



Memorandum

Office of the Associate Provost (Academic Staff & Priority Initiatives)

James Administration Building , Room 600

845 Sherbrooke Street West

Tel: 514.398.8389| Fax: 514.398.3219

TO: Senate

FROM: Professor Nathalie Cooke, Associate Provost
Chair, Senate Committee on Libraries

SUBJECT: Committee on Libraries Annual Report 2011-2012

DATE: December 5, 2012

DOCUMENT #: D12-34

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 stipulate 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: None.

NEXT STEPS: N/A

APPENDICES: Appendix A: Committee on Libraries Annual Report 2011-2012

MCGILL UNIVERSITY **SENATE****Committee on Libraries**ANNUAL REPORT 2011-12 (APPENDIX A)

ACTIVITIES DURING THE ACADEMIC YEAR

This document summarizes the activities of McGill University Library for the 2011-12 session as discussed at meetings of the Senate Committee on Libraries:

1. **REPORTS** were made to each meeting by the Trenholme Director of Libraries, C. Colleen Cook, on achievements toward meeting the goals in the libraries' strategic plan.

Client Relationship Management

- Dean Cook reported that during the MUNACA strike, despite the fact that 40% of the Library staff are MUNACA members and therefore were on strike, services were largely maintained. The Social Sciences and Humanities Library and the Schulich Library were both open 24/7 and 33 Librarians eligible to replace the striking workers stepped up to help. Library senior colleagues met every morning to plan out strategies for service; meetings were held with area librarians once a week. An email went out every day with administrative information. Everyone realized, however, that it was not business as usual and students missed being able to use the smaller libraries.
- To make connecting to the Library from outside the physical Library buildings easier, EzProxy has replaced VPN. EzProxy will soon be replaced by Shibboleth, a standards based, open source software package for the web that offers single sign-on access within organizational boundaries.
- The Library is aware that there is a problem with the E-exam repository. The Library is, however, a partner in the process with Enrolment Services, which actually manages the process. The Library has taken initiative and will use \$2500 in SSMU funding to hire someone to address the issues.
- The questions raised about over-zealous security were discussed in the Dean of Libraries' cabinet meeting. The challenge is to find the equilibrium between security that makes library users feel intimidated and not enough security which means that users and their possessions are vulnerable.
- Law, Music, and HSSL have iPads available for two-week loan periods.

Collection Management

- This year, the Library made three important acquisitions: the HathiTrust; expanded ProQuest services; and Gale Virtual Reference Library. The HathiTrust provides access to almost 3 million items that are out of copyright. Once a decision is made about the Authors Guild Lawsuit there may be access to more material. The Library has been successful in negotiating an advantageous 5-year contract with ProQuest, a company that

provides an electronic gateway to a vast number of resources, which will allow the McGill Library to have access to all of ProQuest's resources, not just a selected group as in the past.

- Overall, it was noted that the Library now spends \$10 million a year on electronic resources.
- An exciting acquisition was recently made for the Osler Library: the third volume in a series of three 18th century medical atlases, which adds substantially to our collection. The atlas was a memorial gift. The book is: JENTY, Charles Nicholas. *Demonstratio uteri praegnantis mulieris cum foetu ad partum maturi in tabulis sex... ad exemplar Londinense translata D. Casimiro Christophoro Schmidel, in aes incisa et recusa a Iohanne Michaelae Seligmanno... [German title:] Abbildung der Gebähr-Mutter aus einer schwangern Frau... Nuremberg, Felssecker for the heirs of Seligmann, 1761 [-1765]*

Facilities/Resources/Infrastructure Management

- In 2011 the Library held a retreat at the Gault Nature Reserve to discuss plans for the future. The emphasis going forward is on collection stewardship and it is recognized that the Library has a great need for space. There is a need for creating a single service point—"one stop, all questions answered"—and this is a goal. Looking at the Library from the users' perspective is seen as key. The Library is also looking at options on how to create a green library that uses fewer resources.
- The HVAC system has been replaced in McLennan-Redpath Library Complex; the Nahum Gelber Law and Life Sciences Libraries are undergoing smaller renovation projects. A large three-year project is underway to repair the outdoor pedestrian walkway between the buildings and will later also include a renovation of the terrace outside Redpath.
- With funding from SSMU and PGSS, the third floor of the Humanities and Social Sciences Library in the McLennan Library building is being renovated. The Library is experimenting with different configurations for closed group study rooms, graduate carrels, and open flexible, dedicated group study spaces with whiteboards. The renovations will be completed by September or October of 2012. The money provided by PGSS and SSMU has paid for student employment as well as renovations.
- The Library was impacted by the flood from the Montreal Reservoir on September 7, 2011; materials that got wet had to be freeze-dried and the rare materials that were in the basement will be relocated.
- The Library Terrace will be renovated, and will have a small green space. The Library is in the pre-design phase for renovating the Redpath-McLennan Library complex. Fourth floor material will be moving to Rare Books. The asbestos removal project has been postponed because it will be easier and less costly to do as part of a larger project.
- The Libraries budget is flat which means that the rising cost of serials is an issue. The budget is now \$35 million, which includes salaries. This places McGill in the bottom third for expenditures in the Association of Research Libraries (ARL). The staff is 265 people, which is not large for a university and library program of McGill's size. The ratio of staff dollar to collection dollar is 1 to 1 which indicates that the Library is managed efficiently.

