

# Library Matters @ McGill

Volume 2, Issue 2

February 2006

[www.mcgill.ca/library/about/pubs/newsletter/](http://www.mcgill.ca/library/about/pubs/newsletter/)

## FROM THE TRENHOLME DIRECTOR OF LIBRARIES



Stairwell in Schulich Library of Science and Engineering

The Principal's Taskforce on Student Life and Learning has been meeting for some time examining various issues. The Library was privileged to make a presentation to one of the Taskforce's sub-committees. I was accompanied by **Cynthia Leive**, **Anna Stoute** and **Joseph Hafner**. We presented an overview of the Library and the many services we provide in the support of student life and learning and in particular focused on the use of information resources and information technology services that we provide. You will recall that the Library made a submission last year to the Taskforce. A Deans meeting has also focused on some of the issues and in particular addressed *Advising and Mentoring*, the *Student-Centred University* and *Enhancing the Academic Community*. Many interesting ideas are emerging and we look forward to the outcomes of the Taskforce and will participate in implementing recommendations which strengthen the vital role we play within McGill.

We do our utmost to understand student needs and changes in their use of our collections, resources and services. **Diane Koen** and I

attended an open forum with the Executive Committee and members of the SSMU (Students' Society of McGill University) last Monday evening. Various issues emerged. These included gaps in the collections, availability of textbooks and course readers, missing books, insufficient numbers of computers, need for additional software applications on our computers, borrowing of DVDs, availability of power outlets, availability of examination papers online, the attractiveness and usability of our facilities (or rather the lack thereof) and of course opening hours. We have undertaken to make investigations of several areas. We have already prepared concept briefs to seek improvements in the physical facilities and our submission to the Principal's Taskforce also focused on this area. We are continually examining opening hours. We are experiencing significant increase in usage, with a 30% increase in the Humanities and Social Sciences Library in the past year. There is a big demand for Saturday and Sunday night opening hours and we shall seek to increase the span of coverage of our extended hours in the Fall term. It is good to know that learning is still a social experience.

**Janine Schmidt,**  
Trenholme Director of Libraries

### INSIDE THIS ISSUE:

What's New & A Pat on the Back  
Call for Nominations  
Library of Perseverance  
Diversions  
Photo Gallery, Client Service Tips & Coming Attractions

2  
3  
4  
5  
6

### E AND E - TO EXCHANGE AND ENCOURAGE

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](mailto:louisa.piatti@mcgill.ca); **Cecilia Tellis**, [cecilia.tellis@mcgill.ca](mailto:cecilia.tellis@mcgill.ca); **Rebecca Nicholson**, [rebecca.nicholson@mcgill.ca](mailto:rebecca.nicholson@mcgill.ca)

## WHAT'S NEW

### QuestionPoint is here - Chat live with a librarian!



On January 30, the Library's new chat service, Ask a Librarian, went live, for a pilot run until this spring. This service allows users to chat online with a McGill Librarian, Monday to Friday from 11 am to 8 pm, and Saturday-Sunday from 11 am to 6 pm. Please feel free to try it, and we look forward to your feedback. Visit [www.mcgill.ca/library/assistance/askus/chat/](http://www.mcgill.ca/library/assistance/askus/chat/) to chat with us live.

### New branch sites debut

Recently four new branch library web sites have gone live. Osler Library, Government Information, Walter Hirschfeld Geographic Information Centre and Rosenthal Library all have spanking new sites that adhere to the



standardized branch template developed by webmaster Genevieve Gore and WSG. All of our branch sites will be adapted to the new template in the near future.

Having a standard layout and consistent presentation of content will allow our users to find the information they need quickly and easily.

Please have a look at the new sites. You can reach them from the branch libraries page: [www.mcgill.ca/library/using/branches/](http://www.mcgill.ca/library/using/branches/)

### Bye bye, green bags

In January the green bags were retired to be replaced by plastic shipping

boxes.

The current delivery service provided by Printing staff continues



with the new boxes. The boxes are easy to handle and provide better protection for our books in transit.

