial donations as well as other assistance. In April, an attempt to “give something back”, was launched by the Library in the form of a new service that provided McGill alumni with off-campus access to a range of e-resources free-of-charge. This included access for Alumni to some of the Library’s online databases, including access to images, music, article indexes, biographies, books, journals, statistics, magazines, newspapers, plays and standards.

The new online service connected graduates of McGill to a diverse range of academic e-resources which included:

- Full-text articles in business, trade and research journals (*Wilson Business Full-Text*)
- 155,000 art images sourced from museums across the world (*Art Museum Image Gallery*)
- Detailed information on 700 universities worldwide (*Commonwealth Universities Online Database (CUDOS)*)
- Almost 10,000 musical compositions cutting across genres and eras (*DRAM, the Database of Recorded American Music*)
- Up-to-date information on over 3,300 drugs and alternative medicines (*Epocrates Online*)
- Over 1,350 electronic books in the realms of economics, finance, philosophy, politics and religion (part of the *Oxford Scholarship Online* collection)
- Ancient Chinese texts from the Pre-Han (pre-220 AD) period up to the Six Dynasties (581 AD) (*CHANT*)

All members of the community were able to visit any of the Library’s branches and use on site any of its resources, both print and online. The use of the guest login has preserved the commitment the McGill University and its Library have always had to the provision of access to information by members of the Montreal and Quebec community. The Library has now made borrowing available for a small annual fee. However, license restrictions limit access to online resources to those who come physically to any of the branch libraries. Many alumni have wanted online access from home. The Library’s website provided links to resources which were “freely” available across the internet and many alumni found the subject guides and similar web pages extremely useful. This initiative allowed a greater capacity to “stay connected” to the Library.



New library bags arrived with a clip fold-over and the Capital Campaign slogan, *History in the making, Inventer l'avenir.*



Several changes occurred in borrowing procedures. The Senate Committee on Libraries approved the change that all general and support staff within the University would have the same borrowing privileges as faculty. In appreciation of their valued services to the University, all staff were able to gain appropriate access to the Library for support for their work and personal and professional development.

Books from a downtown campus library could now be delivered to the Macdonald Campus Library for pickup, or vice versa, by placing a request from the holdings screen in the catalogue. A book that was on loan to another user could also be recalled and clients were able to choose a pickup location that was either the book’s “home” library on the downtown campus or the Macdonald Campus Library. Intercampus delivery was an option for McGill students and staff only, and applied only to regular-loan items.

Images of book return facilities for after-hour returns were put up on the Library website with our very own Annie Murray (Humanities and Social Sciences Library) dropping off a book at the multiple branch slots.



The LibQUAL+ survey had been developed some years ago by ARL (Association of Research Libraries) of which McGill Library was a member. The survey had been undertaken by the Library over several years and used by research libraries in both Canada and the United States. The survey had last been conducted at McGill in 2005 and was conducted again in early 2008. The Library was grateful to all who responded. Over 1,200 responses were received from undergraduate students, graduate students and faculty. The results were still being analyzed by year's end. Similar concerns to those which had been raised in previous surveys also emerged as issues in this survey. Faculty and undergraduate students seemed reasonably happy with the services but graduate students expressed more concerns. Improvements were sought by all in the physical facilities, the search interfaces on the Library's website and the catalogue, service approaches, and collection gaps. Almost 600 comments were received and these were being analyzed further to determine improvement strategies.

Excerpts from the 2007-08 Libqual survey:

"Librarians have provided sessions for my undergraduate students on how to do research. The students have found these useful, and I am appreciative that the library offers this service. I have always found the library staff to be helpful and courteous. They always respond to my inquiries quickly. (Note, I am both a doctoral student and a Faculty Lecturer, but your survey will not let me fill in both)."

"I really enjoyed the Librarians' initiative at the Howard Ross library this semester. They gave us a workshop on all library databases and this was extremely useful to students when writing assignments. Keep up the good work! And keep informing students on what's available at the library."

The Search Interface Committee looked for ways to improve the catalogue by making results lists more relevant. A new Basic keyword(s) search was added as the default choice for the library catalogue. The Basic keyword(s) search was targeted to search the author, title and subject fields to increase the relevance of the results. The Word(s) anywhere search still existed and now included more information from the notes, which was especially helpful for searching sound recordings and video recordings. The Library system was upgraded. Easier access to e-content was provided.

LIBRARY BROCHURES AND PROMOTIONAL MATERIALS

In response to LibQUAL and other surveys which identified that users were not sufficiently aware of library services, new brochures were prepared for each branch library and various services. A full set of brochures was sent out to each branch library. In addition, they were placed in PDF format on the Library's website.



THE LIBRARY'S SECOND LIFE

As part of a concerted effort to meet the changing needs of students in the face of new technology, McGill Library created a presence in the 3D online virtual world of Second Life. Rather than using technology for its own sake, the Library extended its services in keeping with the core commitment to providing high-quality, client-centred products, services and programs. The Library was one of Canada's first libraries to make the jump to Second Life, where at least 50 more libraries worldwide – mostly academic – also took up residence in the virtual world of 13.6-million digital "residents."



