Memorandum

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TO:	Senate
FROM:	Professor Nathalie Cooke, Associate Provost
	Chair, Senate Committee on Libraries
	and
	Professor Anthony C. Masi, Provost
SUBJECT:	Committee on Libraries Annual Report 2010-2011
DATE:	November 4, 2011
DOCUMENT #:	D11-21
ACTION REQUIRED:	☒ INFORMATION ☐ APPROVAL/DECISION

ISSUE:	The Annual Report of the Senate Committee on Libraries, a Senate standing committee, is presented for information.
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.
MOTION OR RESOLUTION FOR APPROVAL:	N/A
PRIOR CONSULTATION:	Briefed to senior administration and reviewed by Academic Planning Group.
NEXT STEPS:	N/A
APPENDICES:	Appendix A: Committee on Libraries Annual Report 2010-2011

Committee on Libraries
Annual Report 2010-2011

ACTIVITIES DURING THE 2010-2011 ACADEMIC YEAR

This document summarizes the activities of McGill University Libraries for the 2010-2011 session as discussed at meetings of the Senate Committee on Libraries:

1. **PRESENTATIONS** were given on various topics by members of the library staff and guests invited to present to the Committee:

- **Capabilities of the mobile interface service with Blackberry device -** Guest Louise O'Neill explained how the mobile interface can be displayed on any type of mobile phone. The display set-up depends on the browser of the particular phone. This was developed in-house and took approximately 2 months.

- **MyResearch Report -** Guest Louis Houle explained the 4 module MyResearch workshops: Diving into the Research Pool, Going Deeper, Cite It! and Making your Voice Heard.
  Each session can hold 170 students.   Currently the Libraries report that there is just under 50% capacity registered for each of the sessions beyond the first one. Total of 534 students registered and 413 attended for previous modules. Students were surveyed on "Was the workshop useful in terms of my own professional development" and survey results were very positive. The changes which will be implemented for 2010-2011 include the following: Offered 3 times instead of 2 at 5 different locations; One module per week for one month period; Offering different times of the day/week for the different modules; change the sequence of modules

- **E-scholarship option at McGill -** Guest Louise O'Neill presented to the Committee how research produced by anyone at McGill may be put in this repository: text files, video, numerical files, etc. Data can be organized, described, analyzed, made accessible and usable even before publication, linked directly to the corresponding publications, and also available for repurposing afterwards. This initiative supports §4.6 (Retention of Research Data) and §4.7 (Access to Research Data) of the Regulation on the Conduct of Research passed by the McGill University Senate on March 12, 2010. The Vision Statement for this initiative is as follows: *To offer, as part of a Virtual Research Environment, a research data curation service to advance innovation, scholarship and interdisciplinarity at McGill.* The Library is setting up a small sandbox (server) and will install an instance of Nesstar as well as open source data management software. Once library staff become familiar with the set-up, attendees (and others) who have expressed interest in participating in a pilot project will be invited to participate. The Library is also looking at other institutions (such as the University of Wisconsin-Madison and the University of Virginia) which are already working with faculty to develop data plans to manage and share research data.

- **Importance of Copyright Compliance -** Guest Maitre Line Thibault updated the Committee on a bill in Parliament which has been introduced in an effort to revise Canadian Copyright law. It is the third time in six years that such a bill has been introduced. This bill pertains to Fair Dealing, which is now only for private purposes, extending it to education in the broadest sense. If the law is enacted, it would be a "Godsend" for universities, as it would mean that Canadian law would be like US law, which defines Fair Use more broadly. The rights of authors and artists are affected; they are vocal in the opposition to the law. Universities, which would benefit, are almost silent –AUCC is in

favor--but their statement is too broad and fueling the anger of artists. The Quebec government is against it; CREPUQ is working on an answer in support of the bill. We hope that the bill will be adopted. McGill has a license for reproduction of books—we have an advantageous agreement— but it is up for renewal within a year. McGill has always been able to negotiate a good rate, but needs more electronic rights and Copibec says that the rights will cost more than hard copy books and that they cannot give us an overarching agreement.

- **<u>Whitepaper Report on Backlog Reduction</u> -** Guest Joseph Hafner presented more details on the report distributed to the Committee about the cataloguing backlog. Unique materials, which require more time for cataloguing, make up a substantial portion of the items which makes up the backlog. New books often now come shelf-ready from the publisher. In an effort to streamline processes, the Library is now using e-invoices as much as possible and repurposing staff to catch up on the backlog; students have been hired to assist in the library where possible. Quebec Heritage material is now being catalogued with staff paid for by a grant from Quebec. The target is to erase the backlog within three years.

