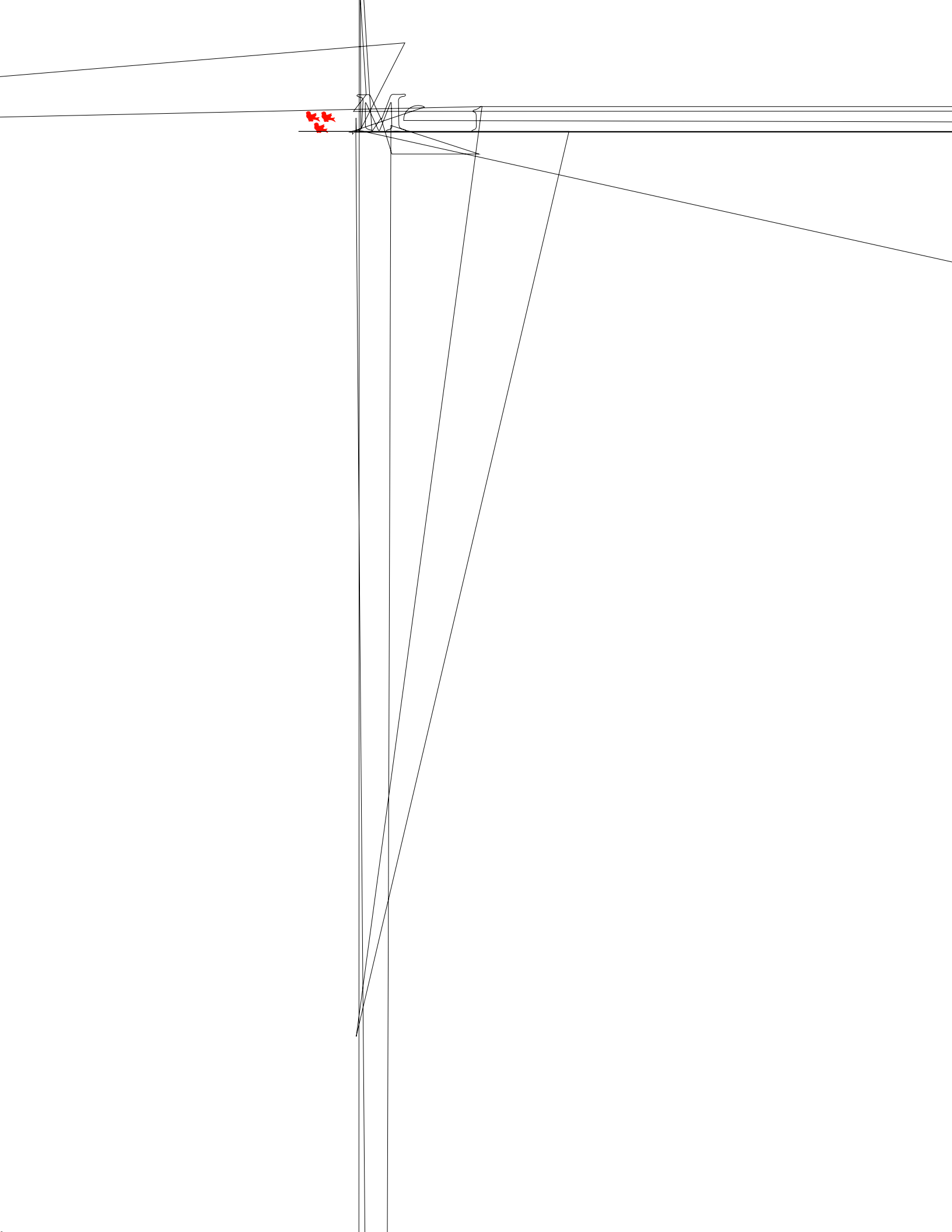

## Executive Summary

Building on our culture of service, the McGill Library remains responsive to the needs of our users as our first order of business. We have experienced many noteworthy achievements and milestones during the past eighteen months, three of which are particularly noteworthy and discussed below.

Library staff from every unit participated in implementing the new Expanded Course Reserves Program, whereby all materials in instructor course packs, syllabi, or bibliographies, were made accessible online via the Library's course reserves catalogue module. In total, 810 courses were processed over two terms, with links to over 6,600 books, eBooks, articles, sound recordings, and more. Now fully operational at all branches, the Expanded Course Reserves has been highly successful for all involved – our students benefit from having quick, easy access to all course readings licensed by the Library and the Library continues to enhance relationships with our faculty members to ensure that resources are readily available for teaching, learning and research.