### Deadlines, deadlines, deadlines

Now that we are working on our eighth issue we can formalize things somewhat: submissions should be sent to the editorial team **by the first of the month** to make it in that month's issue. This will help ensure the timely appearance of the *Library Matters @ McGill* newsletter.

Please continue to send your contributions to the *you never heard it from us* editorial team (see page 1).

## A PAT ON THE BACK

To Dean Peter Todd, Prof Jan Jorgensen and Robert Clarke, from Prof Paola Perez-Aleman:

Hi Peter and Jan,

I notice that today's Faculty Council (1/6/06) includes the issue of copyright fees. I would like to share with you what I am doing in my courses and to suggest a future policy direction for our Faculty: the use of electronic readers.

This year, I am using electronic readers for my courses. As McGill has dramatically increased our access to journals via electronic subscriptions, most of my required journal articles are available online through McGill Libraries.

This is extremely important for our students: rather than pay expensive copyright and photocopying fees, they save money by using resources that are already available to the McGill community. Electronic journal access is dramatically changing the traditional way of producing course readers, particularly for those of us with heavy reading assignments. I have seen E-Readers used widely by professors at Michigan, MIT and Wharton, to name a few.

I have been using WebCT for all my courses for the last three years. Currently, McGill has made it easier to use E-Readers as the new WebCT Vista has more course management features. Combining electronic journals and WebCT Vista, professors can establish direct links for their course reading lists, restricted to students enrolled in the class.

Undoubtedly, there is significant time investment in order to learn WebCT: to build the WebCT site, to link the articles, and ongoing site management. In my experience, this investment

has enabled me to take advantage of this state-of-the art teaching resource, while bringing considerable savings for our students (i.e. \$50/student/class).

The support needed to move in this direction, however, should not be underestimated. In particular, our Management Library Service, particularly Robert Clarke and Judy Symanski have been extremely helpful by providing timely assistance. As well, McGill ICS has and is providing WebCT Vista training workshops. Both groups are first-rate.

Faculty policy suggestion to encourage the use of electronic readers:

1. Wherever possible, course E-readers should replace hard-copy readers.
2. Use photocopied/hardcopy readers only for material that is not available online via McGill Muse (i.e. books or journal articles not available electronically).
3. To facilitate use of E-readers, encourage professors/instructors to use WebCT Vista to support the teaching of their courses.

Another important reason to expand the use of E-Readers and WebCT Vista is for us to join the vanguard faculties at McGill and at benchmark business schools already using this modern teaching technology.

All the best,

Paola

# CALL FOR NOMINATIONS FOR ANNUAL LIBRARY AWARDS

from Janine Schmidt, Trenholme Director of Libraries

## Career Recognition Award 2005-2006

I am very pleased to request nominations for the Career Recognition Award for McGill University Libraries which will be presented at Convocation in the spring of 2006. Nominations should be sent to the Director's Office no later than March 1, 2006.

### Past Winners

1988 Angella Lambrou, Health Sciences Library  
 1989 Jane Aitkens, Systems Office  
 1990 Irena Murray, Blackader-Lauterman Library  
 1991 Donna Duncan, Library Technical Services  
 1992 David Crawford, Health Sciences Library  
 1993 not awarded  
 1994 Joan Hobbins, Library Technical Services  
 1995 Selima Mohammed, Library Technical Services  
 1996 Stephen Park, Law Library  
 1997 Louis Houle, Physical Sciences and Engineering Library  
 1998 Pat Riva, Library Technical Services  
 1999 Eleanor MacLean, Blacker-Wood Library of Biology  
 2000 Sharon Lynn Grant, Health Sciences Library  
 2001 Sharon Rankin, Systems Office  
 2002 Hanna Waluzyniec, Schulich Library  
 2003 Christine Oliver, Library Technical Services  
 2004 Joanna Andrews, Library Technical Services  
 2005 Cynthia Leive, Marvin Duchow Music Library

**Name of Award:** Career Recognition Award

**Purpose:** This award will recognize an exceptional contribution to the program of the McGill Library System or to the advancement of the profession by a librarian, currently on appointment to the McGill University Libraries.

