

Library Matters @ McGill

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September 2005

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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.library.mcgill.ca/admin/newsletter/.

We welcome your contributions. 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

Libraries: The medicine chest of the soul.

-Inscription over the door at the Library of Thebes

JANINE'S SAY

FROM THE
TRENHOLME
DIRECTOR OF
LIBRARIES

The first issue of our newsletter was extremely well received. I hope you all enjoy the second one. I am writing my column from Jarvenpaa, a small township on the outskirts of

Helsinki in Finland, which coincidentally is where Sibelius lived. A satellite meeting *The Physical Library and Beyond: Library as Place and the Library in Cyberspace* is being held in association with the IFLA (International Federation of Library Associations) 2005 World Library and Information Congress which will be held in Oslo, commencing this weekend. Various topics are being addressed, including virtual reference or digital reference, logistics and library design. One paper has addressed good service quality, emphasising professionalism and skills, appropriate attitudes and behaviour, accessibility and flexibility, reliability and trustworthiness, corrective action when something goes wrong and reputation and credibility. In the next few weeks, we shall be beginning a client service training program to help provide us with the skills and knowledge we need to provide quality services. The program will be provided by **Joseph Hafner and Robert Clarke and will include some strategies for dealing with some of our more challenging users. I encourage you all to attend.**

The satellite meeting was preceded by a day of visits to various libraries in Helsinki and the surrounding areas. The visits showed examples of excellence in library design in all types of libraries. The country which saw the emergence of excellence in design from companies like Marimekko, Italia and Arabia has also seen some inspiring innovations in library design and layout. Some features were the use of mobile shelving, display stands and desks. The lighting in the libraries was outstanding, including excellent use of natural light, task lighting on shelves and at study tables. One library provided small baskets and trolleys similar to those in supermarkets for carrying materials. Electric cabling was tastefully hidden behind fabric coverings. Floor coverings matched the weather requirements. There was much worth imitating.

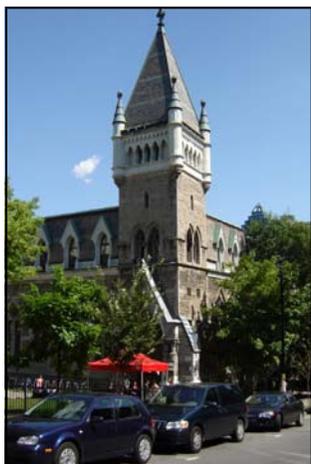
In the next few weeks, we shall have new students commencing their studies at McGill. For many, it is their first time living away from home and all seems very strange and alienating. An excellent orientation program is being organized and I know we shall all do everything we can to make our new and returning students very welcome.

Janine Schmidt,
Trenholme Director of Libraries



McGill Library
Bibliothèque
Information • Innovation • Service

WHAT'S NEW?



Morrice Hall, home of the Islamic Studies Library

AROUND THE LIBRARY

Celebrating Scribes, Scholars, and Conservators

An exhibition of Arabic, Persian, and Turkish Manuscripts will be on display in the McLennan Lobby, September – November 2005. Guest curator: **Adam Gacek**.

This exhibition will feature a variety of materials including: early fragments of the Qur'an, leaves from illustrated Persian manuscripts, Ottoman calligraphs, illuminated codices, wooden writing tablets, pen boxes and reed pens, lacquer book covers, as well as preservation boxes tailor-made by volunteer bookbinders and conservators from Les amis de la reliure d'art, Canada. Their valuable contribution, as well as that of donors is acknowledged in the exhibition with gratitude.

Books and journals held in Blacker-Wood will remain in their current location for the time being and be available for use. This material will be moved to the Life Sciences Library or a storage area in the basement of the Redpath building towards the end of the year. All uniquely held material will be available for users to retrieve themselves.

Eleanor MacLean, the Librarian of the Blacker-Wood Library, will continue to provide services and assistance to the Department of Biology. Her office will be re-located to the Life Sciences Library. Additional assistance will be provided by library staff in the Life Sciences Library.

