

# Library Matters @ McGill

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

Volume 4, Issue 2 | February 2008

## FROM THE TRENHOLME DIRECTOR OF LIBRARIES



Consulate of Egypt representatives Wafaa El-Hadidy (left, Consul-General), and Nebal Darwish El Tanbouly (right, Consul, Cultural and Educational Affairs) were recent special guests of the Library, where they viewed the Library's *Montrealers on the Nile* exhibition. Also pictured are Richard Verr, Trenholme Director of Libraries Janine Schmidt and Steven Spodek.

The slogan for the Capital Campaign is *History in the Making*. The library has been a vital part of McGill's history and since 1823 has been making history. We continue to take steps to grow and develop. Many individuals have contributed to McGill's growth and development over the years—their legacy to us is the rich traditions we now have. We can sometimes think that *change* is something that only the current generation of McGill staff and students is experiencing. I was privileged recently to attend the launch of the book *Rocke Robertson: Surgeon and Shepherd of Change* and to accept a copy for the University on behalf of the Library. Rocke Robertson was Principal and Vice-Chancellor of McGill from 1962 – 1970, a vital period of change in the life of the University. Our current Chancellor, Richard Pound, has excelled again with this publication. As a former Olympic competitor, a lawyer and an international figure of renown, holding three degrees and two honorary doctorates, Richard Pound brings a diverse range of talents and experience to the role of Chancellor. He is also a distinguished author. His book on Robertson provides insights into the life of someone who distinguished himself on many fronts. In the introduction, we read: *Robertson's ability to bring about change, too, had not come about by chance. He was well educated at McGill...He enlisted in support of his country...in a field surgical unit...He did have the chance to be at the cutting edge of some of the new developments in medicine...empirical knowledge he brought back to civilian practice and...was able to apply wherever he worked and taught.* The Chancellor used Robertson's diaries and other records which are in the McGill archives. And the summary of his life? *It was a life of learning and service, the advancement of medicine, the defence of his country, the advancement of higher education generally, the defence of the position of the English-speaking minority in Quebec, and the shepherding of massive changes in the governance of a publicly funded university.* McGill is indebted to people like Rocke

PLEASE SEE **FROM THE DIRECTOR** ON PAGE 5

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)

**Emma Buckley**, [emma.buckley@mcgill.ca](mailto:emma.buckley@mcgill.ca)

**April Colosimo**, [april.colosimo@mcgill.ca](mailto:april.colosimo@mcgill.ca)

**Rebecca Nicholson**, [rebecca.nicholson@mcgill.ca](mailto:rebecca.nicholson@mcgill.ca)

## INSIDE THIS ISSUE:

WHAT'S NEW	2
UPDATE FROM THE DIRECTOR	2
GET CREATIVE WITH CAMTASIA STUDIO	4
GETTING TO KNOW YOU	5
COMING ATTRACTIONS	5

## WHAT'S NEW

### STAFF NEWS

❖ Francisco Oliva joins the Library as Finance Administrator. Francisco has a Bachelor's degree in Business Administration from Tecnológico de Monterrey, with work experience in Mexico, USA and Canada. Prior to joining McGill he was part of Bestbuy Corp. helping out government, education and Fortune 1000 companies with their IT needs. Currently he is also a McGill student, pursuing a Graduate Diploma in Management with Finance concentration and is the current President of Exatec Alumni Association, Montreal Chapter.

❖ Adam Lauder will be joining the Humanities and Social Sciences Library on March 3 as a Liaison Librarian. Adam will also play a linking role to the Rare Books and Special Collections Division. Adam comes to us from the University of Windsor where he was Digital Imaging Librarian. Adam has a Bachelor of Arts and a Master of Information Science from the University of Toronto.

❖ Greg Colley will be joining us on June 1, 2008, in Rare Books and Special Collections as a Liaison Librarian and Coordinator of Rare Books and Special Collections. Greg is a Canadian who comes to us with ten years experience in the Bodleian Library with his most recent work being in Duke Humfrey's Library ([www.bodleian.ox.ac.uk/dept/scwmss/dh.html](http://www.bodleian.ox.ac.uk/dept/scwmss/dh.html)) which dates back to 1488. Greg received his Bachelor of Arts in English Literature at the University of British Columbia, a Master of Library and Information Studies at McGill and a Master of Arts in English Literature from Carleton University.

❖ Vivian Bejerman has left the Finance group after a short time with us.

❖ Joel Natanblut will begin work as technical support assistant in the Life Sciences Library on February 18 and Saifullah Rahman began work in tech support in Schulich Library of Science and Engineering on February 1. These technician appointments will report directly to their branches, but will also receive support and guidance from Library Technology Services.

