

# Memorandum

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**TO:** Senate

**FROM:** Professor Colleen Cook, Trenholme Dean of Libraries

**SUBJECT:** Presentation on Libraries and Committee on Libraries Annual Report 2009-2010

**DATE:** 23 March 2011

**DOCUMENT #:** D10-49

**ACTION REQUIRED:** ☒ INFORMATION ☐ APPROVAL/DECISION

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**ISSUE:** The Annual Report of the Senate Committee on Libraries, a Senate standing committee, is presented for information.

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**BACKGROUND & RATIONALE:** The Terms of reference for the Senate Committee on Libraries stipulates in its specific areas of responsibility that it:

Meet at least twice per semester during the academic year and submit an annual report to Senate.

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.

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**MOTION OR RESOLUTION FOR APPROVAL:** N/A.

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**PRIOR CONSULTATION:** Briefed to senior administration and reviewed by Academic Planning Group.

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**NEXT STEPS:** N/A

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**APPENDICES:** Appendix A: Committee on Libraries Annual Report 2009-2010

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## ACTIVITIES DURING THE 2009-2010 ACADEMIC YEAR

This document summarizes the activities of McGill University Library for the 2009-10 session as discussed at meetings of the Senate Committee on Libraries:

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

- **Expanded Course Reserves** – Guest Diane Koen, Associate Director, Planning & Resources presented an overview of the Online Course Reserve project. The Expanded Course Reserve service was launched in a pilot phase in the fall of 2009 with initial funding provided by the SSMU Library Improvement Fund. The goal of the pilot was to provide online links in the catalogue and within the Learning Management Tool, myCourses to content contained in all Course Packs, reading lists, reserve lists and syllabi provided by our Faculty. The pilot results revealed that 96% of the journal articles reproduced in Fall 2009 Course packs by faculty were available online through the Library online subscriptions and licenses. 20% of the monographic material reproduced in course packs was now available in ebook form, which the Library purchased and linked. A total of 10,119 items were linked. The next step outlined was to move from the pilot phase to a full service initiative by our staff in all branches in the Winter 2010 term (see Appendix B: Expanded Course Reserves presentation).
- **Digitization Activities** – Guest speaker Louise O'Neill, Associate Director, Library Technology Services presented an overview of digitization activities underway at McGill Library. McGill Library provides our digital content through our website and via other portals such as the Canadian Discovery Portal (approx. 6,000 images now available). All physical exhibitions are now digitized to extend virtual access to everyone. As an early innovator in digitization, McGill Library has developed over 50 legacy projects since 1996. These collections will be upgraded to more current standards with expanded metadata tagging. The Library implemented a DOD and POD service, Digitization on Demand/Print on Demand, to facilitate discovery and delivery of our rare and unique treasures and to make them openly accessible to researchers, students and all interested individuals in the McGill community and around the world. In support of open access, McGill Library is making read-only copies of digitized works freely available through its catalogue and the library website. For a fee, an electronic copy or a physical reproduction of out of copyright titles are made available via the Espresso Book Machine, housed in the Library Digitization Centre (see Appendix C: Digitization for Senate Committee presentation).
- **Collection Development** – Guest Joseph Hafner, Associate Director, Collection Services addressed the committee regarding the *De-Selection Guidelines, revised Feb. 23, 2010*. De-selection is a regular part of reviewing the library's collections to ensure their continued vitality and to ensure that the collections reflect the current

teaching, learning and research needs of the University and that the collections meet the Library's and the University's strategic directions and plans. As curriculums change, disciplines develop and research evolves, the collections are reviewed against the teaching, learning and research needs. In addition, the space available for housing and accommodating the collections must be monitored and the collections housed appropriately and securely. As the migration from print and microform to online formats continues, the preservation of content and the continued retention of print must be considered. Easy, secure access by our faculty, students and staff to our collections is essential. The Committee received extensive input from Librarians across the system, the draft Guidelines were discussed with the Senior Advisory Leadership Team (SALT), approved and presented to the Senate Committee on Libraries for discussion and final approval (see Appendix D: De-Selection Guidelines).

2. **REPORTS** were made to each meeting by the Trenholme Director of Libraries, Janine Schmidt and Diane Koen, Director of Libraries (Interim), on achievements against the Library's strategic plan goals (outlined below on page 7).

