

Library Matters @ McGill

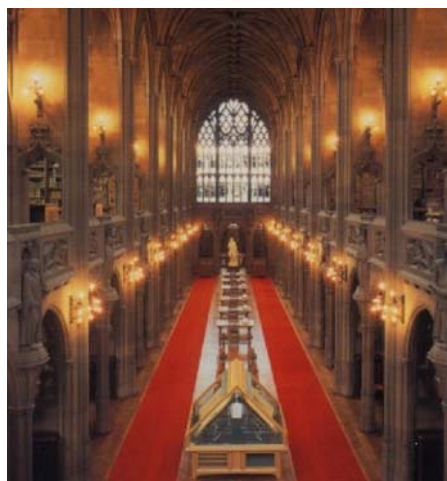
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Volume 3, Issue 11 | November 2007

FROM THE TRENHOLME DIRECTOR OF LIBRARIES



George III library at the British Library



John Rylands Library at University of Manchester

This month's column is being written while driving from Coventry to Manchester in the United Kingdom. CARL (Canadian Association of Research Libraries) is conducting a study tour. Our first visit was to JISC (Joint Information Systems Committee, www.jisc.ac.uk) in London. This organization funds numerous innovative projects related to uses of libraries and information technology, as well as having oversight of the U.K. academic network, ja.net (Joint Academic Network). This provided a useful introduction to the academic scene and was followed by a day at the British Library. A visit to the British Library's new conservation centre provided insights to the treatments of material being prepared both for use and exhibition. The George III Library remains a jewel in its crown. It is stored in its entirety where the original plans for the Library positioned the card catalogue—converted to its online version by the time the Library was finally built.

Following the British Library, the CARL group ventured forth on a bus for the remainder of our tour. We took in Oxford and came to understand some of the issues of the Bodleian with its major storage problems. Digitization projects are converting some of its contents to online versions. Dinner at one of the Colleges was a real treat.

Today's trip to the Universities of Warwick and Coventry provided exemplars of services supporting teaching and learning, as well as some interesting uses of space. An online learning facility resembling our shortly to be opened Cyberthèque provided much-appreciated innovative services to students.

Our visit to Manchester will feature the John Rylands Library which has just been beautifully restored. Then it is on to Cambridge on Saturday and back to London for sessions with our SCONUL (Society of College, National and University Libraries, www.sconul.ac.uk) colleagues. It has been an excellent trip providing insights into new practices and processes and services in the support of teaching, learning and research in another environment. We shall be organizing an update in January and more details and ideas will be presented.

On a personal note, I thank all of you for your support following the recent death of my mother. The many notes and good wishes I received have been enormously helpful. I was particularly touched by the donations to the Library in honour of my mother. Thank you to all.

Janine Schmidt, Trenhome Director of Libraries



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

Emma Buckley, emma.buckley@mcgill.ca

April Colosimo, april.colosimo@mcgill.ca

Rebecca Nicholson, rebecca.nicholson@mcgill.ca

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ORIENTATION: IT'S A WRAP!

BY EMMA BUCKLEY (OFFICE OF THE DIRECTOR OF LIBRARIES)



Members of the Orientation Committee with student winners of the Orientation prizes. Standing, from left to right: Louise O'Neill, Chris Lyons, Jonathan Lazare, Janine Schmidt, Sara Holder, Carole Urbain, Miriam Sultan. Seated, left to right: Kishor M. Shrestha and Marie Bergmann.

There were no ghouls in sight but there were plenty of treats in the Office of the Director of Libraries on Wednesday, October 31. The reason for the lunchtime celebration was two-fold: to congratulate the student winners of the Library's Orientation prize draw and to thank the members of the Library Orientation Committee for planning, coordinating and promoting the Library's orientation program.

The Library reached out to thousands of students over a ten-week period between late August and October. 2150 brochures and 2000 bags were distributed by staff and Library Ambassadors at the ID Centre at the end of August, 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 had 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.

All students taking part in the Orientation workshops were eligible to

enter the draw for one of five gift certificates from the McGill Computer Store, valued at \$300 each. There were also four 512MB USB keys up for grabs. For one of the lucky students, the prize came on the heels of another win—discovering the Library's online chat service the night before. "I never knew that we students had the opportunity to chat with a librarian—and until 8 pm," exclaimed prizewinner Miriam Sultan. She happily 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!"