The space vacated by the Blacker-Wood Library will be refurbished for student study areas, including more computers for use.

Blacker-Wood is moving up the hill to the Life Sciences Library (formerly Health Sciences Library)

The Blacker-Wood Library of Biology is being integrated into the Health Sciences Library. The superb rare materials contained in the Blacker-Wood collection have already been transferred to the Rare Books Division, where they are stored in appropriate climate-controlled and secure conditions.

The Health Sciences Library has been renamed the Life Sciences Library to indicate the broad coverage of the disciplines covered by this Library.

The Reserve Collection related to Biology will be re-located from Redpath Reserves to the Reserve Collection in the Life Sciences Library for the beginning of term. Interlibrary loans will be available for pick-up from the Life Sciences Library. Recently received issues for biology journals still being produced in print will be available in the Life Sciences Library from the end of August.

Printed reference materials from Blacker-Wood are being transferred to the Life Sciences Library and will be integrated with the collection there.

Islamic Studies rare books go to RBD

All rare printed and manuscript books from the Islamic Studies Library have successfully been moved to the Rare Books and Special Collections Division (RBD). This move was made to better house the collection from the point of view of climate control, and also to provide appropriate shelving for various book formats and dimensions.

As of Monday, August 22, 2005 all the books marked as rare in the Islamic Studies card catalogue and in Muse, as well as those listed in published catalogues, are housed in RBD and are ready for consultation in the Division's Reading Room.

Among the rare items in the Islamic Studies Rare Books Collection of over 3,000 volumes there are: 226 volumes of Arabic, Persian and Ottoman Turkish MSS, 186 printed books published in Europe between the 16th and 18th centuries, 16 volumes published in the early 18th century in Constantinople (Istanbul) by the celebrated Turkish printer Ibrahim Müteferrika, a sizeable number of Egyptian 19th century imprints from Bulaq (Cairo), as well as approximately 700 books printed by lithography in the 19th and early 20th centuries in Morocco, Egypt, Turkey, Iran and India.

You see, I don't believe that libraries should be drab places where people sit in silence, and that's been the main reason for our policy of employing wild animals as librarians.

— Monty Python sketch

DISCOVER YOUR LIBRARY ORIENTATION PROGRAM FALL 2005

by Karen Nicholson, French / Library Science Liaison Librarian & Information Literacy Coordinator (Humanities & Social Sciences)

The Orientation Program brochure is ready and is being delivered to Orientation coordinators. Information is also available on the Web at: www.library.mcgill.ca/orient

Four types of programming are being offered:

1) **Tours** will be given by undergraduate students. Tour guides will be identified by red t-shirts. Tours started Aug. 26 and will continue to Sept. 9 inclusively. Check the brochure for times in your library. Students who take the tours will receive a coupon for an ice cream cone.

2) **Library Essentials** workshops will be held from August 29-September 15. This is a 30 minute intro to searching the catalogue being offered in some branch libraries.

3) **"Beyond Google"** 45 minute general orientation sessions taking place outside the libraries. These sessions are being of-

fered 4 times on the downtown campus and twice on the Macdonald Campus.

Prizes, including an iPod and a USB key, will be drawn.

4) **Exploring EndNote** classes will be given at the end of September. McGill has purchased a site license for EndNote so all students, faculty and staff can use this program to create and manage bibliographies and references. More information is available at: www.library.mcgill.ca/orient/bibsoft/endnote

Please promote these sessions when you are talking to students and parents.

Thanks to everyone for their assistance in planning the program. If you have any questions, please contact me or Darlene Canning.



TOURS & INSTRUCTION

CLIENT SERVICE TIPS

by Joseph Hafner, Music Cataloguer (Library Technical Services)

Ground zero: the organization is you

McGill University Library may have dozens of locations and hundreds of employees. Forget about them: in the eyes of your clients, you're it. They should see your organization as an indivisible whole focused on meeting their needs, not as competing departments or branch libraries preoccupied with internal concerns.

You don't assign blame to another depart-

ment or employee—it's WE who succeed or fail, not they.