Much activity was carried out over summer on cataloguing backlogs, particularly as far as the Cutter collections were concerned. Funds from the SSMU were most helpful in this regard.

The Library hosted two consultants in 2008. Richard Landon visited in December, and undertook a review of the Rare Books and Special Collections. He examined the current structure, staffing, facilities and the provision of services and collections in relation to rare books and special collections within the McGill Library. This was an important step towards ensuring that the Library's great treasures and marvellous collections were managed appropriately. Richard provided a short report following his visit which recommended an increase in the staffing of the area, targeted programs to address the cataloguing backlog, special funding for exhibitions, focused digitization of the treasures and research content of the collection, and improved accommodation of the collections.

The second consultant was Alan Burk in early January. He assisted in further developing the Library's overall digitization strategies with the service operating through Library Technology Services. He helped develop a strategic plan, identifying the support to be provided to researchers, particularly in the humanities, focused on the software to be used, provided guidance to library staff in use of various standards including XML and also assisted with further understandings of metadata applications.

Facilities:

An appropriate library environment

The Library upgraded several study spaces and improved the work environment for library staff.

Work in the Schulich Library of Science and Engineering included a completely reconfigured main floor with new reference area and service point, additional ventilation, the installation of computer workstations, two new e-classrooms, improvements to the lighting, new seating and upgraded study spaces for graduate and undergraduate students. Most of this was funded by a donation from Seymour Schulich, who visited the Library in October and was impressed at the work that was done, donating a further \$250,000 to complete it. Considerable appreciation was expressed by the students and the use increased by over 40%.



The new service area at the Education Library and Curriculum Resources Centre



Upgraded study spaces at the Schulich Library of Science and Engineering

The Education Library and Curriculum Resources Centre was completely remodelled. The staff survived a major construction effort which saw the front door relocated to the main lobby. The new service area was completely opened up and the computer and laptop study areas were expanded. The collection was unified and augmented with the addition of material retrieved from various areas around the Library and the Currie Gym. New furnishings were also provided and compact shelving was installed.

Compact shelving was also installed in the Howard Ross Library of Management which enabled the important management collection housed in the Currie Gym to be retrieved and reshelved within the Library of Management. Compact shelving was a solution in response to space demands, and proved to be very effective. The Macdonald Campus Library also used compact shelving to store material retrieved from the Currie Gym which was integrated into the general collection.



Compact shelving was installed in the Howard Ross Library of Management in response to space demands.

WELCOME TO THE CYBERTHÈQUE

The Cyberthèque, located in the Redpath Library Building at street level facing the field, opened in January 2008. The “experiential” Cyberthèque offered a diverse range of studying and learning spaces for groups and individuals, various technology and multimedia installations and friendly, convenient assistance. It provided the McGill student community with a vibrant environment in which to collaborate, conduct research, prepare assignments, study or learn individually or in groups as well as access the Library’s online resources and resources across the Internet.

The facility included:

- seating for 250 students, on 125 computers, and additional laptop seating for another 125 users
- four glassed-in, soundproof group study pods and nine colourful banquettes equipped with group work tools including glassboards and laptop projection to plasma and LCD screens
- tables with and without computers for individual quiet study
- a flexible electronic classroom for information literacy programs, equipped with six 52-inch screens and adaptable to multiple teaching configurations. When not booked for information skills classes, the e-classroom was available for individual use, with seating available for 45 students
- an assignment production area outfitted with printers, scanners, photocopiers
- a service counter staffed by library technicians, librarians, student navigators or library assistants. Staff assisted in providing answers to enquiries and assisted with minor issues relating to use of the equipment. This service was similar to services being provided from other branch libraries and other existing service points within the Humanities and Social Sciences Library.
- casual study areas dotted with movable, comfortable seating.

The Cyberthèque was funded by student IT funds provided through the office of the Chief Information Officer, as well as funds from donors and the Library’s operating grant. The Cyberthèque project was made possible by the contributions of many, however special thanks go to ékm architecture, particularly François Émond, Bregman and Hamann Architects, McGill Facilities, Pierly Construction, McGill ICS, McGill NCS and McGill Ancillary Services.



Plants were placed in the various new spaces to assist in reminding clients that excellent facilities support excellence in learning, study and research. The favourite comment heard from one student? “I feel I am in a real University now!”



Refurbishment was undertaken at the Howard Ross Library of Management in the fall. The reference area, staff areas, and service area received new carpet. Attractive and comfortable furniture was installed. The service area was reconfigured addressing several client service issues. Overall a much more open and welcoming space was provided for staff and clients.



The Cyberthèque provided students with much-appreciated innovative spaces and services. “I like the space a lot,” said Nadia Sayed. “It’s well-lit, and there are lots of laptop plugs. It’s modern-looking, new. New things are always nice.”