- **<u>Report on outcome of MAUT-LS Concerns</u> -** Guest Professor Lydia White presented a report on a working group she chaired in the fall of 2010 on this issue; the group discussed 28 issues and, in many cases, found straightforward solutions. The issues related to internal guidelines, recommendation within the libraries, and the representation of librarians on university committees. The academic freedom of librarians was also an issue. The Working Group will be following up on two issues. The first concerns a parallel Council of Librarians (like the Faculty Council) for which Secretary General Stephen Strople will be an advisor; a meeting will be held soon to create the terms of reference and membership of the council, which will be created in fall 2011. The other issue relates to vacation policies of librarians; a second working group will look at this issue and see if revisions are necessary.

2. **REPORTS** were made to each meeting by the Diane Koen, Director of Libraries (Interim), and following the appointment of the new Dean of Libraries, by Professor Colleen Cook, on achievements against the Library's strategic plan goals (outlined below).

Client Relationship Management
- Open House took place 24 October 2010. Seven Library branches held tours for new and returning students and their parents. It was recognized that although participation has increased slightly from Fall 2009, participation needs to be increased in future based on an average participation of only 7.4 students per class in Fall 2010.
- Similar program for new faculty exists in the format of individual meetings with a liaison librarian. Group meetings are possible but individual meetings seem more effective and build a relationship and clear point of contact.
- The Library received $40K from SSMU in 2008 to develop a program to support the teaching initiatives of faculty by ensuring that any item owned by the Library from any course materials list is linked in the Course Reserves module of the Library Catalogue. There are multiple pathways to link materials which include myCourses, Library Catalogue and the new mobile library website. Overview of statistics for fall 2010: out of 900 courses there were 420 course packs linked with a total of 16,138 links. 96% of all e-journals requested are available with the remaining 4% currently only available in hardcopy.
- The Libraries reviewed the benefits of expanded course reserves keeping in mind the importance of supporting compliance with copyright laws.
- Dr. Cook presented information comparing North American research libraries (ARL) in terms of such criteria as costs spent on books, staff, and other materials. Called the LibQual survey, this survey had had 1.6 million responses. When asked how money spent and books bought corresponds with client satisfaction, she explained that the survey demonstrates that there is a close correlation between costs and satisfaction. The most frequently used word in the LibQual

survey responses from undergraduates was "space." For Faculty, the word was "stuff." Graduate students were somewhere in-between the two as space and stuff were both seen as important.

- Dr. Cook announced that the computer system is being upgraded so that authorized McGill users will no longer need to use VPN, which will make it easier for everyone to use library resources remotely.

- The Libraries asked the SCL to engage with the community to make them understand what the Libraries do. This is not a McGill problem, but a more general research library problem. Libraries have been dealing with the new realities, new material and new needs to make material accessible. Getting universities to appreciate the investment in libraries is part of the marketing efforts. We have some challenges at McGill as there are libraries which are hidden—which we will solve with banners on buildings—and almost everything we do should be a marketing effort. When we do exhibitions, for example, they should have catalogues and special banners to announce them.

Collection Management
- Process improvement – The Libraries have successfully implemented of electronic invoicing.
- Backlog reduction – The Libraries are no longer adding to the backlog, new items are catalogued and shelved immediately. Backlog consists primarily of rare books and special collections which are difficult to find. Outsource to OCOC in Winnipeg is done whenever possible.

Facilities/Resources/Infrastructure Management
- The Islamic Studies Library and the Blackader Lauterman Libraries have been refurbished.
- The Electronic Data Resources Service (EDRS), which purchases and manages social science and other research data in electronic form, has been expanded.
- Business Intelligence Centre Update: Major construction is underway with completion expected in January 2012. The renovations will provide one 60 seat teaching classroom, 8 dedicated study group rooms, 30 training desks, 1 Trading & Research Lab and 1 conference room. The De-Selection Guidelines will be implemented to reduce the volume of stacks. If particular items are available in e-version than they will no longer be housed in hardcopy. In order to allow for continuous service, temporary space has been made available on the 4th floor of the Bronfman building.
- The microfilm viewing room re-located allowing appropriate staff assistance at the Government Information Service Desk. The space was refurbished with new desks and chairs, 6 microfilm readers and the replacement of 2 readers with new state of the art microfilm readers which allow for remote access.
- The Electronic Data Resource Centre was also relocated.
- The perimeter of 6th floor McLennan Library building was completely renovated over the summer.

