

OCULA President Nathalie Soini, Queen's University

Summer in academic libraries is the time to finally catch up on eight months of craziness. It is also the time to attend conferences. So far, I have done a bit of both. As the Learning Commons Coordinator at Queen's, there is a lot to do over the summer months. Promotional material, websites, and training manuals must be updated; meeting with different units on campus to promote the Learning Commons; attend events and fairs on campus to promote the Learning Commons, and so on. In my role as Liaison Librarian for French, German, Spanish / Italian / Latin American Studies and Linguistics, summer is the time I catch up on collection development, meet with Faculty to discuss workshop schedules for the Fall term, update my subject guides, and learn about research and information literacy in academia. Normally I attend two or three conferences in the spring/summer months, and this year I chose to attend the 4th annual Canadian Learning Commons Conference in Saskatoon, at the University of Saskatchewan

(http://www.usask.ca/learningcom mons/conference.php). It was a fantastic conference and I look forward to hosting it next year at Queen's University!

It is also a time to reflect on the past academic year and look for ways to make the next year even better. It is an opportunity to discuss with your colleagues

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For and about members of the Ontario COLLEGE AND UNIVERSITY Library Association No.38

OCULA Spring Dinner Speaker – Dr. Arne Kislenko



By Jennifer Peters-Lise, Seneca College

This year's speaker, Dr. Arne Kislenko, was a bit of a departure from the usual speaker we see at OCULA events. Dr. Kislenko's talk told of danger, mystery, terrorism and security in Canada. It was full of humour, shock, fear, and downright astonishment. Needless to say many of us spent the evening absolutely enthralled.

Dr. Arne Kislenko is currently an Associate Professor of History at Ryerson University and Adjunct Professor in the International Relations Program at the University of Toronto. He worked with Canada Immigration at Pearson Airport for 12 years as a Senior Officer, dealing with many national security cases. Considered an expert in Canadian security, he often appears in various media commenting on topics such as terrorism and border security.¹ Dr. Kislenko began by assuring us that Canadians are not fully aware of the threats against us and our country. He said that Canadians tend toward "great naiveté" when it comes to beliefs about our national security. Canadians want to preserve our multicultural commitment and do not want to become like the United States did under George W. But Canada <u>is</u> a target. In fact, Dr. Kislenko says it is just luck that we have not had a 9/11 episode of our own.

I think many of us in the audience were surprised to discover that 9/11 was not the first event of its kind in North America. It was just one of the first to succeed. There have been many similar attacks that were planned but stopped by officials in time. Dr. Kislenko said, 9/11 was "good for business" for security in Canada. Good in that it brought terrorism to the attention of the average Canadian.

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New Librarian Residency Award

By Nathalie Soini, Queen's University

The 2008 and 2009 OCULA council has worked hard to create relationships with library schools and mentor recent graduates/ new librarians. Our desire to connect and mentor generated the idea for the New Librarian Residency Award. At the March 2009 OLA Board meeting, OCULA council submitted a proposal to the Board to pilot this award for the next three years¹. As part of the proposal, OCULA asked the Board for \$20,000 per year. Council wanted an award that would be attractive to academic institutions and we agreed that \$20,000 would be a substantial

President's message

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who attend ALA, CLA, WILU, CACUSS, STLHE conferences and discover new and innovative ways to make academic librarianship proactive and relevant in colleges and universities.

During the summer months, I also have many opportunities to speak with my family and friends about what I do every day at work. While we sit by the fire and drink a nice glass of wine, someone eventually asks me what I do every day. Coming from a family of teachers, it seems that they are always so surprised when I tell them that I teach several classes a year, work with Faculty and offer office hours for my liaison responsibilities. I don't even attempt to tell them about my role as Learning Commons Coordinator. My sister thought that I should create a top ten list with facts about academic librarians for this article, but we know who we are and I don't need to include this information. We know what the stereotypes are and you may embrace them or not. I am curious to find out if others in the profession find it challenging to describe to non-librarians what we do in our profession. I think that there are still some major misconceptions by the general public about librarians and their role in libraries. I also wonder whether or not they care about what we do ...

I don't mean to be so pessimistic about our profession, but during the summer, I feel that these kinds of issues pop up and I wonder about the future of librarianship in academia. The financial situation during this past year has not been good for learning institutions and we have witnessed the effect of this on our services, collections and the staff in our libraries.

I am curious to see what the next academic year will bring in Ontario colleges and universities. I can say that OCULA is very aware of the changes in our libraries and is working hard to promote the benefits of belonging to a professional association. In particular, OCULA has piloted a new award this year called the *New Librarian Residency Award*. The article about this award is included in this newsletter as well. We are looking to communicate with our colleagues in ACRL/WNY (American and Ontario chapter), creating a fantastic Fall workshop at Guelph University in October and building a great roster of speakers for Superconference 2010.

As you sit by the fire, drinking a nice glass of (insert favourite fireside beverage here!), I encourage you to contemplate the future of librarianship and how we can stay ahead of our users and vendors.

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OCULA President Nathalie Soini and Don Kinder from Ryerson University enjoying the Spring Dinner hosted by Ryerson.

OCULA Spring Dinner Speaker – Dr. Arne Kislenko

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many issues that arose were never addressed and no critical changes were implemented for national or border security.

The most interesting part of the Dr. Kislenko's talk was the description of Canada's border security. Some of the more illuminating tidbits were:

- There are 100 hotel rooms to hold "bad guys" that are detained at Pearson airport. If there are more than 100 "bad guys" they start to release people to make room.
- The only torture Dr. Kislenko ever witnessed as an agent was interviewing someone early in the morning after they had arrived from a late flight.
- Border guards have 90 acts of Parliament to enforce by asking you three or four questions when you pass by immigration.
- Most border guards during the summer are students with five days of training. So if you are a "bad guy", when is the best time to come to Canada?
- The vast majority of refugees who come to Canada are from Sweden, the U.K. and the U.S. We should not fool ourselves into believing that our refugee program is helping desperate people from war-torn countries.
- Customs is the main focus at

"The vast majority of refugees who come to Canada are from Sweden, the U.K. and the U.S."

border crossings, security is secondary. The guards are more concerned about how many bottles of liquor you have, than if you are a threat to the country.

 The United States views our border as a major security concern. Before 9/11 there was a quiet Canadian border crossing guarded only by a pylon after the guard's shift ended.