Funding

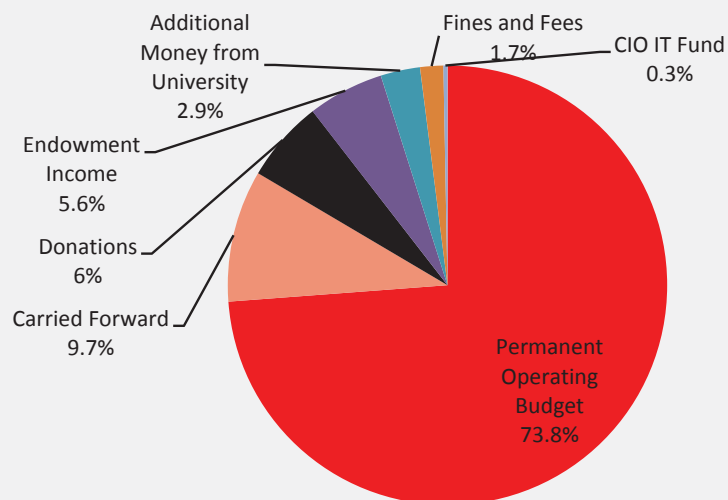
The Library received a total yearly income of \$34.98 million for the year 2007-2008. \$25.82 million came from the University's permanent operating budget and constituted 73.8% of the income, with the remainder drawn from a range of sources including funds carried forward (9.7%), donations (6%), endowment income (5.6%), additional money from the University (2.9%), fines and fees (1.7%) and the CIO IT fund (0.3%). Collections spending totalled \$14.2 million, 41% of the budget, while salaries accounted for 38% (\$13.3 million) and maintenance, equipment and priorities made up the remaining 21% (\$7.48 million). Of the collections budget, serials (journals) and e-resources accounted for 68%, monographs (books) 27%, and other collection-related costs including interlibrary loans, binding, appraisal fees and brokerage costs 5%.

The Library's income grew by a small amount during the year. The University honoured its pledge to provide an additional \$1 million to the Library during each year of the mandate of the Trenholme Director of Libraries. The funds contributed to the refurbishment activities as well as additional purchases for the collections.

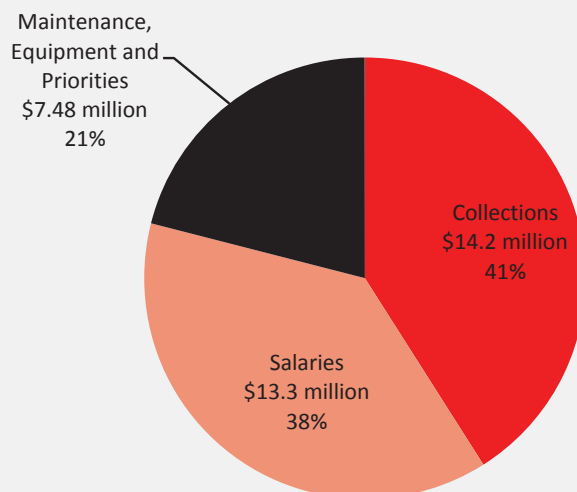
Funding for most of the refurbishment work that occurred during the year was provided by Library central student IT funds, with considerable assistance from students who through the Library Improvement Fund of the Students' Society of McGill University (SSMU) continued to provide the means by which improvements could be secured. The SSMU have supported the Library enthusiastically for many years—they surveyed students to find their opinions on required services, provided ideas for improvements, and supplied the Library with funds. The Library benefited enormously from all the student support and much gratitude was expressed to each and every one who contributed. Funds were also being sought via the Capital Campaign for additional improvements to the facilities.

The Cutter, Microfilms and Barcoding projects were important projects that enabled collections to be located more easily. They were funded with SSMU money and completed at the end of August. Almost 60,000 items were rebarcoded in the Barcoding Project. Over the summer students worked on reviewing the items in the Cutter collection to transfer the call numbers to Library of Congress Classification.

A concept brief was developed for a cooperative venture with the Desautels Faculty of Management. The brief described a shared vision between the McGill Library and the Desautels Faculty of Management for a renovated library and trading centre that would comprise the entire second floor of the Bronfman Building. Input for the brief came from Alex King, Development and Alumni Relations, Director of Administration for the Faculty of Management Christine Boynton, Dean of Management Peter Todd, Trenholme Director of Libraries **Janine Schmidt**, Associate Director for Planning and Resources **Diane Koen**, **Steven Spodek**, Development and Alumni Relations and the staff of the Howard Ross Library of Management, in particular **Amber Lannon**, the Head Librarian.



McGill Library's 2007-08 Income
\$34.98 million



McGill Library's 2007-08 Allocations Summary
\$34.98 million

Collection Development

Additional funds were provided by the University which led to increased expenditures on the collections; expanded e-journal collections (over 7,800 of a total of almost 40,000 titles were now being made available from volume 1 onwards) and new online newspaper collections were acquired; gaps in the collections were filled as identified by new faculty.