When the client does have to talk with someone else in the organization, make the handoff only after personally contacting the right individual and then walking or transferring the client over. The best last words to the customer: If you don't get what you need, call me back.

SORRY, GLAD, SURE

"Sorry, Glad, Sure": Skills for Service Excellence A Workshop for McGill Library staff

"Sorry, Glad, Sure" is led by Joseph Hafner, who is not only the McGill Library's Music cataloguer but also a certified client service trainer. The training sessions are a mix of lecture, discussion and role playing, and should be both fun and informative for all of us. Light refreshments will be served.

Location:

Library Seminar Room (LSR) 2
5th Floor
Marvin Duchow Music Library, New Music Building
527 Sherbrooke Street West
(See right for dates and times →)

To register:

1. Obtain your supervisor's permission
2. Send email to susan.fabrizi@mcgill.ca, (tel. 4681) indicating the date and time you prefer

Date	Time
Mon. Aug. 22	13:00-16:00
Tues. Aug. 23	09:00-12:00
Wed. Aug. 24	13:00-16:00
Fri. Aug. 26	09:00-12:00
Tues. Aug. 30	13:00-16:00
Fri. Sept. 9	09:00-12:00
Fri. Sept. 16	09:00-12:00
Fri. Sept. 23	09:00-12:00

WHERE WE'VE BEEN

CONFERENCE TIDBITS

Here are some more summaries of excellent conference reports from our colleagues.

Louis Houle, Director, (Schulich)

Louis attended the **26th IATUL (International Association of Technological University Libraries) Conference** in Quebec City this year from May 29-June 2, whose main theme was Information and Innovation and included three sub-themes: infrastructure, people and global innovation initiatives. Various speakers from around the world presented thought-provoking and intriguing papers, including, "Hacking innovations and the impending digital Pearl Harbor" (Hal Berghel), "Building Scholarly information infrastructure through partnership" (Alex Byrne) and "People for the information age: libraries, information schools, and the future of societies" (Brian Cantwell Smith, Ernie Ingles, Alane Wilson). Louis was especially impressed by Steven Harnad's presentation on Open Access entitled, "The Green and Gold Roads to Maximizing Research Access and Impact" in which the speaker asserted that until the institutions have a mandatory policy on self-archiving we will not achieve Open Access.

Louis was actively involved in the Programme Committee and was a moderator for one of the parallel sessions. Proceedings and the PowerPoint presentations can be found at:
<www.iatul.org/conference/proceedings/vol15/> .

Chris Lyons, Assistant History of Medicine Librarian (Osler)

Chris attended the **Annual Meeting of the Canadian Society for the History of Medicine in London, Ontario (June 3-5, 2005)** where there were presentations, discussions and visits to the University of Western Ontario's D.B. Weldon Library and the archives for special displays.

The main highlights of the conference included getting a sense of current historiography in the field of medical history and trends (broadly defined) and the sources; promoting the various resources and ser-

vices of the Osler Library and related McGill collections; and being introduced to new pedagogical ideas like the Learning Through Objects project (History Dept., UWO) based on the material history approach, in which objects (in this case 19th century medical instruments) are studied to provide information about the period of their use.

Instructional Strategies for Library Research, CREPUQ Training Workshop, June 10, 2005, (Montreal)

There were several McGill librarians in attendance at this interactive workshop which was led by Marilou Belisle, a PhD candidate at Université Sherbrooke. **Chris Lyons (Osler)** accurately noted that the goal of the workshop was to help participants become better information literacy instructors by using good teaching, learning and evaluation strategies. Participants were introduced to many strategies that could be incorporated into library instruction classes, including active note taking, writing minute papers and concept mapping. **Natalie Waters (Schulich)** felt that the workshop was of great value due to the excellent facilitator but also because of the insightful comments and experiences which were shared amongst the group. **Lorie Kloda (Health Sciences)** also shared this opinion and further remarked that, "the advantage to having different subject specialists from different institutions at the workshop was the opportunity to share challenges (bureaucracy, language, discipline), current practices, and ideas for future instruction sessions." And as usual, this workshop proved to be an excellent place to network with instruction librarians from other Quebec universities.