Dr. Kislenko concluded by offering some solutions, including: more

rigorous training for guards, have a clear mandate for protection, educate the public, institute harsher penalties for trafficking, and look at models from other countries for security and refugee programs.

His final message was to not let our ideals cloud our decision making about security policies. It is good to want to protect our commitment to multiculturalism, but not at the expense of being blind to national security issues.

¹From http://www.kislenko.com/ drk/index.htm



Ryerson Chief Librarian, Madeleine Lefebvre, OCULA President Nathlie Soini and Spring Dinner guest speaker Dr. Arne Kislenko

New Librarian Residency Award

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amount to help libraries pay *part* of a new librarian's salary. During these stressing financial times, who wouldn't find this amount attractive? The proposal was approved by the Board and we were on our way!

The intention of the residency program is to enhance recruitment of new librarians and provide entry-level professionals opportunities in academic and research library settings. Through this program, college and university library administrators can apply for funding for a new librarian for a minimum of 10 months to a maximum of 12 months. (Length is dependent on the institution and funding, but should be no less than 10 months.)

To Council's knowledge, the residency program is the first in Canada to be funded by a library association. In addition, this program fulfills OCULA's goal of promoting our division, while creating an opportunity for a librarian resident to develop their leadership skills at the professional association level. The residency program also benefits the employer and the profession as a whole.

Any Ontario University or College Library was eligible to apply for the residency program. In the end the Residency Program Committee (RPC)² received 7 applications from universities across Ontario. In the end, based on the criteria of the RFP, Brock University was chosen as the successful academic library.

As for the new librarian, Council defined this term as anyone who has graduated between May 2008 and August 2009. Brock posted the position and 86 new librarians applied! We are still awaiting the results of the competition. Once the librarian has been selected. he/she will be expected to provide two reports to OCULA Council (via the RPC): the first to be submitted at the completion of the fall semester and a second at the end of the residency. The successful candidate will also become an exofficio member of OCULA Council during their residency (4 meetings per year).

In our role as mentors, OCULA Council feels that this residency program will provide a wonderful opportunity to OCULA/Brock and the New Librarian to mentor and be mentored respectively. The New Librarian will learn the insand-outs of academic librarianship and will hopefully become an active member in OCULA.

The Residency Program is a threeyear pilot project and Council hopes that we meet dedicated, professional and eager new librarians who are keen to work in an academic or research library. We also hope that the New Librarian will enjoy being part of OLA and OCULA. Council also foresees a great opportunity to sow the seeds of mentoring. As I mentioned, the New Librarian will be mentored by Brock Librarians and OCULA Council, and in return the New Librarian will be able to mentor others during their career in academic and research libraries.

We will keep you posted about the progress of this award and we hope that you will take the chance to apply for the award again next spring.

¹ To read the Request for Proposal, go to: http://www.accessola.com/ocula/bins/con tent_page.asp?cid=451-2995-3009

² To read the terms of reference for the Residency Program Committee, go to : http://www.accessola.com/ocula/bins/con tent_page.asp?cid=451-2995-3010

Want to meet celebrities, travel to exotic places, make lots of money?

Well we can't help you with that, but we can offer a volunteer position with OCULA!

OCULA is looking for a new Deputy Editor for OCULA's online publications. The Deputy Editor assists the Editor-in-Chief in publishing the online newsletter, website, and blog.

Please visit: http://tinyurl.com/oculaeditor for more information. Deadline is Sept. 30, so hurry!

Lightning Strikes @ OCULA

After a summer full of thunderstorms, OCULA plans to continue the excitement with a new student award. This award will see library students attempting to electrify us with ten minute lightning talks at the OLA Super Conference. The winning presentation will take home **\$200** and **a** free membership in OCULA/OLA for a year!

Lightning talks are very short presentations, and they are becoming an increasingly common feature at conferences. Lightning talks are a great way for novice conference speakers to get a taste for presenting, and the audience benefits from getting to hear several ideas in one session – which makes them the perfect choice for the OCULA Student Award.

For this new award, students will submit lightning talk proposals on topics relevant to academic librarianship, and a panel of OCULA members will select the best proposals to compete in the Lightning Strikes @ OCULA session. The award winner will be determined by a vote of all audience members attending the session. That's right, YOU, ordinary average-Jane librarian, get a voice in determining who among our student stars delivers the winning lightning talk.

For award details, see http://tinyurl.com/oculastudentaward. Students, you have until October 31, 2009 to submit proposals, so put on your lightning-bolt thinking caps! OCULA Members, stay tuned for a call for volunteers to serve on the selection panel for our lightning talk speakers.

Pinning Down a Cloud: Articulating Liaison



Story by Laurie Morrison, Brock University

Liaison librarianship is a deliberate move of the spotlight away from 'us' as librarians to 'them' as users. It moves the focus of attention away our expertise in reference or subject areas to the research and teaching needs of our users. The evidence is found in new position titles such as 'outreach' or 'embedded' librarian' as well as in the increasing emphasis on collaboration with faculty. All this can be seen as an effort to bring the library into a closer relationship with our patrons, and here is the subtlety of liaison that we can easily overlook if we are focused only on our tangible services; it's about people. The liaison librarian as an ambassador for the library is in the unique position to reach outside the library to develop strong partnerships and directly engage with faculty and students. We offer a personal connection that can bridge the gap between our patrons and the knowledge and services held within the 'walls' of the library.

If liaison turns our attention from an internal focus on our highly developed skills and expertise in a subject to a more intentionally outward-looking perspective, then this has the potential to significantly alter our professional concept of ourselves. I would assert that this cluster of liaison activities such as outreach, marketing, embedding, integration -- all the job posting buzzwords -the traditional tools of our trade no

A Sentimental Ode to the Liaison Librarian



by Robin Bergart, University of Guelph

I've always relished being a 'liaison librarian' since in my mind the term 'liaison' suggests danger, mystery, and romance.

First, there's the obvious reference to de Laclos'18th century Les Liaisons Dangereuses. In preparation for this piece I watched the movie starring Glenn Close and John Malcovich again and jotted down some of the references to librarianship which are sprinkled liberally (though subtly) throughout the screenplay. Take for example, the following lines as spoken by the Marquise de Mertreuil played by Glenn Close:

> *"It wasn't pleasure I was after; it was knowledge." "I'm not sure I can face another catalogue of incompetence."*

But liaisons can also have a seamy side. Witness Stephen Sondheim's A Little Night Music. Even those of you who are not aficionados of musical theatre have probably heard of Send in the Clowns, a famous number from this musical. Not to worry. I'm not about to make a connection between liaison librarians and clowns. Rather, I wish to highlight the lyrics from another number in the same musical.