A meeting between Liaison Librarians and Collection Services emphasized the importance of “care and management of the Collection,” a phrase that encompassed all aspects of collection management, from collection policy development to preservation. Collection Services outlined its strategic goals for 2007-2008: *to acquire, organize and preserve outstanding print and electronic collections of information resources to support curriculum outcomes and research productivity, paying particular attention to online backfiles and reserves*. Plans to improve communication between Collection Services and the branches through branch visits were also developed and implemented.

In the interests of promoting easy and immediate access to collections, the Library used some of the annual collection funds to purchase more back runs of online journal collections. The purchase of backfiles from Wiley, several Wilson retrospective databases (*Business, Applied Science and Technology, Essay and General Literature Index*) and the Embase and Lippincott Williams and Wilkins backfiles enriched access to the collections. Updates to Oxford's online holdings and the Eighteenth Century House of Parliament papers rounded out online collections in the social sciences.

The collections budget for the Howard Ross Library of Management was increased which allowed the Library to upgrade materials in several areas, respond to faculty requests, as well as add to its DVD and e-book collection. Business e-book reference sources were expanded with a purchase of the *International Company Histories*, *CARD Online*, *Business Plans Handbooks*, and the *Encyclopedia of Major Marketing Campaigns*. The Library was also the recipient of almost \$15,000 of the Gomery donation for monograph purchases on corporate governance and ethics.

Some of the important acquisitions in Government Information Services included the *Parliamentary Rolls of Medieval England* (Online), *Nixon administration and foreign affairs, Part 2*. *National Security Council files: President's files on the China/Vietnam negotiations* and *Historical Statistics of the United States* (Online).

At the Life Sciences Library and Osler Library of the History of Medicine electronic resource purchases included 350 *Books@Ovid* and journal backfiles on Wiley. AMA journal backfiles were also purchased. The Osler Library acquired through donation and purchase *Charles Bell's Engravings from Specimens of Morbid Parts* (1813) and *System of Dissection* (1799), *Bernardino Genga's Anatomia* (1691), 3 books by Thomas Willis (1664, 1672, 1681) and WWII diaries of Dr. Harold Elliott.

PRESERVATION OF THE LIBRARY'S TREASURES

The vulnerable physical condition of some of the rich and rare items in McGill Library's Rare Books and Special Collections rendered them difficult for students, faculty and staff to use. An initiative started in 2006 through the Office of the Principal continued during 2007-2008, with the restoration of valuable treasures from the McGill Library preserved and made more available. This initiative made possible the restoration, repair and rebinding of many rare and valuable volumes that might otherwise have waited years for treatment. These fragile items were stabilized and made more accessible to McGill students, staff and faculty as well as the wider community. Library clients benefited from the programme which ensured current and future access to the Library's treasures. The Library was extremely grateful for the support in this vital initiative.

Some titles restored in 2007-2008:

- CRAVEN, KEPPEL RICHARD, sketches and descriptions. *Italian Scenes; A Series of Interesting Delineations of Remarkable Views and of the Most Celebrated Remains of Antiquity*.
- ROBERT STUART. *A Descriptive History of the Steam Engine*.
- HOMER. *A Burlesque Translation of Homer*.
- RODRIGO DE FONSECA; POLIZIANO MANCINI. *Del conservare la sanità*.
- SIR WALTER RALEIGH [ie. Richard Ferrar]. *An Exact Abridgment of the General History of the World, from the Creation*.
- HAGGADAH. *Die Darmstädter Pessach-Haggadah*.



At the Schulich Library of Science and Engineering and Life Sciences Library, e-resources continued to be significantly expanded during the year, and purchases included:

- *Elsevier Science Medicine & Dentistry Supplement I & II* e-journal backfiles
- *Embase Classic* backfiles (1947-1973)
- *Essential Science Indicators*
- *Lippincott Williams & Wilkins Journal Legacy Archive*
- *Oxford Scholarship Online* e-books
- *Springer* 2008 e-books
- *Wiley* e-journal backfiles

Purchases of e-book collections for the Macdonald Campus Library included *NutritionnetBase* which provided access to hundreds of case studies, clinical trials, and biochemical analyses covering various aspects of nutrition including such research areas phytonutrients, the cancer-diet connection, oxidative stress, mitochondrial function, sports nutrition, and hormonal imbalances; *BiosciencenetBase* which covered such topics as biochemistry, bioinformatics, biomedical engineering, biostatistics, biotechnology, epidemiology, immunology, microbiology, neuroscience, pharmacology, and toxicology; *CAB E-book Archive* which provided access to materials published by CAB from 2000-2004 covering various subjects within the sciences such as animal and veterinary, environmental, human nutrition and food, agriculture and plant.

