



I can't believe that I am writing this note all as snow flies by my window. It's officially Spring and the bulbs are shooting up despite the weather. I take heart from the tenacity of the bulbs and realize that they will succeed in flowering despite the hardships they face. I think that's much like the challenges we all face in University and College libraries. We live in an environment of constant challenges that we rise to confront and overcome. Librarians are creative, innovative and resilient! If you attended the 2003 Super Conference I am sure that you came back with a sense of validation for the things you do so well and new ideas to meet the challenges you face.

Those who know me recognize that I am passionate about the profession and I hope that I can serve you well as OCULA President this year. I have an intimate awareness of the issues in both University and College libraries, as I spent almost 23 years at the University of Western Ontario's Faculty of Information and Media Studies and am currently the Manager of Library and Media Services at Fanshawe

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# InsideOCULA

For and about members of the ONTARIO COLLEGE AND UNIVERSITY LIBRARY ASSOCIATION No. 20

## JANET KAUFMAN: 2003 OCULA AWARD WINNER

Colleagues, friends, and family gathered at OCULA's Award Reception, sponsored by the Bibliocentre, to salute Janet's many contributions to the OLA and to academic librarianship in Ontario. Janet was introduced by OCULA's president for 2003, Martie Grof-Iannelli of London's Fanshawe College. Martie outlined Janet's achievements and shared a number of anecdotes to illustrate both the calm wisdom that Janet always exhibits and the respect that those who work with Janet have for her.

Janet is currently the Head of Information Services and the Co-Director of the Learning Commons in the University of Guelph Libraries, but has held a number of positions in the Libraries and in the University at large. Janet currently serves on a number of OLA committees, including those focusing on such issues as school libraries and library advocacy. She was OCULA's president in 2000, served on OCULA Council from 1999-2001, and was a program convenor for the OCULA

portion of Super Conference in the years immediately before that. In her community of Guelph, Janet has recently served on the school board and as Chair of the Board of Directors, Family and Children's Services of Guelph and Wellington County.



In her acceptance speech Janet first thanked OCULA for honouring her with the OCULA Award. She then told of her early experiences in the Waterloo Public Library while growing up, and of

her work as a page in Porter Library, University of Waterloo, where she was inspired to go to library school (UWO) by Carolyn Presser, who worked in Government Publications. Janet described with fondness her "two careers" in the Libraries of the University of Guelph (1976-1991 and 1994-present), specifically noting the grounding she got in Government Publications from Margaret Beckmann and the encouragement and support she currently receives from Mike Ridley, University Librarian.

*-- Contributed by Brent Roe*

## ON THE ROAD TO SEPTEMBER...

University and College libraries across Ontario will feel the impact of increased numbers of students on their campuses next Fall and most are in the midst of planning for the strain that will be placed on their space, resources, and staff. In order for OCULA members to hear about the preparations that are going on across the province, three library

directors agreed to participate in an e-mail interview. The participants are Martin Foss, University Librarian at Carleton University; Laraine Tapak, Director of the Learning and Resource Centres at Confederation College; and Margaret Grove, University Librarian at Brock University.

*Transcription of interview begins on page 2.*

**PRESIDENT'S MESSAGE***continued from page 1*

College. There are so many issues that University and College libraries are facing, such as the impact of the double (or increased) cohort, provincial funding models for post-secondary education, the recruitment and retention of staff, and the use of technology in the delivery of library services, to name just a few. Working in the College system has presented me with experiences and opportunities that allow me to see the commonality of issues within post-secondary institutions.

I am privileged to continue working with the committed and dedicated group of individuals who form the OCULA Council and the OLA Board. I must thank the previous OCULA Past President, Brent Roe, and the current Past President, Jeff Moon, for their dedication and guidance over the last year. They were exemplary mentors and I have learned a great deal from them.