> Liaisons! What's happened to them? Liaisons today. Disgraceful! What's become of them? Some of them Hardly pay their shoddy way. (From "Liaisons")

Liaisons! What's happened to them? The University of Guelph Library has taken Sondheim's lyrics to heart and is phasing out its liaison librarian program. I've spent a good seven years or so cultivating licit and illicit liaisons by dint of my position. Contra the lyrics of the song, I have paid my shoddy way, but now it's onward and upward.

longer define us as a profession. Where once our value to the university was clear through the tangible deliverables of instruction or collection development, now this nebulous liaison notion leaves us in a bit of a fog.

Add to this the growing emphasis in today's educational landscape on demonstrated value according to outcomes and quantifiable measures and we are left with a major question: How can we measure relationship building? Perhaps the creation of a Liaison Program will help us here at Brock. A program offers liaison a tangible, concrete feeling. We can describe a program; hang services and measurables on it. It builds and moves forward. This cloud of liaison functions can by no means offer us a 'one-size-fits-all' given the diversity of our constituents across campus, however it is very possible and indeed necessary to capture and articulate our impact on the educational mission of our institutions.

Staffing the Library with Liaisons at Conestoga College



Story by Trish Green, Conestoga College

Our Program Liaison¹ model at Conestoga College² is somewhat different than models I have come across at other academic libraries. It isn't our approach that is different. We are similar to many schools with a Liaison or Subject Librarian model, whereby each person is assigned a subject, a faculty or in our case a School or Schools. For example, a Liaison will be responsible for the School of Business or the School of Health Sciences. The Liaison then of course 'liaises' with the faculty, students and chairs in that program. They purchase materials to support the programs in their school, conduct information literacy sessions, create subject guides and so on. So what is it that makes us different? It's the staff. Our Liaisons are Library Technicians.

Conestoga College is a medium sized College with a full-time equivalent of over 7,500 students. We have eight schools of programming which are divided up amongst four Liaisons. Our one physical library serves students and faculty at five campuses. We currently offer six degree programs. Our library has always been staffed almost exclusively by Library Technicians and so, as the liaison model became an established format in academic libraries, the Conestoga College Library staff shifted in that direction as well.

A relatively major change for the library came about two years ago when a Librarian was hired to coordinate the efforts of the Information Literacy programming in the library and thus the efforts of the Liaisons. I have filled that role for 1.5 years.

As with any team, putting someone

in place who is responsible for providing leadership, guidance and encouragement, as well as to organize, plan, and ensure accountability, is going to help move the team along. Detecting where improvements can be made and providing staff with the opportunity to gain the skills required to make these improvements is helping to increase our level of service. As a team we are now continually working towards our Comprehensive Plan for Information Literacy³ by enhancing our liaison services, building our skills through many professional development activities and providing the best service possible to our College Community.

- ¹ http://www.conestogac.on.ca/ Irc/services/instruction.jsp
- ² http://www.conestogac.on.ca/lrc/
- ³ http://www.conestogac.on.ca/
- Irc/services/comprehensiveliteracy.pdf

Save the Date.....October 29th at the University of Guelph

OCULA and ABO-Franco 2009 Fall Workshop: Leadership throughout the Library

Speakers: Ken Roberts and Marc Ryan

Libraries are characterized by key common elements; we all employ highly educated staff members who are peppered throughout our structures and we all are affected by constant technological change. Leadership needs to fit the realities of our organizational cultures.

Ken Roberts, Chief Librarian of Hamilton Public Library, Past-President of CLA and a past President of OLA, will emphasize the work of Jane Dutton, Emily Heaphy and others on positive organizational scholarship. He approaches the question of leadership by looking at archetype organizational cultures and their likelihood for success in library settings. The workshop will help participants to recognize the key characteristics of the places where they currently work and the key feature of places where they want to work. It will help participants to identify practical strategies for leading organizations to become more successful and more enjoyable places to work.

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OCULA Spring Dinner 2009



Clockwise from top left:

The 3 Cynthias! Cynthia Williamson, Mohawk College, Cynthia Archer, York University, and Cynthia McKeich, Seneca

Preparing the gorgeous buffet.

Relaxing before dinner. Manda Plavsa and Kathryn Klages, Seneca, and Trish Green, Conestoga College.

Flipping out!

Nathalie Soini, Queen's University, Don Kinder, Ryerson University, and Caroline Stewart, University of Guelph-Humber, test driving OLA's new FlipVideo cameras





Cuba for Reading Week



Story by Anne Fullerton, University of Waterloo

This was an experiential learning adventure to the cultural and historic centres of Havana and the 18th Havana International Book Fair – a trip for Librarians and Bibliophiles. There were 21 of us from Library Directors to librarians in their first professional job and a few significant others. Tatiana, a former teacher of English to businessmen, was our Cuba Education Tours guide. http://canadacuba.ca/

The Book Fair, held at Fortaleza de la Cabana overlooking old Havana, was packed with Cubans of all ages. Entire families lined up outside each of the barracks to browse and buy books, listen to readings and get books signed. Others sat on the ramparts or blankets reading. "To Read is to Grow" was the fair's motto. Once it closes in Havana, the Book Fair travels to cities and towns all over Cuba and ends in the city of Santiago de Cuba. A reminder that the literacy rate is Cuba is high – 99.8%.

