



# McGill

## Committee on Libraries

### ANNUAL REPORT 2007-2008

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<b>TO:</b>	Senate
<b>FROM:</b>	Professor Anthony C. Masi, Provost Chair, Committee on Libraries
<b>SUBJECT:</b>	Committee on Libraries Annual Report 2007-2008
<b>DATE:</b>	18 November 2008
<b>DOCUMENT #:</b>	D08-26
<b>FOR:</b>	<input type="checkbox"/> DECISION <input type="checkbox"/> DISCUSSION <input checked="" type="checkbox"/> INFORMATION
<b>BACKGROUND:</b>	The Annual Report of the Committee on Libraries, a Senate standing committee, is presented for information.
<b>PLANS &amp; PRIORITIES:</b>	The Committee is responsible for recommending broad policies concerning the Library in support of the University's strategic plans and academic priorities. The Committee receives and advises on planning documents and reports as they relate to the Libraries. The Committee facilitates and advises on liaisons between the University community and the Library.
<b>APPENDICES:</b>	Committee on Libraries Annual Report 2007-2008

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### ACTIVITIES DURING THE 2007-2008 ACADEMIC YEAR

This document summarizes the activities of McGill University Library for the 2007-2008 session as discussed at meetings of the Committee on Libraries:

#### 1. PRESENTATIONS were given on various topics by members of the library staff:

- **eScholarship@McGill** – Genevieve Gore, Coordinator, eScholarship@McGill and Louise O’Neill, Associate Director, Library Technology Services, explained that eScholarship was a digital institutional repository to store and showcase the publications and theses of McGill University faculty and students. The repository exists in an online, open-access environment, making it easy for researchers all over the world to find and access the University’s published research output. The Library had been working with the Graduate and Postdoctoral Studies Office to ensure that e-theses could be deposited. A search interface had been devised and the portal went live in the week of 24 October, 2007. <http://www.mcgill.ca/library-findinfo/escholarship/>.

While students were not required to deposit their theses electronically as they are still being stored physically (with one unbound copy in Rare Books and Special Collections and one bound copy in each branch library for loan), many students were taking the opportunity to lodge their theses in this way. By year’s end, almost 1000 theses had been submitted and were being stored electronically. Additional theses already in digital form were being added to the database. Such theses could be retrieved via cooperative e-thesis portals, Google and Yahoo, as well as from the McGill Library website. Guidance was also being provided in how to deposit items. Copies of articles could also be deposited in eScholarship@McGill and were also searchable. Faculty were being encouraged to deposit their materials. Funding authorities were beginning to mandate that publicly funded research results should be made available in “open access” via institutional repositories. While copyright issues remained significant, most materials could be mounted via particular formats.

- **Capital Campaign** – Steven Spodek, Development Officer within the Library, provided an update on the launch of the McGill Capital Campaign and touched on the initiatives and priorities being undertaken by the Library and the Development Office. The target for the Capital Campaign for the Library was \$24 million and the projects included funding for refurbishments of various branch libraries, including the Humanities and Social Sciences Library, the Islamic Studies Library, the Howard Ross Library of Management and the Life Sciences Library. Funds were also being sought for the collections in subject areas which range right across the disciplines taught by the University and supported by the Library. Other priorities included digitisation of the collections, particularly the collections of Rare Books and Special Collections as well as the creation of online and physical exhibitions which would expose the treasures and collections of the Library to wider audiences both within the physical building of the library and on the library’s website. Documentation had been prepared on various aspects of the target areas. <http://www.mcgill.ca/campaign/goalsandpriorities/facultypriorities/libraries/>

- **LibQUAL Survey** – The LibQUAL survey had been developed some years ago by ARL (Association of Research Libraries) of which McGill Library was a member. The survey had been undertaken by the Library over several years and was being used by research libraries in both Canada and the United States. The survey had last been conducted at McGill in 2005 and was conducted again in early 2008. The Library was grateful to all who responded. Over 1200 responses were received from undergraduate students, graduate students and faculty. The results were still being analysed. Similar concerns to those which had been raised in previous surveys also emerged as issues in this survey. Faculty and undergraduate students seemed reasonably happy with the services but graduate students expressed more concerns. Improvements were

sought by all in the physical facilities, the search interfaces on the Library's website and the catalogue, service approaches, and collection gaps. Almost 600 comments were received and these were being analysed further to determine improvement strategies.