The Macdonald Campus Library focused on improving its francophone collections by inviting such vendors as Diffusion et promotion du livre universitaire (DPLU) to provide book exhibits therefore providing students and faculty the opportunity to select items for the Library. The Library met with a DPLU representative throughout the year to review the latest publications for purchasing. The Library also increased purchasing from Centre de référence en agriculture et agroalimentaire du Québec (CRAAQ) therefore helping to improve the collection for use by francophone students at the campus.

The Islamic Studies Library continued the Smith Collection Recon (Retrospective Conversion), retrospectively converting 10,000 titles. Most of the collection was shifted to accommodate newly relabeled volumes. Six students were employed to undertake cataloguing work and four students for barcoding, labeling and re-shelving. This was the most difficult part of the project and involved a lot of incomplete and difficult records or many rare items. As a result the collections were made more visible in the online catalogue and there was an increase in the number of books requested through Interlibrary Loan, with 624 requests received.

Purchases were made in many areas of Rare Books and Special Collections with a focus on the Canadiana, Hume and Colgate Collections. A significant addition was the acquisition of 23 copies of lifetime editions of the novels of 18th century novelist Fanny Burney. Other titles of particular interest included *Mairobert*, *Mathieu François Pidanzat de, 1727-1779, Discussion sommaire sur les anciennes limites de l'Acadie, et sur les stipulations du Traité d'Utrecht qui y sont relatives* (Summarisk undersökning om Acadiens gamla gränstor, och de öfwerenskommelser uti Utrechtske Tractaten

som dem angå); *Metamorphosis, or, A transformation of pictures with poetical explanations for the amusement of young persons*; *Traité d'optique sur les reflexions, refractions, inflexions, et couleurs de la lumière*; *Chez Pierre Humbert, 1720*; and *Our boarding school on wheels, or, The doings of us girls at Lake Memphremagog*.

The collections were also enhanced by gifts in kind, especially with regard to out of print, rare and primary materials. Rare Books and Special Collections received manuscripts of Crébillon fils from Michel Brisebois; 18th century French books from Chris Schon and a number of important titles from the estate of Dr. Joseph Stratford.



A purchase of interest in Rare Books and Special Collections *Our boarding school on wheels, or, The doings of us girls at Lake Memphremagog*.

Cataloguing of the backlog was a priority during 2007-2008. In Rare Books and Special Collections, the Lande Canadiana Collection was catalogued by OCLC and the records loaded into the catalogue. Redpath Tracts series I, II, IV, V, VI, VII, VIII and IX were also catalogued by OCLC, which added some 8,000 records for English from ca 1555 – ca 1900 to the catalogue.

Outreach: Displaying the Collections



From September to November the Library displayed *Drawing from Ideas, Building from Books: Architectural Treatises in the McGill University Library* which drew together the exceptional collection of architectural treatises housed in Rare Books and Special Collections.

With guest curators Jennifer Carter and Yelda Nasifoglu, many of the treatises on display were generously donated by collectors and patrons of the McGill University Library, notably those in the Blackader-Lauterman Collection of Rare Books. Architectural treatises from the Renaissance to the 18th century were at the core of the Blackader-Lauterman Collection, which included several early sixteenth-century editions of Vitruvius, as well as treatises by Alberti, Serlio, Palladio, Scamozzi, Vignola, du Cerceau, Blondel, Perrault, and Ledoux.

In a collaboration between Media@McGill and Rare Books and Special Collections, an exhibition curated by Anna Leventhal titled *Québec Alternative: an exhibition of radical publications of 1970s Québec* was held from January to March in the main lobby of the McLennan Library Building. In the wake of the 1960s and their social and political upheavals – the Quiet Revolution, the student uprisings of '68, the civil rights movements and race riots in America – a growing consciousness of the power of the media to unify and mobilize social causes fed into a movement of mass media democratization. Community radio and public-access television stations made forays into the mediascape, and citizens' groups formed around areas of local concern – neighbourhood improvement, decent working conditions, access to health services, and so on. In Québec, print media seemed to explode. A massive proliferation of grassroots and independent publications attested to the vitality of Québec's struggles for social and political change.



Consulate of Egypt representatives Wafaa El-Hadidy and Nebal Darwish El Tanbouly were special guests of the Library, where they viewed the Montrealers on the Nile exhibition. Also pictured are Richard Virr, Janine Schmidt and Steven Spodek.

The Library's winter 2008 exhibit, entitled *Nile Letters: From Montrealers and Others*, was arranged by Head and Chief Curator of Rare Books and Special Collections, Dr. Richard Virr, and guest curator Mary Mason. The exhibition centered on the letters Peter Redpath sent to a friend in London while he was travelling up the Nile in Egypt in the winter of 1873.



Peter Redpath was not the only notable McGill benefactor and supporter whose interest in ancient Egypt led to their embarking on journeys up the Nile in the late nineteenth or early twentieth century. On display were some of the books and photographs, which were bequeathed or donated to the collections by several benefactors who made the journey.