Artefacts, photos and letters in the Museum of Literacy document the campaign to improve literacy rates after the 1959 revolution. Tatiana said her mother 'escaped from home' to be one of many young Cubans who went with gas lanterns to the hinterland with a book "Yes I Can", teaching people of all ages to read and write. A book of letters grateful new readers sent to Fidel includes the student's photo and the teacher's. The "Yes I Can" program is used all over the world including Canada. The University of Havana, modelled after Columbia University with long steps up to the campus entrance, was a short walk from our hotel, Habana Libre. (Castro's first government operated from the hotel's 25th floor). Our guide Dr. Delio Carreras, the university historian and a retired law prof, regaled us with stories of student revolutions and studies with Fidel. He led us to a very traditional vaulted reading room with long tables and attached lights in the Central Library. The students we saw could have been ours surrounded by papers and books at one table and crowded around a laptop at another. The book stacks are closed and judging by the size of the card catalogue, the collection is modest. When I saw, a display of Nature Reviews titles, I knew they also had an e-library. http://www.uh.cu/

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Top: Dr. Delio Carreras' explains Univ. of Havana's architectural and historical secrets

Right: Families pass through the gates of Fortaleza de la Cabana to the Havana Book Fair



Cuba for Reading Week

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We combined ½ day at Veradero beach with a visit to Ediciones Vigia, a publishing collective in the city of Matanzas, a former centre for the colonial sugar industry and the slave trade. We saw books being made by hand using very basic materials and techniques. Each book has a print run of 200. One librarian bought titles to fill in the gaps in her library's collection. Later, we visited a modest elementary school and gave them the pencils, markers, pencil crayons, notebooks etc. which we brought from Canada. This was one of several humanitarian aid donations we made that week.

Jose Marti's bust with Dali-esqe moustache appears at schools, on

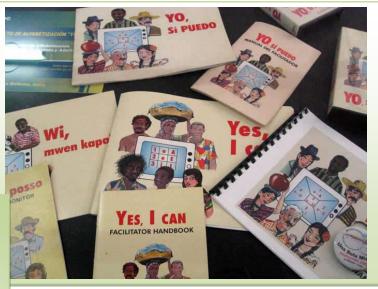
roadsides, everywhere. The life of this national hero, prolific writer, poet and a revolutionary against Spanish occupation is chronicled in the Jose Marti Study Centre. Tiring of museums Cuban style and simultaneous translation, I struck up a conversation with the security guard, who turned out to be a retired librarian who had studied in Denmark (as I had) and Germany before the revolution. Cuba is full of surprises. As Tatiana would say "That's Cuba".

It was a surprise one morning when the Jose Marti National Library visit was cancelled - they had no power that day. Those who went on an alternate day vowed to find a way to send books to the Library and Casa de Las Americas in spite of the US embargo. Lehman College (CUNY) Chief Librarian Kenneth Schlesinger and U of Alberta Collections Librarian Cathy Carter developed a workable plan for donating and shipping books via Canada. "We hope the new US president will soon make it much easier to express our support and solidarity with our Cuban colleagues."

A trip full of pleasant surprises. I look forward to going back. If you are interested in the 2010 Librarians' tour see: http://www.cubanadventures.org/ Tatiana is your guide.

Cuba Education Tours (canadacuba.ca) is a Vancouver Canada based organization dedicated to green, ethical travel that benefits Cubans and our guests.

Yes I Can literacy teaching method used to fight functional illiteracy. ArrowMight, a Canadian pilot project in Ontario, Manitoba and B.C., is using the method





Handmade children's books at Ediciones Vigia in Matanzas

The Future of E-reserves: A Report from the Forum *E-reserves and Your Academic Library*

Story by Adam Weissengruber, Humber Libraries

On June 11th, the University of Guelph-Humber hosted "E-reserves and your Academic Library: a forum on software, video streaming and copyright practices for e-reserve services". This event attracted college and university library staff from across Ontario, curious to hear about and discuss the challenges of, and opportunities for, providing electronic reserves services.

University of Guelph-Humber Vice Provost John Walsh opened the forum with a quote from University of Guelph CIO Michael Ridley who postulated that in the future, most library patrons will never step foot in the library. While this prediction may not come true for many years, the increasing importance of supporting remote library users requires that libraries find a way to transition their traditional print reserves service to an "available anytime, anywhere" service. The day's speakers touched on the technical, legal and monetary issues involved with trying to reach this goal.

The forum sessions began with Heather Martin, Manager of the University of Guelph's E-Learning and Reserves, who discussed the implementation of the Ares (Automating Reserves) course reserves system. She praised the system's ability to streamline the process, eliminating the need for the multiple software applications they used in the past. Key features of Ares include an ability to track how often items put on reserve are being viewed by the students, allowing staff to know if the costs to obtain permission are equal to their usage. In the afternoon she spoke about the overall e-reserves system at Guelph. She detailed the work they have done in terms of educating faculty about the importance of deadlines and how they have handled the high demand for the service.

Several speakers discussed other methods of providing access to ereserves. Laura Walton from York University discussed how they tweaked the RefWorks platform to make it usable for e-reserves. She e-reserves practices across North America. Among her findings was that 70 per cent of requests required obtaining copyright permission in order to proceed. Also, many schools reported that they do not use a dedicated ereserves system to track requests.

Katherine Wallis and Carol Gregory from Georgian College presented on their experience taking part in a pilot program with Access Copyright for streamlining the copyright permission process for ereserves. They spoke positively

"...the increasing importance of supporting remote library users requires that libraries find a way to transition their traditional print reserves service to an "available anytime, anywhere" service."

praised its ability to be flexible for how instructors want to present their materials. Ophelia Cheung and Mandissa Arlain from Ryerson University discussed the benefits and challenges of using the course management system Blackboard as an e-reserves platform. Ophelia pointed out how Blackboard can act as a single location for course materials, making it preferable to the library catalogue, and how it helps to empower the instructor. Mandissa discussed challenges with the processing speed they have experienced working with ereserves in Blackboard.

Dana Thomas from Ryerson reported on a survey conducted on

about how they have worked together to make changes and improvements to the system. They did report that there is still a 50/50 split between electronic and print reserve requests.

The morning session ended with Jennifer Peters-Lise from Seneca College who provided a fascinating account of her work on establishing an e-reserves system. In describing Seneca's experience, from systems that didn't meet their requirements to settling on a product only to have it disappear following a corporate merger, she made the point that change is a

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People News

York University (submitted by Marcia Salmon)

Mr. Aaron Lupton will be joining York **University Libraries as Electronic** Resources Librarian effective May 4, 2009. This is a new position in Bibliographic Services which will work closely with the Associate University Librarian for Collections in the development, management, assessment, promotion and budget oversight of electronic resources. Aaron has an MISt from the Faculty of Information Studies at the University of Toronto and an Honours Bachelor of Arts (History) also from U of T. He is currently working as Electronic Products Manager for Blake, Cassels, and Graydon LLP - Toronto.