Other student prizewinners attending the lunch were Marie Bergmann, on exchange from Denmark, Jonathan Lazare from Montreal, and Kishor M. Shrestha, from Nepal. Winners unable to attend were Maeve McKeown, Mingwei Zhu, Jessica Buresi, Maria Alverez and Susannah Juteau.

The Orientation Committee would like to thank Janine Schmidt, Director of Libraries for hosting the event, Bruna Ceccolini for organizing the lunch, and the McGill Computer Store, for their generous support. □

WHAT'S NEW

DIY INTERCAMPUS REQUESTS

You can now have a book from a downtown campus library delivered to the Macdonald Campus Library for pick-up, or a book from Macdonald Campus Library delivered to the downtown campus library you have selected, by placing a request from the holdings screen in the catalogue.

You can also recall a book that is out to another user and choose a pickup location that is either the book's "home" library on the downtown campus or the Macdonald Campus Library.

Intercampus delivery is an option for McGill students and staff only, and applies only to regular-loan items.

NEW MEMBERSHIP REGISTRATION FORM

New borrowers now fill out an online registration form and then continue to a Loans Desk to pick up their library card. A link to the new registration form may be found on the Sign In page in the catalogue, and also from the Memberships info page on the Library website. This way, new borrowers will enter their own information directly into Aleph, streamlining the process of issuing new memberships.

REDPATH DOOR REOPENS

The main entrance to the Redpath Library Building has reopened for business. It had been closed for several weeks while repairs were made. □



"Some books are to be tasted, others to be swallowed, and some few to be chewed and digested."

- Francis Bacon (1561–1626), British philosopher, essayist, statesman. Essays, "Of Studies," (1597-1625)

"Some books are undeservedly forgotten; none are undeservedly remembered."

- W. H. Auden, *The Dyer's Hand* (1963) 'Reading'



CONFERENCE IN FOCUS: ACCESS 2007

BY GENEVIEVE GORE (COORDINATOR, ESCHOLARSHIP@MCGILL)

ACCESS 2007: TechTonic OnTologies

ACCESS is a Canadian conference on library technology, and a great place to hear about innovative, technology-driven projects. This year's conference was held October 11 – 13, 2007 in Victoria, BC, and thanks to the generosity of the McGill Library, I was fortunate enough to attend.

Semantic library platforms, faceted classification, augmentation, Software as a Service (SaaS)... These are just some of the concepts discussed over the course of three days. We heard about some promising open source software solutions, including Lucene (for storage and indexing), Fedora (in the context of repository services), and Evergreen and Koha (two Integrated Library Systems). Open source software is peer-reviewed software which allows you to look at the non-proprietary code. It also allows programmers and developers more control, customization, and input. Some problems with open source software include the need for software support (which in fact some companies like LibLime are now providing), choosing developmental priorities, who gets commitment authority, as well as the fact that not everyone writes good code. However, it is an excellent example of collaboration.

Amanda Etches-Johnson talked about the implementation of Endeca in the catalogue at McMaster University Libraries. Endeca, a "discovery layer," is already used on large retail websites such as

Home Depot® or Barnes&Noble. The basic idea is that you type in your search terms and can then burrow into your results using ten dimensions including call number, publication year, location, format, subject, publication type, and author from that very same page. This appears to be a similar concept to limits in some ways, except the dimensions actually let you know how many resources are available for each choice and the results are pre-filtered for the user. Our catalogue records are already goldmines for this type of information, so why not bring it to the surface?

Has McMaster succeeded? They had to remove functionality from the catalogue which they are now regretting (such as MyList and hyperlinked subject headings in the full record). Also, only one out of five users even noticed the dimensions in Endeca's usability testing on the McMaster catalogue, but that could be related to the interface design. What is clear is that they are taking risks and challenging other libraries to take another look at their catalogue interfaces.

The panel session on "ILS Options for Academic Librarians" was a reminder that the major integrated library systems

are on their way to becoming legacy products: they are not using contemporary code and migration will be inevitable—but migration to what? They discussed Evergreen and questioned whether it is scalable to large systems and also mentioned that it still does not have an acquisitions and serials module (although it turns out this is supposed to be ready by Spring 2008). Still, it is exciting to know that options are appearing on the scene.