In a similar vein, in the knowledge that convenience is key to the delivery of content to our user base, to meet the changing needs of today's students, faculty and staff, the Worldcat Local discovery tool was implemented as part of the Library's Catalogue in the summer of 2009 and transitioned to the primary catalogue in January 2010. Placing WorldCat Local front and centre now gives our users the ability to search more than 600 million items in a wide variety of formats. This switch required much effort and coordination on the part of our staff. Work included a reclamation project to match our holdings to those on the OCLC. Over 200,000 new records were added to OCLC during this project, along with the updating of over 2 million already existing records in WorldCat. Our records are now in better sync than ever and our holdings are fully up-to-date and available in real time.

Students, faculty, and staff continue to demonstrate the very high value they place on library facilities and services. Overall, use of library facilities and services continues to grow, with a total of 5, 812, 800 visitors to McGill Library buildings in 2009-10, a 12% increase over 2008-09. The revitalization of library space for our growing community remains a priority for the McGill Library. In order to meet the escalating need for student study and work space, we have renovated defined spaces in five branch libraries this reporting year. The major upgrades to the Walter Hitschfeld Geographic Information Centre and Life Sciences Library blend a diverse range of studying and learning spaces for groups and individuals. Several spaces in the Humanities and Social Sciences Library were given a facelift. Most notably, the second and fifth floors of the McLennan Library Building were entirely refurbished with hundreds of new study desks, one-third of which were allocated to graduate students. The Blackader-Lauterman Collection of Architecture and Art space in the Redpath Library Building was painted and recarpeted and a seminar room overlooking the campus and a PhD study room were created. Close by, another graduate study space on the second floor of the Redpath Library Building was completed providing doctoral students with a private, quiet, and secure working space. Over one hundred students applied for the opportunity to be allocated one of the 36 seats. The use of renovated areas has been remarkably strong and there is still much more work to be done.

Without question, the ongoing improvements to our facilities and services have had have a profound impact on the ways teaching, learning and research are conducted here at McGill. We must continue to adapt and transform traditional library spaces and resources into enhanced learning environments and information laboratories in order preserve and innovate as a world-class academic and research institution.

- EXPANDED COURSE RESERVES
  Staff across the entire Library system have worked tirelessly to support the teaching initiatives of our faculty and ensure that any item owned by the Library (electronic or print), from any course reading list (a reserve reading list, a syllabus handed to a Liaison Librarian or a printed course pack) is linked in our Expanded Course Reserve Service.

  This service complements traditional course reserves by giving students access to online course

faculty view Information Control as both a priority and an area of concern to be improved upon. There is a considerable vote of confidence that the actual holdings of books and journals have improved, and a concern that finding information is more difficult. Respondents are not currently comfortable with recent changes made to the web-site and catalogue. In terms of service, respondents were favourably impressed with the manner in which they were treated but noted that improvements needed to be made when it came to content and knowledge ability.

x OVERDRIVE & E-READER LOANS SERVICE
McGill Library's new OverDrive download service went live in August 2009. OverDrive is a website that enables our clients to download e-books, audio files, videos and more to their iPhones, laptops, Sony e-readers and other mobile devices for a two-week loan period. This provided significant advantages to our "mobile" users. As part of the effort to promote and make accessible our Rare Books and Special Collections, McGill Library now shares digitized titles via the "OverDrive Local Content" feature. A selection of items from the Osler Library and Rare Books and Special Collections published between 1843 and 1943 have been digitized by Library Technology Services and transformed into PDF e-books. Fifty copies of each title are available for check out and download similar to the rest of the electronic content offered on McGill OverDrive. Titles are accessible to McGill users and users of OverDrive subscribing libraries worldwide. Featured titles include the first edition of Dickens' "A Christmas Carol" and "The Canadian handbook and tourist's guide" from 1866. To view the complete list, visit McGill OverDrive homepage -

- The Library has recently "repatriated" the McGill Journal of Education (MJE). It is now hosted on our servers. This journal, which has been published for over 40 years, has been openly available online for the past five years. In partnership with the editor of MJE, Anthony Paré, the Library digitized all back copies of the journal, and will be loading them onto the journal site to ensure accessibility to all.
- Selection of photos from Osler digital collection pilot tested in Flickr.
- LTS supported activities of the Nesstar Task Force and was responsible for investigating the provision of research data management services to faculty and

- Islamic Studies Library:
  - Refurbishments to Islamic Studies Library began in February 2010 and include: new staff seating, improved service counter, fresh paint throughout and matching seating.

