
Memorandum

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

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TO: Senate

FROM: Professor Ghyslaine McClure, Associate Provost (*Academic Staff & Priority Initiatives*); Chair, Senate Committee on Libraries

SUBJECT: Senate Committee on Libraries Annual Report 2012-2013

DATE: November 20, 2013

DOCUMENT #: D13-36

ACTION REQUIRED: INFORMATION APPROVAL/DECISION

ISSUE: The Annual Report of the Senate Committee on Libraries, a Senate standing committee, is presented for Senate's 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: Reviewed by senior administration (Associate Provost, ASPI) and Trenholme Dean of Libraries.

NEXT STEPS: N/A

APPENDICES: Appendix A: Senate Committee on Libraries Annual Report 2012-2013



ACTIVITIES DURING THE ACADEMIC YEAR

This document summarizes the activities of McGill University Library for the 2012-13 academic year as discussed at meetings of the Senate Committee on Libraries:

REPORTS were made at each meeting by the Trenholme Dean of Libraries, Colleen Cook, on achievements toward meeting the goals in the libraries' strategic plan.

Client Relationship Management

- Associate Librarian Louise Robertson, in her role as Chair of the Borrowing Advisory Committee, reported several changes to borrowing policies to the Committee:
 - Longer borrowing periods for students, faculty members and staff
 - An increase on the amount of items one can place on hold
 - The ability to arrange for book pick-up and return at any library branch on campus
 - As of 1 March 2013, a faculty member can have books and materials delivered right to his/her office
 - Inter-library loan materials are now able to be emailed directly to the requestor, rather than having to be printed out and released in hard copy, thanks to a change in copyright law
- A 'furniture lab' was set up on the main floor of the Humanities and Social Sciences Library (HSSL) in early November 2012, to test different styles and types of furniture for use in various library locations around campus. A student survey was taken and the Space Planning Work Group is now analyzing the results and feedback. These results will determine what types of furniture will be most efficient and well-used in various spaces in library branches across campus.
- The most recent LibQual survey results show a growing dissatisfaction among students and library users for the lack of space to work and study in McGill libraries. Lori Kloda, Assessment Librarian, presented a report on entrance gate counts at each library branch in 2011-2012 to the Committee. She reported extremely high traffic at the HSSL (roughly 2.5 million people went in and out). The lowest count was at the Life Sciences Library, with just under 70,000. The number of entrances and exits for *all* libraries totaled over 3.5 million, which speaks to the issue of space shortage in the McGill libraries.
- The Therapeutic Paws of Canada Program sent therapy dogs to the HSSL in December and April, to soothe and comfort high-strung students at exam time. This initiative was part of Exam-Stress Relief Week, and was such a huge success both times that the Libraries expect to continue the program in the future.

Collection Management

- A U.S. court ruling was passed in October 2012 in the Authors Guild lawsuit that allowed for many more books to be digitally available through the HathiTrust Digital Library, of which McGill is a member. The ruling has also allowed for text mining, enabling better search results and more efficient use of the material. McGill will be digitizing its collection of 'chapbooks' (early print material), and uploading them to HathiTrust.
- A highly anticipated collection of works by Voltaire was procured in March 2013. The collection is valued at \$800K, but was offered to McGill for \$400K. Private funds were raised to pay for the collection.
- The Reference Collection in HSSL was partially dispersed into the stacks to create more room on the main floor for use as student group study space. Some remained on the main floor, but in a more central location.

Facilities, Resources, Infrastructure Management

- The goal of creating a single service point on the main floor of the HSSL has been met. Students and staff can now visit one desk to ask questions and to sign out material.
- Phase 2 of the terrace reconstruction got underway in Fall 2012. This necessary but time-consuming phase blocked the main entrance to the Humanities and Social Sciences Library, but no formal complaints were lodged. This project is being done in order to solve the problem of chronic flooding in the basement of the Redpath Library Building.
- Thanks to funding from PGSS and SSMU, the Library was able to carry out much-needed renovations on the third floor of the HSSL, replace and upgrade old furniture in various branches, improve graduate student study rooms, and replace some badly damaged books.
- Other completed renovation projects include the replacement of the roof of the Schulich Library in the fall of 2012 and a project in the Law Library that created more study space for students.
- The foundation of a new endowment fund for the Osler Library will replace the multiple, highly restrictive endowments currently in use. The old funds, combined, total roughly \$1M, while the new, single fund will have an end goal of \$2.5M.
- The library was affected by the broken water main flooding on January 28, 2013. Fortunately, library staff intervened and no significant damage occurred.
- Dean Cook was informed that the Library budget would have to bear a seven percent cut over the next year, or \$1.8M. This makes the rising cost of serials even more of an issue than before. Dean Cook hopes that a resolution to support open-access movement at McGill, can be brought forward to Senate for approval soon.
- 45% of library staff were eligible for the Voluntary Retirement Incentive Program. The Library has permanently lost 40 staff positions in the past two years. The organizational structure has been altered to manage work needs.
- HSSL was opened on a 24/7 basis as of November 29 (but has since returned to regular hours, as a cost-saving measure). SSMU has committed funding for 24 hour service at three libraries during exam times.