Peter Binkley from the University of Alberta made a great point about our library sites: if people still have to go to different places to find books, articles or our rich digital collections, how much have we really improved the user experience? Research results presented by Proquest at the conference seemed to indicate that students do not want to see the catalogue front and centre on the Library home page: they want articles. The question really is: can't we give them both and not force them to think about where they have to go? This is where Primo, a new Ex Libris product, starts to make a lot of sense: Allow "one-stop shopping" for your average user, because that's what a lot of them need, not to mention want.

"If people still have to go to different places to find books, articles or our rich digital collections, how much have we really improved the user experience?"

CONFERENCE TIDBIT

Daniel Boyer, Wainwright Librarian at the Nahum Gelber Law Library spoke at the Libraries Without Borders II conference held in Toronto, October 17 – 20, 2007.

Sponsored by the American Association of Law Libraries and the Canadian Association of Law Libraries, the event gathered participants from law libraries in Canada and the US. Daniel's talk was titled *Fabriqu  au Canada // Made in Canada* and centered on effec-

tive research in Quebec Law as well as a background to Quebec's unique Legal system. The Keynote address was by Michael Ignatieff who took time off politics to speak on his love of libraries. As is the case with American Law Librarian Conferences, a wide range of topics were covered on the following themes:

- Core competencies
- Information technologies
- Library management (the bulk of programs!)

- Reference, research and patron services
- Teaching

The speakers addressed the many challenges of current law librarianship such as the integration of Web 2.0 in our work, our changing roles as legal information providers and the impact of mergers in the Legal publishing industry.

GETTING TO KNOW YOU: MORE STAFF PROFILES!

This month we will get to know our two Geography Liaison Librarians—Tatiana Bedjanian (Human geography) and Tara Mawhinney (Physical geography).

TATIANA BEDJANIAN (HUMANITIES AND SOCIAL SCIENCES)

Where were you born?

Russia, the Caucasus

What part of town do you live in?

Montreal East

How long have you worked at the library?

From 1997, I started as a MLIS student.

Do you have any pets?

From time to time I am grandmothering the dog of my son. Look at this beauty! (No, it's not a Husky!)



What is your favorite place in Montreal?

Many. The Botanical Garden... McGill campus on a nice autumn day...

What is your favorite dessert?

Green Japanese tea with fine Belgian chocolate.

What are you reading and/or listening to?

Permanently: Dostoevsky, Bach, jazz. Now: a book about Isaiah Berlin

What are your other interests?

Early Netherlandish painting (Flemish Primitives)

What is your pet peeve?

When people call me Tatiana instead of Tatiana

What is/are your favorite quote(s)?

"Two things fill the mind with ever new and

increasing admiration and awe, the oftener and the more steadily we reflect on them: the starry heavens above and the moral law within." I. Kant

What is one thing that people may not know about you?

I know poetry by heart: Pushkin, Shakespeare, Byron, Goethe...

TARA MAWHINNEY (SCHULICH)

Where were you born?

Vancouver

What part of town do you live in?

The Plateau

How long have you worked at the library?

14 months

Do you have any pets?

I wish! (My worm composter doesn't count, does it?)

What is your favorite place in Montreal?

The outdoor swimming pool on Mount Royal

What is your favorite dessert?

Blueberry pie

What are you reading and/or listening to?

Reading: "Becoming Madame Mao" by Anchee Min (historical fiction about the wife of Chairman Mao) and Listening: "River" a tribute album to Joni Mitchell compiled by Herbie Hancock

What are your other interests?

Traveling, gardening, camping

What is your pet peeve?

People who, while driving, leave their turning signals on once they've changed lanes

What is/are your favorite quote(s)?

"If we knew what we were doing, it wouldn't be called research, would it?" Albert Einstein

What is one thing that people do not know about you?

I practice Zen meditation.

Remembering Veronica Calderhead

It is with great sorrow that we note the death of Veronica Calderhead. Veronica was our colleague at the Physical Sciences and Engineering Library in the late 80s and early 90s. Veronica died at her home in Jersey City, NJ on November 2 at the age of fifty from a rare form of sarcoma.

Veronica left McGill to work at Rutgers University as a physical sciences reference librarian. She was being treated at New York's Sloan Kettering Memorial Institute and in her emails to me she reported "heavy chemos" and "...being too immuno suppressed to go anywhere." Veronica wanted to keep in touch since, "Contact is so important to me on many days when I feel the world is going on without me."