Staff Development and Management
- All open positions filled over the summer of 2010. One new vacant position was posted in the fall for the Life Sciences.

Partnership Development and Activities
- The Libraries have developing a remote electronic library service for the Ministry of Kuwait in conjunction with the Faculty of Medicine and the MUHC.

2010-2011 Strategic Goals				
1	**2**	**3**	**4**	**5**
Client Relationship Management	**Collection Management**	**Facilities/ Resources/ Infrastructure Management**	**Staff Management & Development**	**Partnership with the Outside**
#1. Understand and respond to the needs of our users. #2. Assess existing services and respond to rising expectations through high quality, innovative information services and products with a focus on new technologies. #3. Foster information literacy through targeted workshops and training sessions incorporated into programs of study and curriculum.	#4. Support core curriculum outcomes and research through the acquisition, organization, and preservation of outstanding print, multimedia and electronic collections. #5. Continue to endorse and advocate for open access across campus, while expanding strategy. #6. Increased participation in a virtual research environment including institutional repositories. #7. Continue to identify items for digitization. #8. Continue to seek appropriate funding for Rare Books and Special Collections. #9.Continue to reduce cataloguing backlogs. #10. Ensure that de-selection and collection development guidelines echo library user needs and best practices. #11. Ensure that all collection management activities are run effectively.	#12. Build and maintain an accessible, safe, welcoming, friendly, environment, both physical and virtual, supporting student life, learning, and research as well as the welfare of library staff and the McGill Community as a whole. #13. Ensure suitable installation and operation of library equipment, products and services to support both user and library staff needs. #14. Continue to improve signage and security in all branches within the Library system. #15. Complete renovation of the Nahum Gelber Law Library and the Life Sciences Library. #16. Develop a storage plan. #17. Develop plans for renovating the 1st floor of the McLennan-Redpath Complex.	#18. Recruit, train, develop and retain library staff members whose priorities are providing excellence in library service delivery. #19. Apply best practices to ensure that staff and resources are appropriately managed. #20. Ensure that the Library's organizational structure reflects its overall goals as outlined in the Library's Strategic Plan. Execute action items in the plan, making changes as appropriate. #21. Apply best practices to guide the organization in advancing staff communication, knowledge sharing and participation.	#22. 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. #23. Develop plans and implement strategies for cost-effective support of the RUIS and hospital libraries linked to McGill. #24. Collaborate with others and provide leadership in Quebec, Canada, and internationally to ensure effective information service delivery and to implement the Library's goals. #25. Continue to actively advocate and solicit financial support for the Library through the Capital Campaign.

SENATE COMMITTEE ON LIBRARIES MEETING DATES 2010-2011:

September 24, 2010
November 10, 2010
January 21, 2011
March 30, 2011

Professor Nathalie Cooke, Provost Delegate Chair
Interim Director of Libraries [Ms. Diane Koen]
Professor Colleen Cook, Trenholme Dean of Libraries

Chairs of the Library Advisory Committees (including Macdonald Campus):
Professor Andrea Bernasconi (Life Sciences)
Professor Martin Chénier (Macdonald Campus)
Professor Suzanne Morton (Humanities and Social Sciences)
Professor Helge Dedek (Law)
Professor Reghan Hill (Schulich Library)

Three faculty members appointed by Senate on the recommendation of Nominating Committee:
Professor Emily Carson (Arts, Philosophy) – 2013
Professor Kenneth Ragan (Science, Physics) – 2013
Professor Joan Bartlett (Education, School of Information Studies) – 2013

Two librarians appointed by Senate on the recommendation of Nominating Committee:
Ms. Natalie Waters (Macdonald Campus Library) – 2013
Ms. Sara Holder (Education Library & Curriculum Resources Centre) - 2013

One administrative and support staff member from the University Libraries appointed by Senate on the recommendation of Nominating Committee:
Ms. Joyce Whiting (Humanities and Social Sciences Library) – 2012

Five student members:
Undergraduate: Joshua Abaki (SSMU, VP University Affairs)
Undergraduate: Simon Liu (Engineering)
Graduate: Alexander Deguise
Macdonald Campus: Joyce Mak (MCSS, VP Finance)
Continuing Education: Ricardo Bello

Gwendolyn Owens, 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 or Delegate, 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