Outreach: Special Events at the Library



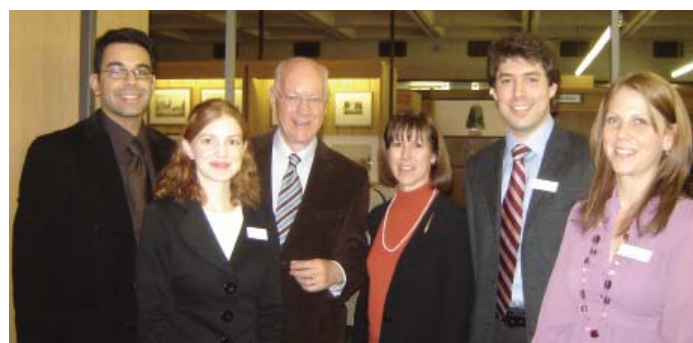
Homecoming took place on the weekend of October 18 – 21 and graduates returned to the University to meet old friends, make new ones, view the changes to the campus that had been undertaken and continue their lifelong educational journey. Campus tours took place during Homecoming and as usual the Library featured prominently. Various lunches and dinners were held, and featured speakers who were informative and entertaining. **Richard Virr** and **Janine Schmidt** presented a talk, *From Mesopotamia to Megabytes* as part of the *Classes without Quizzes* program. The Library also hosted a breakfast for parents on the morning of October 19, where they learned about the vital role the Library plays supporting student life and learning at McGill. Principal Heather Munroe-Blum and Senator Michael Meighen, Capital Campaign Co-Chair, greeted parents before Janine Schmidt and Head of Rare Books, Richard Virr, presented a light-hearted overview on *Parenting and puppetry: life is full of surprises*. The breakfast concluded with an opportunity to tour the Rare Books and Special Collections, and view the exhibition *Collectors and Friends*, showcasing some of the rare and unique collections material donated to the McGill Library over the past century and a half.

The week of Homecoming also marked the launch of the capital campaign and various associated activities were held. Founded on a gift, and using *History in the making* as a slogan, the University carved out its future. The Library participated and ensured that it continued both to make history and to permit others to do so. The Library's target was set at \$24 million within the Campaign. The Library's Case for Support included the following: *Strengthen Library Support for Learning and Research. McGill's 13 branch*



libraries and special collections are a gateway to a world of digital information, as well as a 24-hour hub of student life. More than 10,000 people daily come to the library to conduct research, study, access information and collaborate; thousands more access the library's online collections remotely. There is a critical need to meet the growing demand for learning spaces and to upgrade technology. Targeted support will enhance the library's collections, unveil its treasures through public exhibitions and digitize unique print holdings for broader access.

On October 15, with the support of the Mossman Endowment, the Library presented the D. Lorne Gales Lecture in the History of Science, *After Leonardo: The Artist as Scientist in 17th Century Italy*. The guest lecturer was Paula Findlen, Ubaldo Pierotti Professor of Italian History and Program in History and Philosophy of Science and Technology, Stanford University.



Library staff members with the Honorable Justice John Gomery, the *Friends of the Library's* Friend of the Year, at their annual meeting

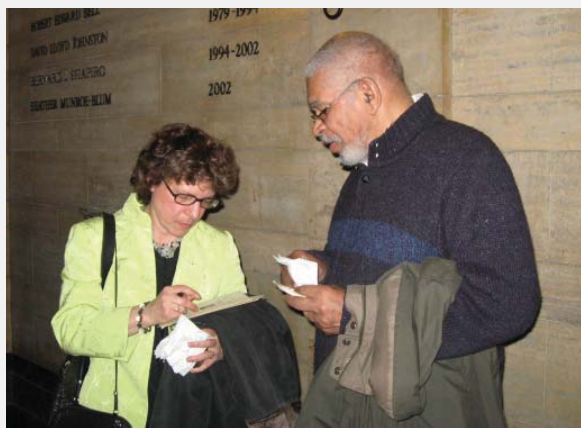
On December 12 the *Friends of the Library* and the Library hosted a unique event combining the Friends' Annual General Meeting, 'Friend of the Year' award, and annual end-of-year celebration. The President of the Friends, Janet Blachford, made the award of the Friend of the Year to the Honourable Justice John Gomery, a former President of the Friends who had recently retired from his official legal duties. The evening also saw the recognition of the generosity of John Gomery who has established a collection on ethics in honour of his father W. Bertram Gomery and of John Gomery's wife Justice Pierrette Rayle who funded the restoration of two splendid cases (over 100 years old) which displayed some of the new books purchased.

On March 20 at the Cyberthèque, Brian Bell, Executive Director of AlouetteCanada, provided an up-to-date status report on the digitization activities of AlouetteCanada. He focused on recent developments and demonstrated the online features of this powerful research and discovery tool for Canadian heritage materials.

Formed in 1988, the *Friends of the Library* confirmed its work as a community-based group dedicated to establishing and maintaining strong networks between the Library and the Montreal community. The group built on its strong legacy of commitment and support shown to the McGill Library by early benefactors such as Peter Redpath and Isabella McLennan.