Anna St. Onge is the new Archivist for Digital Projects and Outreach. She holds a B.A. in History and Celtic Studies from the University of Toronto and a Master of Information Studies from U of T. Anna has worked as a Librarian Assistant at Knox College, U of T, as a contract archivist with the Ontario Jewish Archives, the Kelly Library of St. Michael's College, U of T, and the Clara Thomas Archives. She has published on the archival legacy of Henry Nouwen. Anna will be responsible for bringing electronic facsimiles of archival documents to the Libraries' website, developing policies and procedures for ensuring preservation of records with enduring value created using digital technology, and implementing a communications strategy to raise the Archives' profile.

A new business librarian will join the Peter F Bronfman Library for 12 months effective May 1. Meghan Ecclestone comes to us by way of Carleton University (B.A. in Political Science) and the University of Toronto (MISt). Meghan founded the academic journal Faculty of Information Quarterly which fosters critical dialogue on the _____

study of information. Her professional includes internships at PriceWaterhouseCoopers, the Library of Parliament and the Noranda Earth Sciences library.

Kent Murnaghan has joined the Scott **Reference Department until October** 31. He will be handling liaison for the School of Health Policy and Management and the graduate program in Critical Disabilities. Kent holds a B.A. from the University of Prince Edward Island, an M.A. in English and a Master of Information Studies, both from the University of Toronto.

> **University of Toronto** (submitted by Allison Bell)

Michelle Baratta joined the Engineering and Computer Science Library at the University of Toronto as a Reference and Instruction Librarian in March 2009.

Michelle holds an Honours Bachelor of Science in Forensic Science and Anthropology (UTM), and a Master of Information Studies (University of Toronto). While completing her MISt, she worked at the U of T Engineering and Computer Science Library providing reference services. She has held positions as an Information Analyst at the Toronto Stock Exchange and an Adult Services Librarian at Vaughan Public Libraries.

Michelle is providing reference services and instructional support as well as liaising with the departments of Aerospace, Minerals and Mining Engineering and Biomaterials and Biomedical Engineering.

Allison Bell joined the Gerstein Science Information Centre at the University of Toronto in January 2009 as the Coordinator, Reference & Research

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The Future of E-reserves

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constant when it comes to the world of software.

The afternoon speakers focused on other aspects of electronic resources. Humber College's Lisa DiBarbora talked about the college's efforts with video streaming. The college's large number of nursing students were wearing out the physical video collection and consuming a significant amount of staff resources. Working with the Bibliocentre and the School of Health Science, Lisa and AV **Resources Clerk Maria Soares were** able to get two popular video series online and accessible via Blackboard. Now students can access their course materials on their own schedule, 24 hours a day, seven days a week.

I had the opportunity to present on the topic of YouTube and other mash-up tools and their copyright implications for academic institutions. I made the point that while these tools have empowered the user and democratized content creation, it has made the work of copyright staff more challenging.

A special thanks to Library Services Manager Norma Palomino and **Reserves Technician Denise Rooney** from the University of Guelph-Humber for organizing this unique and informative event.



People News

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Unit. As Coordinator she has oversight responsibility for the operations of the Unit including in person and online Information Services, library instruction, Gerstein's web presence and reference collection.

Allison was previously Electronic Resources Librarian at McMaster's Health Sciences Library. She received her graduate degree in library and information science from the University of Western Ontario and her undergraduate degree from McMaster University. Her experience prior to working at McMaster includes reference and research positions at the UTM Library and at the Ontario Ministry of Natural Resources Library.

Michael Meth has been appointed as director of the recently opened Li Koon Chun Finance Learning Centre at the University of Toronto Mississauga Library. Michael holds a Bachelor of Administration from the Schulich School of Business, certification from the Canadian Securities Institute, and a Master of Information Studies from the University of Toronto. His previous experience includes positions as senior research associate at Korn Ferry International, and research portfolios with Standard & Poor's and the National Bank of Canada.

Caitlin Tillman has been appointed as Head, Collection Development, at the University of Toronto Libraries effective September 8, 2009. Ms. Tillman is a graduate of University of Toronto, Victoria College, with a B.A. in English, and she received an M.S. in Information (Library Studies) from the University of Michigan. She brings a wide range of experience in academic libraries, most recently at the University of Ottawa, where she has served as Acting Assistant Director for the Morisset Library for the past year and Collections

Librarian since 2004. Prior to that, she served as Social Science Librarian at Yale University, Project Librarian for the Discovery and Development of Insulin at the Thomas Fisher Rare Book Library, and Special Project Cataloguer at Harvard University's Center for Renaissance Studies in Florence, Italy. She has also worked as a librarian for the Bank of Montreal and the Brooklyn Public Library.

Margaret Wall joined the Reference and Research Services Department of Robarts Library as a reference librarian. Margaret has a Master of Information Studies from the University of Toronto, and a BA from the University of Waterloo. Prior to joining the department, she worked as Graduate Assistant Library Technician in the Data, Map and Government Information Services Department of Robarts Library and as an Assistant Library Technician at the University of Toronto Dentistry Library.

Edward White joined the OISE Library under a short-term contract. During his time at OISE he has contributed to several key areas: a significant amount of work on the reference desk, cataloguing (in Dewey) and some information literacy instruction. His ability to contribute to a variety of functions has been appreciated.

> **Queen's University** (submitted by Ellen Symons)

Nathalie Soini, Learning Commons Coordinator/Research and Instruction Librarian, Stauffer Library, is the 2009 President of the Ontario College and University Library Association (OCULA). This is a one-year term, after which she will sit on the 2010 OCULA Council as Past President .

Mark Swartz has been appointed Continuing Teacher Education Librarian in the Education Library, a one-year

half-time position. Mark received his Master of Information Studies from the University of Toronto in 2009, and holds a Bachelor of Arts from Wilfrid Laurier University and a Bachelor of Education from Nipissing University. Since 2006, Mark has been IT/Marketing Manager and Webmaster for a small Canadian company, HeartZap Services Inc. His work there has included managing websites and creating a complex e-service website, as well as researching, designing and co-authoring a first aid instruction module that is used nationally in the Ready4Rescue training program. In the summer of 2008, Mark was in Buenos Aires managing the beginning stages of a major project for Poder Ciudadano, a non-government organization. As Project Director, he was responsible for the initial research, planning and development of Bibliocivica, a virtual library designed to enable civil society organizations across Argentina to publish reports, investigations and studies. Most recently, Mark has been Web Designer in a project with the Wemindji Community Museum, Québec, to create a website and interactive online exhibit using GIS technology.