**Frequency of Award:** Annually, at the discretion of the Trenholme Director of Libraries.

**Eligibility:** All librarians presently on appointment are eligible for consideration, with the exception of the Trenholme Director of Libraries.

**Procedure:** Nominations must be submitted in writing, identifying and describing the nature of the nominee's contribution, together with the endorsement of two McGill librarians.

**Presentation of the Award:** The Career Recognition Award will be presented at an Annual Meeting of the Trenholme Director of Libraries.

**Decision Process:** The Trenholme Director of Libraries, in consultation, with the Associate Directors and the last three recipients of this award, will select the successful candidate.

**Deadline:** Nominations together with the required documentation must be received in the Director's Office by March 1, 2006.

## Library Staff Excellence Award 2005-2006

I am very pleased to request nominations for the annual Library Staff Excellence Award.

The Library Staff Excellence Award was established as a result of an expressed need to recognize the outstanding contributions of support staff in the Library System. This is an annual award which parallels the Career Recognition Award for librarians.

### Past Winners

1993 Francisco Uribe, Humanities and Social Sciences Library  
 1994 Diane Philip, Humanities and Social Sciences Library  
 1995 Theo Lawrence, Library Technical Services  
 1996 Adèle Toutant, Law Library  
 1997 Gary Tynski, Division of Rare Books and Special Collections  
 1998 Louise Nadeau, Library Technical Services  
 1999 Mary Lourenço, Law Library  
 2000 Jane Jackel, Howard Ross Library/Systems Office  
 2001 Anne Habbick, Blacker-Wood Library  
 2002 Zafiro Bouwman, Serials Department  
 2003 Anna Di Pietro, Health Sciences Library  
 2004 David Curtis, Marvin Duchow Music Library  
 2005 Penelope Aubin, Library Technical Services

**Name of Award:** Library Staff Excellence Award

**Purpose:** To acknowledge outstanding work performance by a member of the support staff.

**Frequency:** Annually, at the discretion of the Trenholme Director of Libraries.

**Eligibility:** In order to qualify for nomination an individual must have been a permanent support staff member in the McGill University Libraries for a minimum of three years.

All members of the support staff within the Library System are eligible, that is, all staff holding a classification of "LA", "C", "M" or "T".

Permanent part-time and permanent sessional staff may be considered for the award provided the length of service is equivalent to three years full-time in the Library System.

**Procedure:** Nominations must be submitted in writing, describing the nature of the nominee's contribution, together with the endorsement of two support staff.

**Presentation of the Award:** The Library Staff Excellence Award will be presented at an Annual Meeting of the Trenholme Director of Libraries.

**Decision Process:** The Trenholme Director of Libraries in consultation with the Associate Directors and the last three recipients of this award will select the successful candidate.

**Deadline:** Nominations together with required documentation must be received in the Director's Office by March 1, 2006.

## NOMINATIONS CONTINUED FROM PAGE 6

### Library Staff Outstanding Service Award 2005-06

I am very pleased to request nominations for the annual Library Staff Outstanding Service Award.

The Library Staff Outstanding Service Award was established to recognize excellent service. This new Award is in addition to the existing Library Staff Excellence Award.

#### Past winners

2004 Jennifer Innes, Reference Department, Humanities & Social Sciences Library  
2005 not awarded

**Name of Award:** Library Staff Outstanding Service Award

**Recognition:** The Library Staff Outstanding Service Award is presented at the Annual Award Ceremony. It consists of a certificate award and a \$500 honorarium underwritten by the Friends of the Library.

**Purpose:** To recognize excellent service to users provided by a member of the support staff whose duties specifically consist of front line service to faculty, students and the McGill community at large, on an ongoing basis.