**ON THE ROAD TO SEPTEMBER...***continued from page 1*

*What are the biggest challenges that your library will face in light of increased enrolment numbers this fall?*

**Martin:** Without question, space will be our biggest problem. We have far fewer study spaces in the Library than in 1993 - our previous peak for student numbers. We will have enough one-time money to hire temporary staff and plan to do so.

**Laraine:** The greatest challenges for our library will be access to computers in the Library, access to learning resources for students on-campus & off-campus, increased Orientation/BI sessions and faculty outreach. Since there have been no increases to the budget there will be a greater demand by more students for the same number of resources. Group study space is a much greater concern than individual study space. At present our group study areas are small and are packed daily and my concern

**OCULA Council**

As OCULA President, I'd like to introduce this year's OCULA Council. An election was held for one of the positions, with very qualified people in the running proving that OCULA is a dynamic organization. Your 2003 OCULA Council is listed on page 8.

**Super Conference**

The ongoing success of Super Conference is due largely to the efforts of our conference coordinators. The 2003 OCULA sessions were put together by Delia Antonacci (Seneca) and Mark Robertson (York). This year Mark will be working with Cynthia McKeich (Seneca) to develop an exciting slate of OCULA sessions for the 2004 Super Conference. Council will be brainstorming on this, but we welcome YOUR ideas--contact Mark at markr@yorku.ca or Cynthia at cynthia.mckeich@senecac.on.ca

is that students will become frustrated and leave. The same will happen with computers and the best we will be able to do is direct students to other locations on campus where they can access computers or find alternate study areas. One of our strategies to alleviate the computer shortage is having wireless capability for laptops in the Library.

**Margaret:** Like many other Ontario institutions, Brock has experienced a strong surge in enrolment over the last two years, in advance of the double cohort. This has provided us with an opportunity to anticipate the double cohort's full impact in a very tangible way. Our challenges are very similar to those confronting other Ontario libraries and tend to centre on resources, space and staff. While the Brock Library is in excellent shape when it comes to electronic resources, the pressures on the print collection and its ability to meet student needs are cause for concern. Space is clearly one of our most serious issues - we simply do not have enough. Expansion room for collections is very limited, but just as serious is the challenge we face in providing sufficient and suitable study space for students. We hope to increase the complement of staff by two full-time positions well before September 2003, adding support in both Reference and Systems. We also expect to increase our part-time numbers in various areas throughout the Library.

*In your library's preparations for the double cohort, what actions have been given priority?*

**Martin:** Staffing and monies for library materials. Capital funds attracted by the University went to classroom expansion, mainly. It is now too late to expand/renovate Library space.

**Laraine:** Our top priorities have been as follows:

a) migrating to a new web-based library automation system - this should be ready by May and staff will be trained well before the new academic year. This new system will provide web access to our catalogue and with that, instant access to full-text journals and e-books right from the catalogue.

b) increasing our electronic products in order to provide more resources for students while not requiring additional shelf space; in this past year all college libraries joined the COOL consortium through The Bibliocentre to provide access to e-books from netLibrary. Our college also has 6 campuses in Northwestern Ontario, none of which have libraries, so electronic products provide greater access for our off-campus students.

c) increasing partnerships to increase resources - we have focused some efforts on increasing partnerships with organizations who will purchase materials and deposit them in our Library, thus increasing resources for our students while at the same time providing a service to our entire community.

**Margaret:** We have been active on several fronts. To help us focus our planning, we prepared a strategic plan in 2002 that identifies many goals and initiatives pertaining to the double

cohort. We are also paying close attention to what our current students are telling us about our Library through focus groups, surveys and other regular feedback mechanisms. Increasing the number of electronic resources in all areas is a high priority for us, and we have been very successful in this regard. At the same time, we have made a concerted effort to add more monographs to our print collection, have modified our borrowing policies to improve the availability of these materials, and intend to subscribe to a table of contents service to enhance accessibility through the catalogue. We have increased our emphasis on instruction, and are working actively with faculty to integrate information literacy into the curriculum. Space has received a great deal of our attention as we prepare for the double cohort. We are increasing the amount of computer and study space on the main floor by relocating low-use indexes and abstracts to the upper floors, and moving our government documents collection to compact shelving. One of our most exciting initiatives involves the construction of an e-classroom on the main floor of the Library, which will benefit all students, including the double cohort. This facility will serve as a flexible learning space for both the Library and the University's Centre for Teaching, Learning and Educational Technologies, and will facilitate a growing partnership between these two units.