- **Facilities Upgrades** – Diane Koen, Associate Director, Planning and Resources, reported on various developments as far as the physical facilities were concerned. The work being undertaken on the Cyberthèque was highlighted and this facility opened to great acclaim in January 2008. The Cyberthèque opened its doors on 14 January 2008. The space was enthusiastically received and adopted by students. The chair congratulated all on the Cyberthèque. The Committee enthusiastically seconded the Chair's comments. Work was completed on the Education Library and Curriculum Resources Centre. The Library had been opened up by a new entry area. An improved service point and staff areas were installed. Furniture had been replaced and study and seating areas improved. Minor improvements were also made in the Howard Ross library of management, and in particular in the staffing and service areas. Refurbishment work was also undertaken in the Schulich Library of Science and Engineering and completed in late 2007. Most of this was funded by a donation from Seymour Schulich, who visited the Library in October and was impressed at the work that was done, donating a further \$250 000 to finish it. Additional computers were provided for student use as well as new seating for both graduate and undergraduate students to provide for both group and quiet study. Considerable appreciation was expressed by students and the use doubled. Concept briefs prepared by Library staff for the refurbishment of the Life Sciences Library, a Trading and Business Information Centre to enhance the Howard Ross Library of Management were also presented to the Committee for discussion and comment. Funding for most of the refurbishment work had been provided by Library central funds, with considerable assistance from students who through the Library Improvement Fund of the SSMU continued to provide the means by which improvements could be secured. Gratitude and thanks were expressed to the students for their invaluable support. Funds were being sought via the Capital Campaign for additional improvements to the facilities and in the meantime small advances were being made to implement components of changes targeted in the concept briefs.

- **Library Initiatives in Support** – The issue of support for graduate and research services was raised by C. Miller and K. McSweeney at the 21 September meeting and it was agreed that a review of services would be added to the 25 January meeting. At this meeting, the Trenholme Director of Libraries, Janine Schmidt emphasized several items for developments in support of research and graduate students. These included additional funds that were being provided by the University leading to increased expenditures on the collections; expanded e-journal collections (over 7 800 of a total of almost 40,000 titles were now being made available from volume 1 onwards) and new online newspaper collections had been acquired; any gaps in the collections were being filled when identified by new faculty and continued discussion and involvement with Dean Martin Kreiswirth, Graduate and Postdoctoral Studies, in the preparation of specialist information skills programs targeted to graduate students, was being undertaken. Additional publications and been produced to highlight services provided and enhancements made to the website. Continued monitoring of needs would be undertaken as well as further analysis of the Libqual results to identify further areas for improvements.

2. **REPORTS** were made to each meeting by the Trenholme Director of Libraries, Ms. Janine Schmidt, on achievements against the Library's strategic plan goals (outlined below).

- **Staffing** – the new Associate Directors were introduced once they had been recruited and appointed as identified in the Library's Renewal and Reorganization document. Diane Koen was the new Associate Director, Planning and Resources, and was responsible for the overall coordination of human resources and staff development, facilities and financial management as well as purchasing; Joseph Hafner, was appointed to the role of Associate Director, Collection Services, and was responsible for many of the areas formerly carried out in Technical Services, including Cataloguing and Acquisitions, as well as policy areas related to collection development; and borrowing. Louis Houle, was appointed as the Associate Director, Client Services, Science, Health and Engineering, and responsible for the coordination of the branch libraries within these disciplinary areas, i.e. Macdonald Campus Library, Schulich Library of Science and Engineering and the Life Sciences Library as well as the day to day management of the Schulich Library of Science and Engineering; Louise O'Neill was appointed as the Associate Director, Library Technology Services with responsibilities for the coordination of information and communications technology applications across the library; Carole Urbain was appointed as the Associate Director,