### **Client relationship and management**

- The 2010 LibQual+ (Lite Version) survey was performed in March/April 2010 along with all CARL members. The survey was sent to a total of 8500 members of the McGill community, a sampling of undergraduates and graduates and all Faculty. The 2010 response rate of 1404 completed surveys was 23% higher than the 1085 responses in 2008. The Senior Advisory Leadership Team (SALT) and management will be reviewing the results in order to develop strategies for improvements which will be reported at the September 2010 SCL meeting. Timing of the survey will be considered in future years as our survey sample could experience survey fatigue during a busy time of year.
- Reference inquiries across all branches increased by 10% from 2008-09 to 2009-10. (See Appendix E for a six-year statistical comparative summary of key Library activities, 2004-2010).
- The Library programmed numerous Fall 2009 and Winter 2010 Orientation initiatives on both campuses, including tours, introductory information literacy workshops entitled, "Getting Started" and "Finding the Right Stuff". The Library participated in the McGill Street Fair and the Welcome Centre activities. Library promotional materials were updated and distributed ensuring awareness of library facilities and services (see Appendix F: Orientation Fall 2009 Statistics).
- The library delivered the first complete information fluency program targeted at graduate students in 2009-10. Developed in conjunction with Teaching and Learning Services and Graduate and Postdoctoral Studies, the tailored *MyResearch* program was delivered to 534 graduate students (413 participated in one or more modules) from 78 McGill programs. The program was reviewed and modified over the summer to ensure larger take-up in the 2010/11 academic year. Macdonald Campus Library Advisory Committee is proposing to implement this program as a one-credit course (see Appendix G: *MyResearch* at McGill Library Summary).
- Clients can now access Library information and services from their iPhone and smart mobile devices through our mobile site. <http://m.library.mcgill.ca>

- The Library's E-Journal Server was installed in the NCS computer facility providing a platform to publish or host and support e-journals created by the McGill community.
- The Library addressed the shelving backlog in the Humanities and Social Sciences Library by developing and implementing a successful new shelving strategy.

### **Collection Management**

- A new web based discovery tool produced by OCLC (WorldCat Local) was introduced as the default catalogue in January 2010. The "classic catalog" continues to be available to our user community. Response from students has been positive. Faculty appear to prefer the classic version. Training for all staff was provided by the Library One Website Committee.
- The rare book cataloguing backlog was reduced by 10,718 titles with the assistance of OCLC Canada, Collection Services staff and a team of four Student Project Assistants.
- De-Selection Guidelines were finalized and presented for final approval to the Senate Committee on Libraries on February 23, 2010 (see Appendix D: De-Selection Guidelines).
- Electronic invoicing for our major book vendor, YBP, was introduced saving over 200 hours of staff time. Authority control work was automated and streamlined with the assistance of an external data company.
- The Library piloted the loan of five Sony E-book Readers at the Howard Ross Library of Management during the winter term to positive student feedback and will expand this initiative to all branches in fall 2010.
- The Library implemented Overdrive software, which enables e-books to be loaned and downloaded to mobile devices like the Sony E-book Readers.
- High quality cataloguing services are now provided by OCLC Canada from their offices in Winnipeg. Arabic, German, Chinese, Japanese and Korean materials are catalogued and delivered shelf ready with a turnaround time of 5-10 days.
- Loans were analysed to ensure collection development and selection policies and strategies match client needs and best practice.
- Number of e-books growing dramatically with over 2 million e-books.
- All McGill theses are now submitted electronically. Collection Services has updated procedures for cataloguing and processing theses. The McGill Library is now using international standards and subject headings.
- 22,162 McGill theses are currently available on eScholarship@McGill. McGill is the premier repository in Canada for e-thesis as reported by Pro-Quest. Over 400,000 McGill "hits" were made on eScholarship@McGill theses and articles through search engines such as Google.
- Total print monographic purchases in 2009-10: 52,566.
- Shelving statistics have dropped 50% in 5 years. (See Appendix E for 2009-2010 statistics summary).