*Does the coming of the double cohort coincide with any other particular difficulties/opportunities/projects at your institution?*

**Martin:** Thankfully, it comes with an unprecedented (in the last 10 years) expansion of the Library budget. Although these are one-time funds, it will allow us the flexibility to adapt as appropriate. Adequate and stable staffing will become an issue, as many retirements are looming over the next few years.

**Laraine:** Unfortunately for us, our College went through another difficult deficit year and we had to make some budget cuts at a time when more students will be coming, and at a time when students want longer library hours and "just in time" service. Our College is also looking at some renovations that could see the Library lose its internal elevator that connects the two floors and that scenario would have a tremendous impact on accessibility, especially wheelchair access, not to mention staff effectiveness and efficiency in terms of moving books and equipment between floors. With the College's new Forestry program and Aviation Centre I am optimistic that there will be opportunities for new learning resources to support these areas. There is also a strong commitment on the College's part to increase orientation activities and the Library is a major part of that plan. More orientation/BI sessions will increase pressure on staff, and our plan is to "staff up" during those peak times as best we can within our existing resources

**Margaret:** In many respects, Brock is not unlike other postsecondary institutions – it is a dynamic, complex organization that pursues multiple opportunities and deals with a wide variety of challenges simultaneously. Brock is currently engaged in a long-term process of transformation, first articulated in a major planning document in 1999, that will see it evolve into a comprehensive university. While there are many facets to this transformation, two of the most significant are the growth of programs, particularly at the graduate level, and an increased emphasis on research. The nature of this growth and development places demands on the University Library, particularly in the area of information resources and specialized staff support, that are quite different from those created by the double cohort. However, students in the double cohort will benefit in the short term from the increased breadth and depth of our collections, and over the longer term as well, as they move through the system and enter graduate programs.

*What is the general feeling among library staff regarding the expected influx of students this fall?*

**Martin:** I keep reiterating that the Carleton double cohort will be almost exactly the same in total student numbers as we had in 1993. Somehow, we dealt with that situation, and will again. The term "double cohort" has become a hot button phrase, like "war in the Middle East". I like to think of it as being similar to Y2K - lots of anticipated dread, chaos and failure - that never happened. Double cohort? Bring it on!

**Laraine:** There is some concern about increased activity without the advantage of an increase in staff, plus concerns about satisfying demands for computers, space and resources. Having said that, most staff are excited by the challenges and the opportunity to interact with more students.

**Margaret:** On balance, staff are well prepared to respond to the increased student numbers this fall. In spite of uncertainties regarding specific enrolment figures and funding levels, the double cohort phenomenon has been anticipated and discussed over a relatively long period of time. Staff have devoted considerable time and energy to planning for its arrival. The full impact of the double cohort has been mitigated to some degree by sharp enrolment increases in 2002, which have allowed for a somewhat gradual adjustment to the large numbers expected in September. This is not to deny the presence of some very real concerns. Many staff undoubtedly wonder about their own state of mental preparedness, and what effect the double cohort will have on them as they carry out their daily activities. However, much of the uncertainty that accompanies anticipation will be allayed by the actual arrival of the double cohort. In many ways, staff wish to get on with the inevitable.

