

Library Matters @ McGill

www.mcgill.ca/library-about/pubs/newsletter/

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FROM THE TRENHOLME DIRECTOR OF LIBRARIES



KATHLEEN VANDERNOOT (Nahum Gelber Law)

Terry Thoren writing in *Animation Magazine* in January 2007 provided 20 tips for success in any new company. They could well apply to any organization—yes, even our own library.

1. Define your business – we have already decided we are in the information and knowledge business, not the book business.
2. Identify your strengths – ours are clearly our people, and our collections.
3. Know who the leading companies are – we look for leaders and we seek to follow best practice identified elsewhere.
4. You must invest in development – we could do more on our own staff development to build on our strong ideas and talent.
5. Invest in ideas – our awards help but we need to identify great ideas and learn how to implement them quickly.
6. You need to attract great talent – our renewal and reorganization help ensure we develop new approaches.
7. Think outside the box – we must guard against analysis turning into paralysis.
8. You are building a brand – we are defining the value we add to teaching, learning and research within the University.
9. Build a strong management team – our new Associate Directors combined with our existing leadership at all levels will make us strong.
10. Be passionate and set clearly defined goals – our Strategic Plan has goals and we want to involve everyone in their future development.
11. Secure distribution – our website and outreach programs help.
12. Stay informed – we must all know what McGill's teaching and research aspirations are.
13. Embrace marketing and publicity – we have great services and collections and we just need to make sure everyone knows what they are.

SEE FROM THE DIRECTOR ON PAGE 3

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/.

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

Cecilia Tellis, cecilia.tellis@mcgill.ca

Rebecca Nicholson,
rebecca.nicholson@mcgill.ca

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WHAT'S NEW

STAFF NEWS

• Anna Stoute's appointment as Head Librarian at Macdonald Campus Library has been extended until January, as Erica Burnham has extended her maternity leave. Ruth Sonksen's posting at Macdonald has also been extended

• The position of Head Librarian of the Howard Ross Management Library has been posted on the Library's employment webpage.

• Offers have been made for all Associate Director positions and announcements should be made shortly, after negotiations have been completed and the University's approval processes are concluded.

REDPATH RENO

Construction of the new E-Zone on the street level of Redpath (S1) has begun. This new space will provide students, researchers, faculty and staff with an environment expressly designed to support a new e-classroom, group study rooms and study booths, extensive laptop, computer and study space, an assignment production area, comfortable lounge space, and a service desk. Construction should be finished this September. The S1 study/computer space is closed as of Thursday, May 3 and will remain closed until the new E-Zone is launched.

Access to the compact shelving and stacks located in the basement level of Redpath (S2) will be provided through the central Redpath staircase only.

Additional compact shelving will be installed in the lower Redpath

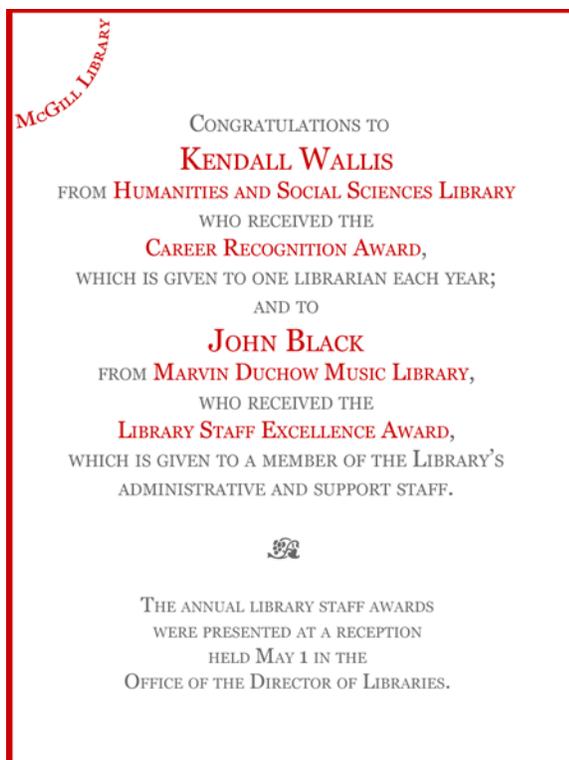
basement. This project will be timed to work in with the other building work being going on.