Client Services, Humanities, Law and Management with responsibilities for the coordination of branch libraries related to the humanities, law, management and social sciences, i.e. Nahum Gelber Law Library, Marvin Duchow Music Library, Howard Ross Library of Management, the Education Library and Curriculum Resources Centre, the Birks Library, the Blackader-Lauterman Library of Art and Architecture as well as the day to day functioning of the Humanities and Social Sciences Library itself. During the course of the year, members of the Committee were notified of additional appointments made to various branches and sections of the Library. New initiatives in staff development and induction were also highlighted as well as individual staff achievements.

- **Publicity materials and information skills programs** – The Libqual and other surveys had identified that users were not sufficiently aware of library services. Reports highlighted developments in relation to Orientation, Open House and the delivery of information skills programmes linked to particular courses and programmes taught throughout the University. New brochures were prepared for each branch library and various services and provided to Committee members for information and further comment. Reports were also made on the work being undertaken by liaison librarians in this regard. Deep links could be made via MyCourses(WebCT) to online resources held by the Library, as well as reading lists which included both print and online resources. Liaison librarians continued their valuable work with individual departments and schools to delivery services required by users. These developments were linked to the strategic goals outlined under Client Relationship Management in the Library's Strategic Plan.

- **New policies** – Various new policies were proposed and approved including staff (non-faculty) borrowing privileges. Joseph Hafner, Associate Director, Collection Services, explained that the Library's Loans Advisory Committee had reviewed the staff borrowing policy in order to align it with the Faculty borrowing policy, and thus ensure that all staff are treated equitably. The changes were made to reduce the number of times staff needed to renew loans of library materials. If specific items were needed, a 'recall' could be placed for the item. A notice would be sent to the borrower indicating that the material should be returned prior to the due date. Concerns were raised by the Committee that some items may not be available for faculty when needed however there was general support for the changes. The Chair recommended that the Director proceed with the change but that the Committee be kept informed should any difficulties arise.

Improvements in metrics were highlighted. New definitions of inquiries were developed. McGill Library had been using definitions which varied from those used within CARL (Canadian Association of Research Libraries), ARL (Association of Research Libraries) and CREPUQ (Conférence des recteurs et principaux des universités du Québec). A standardized approach was planned to ensure that improved metrics would assist the Library in future benchmarking activities.

2007 – 2008 Strategic Goals

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<p><b>Client Relationship Management</b></p> <p>#1. To provide client-centred access to information resources and assistance in use based on user preferences, expectations and work habits.</p> <p>#2. To ensure client satisfaction by delivering high-quality, innovative, up-to-date and responsive information services and products and by connecting clients with the people, services and resources that match their needs.</p> <p>#3. To provide training and information literacy, and promotional and publicity programs, to all clients to ensure the appropriate discovery and use of information resources, with particular attention to uses of new technology, including links to Google Scholar, creative website design, blogs, and wikis and expanded use of online help.</p>	<p><b>Collections Management</b></p> <p>#4. To acquire, organize and preserve outstanding print and electronic collections of information resources to support curriculum outcomes and research productivity, paying particular attention to online back sets and reserves.</p> <p>#5. To participate in the CFI bid related to the Humanities and Social Sciences</p> <p>#6. To develop priorities for collection digitization, extend the e-thesis and e-scholarship initiatives, and construct appropriate resource discovery mechanisms.</p> <p>#7 To implement strategies for the reduction of cataloguing backlogs, including outsourcing.</p> <p>#8. To integrate the Government Information Service into the Humanities and Social Sciences Library.</p>	<p><b>Facilities/ Resources/ Infrastructure Management</b></p> <p>#9. To create an open, inviting and friendly environment, both physical and virtual, particularly in support of the student life and learning initiatives.</p> <p>#10. To ensure appropriate deployment of information and communications technology and equipment to support both client use and library staff needs.</p> <p>#11. To undertake facilities and signage improvements in various branch libraries and develop appropriate ongoing collection storage options.</p> <p>#12. To ensure the successful completion of the e-zone/learning hub in the Humanities and Social Sciences Library.</p> <p>#13. To participate in the capital campaign to ensure ongoing financial resources for the Library.</p>	<p><b>Staff Management and Development</b></p> <p>#14. To recruit, train, develop and retain library staff who are responsive to client needs and committed to the provision of excellence, ensuring the placement of appropriate Associate Directors.</p> <p>#15. To ensure best practice people and resource management and an appropriate work environment.</p> <p>#16. To continue the restructuring work begun in branch libraries and sections, addressing in particular gaps in facilities support, collection development coordination, and communication.</p> <p>#17. To develop improved staff communication and participation.</p>	<p><b>Partnership with the Outside</b></p> <p>#18. To collaborate with others on campus, in Quebec, in Canada and on a wider basis with like institutions to ensure effective information service delivery.</p> <p>#19. To provide leadership in the creative use of information resources and information and communications technology on campus, in Quebec, in Canada and on a wider basis.</p> <p>#20. To develop strategies and implementation plans for cost-effective support of the RUIS and hospital libraries linked to McGill.</p>