Staff Development and Management

- Several task forces have been established: sustainability, single service point, collection stewardship (legacy collections, space issues), information literacy, implementation of RDA, document delivery, and self-serve reserves. Every librarian is serving on a task force, and each is being co-chaired by two librarians with oversight by an Associate Director, giving a large group of people project management experience.
- Procedures for the tenure process for librarians are being refined and new guidelines for reappointment and tenure are being written.

Partnership Development and Activities

- McGill has joined the HathiTrust, a partnership of more than 60 major research libraries (including the University of Calgary, Michigan, Indiana University, and Columbia University). This gives McGill Library users access to digital materials from other partner institutions and McGill contributes material as well.
- In response a letter to the Dean of Libraries and to the Committee concerning reciprocal arrangements with other libraries, Colleen Cook explained to the Committee that while McGill has agreements with all of the universities in Canada which allow our graduate students and faculty to borrow material from them and agreements which allow all undergraduate students to borrow from any other university library in Quebec, we face challenges with libraries outside of Canada, particularly libraries at private institutions. It was suggested that any student going to use libraries outside of Canada go with a letter of introduction to the institution from the Dean of Libraries, which may facilitate use.

2011-2012 Strategic Goals

1	2	3	4	5
<p>Client Relationship Management</p> <p>#1. Understand and respond to the needs of our users. Establish an assessment program/Librarian.</p> <p>#2. Users want convenience and answers physically and virtually. Implement a one service desk model in all branches.</p> <p>#3. Foster information literacy by establishing an Information Literacy program system wide, lmbd programs into curriculum, partnering with faculty, following best practices.</p> <p>#4. Improve access to print and electronic materials. Faculty to receive material in their offices. All users to place holds for easy pickup.</p> <p>#5. Continue to improve access to teaching materials by collaborating with faculty to integrate course readings into myCourses.</p>	<p>Collection Management</p> <p>#6. Support core curriculum outcomes and research through the acquisition, organization, and preservation of outstanding print, multimedia and electronic collections.</p> <p>#7. Develop a Collection Stewardship Development Plan in order to inform acquisition, retention and storage strategies.</p> <p>#8. Continue to endorse and advocate for open access across campus.</p> <p>#9. Develop a copyright and data support strategy.</p> <p>#10. Continue to identify items for digitization. Digitizing 12,000 theses within two years a goal.</p> <p>#11. Continue to seek appropriate funding for all Rare Books and Special Collections, with a particular emphasis on Osler.</p> <p>#12. Continue to reduce cataloguing backlogs.</p>	<p>Facilities/ Resources/ Infrastructure Management</p> <p>#13. Build and maintain an accessible, safe, welcoming, friendly environment, both physical and virtual, supporting student life, learning, and research.</p> <p>#14. Ensure suitable installation and operation of library equipment, products and services to support both user and library staff needs.</p> <p>#15. Develop a space plan for the McLennan-Redpath complex and a storage plan for the McGill Library collection.</p> <p>#16. Provide 24/5 access in three branches: HSSL, Schulich and Law.</p> <p>#17. Complete the renovation of the 3rd floor of the McLennan Library Building.</p>	<p>Staff Management & Development</p> <p>#18. Recruit, train, develop and retain library staff members whose priorities are providing excellence in library service delivery, with a primary focus on a new single service point strategy in all branches.</p> <p>#19. Apply best practices to ensure that staff and resources are appropriately managed.</p> <p>#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.</p> <p>#21. Apply best practices to guide the organization in advancing staff communication, knowledge sharing and participation.</p> <p>#22. Make communication strategy with staff a foundational management principle.</p>	<p>Partnership with the Outside</p> <p>#23. 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>#24. Develop plans and implement strategies for cost-effective support of the affiliated hospital libraries with McGill.</p> <p>#25. Collaborate with others and provide leadership in Quebec, Canada, and internationally to ensure effective information service delivery and to implement the Library's goals.</p> <p>#26. Continue to actively advocate and solicit financial support for the Library through the Capital Campaign.</p>

SENATE COMMITTEE ON LIBRARIES MEETING DATES 2011-2012

November 22, 2011

December 14, 2011

February 13, 2012

April 25, 2012

Professor Nathalie Cooke, Provost Delegate (Chair)

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 Gillian Lane-Mercier (Humanities and Social Sciences)

Professor H. Patrick Glenn (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 Guillermina Almazan (Medicine, Pharmacology and Therapeutics) – 2014

Two librarians appointed by Senate on the recommendation of Nominating Committee:

Ms. Natalie Waters (Macdonald Campus Library) – 2013

Mr. Brian McMillan (Music Library) –2014;

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

Student members:

Undergraduate: Mr. Yonatan Lipsitz

Undergraduate: Mr. Tom Acker (Fall 2011)/ Mr. Murtaza Shambhoora (Spring 2012)

PGSS: Mr. Adam Bouchard (adam.bouchard@mail.mcgill.ca)

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, 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