In 2007-2008, the *Friends of the Library* presented the following lectures:

- In November, the 18th F. R. Scott Lecture, *The BNA and the Charter: Two Mints in One*, presented by columnist, author, editor and broadcaster L. Ian MacDonald.
- The Annual Shakespeare Lecture in March, *Bride-ing the Shrew: Costumes that Matter*. Guest lecturer Barbara Hodgdon took Shakespeare's *The Taming of the Shrew* and explored how clothes "act out" in support of historical and cultural meanings.
- The Hugh MacLennan Memorial Lecture in April, *The Lives of Writers* by renowned arts journalist Eleanor Wachtel. The Hugh MacLennan Memorial Lecture series was established in 1992 with help of a 5-year grant from the M.E. Hart Foundation, and receives ongoing support from the Friends of the Library.



Eleanor Wachtel signed autographs after presenting *The Lives of Writers* to a full house at Moyse Hall



Library Ambassador, Deena Zepelowitz, at the Freedom to Read Week display in the Humanities and Social Sciences Library. The display featured examples of banned books and showcased eye-catching new print reference books, including a resource on banned books.

Several Library staff members joined together for an evening with other McGill volunteers at Martlet House to do something very important for the University: thank those who contribute to McGill's Alma Mater Fund. Acknowledging the remarkable generosity of alumni and others, volunteers telephoned Library donors to thank them (not ask for more money). Income from the McGill Alma Mater Fund helped the Library provide the resources that made a big difference in the quality of learning at McGill. The money provided by donors helped support the comprehensive services, great collections and renovation of the Library's spaces.



Staffing

ARRIVALS AND DEPARTURES

New Associate Directors were recruited and appointed as the Library's Renewal and Reorganization plan was implemented.

Diane Koen became the new Associate Director, Planning and Resources, coordinating the areas of human resources and staff development, facilities and financial management as well as purchasing. **Carole Urbain** was appointed as the Associate Director, Client Services, Humanities, Law, Management and Social Sciences, and became responsible for the coordination of branch libraries related to the humanities, law, management and social sciences as well as the day to day functioning of the Humanities and Social Sciences Library itself. The position also focused on service delivery to undergraduate students.

Louis Houle was appointed Associate Director, Client Services, Sciences, Health and Engineering, with responsibility for the coordination of the libraries within these disciplinary areas and the day to day management of the Schulich Library of Science and Engineering. The position also focused on service delivery to graduate students and the research environment.

Louise O'Neill was appointed to the position of Associate Director, Library Technology Services, and became responsible for the coordination of information and communications technology applications across the library, including the technical management of the library's in-house systems, particularly the integrated library management system used for acquisitions, lending and cataloguing functions, liaison with the providers of externally provided services and various other digitization and website activities. **Joseph Hafner** was appointed to the position of Associate Director, Collection Services, with responsibility for many of the areas formerly in technical services, including Cataloguing and Acquisitions, as well as policy areas related to collection development and borrowing.

The new Associate Directors took leadership roles within the Library in transforming and renewing its services, implementing the University's strategic directions, responding to priorities and changes in the library and learning environments and ensuring the provision of client-focused quality collections, services, and facilities within the McGill community.

Amber Lannon assumed the post of Head Librarian at Howard Ross Library of Management. **Maryvon Côté** (Liaison Librarian) was appointed to the Nahum Gelber Law Library. **Genevieve Gore** (Web Services Librarian) took on the role of eScholarship Coordinator. **Megan Chellew** and **Nevenka Koscevic** were appointed to Collection Services. **Vivian Bejerman** was appointed to the position of Financial Administrator in Planning and Resources. **Barbora Boronell** was appointed to the position of Senior Library Clerk, Lending and Access Services, Humanities and Social Sciences Library. **Adam Lauder**, **Megan Fitzgibbons**,

Andrea Murray were welcomed to the Humanities and Social Sciences Library; and **Jared Wiercinski** to the Lending and Access Service in the Humanities and Social Sciences Library; **Andrew Collier** was appointed as Web Coordinator within the Library Technology Service and **Jill Boruff** to the Life Sciences Library. **Francisco Oliva** was appointed as a Financial Administrator in Planning and Resources and **Rosanne deWolfe**, as Senior Library Clerk, Access and Lending, in the Humanities and Social Sciences Library. **Greg Houston** joined the Library Technology Services staff as Digitization Administrator. **Joel Natanblut** began work as technical support assistant in the Life Sciences Library on February 18 and **Saifullah Rahman** began work in technical support in Schulich Library of Science and Engineering on February 1. **April Colosimo** moved from the Schulich Library of Science and Engineering to the Life Sciences Library to replace **Debbie Meert** who went to the Macdonald Campus Library. **Emily Kasuto** and **Stéphanie Simard** joined the Schulich Library of Science and Engineering. Also in March, **Mohammad Amirzad** joined the Library's Planning and Resources team as Finance Administrator.