**COMMITTEE ON LIBRARIES MEETING DATES 2007-2008:**

- 21 September 2007
- 2 November 2007
- 25 January 2008
- 14 March 2008
- 6 May 2008

## **COMMITTEE ON LIBRARIES MEMBERSHIP FOR 2007-2008:**

The Provost, Chair (Professor Anthony Masi)  
The Trenholme Director of Libraries (Ms. Janine Schmidt)

Chairs of the Library Advisory Committees (including Macdonald campus):

Professor Andrea Bernasconi (Life Sciences)  
Professor Julie Cumming (Branches)  
Professor Gonzalo Cosa (Schulich)  
Professor Jacqueline Bede (Macdonald Campus)  
Professor Robin Yates (Humanities and Social Sciences) with replacement by Professor Kerry McSweeney for some of the year.  
Professor Luc Chouinard (Macdonald Engineering)  
Professor Catherine Walsh (Law)

Three faculty members appointed by Senate:

Professor Myron Frankman (Economics) 2007 / Professor Carman Miller (History) 2008  
Professor David Ronis (Chemistry)  
Professor Jody Heymann (Health and Social Policy)

Two librarians appointed by Senate:

Ms. Cynthia Leive, Marvin Duchow Music Library  
Mr. Jim Henderson, Life Sciences Library

One non-academic library staff member appointed by Senate:

Ms. Mary Lourenco, Nahum Gelber Law Library

Vice-President (University Affairs) of SSMU, or delegate: Mr. Adrian Angus

Students (one from Macdonald campus):

Ms. Nadya Wilkinson  
Mr. Ryan Luther  
Mr. Daniel King  
Ms. Emma Loosigian  
Ms. Heather Empey  
Ms. Lorraine Wong

One Continuing Education student: Ms. Constantine Ilivuzimana

Ms. Nancy St-Pierre, secretary

## **TERMS OF REFERENCE OF THE COMMITTEE**

1. To recommend broad policies concerning the library in support of the University's strategic plans and academic priorities.
2. To receive and advise on planning documents and reports as they relate to the Libraries. These will include but not be limited to reports from the Trenholme Director of Libraries and the Library Advisory Committees.
3. To advise, where appropriate, on the development and implementation of budget policies and on allocations and expenditures for Library collections.
4. To facilitate and advise on liaisons between the University community and the Library.
5. The Senate Committee on Libraries will submit an annual report to Senate on goals and priorities (Fall) and a report on related outcomes (Spring).

## **COMPOSITION OF THE COMMITTEE**

The Provost, Chair

The Trenholme Director of Libraries

Chairs of the Library Advisory Committees (including Macdonald campus)

Three faculty members appointed by Senate

Two librarians appointed by Senate

One administrative and support staff members from libraries appointed by Senate

Vice-President (University Affairs) of SSMU, or delegate

Three undergraduate students (one from Macdonald campus)

One graduate student

Once Continuing Education student