❖ April Colosimo will be moving from the Schulich Library of Science and Engineering to the Life Sciences Library on March 3 to replace Debbie Meert who

went to the Macdonald Campus Library. These are temporary placements related to maternity leave.

❖ Emily Kasuto will be joining us on March 3 in the Schulich Library of Science and Engineering. Emily has an MLIS from Dalhousie (2004) and a BSc in Biology from the University of Victoria. She has been working at the Mount Saint Vincent University Library, and the W. K. Kellogg Health Sciences and Sexton Design and Technology Libraries at Dalhousie.

### AFTER-HOURS BOOK RETURN

Images of book return facilities are now up on the Library website with our very own Annie Murray (Humanities and Social Sciences) dropping off a book at the multiple branches.

See: [www.mcgill.ca/library-using/mcgillloans/returns/](http://www.mcgill.ca/library-using/mcgillloans/returns/)



## UPDATE FROM THE DIRECTOR

### NEW SENIOR ADVISORY TEAM

A new senior advisory team has been formed to replace the former Senior Management Group. It is called SALT (Senior Advisory Library Team) and will meet every six weeks. Its terms of reference and current membership are as follows:

#### Senior Advisory Library Team (SALT) Terms of Reference:

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.

#### Composition:

The team comprises the Trenholme Director of Libraries, the Associate Directors, branch library and section heads and key staff within the Library. The current members are: 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, Bruna Ceccolini.

#### Frequency of Meetings:

The team will meet every six weeks. Any absence should be reported to the appropriate

PLEASE SEE UPDATE ON PAGE 3

*"Happiness is no laughing matter."*

— Whately, Richard (1787 - 1863),  
British churchman, theologian, and logician.  
*Apophtegms.*

**UPDATE, CONTINUED FROM PAGE 2**

Associate Director who will arrange for an alternate.

At its first meeting, the group examined the definitions being used for inquiries within the McGill Library. We have not been following the CARL (Canadian Association of Research Libraries), ARL (Association of Research Libraries) or CREPUQ ((Conférence des recteurs et principaux des universités du Québec) Sous-comité des bibliothèques) definitions to which we submit the results. From now on, we shall be following these definitions more closely. SALT discussed the proposed definitions which conform to those of the groups of which we are members and the new definitions will shortly be sent out to be used from June 1, 2008. Various members of staff involved in lending activities across the Library had mentioned that many of the inquiries they deal with are not recorded. In future, there will be four categories of inquiry. They are:

- Directional
- Informational/Reference
- Technical
- Lending

The new definitions will be sent out separately and all service points will have copies of forms for recording the inquiries.

---

**ENSURING FITTING FACILITIES**

The Cyberthèque has been well received by all within the University. The final touches are still being completed. Signage is yet to be done as we are waiting to see how use settles down. Additional furniture is being acquired for the area adjacent to the Cyberthèque in the “no man’s land” between the Library and the Café facility. We are asking all staff to help in encouraging students to eat in the areas adjacent to the Cyberthèque and not right inside it. Cleaning remains an issue and we are all working hard to ensure that the new work that has been undertaken on our facilities remains in tip top condition. Plants have been placed in our various new spaces to assist in reminding us all 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!”

When the weather improves a little,

we shall be returning to our “Open House” program where various branch libraries talked about their services and developments. This will provide all staff with the opportunity to visit the projects now completed in the Schulich Library of Science and Engineering and the Education Library and Curriculum Resource Centre.

The next projects to be undertaken will be some refreshment of the lobbies in the Humanities and Social Sciences Library and Rare Books and Special Collections in the McLennan Library Building. The lighting is very poor and we shall be improving that as well as painting, carpeting and putting in some new furniture.

We shall also be working on the final floor of the Schulich Library of Science and Engineering. We were not able to upgrade all floors because of lack of funds. Mr Schulich was extremely generous and has provided the funds for the final floor to be completed.

We are continuing to upgrade staff areas with improved ergonomically sound desks and chairs. The Howard Ross Management Library has had new desks installed and some minor adjustments are being made elsewhere. The aim is to refurbish all staff areas as funds permit and steady progress is being made.

---

**IMPROVEMENTS IN LENDING**

Several announcements have been issued about changes in Lending procedures. The Senate Committee on Libraries has approved the change that all general and support staff within the University will have the same lending privileges as faculty. All staff provide valued services to the university and need appropriate access to the Library for support for their work and personal and professional development. We are also working on the preparation of a brochure which will explain the services available.