## **Facilities/Resources/Infrastructure Management**

- McGill Library continues renovate our branch libraries as funding allows.
  - Major refurbishment improvements were made to the following branches: Humanities and Social Sciences Library (2<sup>nd</sup> and 5<sup>th</sup> floors), Graduate spaces in the Redpath Library Building, Howard Ross Library of Management upgrades, Life Sciences Library and the Walter Hitschfeld Geographic Information Centre.
  - Concept briefs were developed for a collaborative Business Intelligence Centre initiative with the Faculty of Management, for the Nahum Gelber Law Library main floor improvements and a completely renovated Rare Books and Special Collections.
- A 36 seat PHD Room on the 2nd floor of the Redpath Library Building was completed and seating allocation finalized with input from Graduate and Postdoctoral Studies and the Faculty of Arts. A dedicated, secure room was developed with large study desks, lockable drawers, copying facilities and comfortable lounge seating. PHD students will be allocated a space for a term of one year.
- Refurbishments to Islamic Studies Library began February 2010 which included new staff seating, improved service counter, fresh paint throughout and matching seating.
- The Life Sciences Library experienced a major upgrade on the 3<sup>rd</sup> and 4<sup>th</sup> floors. The Library was formally “opened” by the Dean of Medicine and the Trenholme Director of Libraries in the Fall of 2009. Library staff was relocated to the 3<sup>rd</sup> floor plus new service counters and e-zone introduced. The 4<sup>th</sup> floor became the “quiet zone” with improved seating along the windows and comfortable seating throughout.
- Student funding from the SSMU Library Improvement Fund and the Arts Undergraduate Society partially funded a major upgrade of the student seating along the perimeter of the 2<sup>nd</sup> and 5<sup>th</sup> floors of the McLennan Library Building, HSSL. 600 study desks replaced (1/3 allocated to graduate students), lighting improvements, fresh paint and carpet replacement were made to both floors.
- Lighting improvements and consistent signage installed throughout the Humanities and Social Sciences Library. The new “way finding” signage model developed for HSSL began to be rolled out to all branches in January 2010.
- The Schulich Library of Science and Engineering experienced a 40% increase in usage since refurbishments completed in the branch in 2008.

## **Staff management and development activities**

- A range of staff development programs were implemented and/or delivered in 2009-10, including:
  - Training Liaison Librarians on how to develop and deliver information literacy programs. Developed in collaboration with Teaching and Learning Services. Two sessions were held over a six month period. The first session, was attended by 20 librarians. The next session held in November 2009 was attended by 30 librarians.
  - 6 part Induction Program for new staff
  - Leadership Program for all Librarians and M-staff in management positions

- Summer Friday Professional Development Program for Librarians and a Summer Wednesday Program for all staff.
- Four non-tenure track librarians were appointed to tenure-track positions. Two non-tenure track librarians were appointed for two-year terms. Ongoing recruitment efforts include the Head Librarian for the Islamic Studies Library, the Wainwright Librarian at the Nahum Gelber Law Library and the Webmaster Librarian.

### **Partnerships development and activities**

- McGill collaborated with sister CREPUQ universities and OCLC representatives on the use of OCLC for cataloging francophone content.
- The Library successfully implemented **MyResearch** at McGill Library Graduate Seminars. The programme was developed in conjunction with the **Office of Graduate Studies** and the **Teaching and Learning Services** (see Appendix G: *MyResearch* at McGill Library Summary).
- **Réseau Universitaire Intégré de Santé (RUIS)** is the negotiation group which consists of librarians from Université de Montréal, Laval, Sherbrooke and McGill. RUIS received a mandate to negotiate three e-resources from two different vendors for provincial wide access to the publicly funded health professionals by MSSS – approx 221 sites. An agreement in principle has been accepted but requires official approval by the RUIS coordinators and the 18 Agencies. Negotiations with the third e-resource are underway.
- **CREPUC** Library Directors agreed to switch from the current courier service, PEBQUILL, to Canada Post. Cost savings to McGill Library - \$18,000. McGill's internal mail room staff will handle the increased Canada post shipping work.
- **NESSTAR** is a Library taskforce has been established to investigate the feasibility of a library service to store, analyze and provide we-based access to research data using the Nesstar application. Holdings to date: 24, 492 theses and 474 ePrints. There are 32 universities in **CARL** with the top 13 research universities contributing the majority of funding.
- McGill Library participated in the **School of Information Studies** Practicum Program and supervised five MLIS students in four projects:
  1. Rare Books and Special Collections – develop concept brief for major renovation
  2. The creation of standards for McGill Library production and publishing of journals in digital and print formats.
  3. McGill Library Collections Services – development of e-resources cataloguing process improvements
  4. Information Literacy templates for undergraduate students