- Humanities & Social Sciences Library:
  - 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.
  - 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 2nd and 5th floors of the McLennan Library Building. Six hundred study desks were replaced (1/3 were 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 Microfilm Viewing Room on the 2nd floor of the McLennan Library Building was re-located to the room next door. This allows for staff at the Government Information Service Desk to quickly identify and help clients requiring assistance.
  - Summer 2010 saw a refurbishment and reorganization of the Blackader-Lauterman space, thanks to a gift from the SSMU’s Library Improvement Fund. Improvements include: fresh coat of paint, new carpet, and new furniture, including tables equipped with power for laptop users. The two staff offices were transformed into spaces for McGill faculty and students: a seminar room, overlooking the campus, with space for up to 8 people and a PhD study room, with desks for 8 students. New shelving was added to allow for this reorganization and for future growth in the collection.

- Howard Ross Library of Management:
  - In 2009-2010, the refurbishment of HRML continued. Ten new Bloomberg terminals were installed, reference shelving was removed, the reference collection was weeded and moved temporarily, eight new tables were added to the Information Zone, all dark wood carrels were replaced, all public chairs were reupholstered and new standardized signage was installed.
  - The facilities of the HRML underwent significant changes in Fall 2010. In preparation for the complete renovation of the 2nd floor of the Bronfman Building (beginning January 2011), the print collection was moved to the 4th floor of the Humanities and Social Sciences Library (HSSL). In the final weeks of December, staff members were also relocated to HSSL and a temporary service point established in Room 425 of the Bronfman Building. During this entire time the Library’s public service went uninterrupted.

- Schulich Library of Science & Engineering:
  - The Schulich Library of Science and Engineering experienced a 40% increase in usage since refurbishments completed in the branch in 2008.

- Rare Books and Special Collections acquisitions notable titles include:
  - Herzig, L., Rev. Sidur le-hazanim 'Erekh tefilah. Montreal : Queen Printing Co., 1915. The only known copy of this music for the Synagogue service.

  - Burney, Charles, 1726-1814. XII canzonetti a due voci in canone / poesia dell Abate Metastasio ; musica del Dottor Carlo Burney. Londra : Presso Longman e Broderip, [1794?]. Burney wrote the biography of the librettist Metastasio as well as setting some of his texts.

  - Hume, David, 1711-1776. Istoria d'Inghilterra / di David Hume ; recata in italiano da Michele Leoni. In Venezia : Per Giuseppe Picotti, 1819-1826. The unusual first translation of Hume's

STUDENTS' SOCIETY of McGILL UNIVERSITY (SSMU) L IBRARY IMPROVEMENT FUND

Through a generous donation from the SSMU's Library Improvement Fund, the McGill Library is once again able to make the Library's facilities and services more available to students. The SSMU in collaboration with the McGill University Alumni Association created the Library Improvement Fund (LIF) in 1996. McGill Undergraduate students have since donated over $5 million to the McGill Library through the LIF. The Library Improvement Fund Committee (LIFC) allocates funding according to need. This year the combined contributions of the SSMU students and matching funds totaled $583,669.50. With these funds, the McGill Library undertook the following projects:

- Extended Hours: Extended hours were implemented at the students' request at: Humanities and Social Sciences Library, Schulich Library of Science and Engineering and Nahum Gelber Law Library.
- Facilities Improvements: The Blackader-Lauterman Collection of Architecture and Art located in the Humanities and Social Sciences Library was completely refurbished and the main floor of the Nahum Gelber Law Library will be refreshed.
- Jobs for Students: The McGill Library expanded the very successful Student Navigator Programme.