## SUPER CONFERENCE SESSION SUMMARIES

### **SESSION 103 -- USABILITY AND THE EVALUATION OF LIBRARY WEB SITES, presented by Arnie Guha (Phase 5 Consulting), Jane Foo (Seneca College), and Toni Olshen (York University); Convenor: Autumn Piette**

The ISO definition of usability is that usability establishes the “effectiveness, efficiency, and satisfaction with which a specified set of users can achieve a specified set of tasks in a particular environment.” All three speakers made this point clearly and brilliantly at this session, and all shared their unique knowledge and experiences of usability testing. Those attending the session learned the dos and don’ts of user testing and heard about troubleshooting tips, the answers to frequently asked questions, and lessons that the speakers have learned.

### **SESSION 104 -- AN INTRODUCTION TO ACADEMIC LIBRARY FUNDRAISING, presented by Joy McNevin (Queen's University) and Susan LeBlanc (Brock University); Convenor: Tracy MacMaster**

Joy McNevin and Susan LeBlanc’s session on fundraising in academic libraries outlined the basic tenets of fundraising, stressing the importance of building relationships with the community, existing donors and key contacts inside one’s organization. In order to conduct successful fundraising campaigns, the speakers emphasized the importance of asking the right donor at the right time, and making donors feel valued and appreciated.

### **SESSION 202 -- ONTARIO INFORMATION INFRASTRUCTURE: OVERVIEW AND UPDATE, presented by Leslie Weir (University of Ottawa), Carol Stephenson (University of Toronto), Alan Darnell (OCUL Scholarly Information Resources Project), and Brian Nettleford (Education Centre Library, North Bay); Convenor: Karen Baracat**

The first resource highlighted in this update was *scholarsportal*, a discovery tool for scholarly information sources. It contains 2.7 million pdf and html articles (published between 1995 and the present) from 3500 journals. Also introduced at this session was the RACER project, which has been developed in order to improve interlibrary loan and document delivery services among OCUL institutions. RACER stands for Rapid Access to Collections by Electronic Requesting. The OCUL Virtual Union Catalogue and Interlibrary Loan System, the key components of RACER, are housed on five servers at the University of Toronto. The speakers noted that the success of the OII project in general is due to the cooperation and dedication of the many people and

institutions who are participating.

### **SESSION 204 -- VIDEO-ON-DEMAND AND METADATA ACCESS, presented by Eva McDonald, Rekha Jaffer and Alex Eykelhof (The Bibliocentre); Convenor: Carmen Biron**

Video-on-Demand (VoD) is the latest technology in the classroom. It enables multiple users to receive video, including both complete video programs and specific clips, in real time, and directly from a video or media server. The session described a pilot project undertaken by The Bibliocentre to provide this service. The presenters talked about the applications for VoD technical issues, the issue of subject access, and copyright implications. Emphasis was placed on the technical considerations and the metadata process involved.

### **SESSION 207 -- GET FAMILIAR WITH CANADA!, presented by Charles Watson and Mary-Lynne Reid (Statistics Canada); Convenor: Suzette Giles**

This was a well attended session that looked at Census 2001 data from Statistics Canada. It started with an overview of the topics covered in the census and the products and services that are available. A number of changes from previous censuses were noted, including changes in "geographies" and the new "Highlight Tables". A tour of the Census Web site followed, which explained the structure of the opening page, how to find previous census releases, and different ways of finding data (including the use of a search tool for the Topic-based Tabulations).

### **SESSION 402 -- FORGING LINKS WITH INSTRUCTORS: INCREASING INFORMATION LITERACY LEVELS IN STUDENTS, presented by Judy McTaggart, Jane Forgay, and Shabiran Rahman (University of Waterloo); Convenor: Marcie Jacklin**

Forgay and Rahman displayed and discussed several innovative approaches they have taken in conjunction with faculty in order to develop information literacy in students. Forgay is working on an online tutorial incorporating self-paced quizzes for a second year History research project. Rahman reported on two successful initiatives based on TILT (Texas Information Literacy Tutorials), one by Yulerette Gordon for Health Studies and the other for Psychology 291. Rahman and two faculty members received a grant in 2001 for this purpose. Judy McTaggart spoke about her role as the Coordinator of Library Services for Secondary Schools.