**Frequency:** Annually, at the discretion of the Trenholme Director of Libraries.

**Eligibility:** An individual must have been a member of the permanent support staff in a front line position within the McGill University libraries for a minimum of three years in order to qualify.

All members of the support staff within the McGill library system, whose regular duties consist of front line service, are eligible.

Permanent part-time and permanent sessional staff may be considered for the award; however, their length of service must be equivalent to three years full time in the McGill library system.

**Procedure:** Nominations must be submitted in writing, describing the details of the nominee's outstanding service, together with the endorsement of two library staff members. Letters of commendation from library users may be added to support the nomination.

**Presentation of the Award:** The Library Staff Outstanding Service Award will be presented at an Annual Meeting of the Trenholme Director of Libraries.

**Decision Process:** The Trenholme Director of Libraries in consultation with the Senior Management Group will select the successful candidate.

**Deadline:** Nominations together with required documentation must be received in the Director's Office by March 1, 2006.



## THE LIBRARY OF PERSEVERANCE

by Kendall Wallis, Liaison Librarian, Humanities & Social Sciences Library

The Arts Legacy program is a new, very innovative interdisciplinary program in the Faculty of Arts, open to UO students only. It was apparently one of the things that



The Devil, photo by Kendall Wallis

b u m p e d McGill up to #1 in the Macleans's list. The program is equivalent to 4 out of the student's 5 courses for both terms of first year and is an integrated

whole comprising lectures, mid-sized seminars, and small tutorials. ARLE102 is the second of four consecutive segments, running from mid-October through November and deals with medieval Islam and Christian Europe. One innovative element is a "performance module" in each section where students get acquainted with the music, drama, art, and architecture of the period they are studying.

For their ARLE102 performance module, the students took a fifteenth century English morality play, *The Castle of Perseverance*, and rewrote it for the present day. Their instructions were to retain only the basic plot and staging of the original, which showed Everyman -- in the context of a growing mercantile culture -- struggling with the conflicting attractions of the World, the Flesh and the Devil, hindered and helped by personifications of the Vices and Virtues. Except for some assistance with continuity and staging, the ideas and text were completely the students' own. They decided to set the play in the world they know: that of a new McGill student. The role the Library plays in their lives and values is revealing, as their new title shows. Follow the link to a plot summary and some rehearsal photos. [www.mcgill.ca/arts/freshman/performances/](http://www.mcgill.ca/arts/freshman/performances/)

The play was staged in Redpath Hall on Friday afternoon, November 11 and was filmed by IMS. A DVD is in preparation.

Kendall Wallis, Arts Legacy Liaison Librarian, who helped with the production, is delighted by the place the Library and the Library Ladies (The Virtues) hold in the students' perception of what is Meaningful at McGill.

*With ordinary talents and extraordinary perseverance, all things are attainable.*

- Sir Thomas Fowell Buxton

## INTRODUCING THE NEW *BIO-OPTIC ORGANIZED KNOWLEDGE* DEVICE



Trade named: **BOOK**

BOOK is a revolutionary breakthrough in technology: no wires, no electric circuits, no batteries, nothing to be connected or switched on.

It's so easy to use, even a child can operate it.

Compact and portable, it can be used anywhere – even sitting in an armchair by the fire – yet it is powerful enough to hold as much information as a CD-ROM disc. Here's how it works:

BOOK is constructed of sequentially numbered sheets of paper (recyclable), each capable of holding thousands of bits of information.

The pages are locked together with a custom-fit device called a binder, which keeps the sheets in their correct sequence.

Opaque Paper Technology (OPT) allows manufacturers to use both sides of the sheet, doubling the information density and cutting costs. Experts are divided on the prospects for further increases in information density; for now, BOOKs with more information simply use more pages.

Each sheet is scanned optically, registering information directly into your brain. A flick of the finger takes you to the next sheet. BOOK may be taken up at any time and used merely by opening it.

Unlike other display devices, BOOK never crashes or requires rebooting, and it can even be dropped on the floor or stepped on without damage.