The E-Zone is a major construction effort. Some noise will be inevitable, but the major work will take place in the lower levels of Redpath. The contractors will make every effort to do the noisy work when the library is closed.

An E-Zone briefing document and floor plans will be provided for all staff to view in the upcoming weeks. If you have any questions, please forward them to Diane Koen, diane.koen@mcgill.ca. Diane is providing space planning support to the Library. □

*"As long as the Earth can make
a spring every year, I can.
As long as the Earth can flower
and produce nurturing fruit, I can,
because I'm the Earth. I won't give
up until the Earth gives up."*

— Alice Walker



ALEPH 18 AROUND THE CORNER

BY JANE AITKENS AND HEATHER CAI
(LIBRARY SYSTEMS OFFICE)

The Library Systems Office staff, in collaboration with NCS and ISR, began working on the Aleph 18 upgrade project last November. As of May 4, 2007 the project has gone through several major implementation steps, including:

- the installation of the version 18 Aleph software by Ex Libris,
- a Unix operating system upgrade,
- an Oracle database upgrade,
- running the Upgrade Express packages to adjust the Aleph parameters and the Oracle tables, and
- testing and adapting the new parameter tables to fit the McGill environment.

The last step of testing the system functionality and user interfaces began on April 10 by a group of Library staff known as the "Aleph testers." This is going well, so all systems are going to switch to Aleph 18 during the long weekend of May 19–21.

The objective of the Upgrade Express is to move quickly to a new version without adding all possible new features. So, the look and feel of the staff clients and the Library catalogue will remain the same. However, there are a number of user interface improvements you will see right away; we are documenting them at: www.library.mcgill.ca/aleph/version18/whats_new_in_18.htm

After we successfully switch to Aleph 18, we will be able to investigate the new features that come in version 18, such as item booking in circulation, a new inventory process, RSS Alerts for users, and e-payments for fines.

Happy anticipating! □

CONFERENCE TIDBIT

MACY ZHENG, EAST ASIAN CATALOGUING LIBRARIAN AND LIAISON LIBRARIAN (LTS)

Macy attended the 59th AAS (Association for Asian Studies) Conference from March 21 to March 24, 2007. Most of the meetings Macy attended at the conference were the CEAL (Council on East Asian Libraries) meetings. AAS is CEAL's parent organization.

The meetings included a plenary session, sessions on Chinese, Japanese and Korean materials, roundtable discussions, forums, panel sessions, small group discussions, etc. The conference covered a wide range of issues concerning public services, technical pro-

cessing, development of CJK materials, research, and East Asian librarianship in general.

Macy found the meetings and other activities very well organized and the topics prepared by presenters were closely related to the practical issues currently encountered by librarians in charge of East Asian collections. This time the Committee on Chinese Materials focused its annual program on the theme of transforming toward increasingly more diverse library collections and services. This year speakers were invited from major libraries in Mainland China, Taiwan, and Hong Kong, as well as in Europe to share

their experiences and visions with us. Other meetings and discussions included government e-resources in Japan, China and Korea; some libraries' experiences of using vendor records, and report on the progress of the OCLC-RLG combination, etc. Macy was also interested in a AAS Panel on Chinese Studies resources. She said the panel let her understand the challenging issues of how to update, evaluate, and access emerging information sources in timely and effective ways, and she feels more confident to better serve the needs of the faculty members and other scholars. □

COMING ATTRACTIONS

UPDATE FROM THE DIRECTOR

Information sessions for all staff will be held on June 1, 2007 in Room MS-42 (McLennan Building).

To allow all staff the opportunity to attend, sessions will be offered at the following times:

2:00 p.m. – 3:00 p.m.

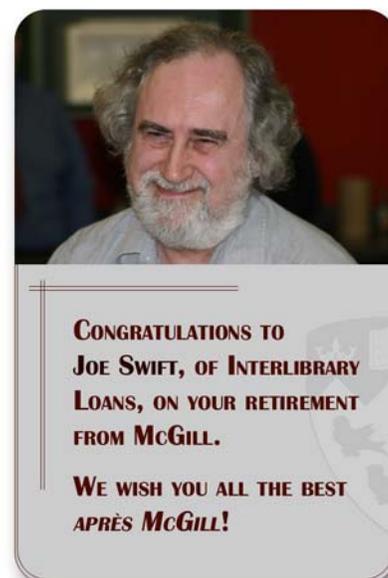
and

3:30 p.m. – 4:30 p.m.