Staff Development and Management

- Two new committees were implemented in the Winter term last year: The Mobile Apps Committee, co-chaired by Liaison Librarians Robin Canuel and Jill Boruff, and the Summer Professional Series Committee, chaired by Brain McMillan of the Marvin Duchow Music Library, who hosted a series of summer workshops for library staff.

2013-2014 Strategic Goals

1	2	3	4	5
<p>Client Relationship Management</p> <p>#1. Understand and respond to the needs of our users.</p> <p>#2. Foster information literacy by establishing an Information Literacy program system wide. Imbed programs into curriculum, partnering with faculty, following best practices.</p> <p>#3. Improve access to print and electronic materials. Faculty to receive material in their offices. All users to place holds for easy pickup.</p> <p>#4. Continue to improve access to teaching materials by collaborating with faculty to integrate course readings into myCourses.</p>	<p>Collection Management</p> <p>#5. Support core curriculum outcomes and research through the acquisition, organization, and preservation of outstanding print, multimedia and electronic collections.</p> <p>#6. Develop a Collection Stewardship Development Plan in order to inform acquisition, retention and storage strategies.</p> <p>#7. Continue to endorse and advocate for open access across campus.</p> <p>#8. Develop a copyright and data support strategy.</p> <p>#9. Continue to identify items for digitization. Digitizing 12,000 theses within two years a goal.</p> <p>#10. Continue to seek appropriate funding for all Rare Books and Special Collections, with a particular emphasis on Osler.</p> <p>#11. Continue to reduce cataloguing backlogs.</p>	<p>Facilities/ Resources/ Infrastructure Management</p> <p>#12. Conduct a Feasibility Study for the Library System with University Facilities to reimagine library spaces and services for the 21st century.</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. Continue to provide 24/5 access in three branches: HSS and, Schulich</p>	<p>Staff Management & Development</p> <p>#16. 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>#17. Apply best practices to ensure that staff and resources are appropriately managed.</p> <p>#18. 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>#19. Apply best practices to guide the organization in advancing staff communication, knowledge sharing and participation.</p> <p>#20. Make communication strategy with staff a foundational management principle.</p>	<p>Partnership with the Outside</p> <p>#21. 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>#22. Develop plans and implement strategies for cost-effective support of the affiliated hospital libraries with McGill.</p> <p>#23. 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>#24. Continue to actively advocate and solicit financial support for the Library through the Capital Campaign.</p>

SENATE COMMITTEE ON LIBRARIES MEETING DATES 2012-2013

October 22, 2012

December 11, 2012

February 13, 2013

April 22, 2013

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 Nigel Roulet (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

Ms. Sara Holder (Education Library) – 2013

One administrative and support staff member from the University Libraries appointed by Senate on the recommendation of Nominating Committee:

Ms. Elizabeth Gibson (Humanities and Social Sciences Library) – 2015

Student members:

Undergraduate: Ms. Stephanie Bachelet

Undergraduate: Ms. Kira Gossack-Keenan

Continuing Studies Student: Ms. Isabel Vivas

PGSS: Ms. Cora-Lee Conway

Gwendolyn Owens, Secretary

Erin Minnett, Secretary-in-training

TERMS OF REFERENCE OF THE COMMITTEE

The Committee shall:

- 1. Recommend to Senate, as appropriate, broad policies concerning the Library in support of the University's strategic plans and academic priorities.*
- 2. Review and advise on planning documents and reports as they relate to the Library and advise Senate and others, as appropriate, on library and information service developments which are of academic significance to the University.*
- 3. Review resource allocation policies as they relate to the Library's strategic plan.*
- 4. Facilitate and advise on communication between the University community and the Library.*
- 5. Meet at least twice per semester during the academic year and submit an annual report to Senate.*

COMPOSITION OF THE COMMITTEE

The Provost or delegate, Chair
The Trenholme Dean of Libraries

Chairs of the Library Advisory Committees (including Macdonald campus)
Three faculty members appointed by Senate on the recommendation of the Senate Nominating Committee
Two librarians appointed by Senate on the recommendation of the Senate Nominating Committee
One administrative and support staff member from the University Libraries appointed by Senate on the recommendation of the Senate Nominating Committee

Student Members:

Two undergraduate students
One graduate student
One Continuing Education student

Committee Secretary