However, it can become unusable if immersed in water for a significant period of time. The "browse" feature allows you to move instantly to any sheet and move forward or backward as you wish. Many come with an "index" feature, which pinpoints the exact location of selected information for instant retrieval. An optional "BOOKmark" accessory allows you to open BOOK to the exact place you left it in a previous session – even if the BOOK has been closed.

BOOKmarks fit universal design standards; thus, a single BOOKmark can be used in BOOKs by various manufacturers. Multiple BOOKmarks can be used in a single BOOK if the user wants to store numerous views at once. The number is limited only by the number of pages in the BOOK.

You can also make personal notes next to BOOK text entries with an optional programming tool, the Portable Erasable Nib Cryptic Intercommunication Language Stylus (PENCILS).

Portable, durable, and affordable, BOOK is being hailed as a precursor of a new entertainment wave. Also, BOOK's appeal seems so certain that thousands of content creators have committed to the platform and investors are reportedly flocking. Look for a flood of new titles soon.



## WHAT'S YOUR TALENT? **MASTER OF THE TOAST**

by Brock Cummings, Loans/Serials (Nahum Gelber)

Speaking in front of an audience is arguably everyone's greatest fear. So when I learned about the public-speaking group "Toastmasters", I was mortified - and, paradoxically, intrigued. Twenty minutes into my first meeting, I was hooked. That was over four years ago.

Toastmasters International is a non-profit organization, founded in 1924. Members learn to speak, to listen and to think on their feet through public speaking.

Weekly meetings are structured around prepared and impromptu speeches.



Members are friendly

and supportive and meetings are fun. I've learned a lot and my self-confidence has soared.

I've also earned many accolades, having given dozens of speeches on topics of general interest to groups ranging from a half-dozen to over 100 spectators. I've won the annual Club Competitions for Best Speaker the past two years. That led to Area Competitions, where I spoke with the best speakers from Toastmaster clubs in downtown Montreal. I won the Area Competitions as well. District Competitions followed, where I competed against five of the best speakers of the greater Montreal area.

I belong to the Golden Mile Toastmasters Club. We meet Wednesdays 7-9pm at the Montreal General Hospital, in the Nurses' Boardroom on the 6th floor. Anyone who'd like to learn more about my Club or the organization can email me at [brock.cummings@mcgill.ca](mailto:brock.cummings@mcgill.ca) and I'll fill you in.

## PHOTO GALLERY



In response to our request for sunny holiday photos, Marika Asimakopulos (Liason Librarian, Schulich Library) sent us this photo of her annual Christmas destination in Cozumel, Mexico. This photo is several years old, and Marika informs us that this year the scene in Cozumel was not so idyllic, due to last autumn's landfall of hurricane Wilma.

## CLIENT SERVICE TIPS

by Joseph Hafner



### **Value the customer who complains!**

The first words out of anyone's mouth to a complaining customer should always be the same: *Thank you for telling me about this.* The reason? Studies show that only about 10% of dissatisfied customers who don't complain will ever visit your organization. The repeat-business percentage is still only 20% for customers who complain but aren't satisfied with the outcome. But, if customers' complaints are resolved satisfactorily, as many as 90% will return. No other moment in a customer relationship is more important than when the customer is dissatisfied.

*The true University of these days is a Collection of Books.*

— "The Hero as Man of Letters".  
On Heroes and Hero Worship. Thomas Carlyle

## COMING ATTRACTIONS

- ❖ Monday, February 20, noon to 2 p.m. — *L-Council monthly meeting*, MUNACA office, 3483 Peel
- ❖ Wednesday, March 1 — Deadline to submit nominations for the *Career Recognition Award*, *Library Staff Excellence Award*, and *Library Staff Outstanding Service Award* (see pages 3 and 4 for details)
- ❖ Tuesday, March 14, noon to 2 p.m. — *L-Council monthly meeting*, MUNACA office, 3483 Peel

For more McGill events, consult the  
Community Calendar:  
[www.mcgill.ca/calendar/](http://www.mcgill.ca/calendar/)