NB: If you weren't able to attend this year's CLA and SLA conferences, you can access their proceedings online:

CLA: www.cla.ca/resources/cla2005/index.htm

SLA: www.sla.org/content/Events/confpresentations/05confpresent.cfm

HUME RESEARCH GRANT

The Rare Books and Special Collections Division is pleased to announce the creation of the McGill David Hume Collection Research Grant.

The Grant will be available to established scholars carrying out research on any aspect of the work of David Hume, philosopher, essayist, and historian. The Grant provides financial support (a grant-in-aid) to assist a scholar to spend one three-month term (fall or winter) utilizing the David Hume Collection and other relevant resources of the Rare

Books Division and the McGill library.

The recipient of the Grant will be provided a private office, with up-to-date computer equipment and internet access, within the Rare Books Division, and ample opportunity to discuss their work with members of the lively academic community encompassing McGill and the three other universities located in Montreal.

The Research Grant was initiated by a \$10,000.00 gift from David and Mary Norton, a gift matched by the McGill University Libraries. The Nortons are

also committing the royalties from their Oxford University Press and Clarendon editions of Hume's *Treatise of Human Nature* to the support of the Grant.

It is expected that the Grant, with a value of up to \$5000.00, will be offered annually beginning with the 2006-7 academic year.

**Dr. Richard Virr and
David McKnight**

Information and application procedures will be available at
digital.library.mcgill.ca/hume/
within the next few months.

RESEARCH NEWS



CELEBRATING BOOKS & LIBRARIES

by Cecilia Tellis, Liaison Librarian (Nahum Gelber Law)

This year, **Montreal** was designated the **World Book Capital** by UNESCO, the United Nations agency dedicated to culture and education. So, what's it all about? According to the official website,

Montréal, World Book Capital is:

- An opportunity to celebrate and promote literature, share the pleasure of reading, and provide a national and international showcase for Québec and Canadian books and authors.
- A communication campaign designed to draw attention to all promotional activities focusing on books, reading, and home-grown literature.
- An array of special activities that will take place throughout the year and highlight the educational, cultural, and socioeconomic dimensions of reading.

Source: mcml.canoe.com/en/abouttheevent.html

An easy way to participate in this event is to stroll along McGill College Avenue to take in the exhibit entitled, "I read Montréal". This exhibit, presented by Reporters Communication, includes 90 photographs

portraying books as they are perceived, read and experienced by Montrealers.

Some images are available on the official website:

www.reporters.qc.ca/en/expo/expo3.html

Be sure to check the Activities Calendar to discover upcoming events across the city: mcml.canoe.com/en/calendrier/

On a national level, the Canadian Library Association is inviting libraries from all sectors to participate in **Canadian Library Week**, which was "created by provincial and territorial library groups ... to raise public awareness of the services that libraries provide in local communities.

Scheduled to take place October 17-24, the week's theme is, "Lifelong libraries: discover us!"

A collection of resources will soon be available on their website. Currently, you can download logos (like the one pictured here) for promotional material.

Source: www.cla.ca/clw/index.htm

BIBLIOPHILIA





Spotlight on the Music Library Move

by Brian McMillan, Music Liaison Librarian (Marvin Duchow Music)

Moves, I've heard, are one of the most traumatic life experiences, right below the loss of a loved one and career change. Perhaps it is ironic, then, that when I joined the staff of the Marvin Duchow Music Library in 2004, one of the most exciting prospects was its impending relocation. Obviously, my imagination glossed over the particulars of the process to focus on the end product – a brand new, greatly expanded facility that would return the Music Library to the heart of its home faculty. I don't think I'll ever be quite so starry-eyed again.

The rest of the staff were never as deluded as I. When I joined the team, they were already in the thick of the move. The project had been 15 years in the planning, and we were well beyond the eleventh hour. But there was never a sense of pandemonium: Cynthia coordinated the whole staff into a well-oiled machine moving determinedly towards April 29 – Day 0 – when the Library closed and the dismantling began.