Richard Virr agreed to extend his appointment for a further two years. Richard had done outstanding work in Rare Books and Special Collections over many years, and in recent years provided excellent leadership heading up the department.

The Life Sciences Library underwent some staffing changes which included the transfer of **Laura Kobayashi** to the Lending Services team at the Life Sciences Library; **Anna Del Balso** to Collection Services and **Benedetta Del Balso** to Collection Services. Congratulations went to **Anna Di Pietro**, who assumed a new position as Personal Assistant to Carole Urbain, Associate Director, Client Services, Humanities, Law, Management and Social Sciences on May 1, 2008. Thanks went to Anna for her many contributions to the Life Sciences Library over the years!

Sharon Rankin went on Sabbatical Leave, and investigated research undertaken in arctic and northern studies resources as well as Inuit publications and created a northern studies guide and web publications. **Lorie Kloda**, Liaison Librarian at the Life Sciences Library, took a year's leave of absence to continue her PhD studies. Congratulations went to Lorie, who was announced as the winner of the MLA (Medical Library Association) Thomson Scientific/MLA Doctoral Fellowship for 2008. **Kathy Teng** and **Cecilia Tellis** moved on to Vancouver and Ottawa respectively. **Vivian Bejerman** left the Finance group after a short time with us. **Anastassia Khouri** retired from the Library after 24 years of dedicated, invaluable service. **Pat Riva** (Cataloguing Librarian/Database Spec., Collection Services),

who had taken a leave of absence to work at the Bibliothèque et Archives nationales du Québec (BAnQ) decided to stay on at the BAnQ and left McGill. Departing staff were thanked for their contributions and wished all the best for the future.

Adam Gacek, Head, Islamic Studies Library moved to half time work pending his retirement. **Diane Philip** moved from the Education Library and Curriculum Resources Centre to the Osler Library of the History of Science.

The Library was saddened and shocked by the passing of one of our most respected and well liked library staff, **Elaine Yarosky**, on December 22. A very special memorial service was held at the Library on January 8, 2008 and provided an opportunity for a celebration of Elaine's life in the Library. She will be long remembered for her professionalism; her sense of what was right and what was good; her wit; her charm; her deep brown eyes; her enigmatic smile; her generosity; her energy; her strength; her courage in the face of personal adversity; her sense of self and her sense of purpose; a class one act. Elaine commenced work in the McGill Library system in the Blacker-Wood Library in 1958. She worked in various positions across the Library system, in both full and part time capacities, for almost 50 years – an amazing achievement. She spent most of her time in the Humanities and Social Sciences Library, relating both to the collections and to reference and information work, although she also had stints in the Law, Education and Social Work Libraries. She shaped the collections superbly; provided outstanding support to generations of faculty, researchers and students; guided and provided wise counsel to scores of young (and older) librarians; and made strong contributions to the University through such committees as the Faculty of Arts Curriculum Committee, the Senate Committee on Libraries and the MAUT. She made a highly significant contribution to the Library and to the University. She was also kind and generous and will be long remembered by her present and former colleagues as a friend and guide.



STAFF RECOGNITION

The annually-presented Career Recognition Award and Library Staff Excellence Award recognized the important contributions library staff made to McGill's continued success and exceptional reputation. Staff were encouraged to nominate co-workers who demonstrated commitment and dedication to the Library's Mission Statement. The Library's Career Recognition Award recognized an exceptional contribution by a librarian to the McGill University Library. The Library Staff Excellence Award recognized an outstanding contribution by a member of the support staff. **Kendall Wallis**, Humanities & Social Sciences Library, was the winner of the McGill University Library's Career Recognition Award for 2007, while **John Black**, Marvin Duchow Music Library, was awarded the McGill University Library Staff Excellence Award. The Principal's Awards acknowledged and commended exceptional contributions of administrative and support staff within the University. One of this year's awards went to **Mary Lourenço** of the Law Library, for outstanding service. The submission made by Mary's colleagues demonstrated that she amply met all the advertised criteria—service orientation and customer service, initiative, innovation, collegiality, productivity, workplace efficiency, service to the community, cost-effectiveness, evidence of performance consistently exceeding expectations and an outstanding contribution.

STAFF DEVELOPMENT

Almost 90 staff in the Humanities and Social Sciences Library and Collection Services attended team building activities, *Communicating for team success*, in September and October. The teams identified characteristics that would assist in improving communication. Further meetings and discussions were held with the aim of developing workplace values which could be used right across the Library. Activities in relation to each area were identified. The improvements in induction and in training were put in place in response to some of the issues identified.

Work undertaken by **Louise O'Neill** and her team in the Library Technology Services in relation to use of various library technology elements contributed to the induction program that had been implemented the previous year. Sessions for new staff and any staff who felt they would benefit from attending began in March. The Library sought to improve job satisfaction, productivity and effectiveness in the workplace. Further suggestions for improvements in staff development opportunities were encouraged.



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