STAFFING

ARRIVALS
We are pleased to welcome new staff. Several librarians & support staff members have joined us over the course of 18 months:

| Name | Start Date | Title/Branch/Unit |
|---|---|---|
| Bilodeau/Edward | July 2010 | Web Services Librarian, Library Technology Services |
| Brazzeal/Jackie | June 2010 | Senior Library Clerk, Humanities & Social Sciences Library |
| Doi/Carolyn | June 2010 | Liaison Librarian, Marvin Duchow Music Library |
| Dupuis/Patrick | March 2010 | |

DEPARTURES

RETIREMENTS

Several longstanding Library Staff have made their decision to retire from McGill University. We wish them much happiness in this next stage in their lives.

| Name | End Date | Position |
|---|---|---|

TRANSFERS/RE-ASSIGNMENTS

| Name | Start Date | Former Title /Location | New Title /Location |
|---|---|---|---|
| Antenucci/Marisa | February 2010 | Life Sciences Library | Collection Services |
| Boyer/Daniel | June 2009 | Wainwright Librarian, Law Library | Head Librarian, Law Library |
| Buckland/Amy | October 2009 | Howard Ross Library of Management | Library Technology Services |
| Colosimo/April | August 2009 | Life Sciences Library | Schulich Library & Team Leader |
| Frenette/Lucy | August 2010 | Administrative Coordinator, Macdonald Campus | Senior Library Clerk, Macdonald Campus |
| Gaulin/Denise | January 2010 | Collection Services | Schulich Library |
| Gore/Genevieve | October 2010 | Library Technology Services | Life Sciences Library |
| Hay/Joanne | August 2010 | Administrative Coordinator, Collections Services | Cataloguing Editor & Acquisitions, Collections Services |
| Holder/Sara | 2010 | Interim Head Librarian, Education Library | Head Librarian, Education Library |
| Kloda/Lorie | 2009 | Liaison Librarian, Life Sciences Library | Liaison Librarian, Life Sciences Library & Team Leader |
| Lavender/Graham | 2010 | Library Technology Services and Director's Office | Howard Ross Library of Management |
| MacLean/Eleanor | 2009 | Liaison Librarian, Life Sciences Library | Liaison Librarian, Life Sciences Library & Team Leader |
| McMahon/Anne | August 2010 | Senior Documentation Technician, Macdonald Campus | Head Library Clerk, Macdonald Campus |
| McMillan/Brian | April 2010 | Liaison Librarian, Marvin Duchow Music Library | Interim Head Librarian, Howard Ross Library of Management |
| Nellissen/Patricia | September 2010 | Schulich Library | Humanities & Social Sciences Library |
| Scarcia/Alessandra | December 2010 | Humanities & Social Sciences Library | Rare Books & Special Collections |
| Selby/Robert | January 2010 | Library Assistant, Schulich Library | Library Supervisor, Schulich Library |

2. HONOURS, AWARDS AND PRIZES CONFERRED UPON UNIT STAFF MEMBERS

- 35 years of Service: Jane Aitkins, Elizabeth Dunkley, Elizabeth Gibson, Johanne Hebert, Donald Hogan, David Kingsland, Yvonne Mattocks, Amin Merani, Gary Tynski, Katherine Watt, Lonnie Weatherby

- Quarter Century Club: Benedetta Del Balso, Lise Hackett, Joan Hobbins, Judith Lindsay, Mary Lourenço, Stephen Millier, Rowena Oake s, Marc Richard, Lily Szczygiel, Francisco Uribe

- December 2009: Bruce Osler from the Humanities & Social Sciences Library was the recipient of this year's university-wide Principal's Award for Administrative and Support Staff.

- 2010 Librarian Excellence Award was awarded to A. John Hobbins . This award recognizes a McGill librarian who has demonstrated excellence in academic librarianship and has shown efforts to improve library services through innovative practice, initiative and resourcefulness.

- 2010 Library Staff Excellence Award was awarded to Geoffrey Marcus from the Schulich Library of

3. SUPPORT FOR RESEARCH

    x THE GHAFIQI PROJECT

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4. PUBLICATIONS (members of the department are in bold)

ARTICLES:

Abrami, P. C., Borokhovski, E., Bernard, R.M., Wade, C. A., Tamim, R., Persson, T., Bethel, E.C., Hanz,K., & Surkes, M.A. (2010). Issues in conducting and disseminating brief reviews. Evidence and Policy, 6(3), 71-389.

Boruff, Jill T ., Plejic, Martina J. (2010). Facilitating access to English and French patient education materials through the creation of a database and search interface for patients and health professionals. Journal of Consumer Health on the Internet 4(2): 109–125.

Buckland, Amy (Ed.) & Amanda Etches-Johnson (Ed.), McMaster University. Canadian Library Association's Feliciter, 56(5), October 2010. Special issue on emerging technologies.