---

**STAYING CONNECTED – IMPROVED SERVICES TO ALUMNI**

McGill maintains close links with its alumni who are amazing supporters of the university and its library through financial donations as well as other assistance. In an attempt to “give something back” and to help alumni remain connected with the

University, the library has negotiated access to a range of databases which can be accessed remotely. All members of the community are able to come in to any of the Library’s branches and use 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 easy access to information by members of the Montreal and Quebec community. The Library has made lending available for a small annual fee. However, the licenses we sign mean that access to online resources is restricted to visitors who come physically to any of our branch libraries. Many alumni have wanted online access. Much of our website provides links to resources which are “freely” available across the internet and many alumni find our subject guides and similar web pages extremely useful. Following discussions with various groups within the University, the Library has negotiated access for alumni to a restricted number of our databases. Some of the inclusions are:

- 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)

A team of people has been working on the project, the brochure advertising it, and the

PLEASE SEE **UPDATE** ON PAGE 4

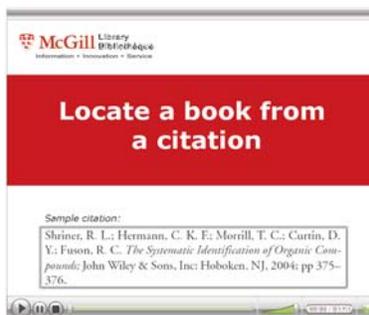
## GET CREATIVE WITH CAMTASIA STUDIO

BY APRIL COLOSIMO (SCHULICH LIBRARY)

If you've been thinking about creating video tutorials or presentations, invest some time in Camtasia Studio. This tool allows you to combine different elements to produce videos. For example you can record the screen as you run through a database search, simultaneously recording your voice or adding the audio tracks later. It also allows you to incorporate PowerPoint slides and webcam video.

One of the interesting features in Camtasia is the ability to create interactive Flash videos that prompt viewers to click on a particular link before advancing to the next screen, for example. You also have the option of designing a quiz or survey that can be attached to the end of a tutorial. The quiz could direct the viewer back to a certain section if they got an

answer wrong. Survey questions could be multiple choice or short answer with responses forwarded automatically to your email account.



The result of your efforts can be shared online or played on CD-ROMs or portable media players. Camtasia Studio allows you to choose from a variety of file

types, such as WMV, AVI, MOV, etc.

I recently created four Camtasia Studio video tutorials for the nearly one thousand UO students that pass through the general chemistry course each winter. For one of their lab sessions they are asked to come up with their own experiment. The tutorials cover finding experiments in General Science Full Text, understanding citations, and locating a book or article from a citation. They are available online in Flash and podcast versions from the course guide ([www.mcgill.ca/schulich/collections/links/course/chem120/](http://www.mcgill.ca/schulich/collections/links/course/chem120/)).

The Camtasia Studio 4 software is free for use by McGill University faculty and staff. It is available for download from the software licensing site (ELMS): [elms04.e-academy.com/mcgill/](http://elms04.e-academy.com/mcgill/) □

### UPDATE, CONTINUED FROM PAGE 3

new website—all will be shortly revealed. Thanks to everyone involved.

### FURTHER STAFF DEVELOPMENT INITIATIVES

Last year, we began a new Induction program for all new staff. We did the first two modules, General Welcome and Overview of the Library, and the Client Service training session. The work undertaken by Louise O'Neill and her team in the Library Technology Services on recent initiatives has continued the induction in relation to use of various library technology elements. We are now finalizing the full program which will be communicated to all staff. The sessions for new staff will begin in March. Any staff who feel that they would benefit from attending the sessions is also welcome to attend after discussing the matter with their supervisors. Full details will shortly be sent out.

The almost 90 staff in the Humanities and Social Sciences Library and Collection Services who attended team building activities "Communicating for team success" in September and October have had further meetings and discussions. The aim is to develop standard norms which can be used right across the Library. Activities in relation to each area are being identified. The improvements in induction and in training we are seeking to put in place are a response to some of

the issues identified. This update is also partly a response. We can never communicate enough but we shall try to do better.

We are still seeking to improve happiness, productivity and effectiveness in the workplace. The program is now being extended to other sections within the Library. The other branch libraries in the Humanities, Law, Management and Social Sciences group will be in the next round. Anick Lemay will continue the work with us. Many staff expressed appreciation of her work. The next group will therefore include staff in the Nahum Gelber Law Library, the Marvin Duchow Music Library, the Education Library and Curriculum Resources Centre, the Islamic Studies Library and the Howard Ross Management Library. We know that each of you has excellent ideas so if any of you have further suggestions for improvements in staff development opportunities (or indeed in any other area), please let your supervisor and Associate Director know.

In the beginning of February, a training program was initiated for Student Navigation Assistants in the Cyberthèque in the Humanities and Social Science Library. They will be able to interpret and ensure appropriate guidelines in relation to library policies; answer simple inquiries in relation to the facilities of the Cyberthèque and the Humanities and Social Sciences

Library; assist students in their use of the Library and McGill websites; assist students with finding basic information; and support students on basic technical problems in the use of the technology in the Cyberthèque. The same training will be used for Student Navigation Assistants providing services in all branch libraries and at other service points.