Of course, the actual move started many months before the end of Winter term. By February, the special collections were packed and moved off-site, and supplies began filling up every available space. We soon had 4 rooms full of moving materials: boxes of all sizes, tape guns, tape, bubble wrap, Exacto knives, dust clothes, face masks, and gloves.

One of the greatest challenges was dealing with all the different materials in the library. How best to pack and move our electronic keyboards? Who knew that mozzarella boxes were a perfect fit for CDs? How to ensure that our jazz 78 vinyl recordings would be remain safe from warping or cracking? Even print materials sometimes posed a problem: Where was a box that could fit our 5-foot oversized scores?

Funnily enough, the move itself was the most fun. John Black and David Curtis preempted stress by devising an efficient and simple work process and labeling system for packing. The full-time staff worked hand-in-hand with 21 student hires folding, taping, labeling, packing, sealing, and stacking boxes. And who could ask for better DJs than music students? Our daily track list veered from Broadway (a not-so-secret love of more than one Music Library staff member) to anarcho-punk (one student hire's thesis topic), hitting every genre in between. Sometimes, if you were in just the right place, the competing soundtracks created a chance music that would have done John Cage proud.

Movers spared us most of the hard lifting, although their enthusiastic tossing of boxes sometimes set us on edge. Well rehearsed in packing, we shifted into reverse to unpack. And what joy to leave space at the end of a shelf for growth! What? No more overflow bins for the M1500s? Soon enough, we were able to switch people to the final steps of order-checking and cleaning.

Our process of moving is not complete. The public areas were ready by July 5, when the Library reopened to the public, but the staff areas still hide a multitude of sins, or, shall I say, Pandora's boxes waiting to be opened. And certainly the move had its hiccoughs and snafus, some of which are still unresolved: missing loading docks, malfunctioning elevators, unfinished floors... But why dwell on the negative?

Yes, moving is a stressful experience. Within 2 weeks of reopening, half of our full-time staff were in hospital, sick in bed, or far away on a well-deserved vacation. But nothing can compete with the awe on the faces of students, the congratulations of faculty, and the pleasure of working in a space that will catapult the Music Library into a new era of growth.

MARVIN DUCHOW'S NEW DIGS

The Music Library re-opened on July 5, 2005. It is located at 527 Sherbrooke St. W. in the new Music building. You can visit the new facility by entering the big green door near the Strathcona Music Building reception, crossing the passerelle, and taking either the stairs or the first elevator (of three) to the Library entrance on the third floor of the building. Once in the Library you may use either the internal stairs or the internal elevator to circulate between floors.



The Music Library is laid out on three floors:

3: *Reference, Journals Recently Received, Lending, Scores, Special Collections, Graduate Study Area*

4: *A/V Facilities, Sound and Video Recording Collections, A/V Lending Group, Study Room, Video Viewing Room, Graduate Study Room*

5: *Performance Collection, Books, Bound Periodicals, Music Student Computer Room, 2 Group Study Rooms, Graduate Study Room*

All floors have photocopy rooms, printing capability, and washrooms.

Please be advised that many parts of the new building are still under construction and there remains a fair bit of work to do in the Library. That being said, we are very pleased and excited to welcome everyone back and hope to see you soon.

As always, if you have questions, comments, or want a personal tour, please contact **Cynthia Leive**, 398-4694 or cynthia.leive@mcgill.ca.

OSLER LIBRARY ARCHIVES NOW SEARCHABLE ELECTRONICALLY

by Chris Lyons, Assistant History of Medicine Librarian (Osler)

Since its opening in 1929, the Osler Library of the History of Medicine has collected archival material. For the past few years, the goal of the library has been to make these holdings better known by having information about them available on the world wide web. The Library now has a database of almost all its archival holdings hosted on the new Osler Library Archives website <www.health.library.mcgill.ca/osler/archives>. The database is key word searchable, but one can also browse a list of the holdings by title, subject heading or retrieval number. For those who want to get a good overview of what's in the archives, there is also a browsable list of titles with short abstracts. The Osler Library Archives database consists of records that describe individual collections of material, usually called fonds. These normally bear the name of the person or organization that created the records. The database does not list individual files or items within each fonds, such as every letter. The abstracts or the "Scope and Content" section of each detailed record should give you some idea of what is in each fonds. More detailed information will happily be provided by the library staff.