<b>2009-2010 Strategic Goals</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Client Relationship Management</b>	<b>Collection Management</b>	<b>Facilities/ Resources/ Infrastructure Management</b>	<b>Staff Management &amp; Development</b>	<b>Partnership with the Outside</b>
<p>#1. Advance the understanding of client needs and preferences.</p> <p>#2. Evaluate current service offerings and respond to emerging needs through the introduction of new high quality innovative information services and products with particular attention to the application of new technology.</p> <p>#3. Foster the development of information fluencies through outreach workshops and programs integrated into the curriculum.</p>	<p>#4. Acquire, organize and preserve outstanding print multimedia and electronic collections of information resources to support curriculum outcomes and research productivity.</p> <p>#5. Promote open access, develop strategy for further involvement in a virtual research environment and develop priorities for collection digitization.</p> <p>#6. Continue to improve processing of materials and the reduction of cataloguing backlogs.</p> <p>#7. Ensure collection development and de-selection policies and strategies match client needs and best practices.</p> <p>#8. Ensure the efficiency of all collection management activities.</p>	<p>#9. Create an open, inviting and friendly environment, both physical and virtual, in support of the student life and learning, research and graduate studies and library staff wellbeing</p> <p>#10. Ensure appropriate deployment of library technology equipment, products and services to support both client and library staff uses and needs.</p> <p>#11. Ensure signage, security and collection storage improvements in all branch libraries.</p> <p>#12. Complete the detailed plans for the repair /renovation of the Nahum Gelber Law Library, the Life Sciences Library, the Trading and Business Information Centre, the Walter Hirschfield Geographic Information Centre and the Rare Books and Special Collections and seek appropriate funding.</p> <p>#13. Participate in the Capital Campaign to ensure ongoing financial resources for the Library.</p>	<p>#14. Recruit, train, develop and retain library staff who are responsive to client needs and committed to the provision of excellence.</p> <p>#15. Ensure the appropriate management of staff and resources, applying best practices.</p> <p>#16. Complete implementation of the Library's Renewal and Reorganization plan, making changes as appropriate, and ensuring that the Library's organization structure reflects its overall objectives and goal achievement.</p> <p>#17. Improve staff communication, knowledge sharing and participation.</p>	<p>#18. Collaborate with others on campus, and provide leadership in the creative use of information resources and information communications technology, particularly in the support of student life and learning initiatives, inquiry based learning, interdisciplinary studies and innovative research strategies.</p> <p>#19. Collaborate with others and provide leadership in Quebec, in Canada, and on a wider basis to ensure effective information service delivery and to implement the Library's goals.</p> <p>#20. Develop plans and implementation strategies for cost-effective support of the RUIS and hospital libraries linked to McGill.</p>

## **SENATE COMMITTEE ON LIBRARIES MEETING DATES 2009-2010:**

October 29, 2009  
November 30, 2009  
February 23, 2010  
April 16, 2010  
May 21, 2010

## **SENATE COMMITTEE ON LIBRARIES MEMBERSHIP FOR 2009-10:**

**Professor Anthony Masi, The Provost, Chair**

**Janine Schmidt, Trenholme Director of Libraries** - (September 2009 – January 2010)

**Diane Koen, Director of Libraries (Interim)** - (from January 28, 2010)

### **Chairs of the Library Advisory Committees (including Macdonald Campus):**

Professor Andrea Bernasconi (Life Sciences)  
Professor Jacqueline Bede (Macdonald Campus)  
Professor Natalie Cooke (Humanities and Social Sciences)  
Professor Richard Gold (Law)  
Professor Reghan Hill (Schulich Library)

### **Faculty members appointed by Senate:**

Professor Timothy Moore (Geography) - 2010  
Professor Andrew Large (School of Information Studies) - 2012  
Professor Carman Miller (Arts) - 2010

### **Two librarians appointed by Senate:**

Ms. Cynthia Leive (Marvin Duchow Music Library) - 2010  
Ms. Amber Lannon (Howard Ross Library of Management) - 2011

### **One non-academic library staff member appointed by Senate:**

Ms. Joyce Whiting (Humanities and Social Sciences Library) - 2012

### **Five student members:**

David Marshal (Undergraduate)  
Nick Wolf (Undergraduate)  
Marissa Nolan (Undergraduate, Macdonald Campus)  
Alexander DeGuise (Graduate)  
Lyes Hamdi (Continuing Education)

Ms. Karen Kennedy, 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)

Four 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

One Continuing Education student