> **University of Western Ontario** (submitted by Kristin Hoffman)

Meagan Stanley was recently appointed Research and Instructional Librarian (Health Sciences), primarily responsible for providing services to the Arthur Labatt Family School of Nursing. Meagan has worked as a Library Assistant IV in the Taylor Library Research and Instructional Department since July 2006, where she gained experience working collaboratively with librarians, in a team environment, taking part in the development and delivery of information literacy sessions, providing reference services

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People News

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and working in a variety of Taylor and Western Libraries initiatives, including marketing and outreach activities. She obtained both her BA (Hons) and MLIS from Western.

Kim Cornell has assumed the role of Assistant University Librarian (Allyn and Betty Taylor Library) for a 5-year term effective June 15, 2009. Since joining Western Libraries in 2004, Kim has contributed to the success of the Taylor Library in her role as Research and Instructional Librarian. Notably, Kim provided leadership to the Next **Generation Website Implementation** Team, which re-designed Western Libraries' website to provide customercentred virtual library services. Before joining the Taylor Library, Kim had librarian, management and leadership roles at Ontario Power Generation.

Eeva Munoz has assumed the role of Associate University Librarian for a 5year term effective May 1, 2009. In this role, Eeva provides overarching leadership for user-focused service provision for Western Libraries' service locations and for all digital library services. She provides leadership, direction, coordination and support to: Library Directors in the Johnston (Business), Education, Bitove (Law) and Music Libraries; the Manager of Library Information Technology Services; and the Research and Development Librarians who have Libraries-wide mandates for a variety of services (assessment, collection evaluation, communications and outreach, electronic resources, information literacy, scholarly communication, web services and map and data services). She previously held the post of Assistant University Librarian (Allyn and Betty Taylor Library) since 1997, and the Head of the Engineering Library from 1994 till 1997.

As of May 11, 2009 Western Libraries

has assumed the responsibility for the operations of the Serge A. Sauer Map Library and the Data Resources Library, formerly part of the Faculty of Social Science. Cheryl Woods, Elizabeth Hill, and Vince Gray, the librarians of the Map and Data Libraries, have been transferred to Western Libraries, from where they will continue to deliver services in their areas of expertise.

Lucja Abrams, a Library Assistance in Library Information Resources Management, recently presented a paper at the Second Wroclaw Meetings of the Polonia Librarians (18-19 June, 2009) in Wroclaw, Poland. Her presentation, *The University of Western Ontario Archives*, can be viewed online at: http://www.ebib.info/publikacje/ matkonf/mat20/index.php.

Robin Featherstone was also recently appointed Research and Instructional Librarian (Clinical Medicine). Robin has held a term position in the Tayloor Library since September 2008. Prior to joining Western, she was a NLM Second Year Associate Fellow at Harvey Cushing/John Hay Whitney Medical Library at Yale University, and a fellow at the National Library of Medicine, National Institutes of Health. Robin is a graduate of Dalhousie (MLIS) and McGill (BA) Universities.

> University of Guelph (submitted by Robin Sakowski)

The University of Guelph Library welcomed several new librarians this past academic year. **Norma Palomino** joined the University of Guelph-Humber Library as the new Manager of Library Services in September 2008. Norma received her BA in Philosophy from the Universidad de Morón and a MSIS from the University of Texas at Austin. She served as the Library Director, Main Library, Universidad Torcuato Di Tella, Buenos Aires until 2006. Before coming to the University of Guelph-Humber, Norma was the Coordinator for Multilingual Library Services, Provincial Library, Ministry of Education in Regina, Saskatchewan where she was responsible for developing and implementing the multilingual service and collections strategic plan and holdings of approximately 66, 000 books in 21 languages.

Kathryn Harvey joined us as our new Head of Archives and Special Collections in February. A graduate of Dalhousie University's School of Library and Information Studies, Kathryn also holds a Ph. D. in English from the University of Alberta. Before coming to U of G, Kathryn worked as an Archives Specialist in the Dalhousie University Archives and Special Collections and as an Assistant Professor in the Department of English and the Faculty of Management at Dalhousie. Kathryn has been very active on the Council of Nova Scotia Archives, holding the Treasurer's position as well as chairing the Council of Nova Scotia Archives Education Committee.

Dave Hudson has returned to the University of Guelph for a one-year contract working in the Archives & Special Collections and the Learning & Curriculum Support units. He completed an 8-month co-op placement at the University of Guelph-Humber Library before finishing his MLIS degree at Western in December 2008. Dave has a BA (Trent) in English and Cultural Studies as well as an MA in English he received from the University of Guelph. During his co-op at the University of Guelph-Humber Library, Dave had a number of responsibilities including collections maintenance, research help and a project to revitalize the childrens' literature picture book collection that supports the Early Childhood Studies program.



University of Western Ontario Submitted by Kristin Hoffman

UWO's Library Information Resources Management has completed a project for the Ministry of Natural Resources. LIRM provided Dublin Core metadata for a collection of Forest Management Plans and upload them to the OZone repository (maintained by Scholar's Portal/OCUL). These forest plans are made up of hundreds of documents, including images and maps, that outline how forests in Ontario are to be managed over the next 20 years. To see the plans, go through the main collection page on OZone (https://ospace.scholarsportal.info/handle/1873/11819), or the Ministry also has direct links to each of the plans through an image map on their website: http://www.appefmp.mnr.gov.on.ca/eFMP/Locale.do?mu=-1&year=current&language=en

Georgian College Submitted by Jennifer Varcoe

Georgian College and Georgian's University Partnership Centre have received funding from the Higher Education Quality Council of Ontario for a project entitled "Information Literacy Competency Standards for Students: a Measure of the Effectiveness of Information Literacy Initiatives in Higher Education" (Project # 08/09-034).

Over the past several years, Georgian College and Laurentian@Georgian has used four distinct delivery models (course-based, embedded, online tutorial, and common hour) to achieve learning outcomes as set by the ACRL Competency Standards. The content in each of the delivery models has been mapped to specific ACRL Competency Standards. Like many other colleges and universities, the institution has not had the resources to measure the effectiveness of these models on academic performance or to assess value against cost.