Buckland, Amy & Godfrey, Krista. "Save the time of the avatar: Canadian academic libraries using chat reference in multi-user virtual environments." The Reference Librarian, 51(1), January 2010, pp 12-30.

Chellew, Megan . "RDA: A Real-Life Look." CAML Review 38.3 (2010): 16-21.

Côté, Maryvon , & Rankin, Sharon . "Canada." Magazines for Libraries (18th Ed.). Ed. Cheryl LaGuardia. NJ: R. R. Bowker, 2009, pp. 183-190.

Fitzgibbons, Megan and Deborah Meert . 2010. Are bibliographic management software search interfaces reliable?: A comparison between search results obtained using database interfaces and the EndNote online search function. Journal of Academic Librarianship 36 (2): 144-150.
http://dx.doi.org/10.1016/j.acalib.2010.01.005
Fitzgibbons, Megan. 2010. Taming technophobia. ABQLA Bulletin 51 (3).
http://abqla.qc.ca/en/bulletins/2010/12/04

Fitzgibbons , Megan. 2010. 26th annual ABQLA/CLA/SLA holiday fundraising event. ABQLA Bulletin 51 (1).
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Fitzgibbons, Megan. 2009. The view from behind the desk. Special Issues: Bulletin of the Canadian Association of Special Libraries and Information Services 19 (2): 12-13.
http://www.cla.ca/AM/Template.cfm?Section=News3&Template=/CM/ContentDisplay.cfm&ContentID=8120

Fitzgibbons, Megan. 2009. More feared than death. Special Issues: Bulletin of the Canadian Association of Special Libraries and Information Services 19 (2): 22-23.
http://www.cla.ca/AM/Template.cfm?Section=News3&Template=/CM/ContentDisplay.cfm&ContentID=8120

Garland, J. "Retirement News: Marilyn Berger." MOQDOC Bulletin 19(2)/20(1) (2010): 6.

Garland, J. "ARLIS/NA Conference 2010: Boston, Massachusetts." MOQDOC Bulletin 19(2)/20(1) (2010): 10-11.

Gore G.C. (2010). Identifying the most popular entry routes into a public library using GIS can be a tool to increase ease of navigation and identify placement of marketing materials. Evidence Based Library and Information Practice 5 (4): 90-93.

Kloda, L.A. & Bartlett, J.C. (2009). Clinical information behavior of rehabilitation therapists: A review of the research. Journal of the Medical Library Association, 97 (3), 194-202.

Lyons, Christopher & Maureen Malowany, "Who's a Public Health Professional? The Struggle for Recognition by Sanitary Inspectors in Early 20th Century Canada," Canadian Journal of Public Health Revue canadienne de santé publique 100, number 6 (November/December 2009). [Co-researcher and co-author]. Reprinted in the P.H.I. Observer 2, number 1 (March 2010)

Holder, S ara. (2009). Review of Ashcroft, W., Argiro, S., & Keohane, J. (2009). Success Strategies for Teaching Kids with Autism. Library Journal 135(1), 116.

Holder, S ara. (2009). Review of Making the Grades: My Misadventures in the Standardized Testing Industry. Library Journal, 134(17), 88.

the work of G.E.M.S. and McGill Records; and the present partnerships of the Digital Composition Studios with Music Technology, Performance, and CIRMMT.

January – March 2010: "Celebrating the Winter: Olympics 1924-2006" To commemorate the Winter Olympic Games being held at Vancouver in February 2010, this exhibition presented a short history of Canadians' participation at the Winter Olympics from 1924 to 2004. It showed unusual material from the three Olympic Collections housed in the McGill Library's Rare Books and Special Collections: the Canadian Olympic Association Collection, the Fernand Landry Olympic Collection and the Richard W. Pound Collection. Among the items on display are five Winter Olympic Games Torches from Calgary 1988, Lillehammer 1994, Nagano 1998, Salt Lake City 2002 and Torino 2006. Each collection reflected the interests of the former owner and covered different aspects and timeframes. The collections complemented each other, offering a wealth of information for researchers: official publications, ephemeral material, manuscripts, posters, prints and realia.

February – June 2010: "The Devil's Art - Selections from the William G. Colgate History of Printing Collection" Established in 1954 from a gift of books from the Toronto art historian, William G. Colgate (1882-1971), the Colgate History of Printing Collection has grown to over 12,000 titles. The Collection is noted for its extensive holdings of examples of printing including fine press productions; but it also

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this year’s breakfast was “