The archives are felt to be of interest to historians in a number of fields. One of the strengths, not sur-

prisingly, is in Sir William Osler and his circle. Material by and about Sir William can be found in such fonds as the Sir William Osler Collection (P100) and the Harvey Cushing Fonds (P417), amongst others. Material can be found by doing a key word search using "Osler". The early history of the Osler Library is documented in the voluminous correspondence of W.W. Francis, Osler Librarian from 1929 to 1959, held in the W.W. Francis Fonds (P155).

Another significant area of collecting is the papers of notable medical practitioners. The Wilder Penfield Fonds (P142) contains 80 meters of material from the founder of the Montreal Neurological Institute. The Archives also has the papers of such luminaries as Maude Abbott (P111), Harold Nathan Segall (P109) and Arthur Vineberg (P126).

The pedagogical side of medicine is represented, in part, by medical student notes, primarily from McGill University. The archives contains course notes that span the 18th, 19th and 20th centuries. These can be found by searching for "student notes" as a subject term.

For those interested in more McGill and Canadian medical history, the site also provides links to other archival repositories.

The skills needed to build this database were ob-

tained from two courses I took at McGill's Graduate School of Library and Information Science: database design, taught by Larry Deck; and Eric Bungay's web design course. Chester Ntonifor and Larry Deck also helped with the Cold-Fusion coding.

The site is an on-going project as there is still material waiting to be described. We invite everyone to visit the new site and give us any comments you may have.



*You can access the
Osler Library Archives*

online at:

www.health.library.mcgill.ca/osler/archives/

**DIGITALLY
SPEAKING**

*You must do the thing you
think you cannot do.*

— Eleanor Roosevelt

REPORT FROM THE LIBRARY RETREAT

by Janine Schmidt, Trenholme Director of Libraries

Thirty three senior library staff participated in June in a strategic planning retreat held at the New Residence. The general aim of the planning session was to examine the Library's mission in the light of McGill's mission and to establish priorities for the coming year. The group who met is now known as *The Thirty Plus Group*. The Group will continue to meet at approximately six weekly intervals during the year to review general directions and progress on implementing the outcomes of the Retreat.

The changing context of new teaching and learning and research approaches, new faculty and student demands and expectations, the global perspective and cultural diversity of faculty and students were briefly examined. For the Library to be effective, it must be user-centred, adopt best practices and apply the concepts of CCCP: Connectivity, Coordination, Commitment and Partnership. The group identified that various challenges must be met and that changes were required in the way we worked. These included:

From:	To:
Managing from inside-out bureaucratic thinking	Managing from outside-in: customer in mind
Working in silos	Working as a team
Maintaining the status quo	Making choices and moving forward
Dispersed decision making/problem solving	Centralized decision making/problem solving
Long analytical process before decisions	Being results-oriented with some risk taking
Tolerating non-performance	Addressing non-performance
Bricks and mortar orientation	Virtual orientation, but emphasising facilities

In identifying McGill Library's future success, the following image emerged:

McGill Library has a common vision, works as a unity, is perfectly balanced and finds solutions and take decisions to move forward. Users have access to an excellent physical virtual library and are reasonably self-sufficient. The appropriate infrastructure is in place and adequate funds are pent on collection renewal and staff development and training.

The Library's mission, aligned with McGill's mission, developed some time ago was amended slightly and the broad strategies restated:

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

- *Creates an appropriate learning and research environment*
- *Anticipates and responds to learning and research needs*
- *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*

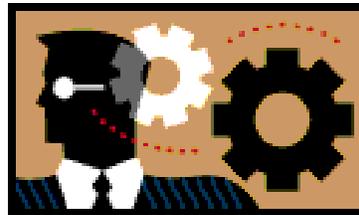
Values were identified and these will be discussed further with all staff within the Library.