Veronica considered herself lucky—she had her husband of 23 years, Fred Henke, by her side and towards the end, her 87-year-old mother. Over the last six months of treatment her siblings (she had seven) also helped with care giving.

McGill and Montreal friends will remember Veronica as an earnest, young professional (as reference librarian, and liaison with the Chemistry Department), who was very committed to civil rights and justice. All her friends and colleagues mourn her death and we extend our deepest sympathy to Fred, her mother Joan, and her siblings.

FROM MARIKA ASIMAKOPOULOS, SCHULICH LIBRARY OF SCIENCE AND ENGINEERING

A PAT ON THE BACK

From Hilary Rowland to Juliet Prashad (Humanities & Social Sciences)

Ms. Prashad,

Thank you again for retrieving the DVD I so carelessly forgot in the library the other night.

After so many years of using the Humanities and Social Sciences Library, I'd like to thank you and the Circulation staff for the many kindnesses you have shown me. Most of you have been at

McGill for decades, but show no signs of being worn down by the demands of students and staff. You have all retained the courteous, helpful, patient and professional manner that helps make using this library so pleasant.

Thank you again.

Hilary



"Our greatest happiness does not depend on the condition of life in which chance has placed us, but is always the result of a good conscience, good health, occupation, and freedom in all just pursuits."

— Thomas Jefferson



MEET THE LEGALS

BY LOUISA PIATTI (NAHUM GELBER LAW)

For those of you who may have come up the hill for a meeting, or have wondered about the building with the triangular window....

As the song goes (with acknowledgment to the Rolling Stones, and Mick Jagger*):

Please allow us to introduce ourselves...

We seem to have a finely honed sweet tooth as our favorite desserts run the gamut from Krispy Kreme donuts, pie, Crepe Suzette, something called Le Paris-Brest and anything with creamy chocolate or coffee.

As for activities, “The Legals” enjoy music, watching Les Canadiens, photog-

sun will rise again tomorrow morning.”

“Everyone thinks of changing the world, but no one thinks of changing himself” Leo Nikolaevich Tolstoy

“The greatest happiness is to know the source of unhappiness.” Fyodor Dostoyevsky

“Everything will be OK in the end. If



Seated, front row from left to right: John Hobbins, Daniel Boyer, Jason Elsliger, Inge Hernandez, Veena Vohra, Brock Cummings, Carlos Rojas, John Kirkpatrick, and Kathleen Vandernoort. Standing, back row from left to right: Lisa Barrett, Mary Lourenco, Anne Avery and Louisa Piatti



Gerry Spataro



Maryvon Côté

These pictures represent the changes in the staff of the Nahum Gelber Law Library. Some you have often dealt with; while others will be new to you—but we are here to help.

A quick survey of the staff revealed the following:

We are a diverse bunch with differing backgrounds: While most of us may have been born in Montreal, some were originally from Serbia, France, Valparaiso, Chile and Ghent, Belgium. You may find our staffers enjoying Mount Royal, the city centre at sunrise, or the old port.

raphy, tennis, physical fitness, pop culture and local history & architecture.

To feed the print and audio needs, we turn to Life of Pi /random talk radio; Robert Merle (Fortune de France) / Jacques Brel; Tom Wolfe; Andre Malraux; Hitler by Ian Kershaw; and one staffer who is concerned with reading French homework.

Legals are peeved by public transit strikes, university red tape, and people who do not think things through.

And... things you never knew about the Law Library staff:

One staffer has a dental bridge that was created by the same dentist who did that of actor Paul Newman. Another admits to naturally curly hair and a fear of animals, except dogs. One has an aversion to Math, and one used to be an officer in his country’s Navy and Merchant Navy.

Finally, we also have a love of quotations:

“No matter what happens today, the

it is not okay, it is not the end.” Anonymous

“and is grand but or is more”

“Oh what a tangled web we weave, when first we practice to retrieve” quotes from Legal Methodology.

“Je jette avec grâce mon feutre, / Je fais lentement l'abandon / Du grand manteau qui me calfeutre, / Et je tire mon espadon; / Elégant comme Céladon, / Agile comme Scaramouche, / Je vous prévient, cher Mirmydon, / Qu'à la fin de l'envoi je touche!” [Cyrano de Bergerac (1897), I, 4, Cyrano] Edmond Rostand

So if you come and visit or see us at a social function, just say “Hi” and get to know us better.