### LIBRARY BROCHURES AND PROMOTIONAL MATERIALS

The Library has been producing a considerable number of brochures about each branch library and flyers about each of its services, with some targeted at particular groups. It appears that many staff do not know about their existence. A full set of brochures is being sent out currently to each branch library. In addition, they will be placed in PDF format on the Library's website. We hope this will help all staff know what is available and they are of course intended to be used by each of us in our service delivery. Most branch libraries have been provided with stands for them.

### A GENTLE REMINDER

Do not forget to nominate your colleagues for the various staff awards. □

# GETTING TO KNOW YOU: GOVERNMENT INFORMATION

**DEBRA YEE, SENIOR DOCUMENTATION TECHNICIAN**

**Where were you born?**

Port of Spain, Trinidad

**What part of town do you live in?**

The Plateau

**How long have you worked at the library?**

For about 18 years

**Do you have any pets?**

Yes, a cat

**What is your favorite place in Montreal?**

The Mountain

**What is your favorite dessert?**

I don't really have one but I do like the Raspberry Chocolate Mousse Cake from Patisserie Bruxelloise.

**What are you reading and/or listening to?**

I am reading Mister B. Gone, by Clive Barker and I'm listening to the soundtrack from "Sweeney Todd: The demon Barber from Fleet Street"

**What are your other interests?**

I have quite a few: Jewelry Design, Dragon Boat, movies, rock climbing and yoga

**What is your pet peeve?**

Inconsiderate people and most of them have cell phones.

**What is/are your favorite quote(s)?**

I have two, one from "Willy Wonka and the Chocolate Factory" (1971): "We are the music makers, and we are the dreamers of the dreams." Willy Wonka

And the second is quote from Clive Barker talking about art:

"Be regular and orderly in your life, that you may be violent and original in your work."

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

I secretly love karaoke!

**EAMON DUFFY, LIAISON LIBRARIAN FOR GOVERNMENT INFORMATION**

**Where were you born?**

Washington, DC

**What part of town do you live in?**

Deux-Montagnes

**How long have you worked at the library?**

Almost a year. I also worked in several departments as an MLIS student a few years ago.

**Do you have any pets?**

A pug named Magoo.

**What is your favorite place in Montreal?**

Café Des Eclusiers

**What is your favorite dessert?**



I don't really have a sweet tooth.

**What are you reading and/or listening to?**

Fargo Rock City by Chuck Klosterman  
The New Yorker

**What are your other interests?**

Parenting, camping, snorkelling, fishing, woodworking, DIY.

**What is your pet peeve?**

People who think my name is Amen.

**What is/are your favorite quote(s)?**

"If it works, it's obsolete." – Marshall McLuhan

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

I recently moved in to my first house. □

## FROM THE DIRECTOR, CONTINUED FROM PAGE 1

Robertson and Richard Pound for their commitment and dedication to the University.

Congratulations go to Lorie Kloda, who has been announced as the winner of the MLA (Medical Library Association) Thomson Scientific/MLA Doctoral Fellowship for 2008.

Lorie is currently on leave from the

Life Sciences Library at McGill while she is undertaking a Ph.D. in the School of Information Studies at McGill. We wish her all the best in her studies and are thrilled that she has won the award.

The LibQUAL+ ([www.libqual.org/](http://www.libqual.org/)) survey will soon commence and we look forward to receiving feedback on our work so that we can continue to make

improvements and be responsive to user needs. The survey, devised by ARL (Association of Research Libraries), is now undertaken by most CARL (Canadian Association of research Libraries) members.

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

## COMING ATTRACTIONS

**An AlouetteCanada Update with Brian Bell**

**Thursday, March 20, 2008  
9:00 a.m. – 10:30 a.m.**

Humanities and Social Sciences Library  
Cyberthèque

The goal of AlouetteCanada is to create, disseminate, preserve and sustain the knowledge base of Canadian memory organizations in digital form, for the purpose of benefiting all Canadians.

Brian Bell, Executive Director of AlouetteCanada, will provide an up-to-

date status report on this open digitization initiative, then focus on recent developments and demonstrate the online features of this powerful research and discovery tool. Find out about how libraries in Québec and their partners can get involved and how it will change the face of access to information in this province and for all Canadians.

Brian Bell, directeur, AlouetteCanada, nous donnera un compte-rendu sur cette initiative de numérisation ouverte. Ensuite, il portera sur les développements récents

et nous fera une démonstration tout en expliquant les caractéristiques de cet outil puissant de recherche et découverte. Découvrez comment les bibliothèques Québécoises et ses partenaires peuvent participer, et le potentiel pour changer le visage de l'accès à l'information dans cette province et pour tous les Canadiens.