- Customer focus and service
- Innovation and creativity
- Excellence and learning
- Accountability
- Integrity and trust
- Transparency and respect
- Commitment and loyalty
- Diversity

The slogan we have identified will be used as we move forward. **Information – Innovation – Service.**

For 2005/2006, strategic goals were identified in areas related to

- Customer relationship management
- Collection management
- Facilities/infrastructure management
- Staff management and development
- Partnerships with the outside



In moving forward, we must build on the strengths of our past experience, proven record of achievements and our committed and loyal staff; overcome the weaknesses of a lack of a sense of urgency, poor communication and over-

analysis; take the opportunities provided by the diverse faculty and student body and technological advances; and overcome any threats in external conditions.

The group undertook personal profiling and team assessment exercises and identified both strengths and areas for improvement. So watch us all for some signs of change!

Project teams have been formed. They are addressing various issues in relation to the collections, staff development, customer relations, facilities and infrastructure, including signage, facilities and process improvement and measurement, and delivering information products and services, particularly in relation to e-scholarship and online reference. The teams will be working during the remainder of this year on these areas.

As communication has been identified as a major issue, we shall do our best to continue to inform all staff of the outcomes of the work we are doing.

Project Team #1: Collections (includes YBP activities)

Diane Koen (Convenor), Elaine Yarosky, Chris Oliver, Joan Hobbins, Marilyn Cohen, Daniel Boyer

E-Journals: Chris Oliver, Sharon Rankin, Louis Houle (Convenor), Jane Aitkens,

Project Team #2: Staff Development

Carole Renahan (Convenor), Robert Clarke, John Hobbins

continued on page 9...

RETREAT - continued from page 8

Project Team #3: Partnership with Outside
To be announced.

Project Team #4: Customer relations
(Includes Publication, Promotion, Orientation)

Publications and promotion: Elizabeth Gibb, David McKnight (Convenor), Marilyn Berger, Steven Spodek

Orientation: Darlene Canning, Karen Nicholson, John Hobbins (Convenor)

Project Team #5: Facilities/Infrastructure
(includes documentation, process improvement and measurement, signage)

Signage: Cynthia Leive, David McKnight (Convenor), Kendal Wallis

Facilities: Robert Clarke (Convenor), Ann Marie Holland, Eleanor MacLean, Janine Schmidt

Process improvement and measurement: Pat Riva, Michael Lifshitz (Convenor), Adam Gacek, Valerie Fortin

Project Team #6: Delivering information products/services (includes e-scholarship, website)

E-scholarship: Anastassia Khouri (Convenor), Sharon Rankin, Lonnie Weatherby

Website: Jim Henderson (Convenor), Louise Robertson, Valerie Mayman

PHOTO GALLERY



THE PICNIC'S OVER...

Kathleen Vandernoot, Administrative Coordinator (Law) submitted this photo to remind us that it really is back-to-school time and that the dog days of summer will soon be a distant memory.

EVENTS

- September 1 – Presentation to Staff, 9:30 - 11:00, MS-24
- September 5 – Labour Day Holiday (classes cancelled; administrative offices and libraries closed)
- September 8 – Drop in to Director's, 8:15-9:15 am
- September 27 – Drop in to Director's, 4:30-5:30 pm



- Various *Discover Your Library* events—see page 3
- "Sorry, Glad, Sure" workshops—see page 3

September 2005

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
				Presentation to Staff		
4	5	6	7	8	9	10
	Labour Day	Book Fair Depot Day		Drop In to the Director's		
11	12	13	14	15	16	17
		Book Fair Depot Day				
18	19	20	21	22	23	24
		Book Fair Depot Day				
25	26	27	28	29	30	
		Book Fair Depot Day				
		Drop In to the Director's				

We're on the web!
www.library.mcgill.ca/admin/newsletter/

For more McGill events, consult the Community Calendar:
www.mcgill.ca/calendar/