The intent of this research project is to measure the effectiveness of information literacy initiatives delivered to students in diploma (college) and bachelor degree (college, collaborative university/college, or university) programs over a two-year period. Students will participate in four IL skills and self assessment surveys (September 2009, November 2009, April 2010, and April 2011). Teaching faculty will be interviewed at three points during the same two-year term of study (December 2009, April 2010, and April 2011) to assess their perceptions of the student cohort progress in achieving the competency standards. The survey and interview questions have similarly been mapped to the ACRL Competency Standards.

The project differentiates between four different models of delivery in order to recommend best practices to organizations of different nature, size, scope, and resource base. Cost models will be applied to evaluate the most cost effective interventions.

For additional information, please contact: Amanda Duncan, (705)728-1968 ext. 1062, aduncan@georgianc.on.ca or Jennifer Varcoe, (705)728-1968 ext. 1455, jvarcoe@georgianc.on.ca

University of Toronto Submitted by Allison Bell

East-Bound: UTM Librarian Promotes Information Literacy Across the Globe

Invited by the Japanese government, **Simone Laughton**, Instructional Technology Liaison Librarian at the University of Toronto at Mississauga, spoke at the inaugural International Conference on Embedded Technology Skills Standards, which was held in Tokyo in late May. Simone discussed her collaborative work with colleagues in France and the United States to develop the International ISO/IEC Standard 24763 Conceptual Reference Model (CRM) for Competencies and Related Objects. The CRM is intended to provide a standard against which information models (and the elearning systems based on these models) can be compared, as well as a common framework to allow information to be exchanged and integrated in different information technology (IT) systems used by learning, education and training organizations. So, for example,



this CRM could promote information exchange between IT systems used by university libraries, libraries in primary and secondary schools, and systems developed by industry, government and others. By sharing information about learners' information literacy competencies, libraries can work together to ensure students arrive at university and graduate equipped with the skills they need to succeed. Simone has said that, "As librarians, our concern is to ensure students have the skills and competency to perform effectively and think critically while at university and into their professional lives. We want to ensure our students can access, assess, integrate and present information in an ethical manner; respond to the needs of their organizations; and consider the long term impact of company actions on the environment and social wellbeing."

Robarts Library Revitalization at the U of T

The newly renovated Sussex Street Apex, on the 9th floor of the Robarts Library was reopened for use in March 2009. The area is being heavily used and has been well received as demonstrated by the feedback:

"It's great! More spaces on this model would be wonderful for Robarts." "It's such a comfortable environment to study in."

The two remaining apexes on the 9th floor and the three apexes of the 11th floor will be renovated this summer. Apexes on floors 10, 12 and 13 will be renovated during the summer of 2010. In addition to the study space in the apexes six small group study rooms will be added to each of the 5 stack floors and the Library will ensure robust wireless connectivity to all of these refurbished areas.

Prior to the apex renovation, work will commence on the 5th floor of Robarts, home of the Government Documents collection and the Data, Map and Geographic Information Systems Centre. From April thru August the construction crew's efforts will lead to improved and expanded study space, a GIS classroom and four new group study rooms. All these improvements should be ready for student use for the 2009/2010 academic year.



University of Toronto (continued)

Seminar on Ink Painting and Art Education held at the Richard Charles Lee Canada-Hong Kong Library, University of Toronto

The Ink Painting and Art Education, co-organized by the Wah Yan College Kowloon Alumni Association of Ontario and the Richard Charles Lee Canada-Hong Kong Library, was held on June 5, 2009 at the Richard Charles Lee Canada-Hong Kong Library, University of Toronto. Four distinguished speakers, Mr. Laurence Tam (Former Chief Curator of Hong Kong Museum of Art and art teacher at Wah Yan College, Kowloon), Prof. Ted Rettig (Associate Professor, Department of Art, Queen's University), Sharon Cook (Artist), and Henry Ho (Director of IS Gallery), shared their experiences and insights of art education and ink painting movement in Chinese and Canadian communities. About 70 participants, including WYKAAO alumni and friends, scholars, artists and students attended the seminar that morning. Everyone enjoyed the presentations and appreciated the artworks created by WYK alumni four decades ago. Mr. Tam emphasized that his teaching philosophy is to educate students learn how to bear the consequences of their actions and to develop appropriate attitude towards learning. He is glad that many of his students become successful individuals in the society. Distinguished guests to the exhibition included Senator Vivienne Poy and Dr. Neville Poy.





Senator Vivienne Poy and Dr. Neville Poy with Jack Leong, Director, Richard Charles Lee Canada Hong Kong Library

Ryerson University

Submitted by Cecile Farnum

Ryerson Library receives donation from Canadian Architect

In early 2009, *Canadian Architect* magazine donated their photographic archive to Ryerson University Library's Special Collections in support of Canadian-focused architectural research and related graduate programs in journalism, design and photography. Since its inception in 1955, *Canadian Architect* has published a monthly review of architectural design and practice in Canada, enabling the publication to educate and advise its readership on the strength and diversity of the profession. The archive contains thousands of negatives, transparencies and photographs spanning the late 1950s to the early 1990s, providing a rich visual record of Canada's built heritage.

The donation was officially announced at the May conference of the Society for the Study of Architecture in Canada with a small reception at Ryerson. Images selected for display demonstrated the variety of subjects in the archive, including churches, homes, businesses, airports, government offices and public spaces, and offered visitors a glimpse into this valuable asset.

Ryerson University (continued)

RU Mobile? Ryerson Library Is!

Users can now easily search Ryerson Library's catalogue, check their holds and fines, renew books and book study rooms from their internet-enabled mobile device. Last Fall, the Library ran a survey to find out what library services our users wanted for their mobile device. Survey results indicated that users wanted the option to book study rooms and the ability to search the catalogue and check their borrower record. These services are now available in a format optimized for mobile devices. To learn more, visit the Library website at: <u>www.library.ryerson.ca</u>

Confederation College Submitted by Laraine Tapak

Province

round

Since the Paterson Library Commons opened its new state-of-the-art facility a year and a half ago, "outreach" has become a top priority. Our goal is to see the new library become the "place to be" on campus!

As part of this outreach plan, the library has established partnerships with other college departments for event planning. The benefits have been twofold – we have developed several great relationships which we continue to foster, and these collaborations have enabled us to achieve far more than we could on our own.