Please confirm your attendance with your supervisor.

CONVOCATION

The convocation ceremonies for the Class of 2007 will be held the week of May 25 through June 1. Congratulations to all new grads! □



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14. Use Festivals for positioning – we are involved in Homecoming, Open House, Orientation and many other University activities.
15. Stay up to date – indeed we do.
16. Pay attention to the clients – our user surveys help understand what faculty and students want and need.
17. Learn to think like a client – we need to empathize with our users and appreciate their challenges.
18. The big money is new products – the changes going on in our information environment must be

understood.

19. Invest in the solid concepts – as we go forward with new ideas, we need to make sure we remain firm to our traditional values.

20. Never stop planning – the secret ingredient is always being ready for the future.

Last week saw some celebrations of the 75th anniversary of the Special Libraries Association. Several of us met with Rebecca Vargha, the President of SLA, and also attended a celebratory evening seminar. We were reminded of the changes that had occurred in libraries and of the opportunities being presented by new inter-

net tools available to us. Daniel Levitin spoke last week on This is your Brain on Music to a group of donors, in a celebration of cross-disciplinary research and learning. The generosity of spirit of our donors continues to help us provide our services to the University community and several students helped us pay tribute to the true philanthropy from which we all benefit – un grand merci!

**Janine Schmidt, Trenholme
Director of Libraries** □

PATS ON THE BACK

Late in April, Prof. Margaret Kuo from the Department of History, brought three lovely orchids to the staff in Interlibrary Loans, as a thank-you gift for their help this past term. Prof. Kuo's note read:

Dear Interlibrary Loan staff,

Thank you very much for the help with locating numerous sources. Your assistance has been invaluable.

Sincerely

Margaret Kuo

From Tammer El-Sheikh, PhD candidate, (beginning Fall 2007 in Art History), to Janine Schmidt, Trenholme Director of Libraries:

Hello Ms. Schmidt,

I am writing to thank you for the excellent service I received at the Information Desk at the Humanities Library today. I was having some trouble finding a



ILL staff members with the orchid from Prof. Kuo. From left to right: back row: Francisco Uribe, Abena Mattocks, Joe Swift, Maria de Souza, Elizabeth Dunkley, Ramon Lassó; seated: Janice Simpkins, Valerie Mayman.

Microform reader/scanner and your staff searched the directories and called around to find one. After a long search, Jennifer Innes and Marilyn Fransiszyn found the equipment I needed at the Music Library. They made arrangements for me to use it all day, and I was able to take

care of some urgent research. Again, your staff has been a tremendous help to me, and I look forward to dealing with them in the future. Please pass on my gratitude.

All the best,

Tammer El-Sheikh □

DIVERSIONS

ACRL RELEASES TOP TEN ASSUMPTIONS ABOUT ACADEMIC LIBRARIES' FUTURE

The future—messy, more digital, and filled with opportunities and pitfalls—was all around the Association of College and Research Libraries (ACRL) National Conference last weekend in Baltimore. That made it a good time for the ACRL Research Committee to unveil its top ten assumptions for the future of academic libraries. The assumptions generated some immediate feedback, but other ACRL members are invited to comment on about how each assumption impacts members and member libraries, and to cite developing issues or nascent trends not on the list.

"These assumptions underscore the dominant roles that technology and consumer expectations are increasing-

ly playing in libraries," said Pamela Snelson, president of ACRL and college librarian at Franklin and Marshall College, in an announcement.

1. There will be an increased emphasis on digitizing collections, preserving digital archives, and improving methods of data storage and retrieval.

2. The skill set for librarians will continue to evolve in response to the needs and expectations of the changing populations (student and faculty) that they serve.

3. Students and faculty will increasingly demand faster and greater access to services.

4. Debates about intellectual property will become increasingly common in higher education.

5. The demand for technology related services will grow and require additional funding.

6. Higher education will increasingly view the institution as a business.

7. Students will increasingly view themselves as customers and consumers, expecting high quality facilities and services.

8. Distance learning will be an increasingly common option in higher education and will co-exist but not threaten the traditional bricks-and-mortar model.

9. Free, public access to information stemming from publicly funded research will continue to grow.

10. Privacy will continue to be an important issue in librarianship.

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(WWW.LIBRARYJOURNAL.COM)