* “Sympathy for the Devil” was written by singer Mick Jagger and guitarist Keith Richards, though the song was largely a Jagger composition, according to Wikipedia □

BLOGS 101

BY ROSA ORLANDINI (WALTER HITSCHFELD GEOGRAPHIC INFORMATION CENTRE)

WHAT IS A BLOG?

Blog is short for Web log. The best definition I have found so far is Wikipedia's, which reads, "A blog is a user-generated website where entries are made in journal style and displayed in a reverse chronological order." Some blogs function as personal diaries whereas other blogs contain information and commentary on a subject and/or events. In addition, many blogs allow readers to write comments about the subject being discussed.

WHO BLOGS?

Many people blog! The blog search engine Technorati was tracking over 110 million blogs as of October 30, 2007. There is probably a blogger among your friends and you don't even know it.

I started blogging in Spring 2007. My blog, "Exploring Southwest Montreal" – sudouest.wordpress.com/, is about the part of Montreal I live in. I started it to share what I knew about the area with my neighbours and friends. I post events, local news, and information on the history of the area.

WHERE DO I FIND BLOGS?

There are several blog search engines that search the content of blogs –

- technorati.com/
- www.bloglines.com/search
- www.sphere.com/
- blogsearch.google.com/

LIBRARY RELATED BLOGS

Directory of Library/Librarian Blogs

- The Blogging Libraries Wiki – www.blogwithoutalibrary.net/links/

Association Blogs

- Canadian Library Association Montreal Chapter Blog – clamontrealchapter.blogspot.com/
- ACRLog – acrlog.org/

Library Blogs

- InfoFarm: The NAL Blog – weblogs.nal.usda.gov/infotfarm/
- University of Alberta Library News Blog – blogs.library.ualberta.ca/lib-news/
- University of Windsor News Blog – infoservices.uwind-sor.ca/news/
- Simon Fraser University: Blogs by Library Staff for users – blogs.lib.sfu.ca/

Blogs by Librarians for Librarians and Library Professionals

- Confessions of a Science Librarian –

jdupuis.blogspot.com/

- The Krafty Librarian: Every medical librarian needs a bag of tricks – www.kraftylibrarian.com/
- Connie Crosby: Blog by Canadian Law Librarian/Info Diva – conniecrosby.blogspot.com/
- Blogwithoutalibrary.net: A blog about what libraries are doing with blogs – www.blogwithoutalibrary.net/
- The Ten Thousand Year Blog: Archivist-historian David Mattison's musings and Web tracks on digital culture preservation issues – www.davidmattison.ca/wordpress/
- iLibrarian: News and resources on Library 2.0 and the information revolution – oedb.org/blogs/ilibrarian/2007/11/
- OA Librarians: Open access resources by and for librarians – oalibrarian.blogspot.com/

So many blogs about libraries and the profession...

- The Library Shelf: identifies the top 15 blogs of the day on library blogs – www.thelibraryshelf.com/
- This Week in LibraryBlogLand: Library and Information Science News – www.lisnews.org/taxonomy/term/93

□

COMING ATTRACTIONS

Libraries Gaining a Second Life—What do you know about Web 2.0?

Tuesday, December 11, 2007

2:00 p.m. – 4:00 p.m.

McIntyre 519

In a second repeat of the summer session, Genevieve Gore, Rajiv Johal, Debbie Meert and Louise O'Neill will demonstrate some of the social networking and other applications of Web 2.0 being used in some libraries and other organizations. Discussion will follow: how can McGill Library adapt and use some of them to enhance our service delivery? Your ideas will be welcome! No registration required. Open to all Library staff. Please discuss attendance with your supervisor.

□

*Janine Schmidt, Trenholme Director of Libraries,
cordially invites you to the*

ANNUAL FESTIVE FÊTE

Tuesday, December 18, 2007

4:30 p.m. – 7:00 p.m.

Redpath Hall

*Come share in the fabulous food and festivities
as we celebrate a successful 2007
and look forward to an even better 2008!*

*RSVP by December 14, 2007
rsvp.libraries@mcgill.ca
(514-398-4681)*