One outreach event was planned in celebration of the 25th anniversary of Freedom to Read. The library enlisted support from both faculty and the Student Union in order to "stage" an open debate for students on the issue of **Freedom vs. Censorship**. As a result of four months of planning and promotion, the debate drew both a full house of students and a lot of positive media attention.

Soon after this success, we joined forces with the Child and Family Centre and the Student Union for **Alive in the World** - a 3-day festival celebrating the arts through a variety of venues. The library hosted fireside readings by local authors and performances by a variety of student musicians. The highlight was an afternoon with an award-winning author and illustrator of children's books. For this, we enlisted the cooperation of the college daycare program. The result was an audience of fascinated little ones in our new children's area.

Outreach opportunities continue, and the library is presently collaborating with other college departments to plan a "road show" this fall!

We are proud to say that for two consecutive years the employee climate survey has identified the library as the #1 place on campus for customer service. As well, in a recent user survey, students repeatedly gave high marks to the new library, its resources and its staff. To quote one student - "The library is a cool place to be!"



Children listen to Duncan Weller at Alive in the World

York University Submitted by Marcia Salmon

21st Century Learning Spaces: Reinventing our Libraries

If you've stepped inside Scott Library during peak times, you've probably seen them - students sprawled out on the floor, with their laptops, their books and their knapsacks. And you may have wondered why the students don't find somewhere more comfortable to sit.

It would not be unreasonable to assume it's all about a shortage of study space. After all it is not uncommon for the library to be packed to the rafters with gate counts exceeding 16,000 students in a single day. This is indeed a problem at York and this may be part of the reason - but if you stop and talk to the students, you may find another reason too.

In preparation for the redesign of the 2nd floor of the Scott Library, the Libraries have been talking to a lot of students. We've been conducting focus groups, interviews, running surveys, posting flipcharts for public comment, and using other discovery techniques over the last few months to better understand student learning needs and the kinds of spaces and environments that best support our students. In the process we have been learning a lot about learning.

One of the things we've heard is that students need and want relaxed informal environments. Traditionally libraries have been relatively formal settings – furniture has been rigid and fixed, policies have been strict, and activities proscribed. Today's students still need quiet areas for individual study, but they also need more informal, dynamic and flexible spaces that they can customize and make their own. And they need comfort. Lounge chairs, sofas, maybe even padded floors with pillows.

So back to the students sitting on the ground...why are they there? In fact, some students prefer to sit there. According to some, there are advantages: space to spread out, they can gather in groups, and talk and discuss without bothering others. Sometimes, too, they are there because of available power outlets for their laptops.

Students expect a variety of different kinds of spaces for different kinds of tasks. A diversity of learning environments need to provide students with choices based on needs, preferences and learning styles: individual and group, silent and collaborative, flexible and structured.

Students also express a need for two other things: technology and food! Both are seen as integral to the research process and therefore students want them to be ubiquitous. Access to computers is essential, and students need a broader spectrum of types of technology. Students have suggested more power outlets for laptops, Macs, and access to other types of hardware and software. As for food – we can probably all relate to that. Students study for long periods of time and would prefer not to have to leave the library and risk losing their study seat in order to get some caffeine or a quick bite to eat.

Ultimately the best learning environments are ones that function as ecologies. Social functions which might at first appear non-academic (eg. cafés) can, for instance, contribute to the development of a learning ecology that supports sustained study. Learning spaces recognize the synergy between academic and social functions. And social environments help encourage the sharing and assimilation of knowledge in and through communities of learners.

York University (continued)

This mixing is one of the things that makes the library distinct as a learning environment on campus; the library is a place in which communities of learners can interact, engage, and assimilate knowledge and ideas outside of formal disciplinary structures like classrooms.

We are continuing to involve students in the design of new learning spaces. Currently, planning is happening at the Scott Library and also at Frost Library at Glendon College.

24/5: 'Round the Clock Study in Scott Library

The Libraries have gone round the clock! Library study space is now available 24/5 on the first floor of the Scott Library.

This new service was launched in February, due to popular demand the 24 hour study space was extended into the Spring term, 5 nights a week (Sunday to Thursday nights) on the 1st floor of the http://www.library.yorku.ca/ccm/Home/About/scottlibrary.htm.

This area of the Scott Library includes study space, computers, photocopiers, printers, and group study rooms . The Central Square section of the Scott Library has 155 study seats and 16 computers at your disposal. In addition we have extended our laptop lending program through these nights to augment computer access.

One of the reasons why we chose the 1st floor of Scott Library for these extended hours is because of its security features. The area in question has excellent sightlines and is monitored by CCTV cameras. However, those who use the 24/5 study space should be aware that the last TTC bus leaves campus at 1:45 am, and the first bus arriving on campus in the morning is at 5:45 am. During late night hours patrons are encouraged to take advantage of the services offered by the http://www.yorku.ca/gosafe/gosafe.html program, which operates from 6:00 pm to 2:00 am every day.

The 24/5 study area has proven to be very popular with students. At the end of the last term in February it was not uncommon for there to be 60-80 night owls studying at 3 am. Three quarters of these students live off campus.

The 24/5 service will extend to the end of term, but will likely resume for the next academic year in the fall.

Save the Date.....October 29th at the University of Guelph

OCULA and ABO-Franco 2009 Fall Workshop: Leadership throughout the Library

Speakers: Ken Roberts and Marc Ryan

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In the afternoon, ABO-Franco will be holding its first professional development day in conjunction with the OCULA fall event - a session in French on leadership in a minority language environment and promoting French-language services. The event will feature Marc Ryan, a prominent leader in the Franco Ontarian community. Monsieur Ryan has years of experience in promoting French-languages services at the provincial and local levels. He is familiar with issues related to French-language library services and is also president of the organizing committee of the Salon du Livre de L'Outaouais 2010.

Following the workshop, participants are invited to attend the University of Guelph Library's 5th annual Campus Author reception, an event to recognize books authored, edited or translated by University of Guelph faculty, staff, students, retirees or alumni. The reception will be followed by dinner and a talk by Guelph food scientist Massimo Marcone, author of *In Bad Taste?: The Adventures and Science Behind Food Delicacies.* Dr. Marcone is sure to entertain us as he reveals the hidden secrets behind some of the world's most bizarre foods.

Please watch the OCULA blog and your OCULA emails for more details on registration.

InsideOCULA

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InsideOCULA describes the decisions and activities of OCULA leadership, explains OCULA programs and provides news of Ontario's college and university library systems.

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