### **SESSION 404 -- LIBRARIANS ARE FROM MARS AND IT IS FROM VENUS! HOW TO BREAK THE COMMUNICATION BARRIER, presented by Art Rhyno (University of Windsor) and Jean Foster (Windsor Public Library); Convenor: Sharon Munro**



Art Rhyno and Jean Foster gave a very informative and entertaining talk about improving communication between librarians and information technology specialists. They stressed the need for jargon-free communication and clear descriptions of all of the steps leading to existing problems. Recommendations also included ongoing training for librarians and the provision of adequate IT budgets so that equipment could be kept up-to-date. The session finished with solutions for several common IT problems and five useful tips for Windows users.

**SESSION 407 – THE IMPACT OF IMPACT FACTORS,**  
*presented by Dan D'Agostino (University of Toronto) and Brian Cameron (Ryerson University); Convenor: Jim Mei*

This presentation provided a history and overview of ISI's Journal Citation Reports. The original intention of the Science Citation Index, and its transformation into the current Journal Citation Reports, was explored. A critical analysis of the compilation and use of journal impact factors was presented, and a move towards more subjective peer assessment was suggested. The complications of utilizing impact factors for journal selection, funding decisions and tenure reviews were clearly highlighted.

**SESSION 502 -- DIGITAL COPYRIGHT IN ACADEMIC LIBRARIES,**  
*presented by Margaret Ann Wilkinson (University of Western Ontario) and Fred Wardle (Access Copyright); Convenor: Ian Gordon*

The presenters provided an informative update on relevant case law, legislation, standards and agreements as they relate to Canadian digital copyright. Access Copyright, as a reproductive rights organization, is at the forefront of providing collective licensing, and promoting Canadian copyright and compliance. If you can't answer the following questions, your library should designate someone who can: Can you post that neat-looking Internet graphic on your personal web page? Can you knowingly distribute an EBSCO database screen-capture as part of your seminar notes? Can your WebCT module link to a scholarsportal-linked Elsevier digital article? Academic librarians and information professionals have a huge role to play when interpreting fair dealing of digital, online and Internet resources.

**SESSION 504 -- GIS AND DIGITAL MAP REFERENCE FOR NON-MAP LIBRARIANS,**  
*presented by Grace Welch (University of Ottawa), Suzette Giles (Ryerson University) and Colleen Beard and Sharon Janzen (Brock University); Convenor: Suzette Giles*

This session opened with a presentation by Grace Welch, who gave an overview of "GIS" (Geographical Information Systems). The pieces that make up GIS technology were explained, as was the importance of the technology for showing new relationships,

for analysis and modeling, and for the display and visualization of data. The different users and sources of data were also mentioned. This was followed by a hands-on demonstration by Colleen Beard and Sharon Janzen. The demonstration provided concrete examples of the types and uses of spatial data and included a look at Census data, topographic data, orthophotos and satellite imagery. The last part of the session was led by Suzette Giles, who looked at ways attendees could learn more about GIS, why libraries are a good "home" for spatial data, the equipment and expertise required, and sources of data and licensing agreements.

**SESSION 701 -- HOW TO OVERCOME THE OBSTACLES IN THE WAY OF CREATING OPEN ACCESS ARCHIVES,**  
*presented by Jean-Claude Guédon; Convenor: Susan Patrick*

This year OCULA had the honour of presenting the distinguished and visionary scholar Dr. Jean-Claude Guédon, who believes that librarians hold the key to developing a total, global mapping of science for the benefit of humanity rather than the enrichment of an elite few. Dr. Guédon spoke about a new model for the future of scientific publishing and the dissemination of information. Libraries could take the lead in setting up institutional repositories of "referee-able", as opposed to "refereed" papers, freely available on open access archives through the Web. Scientific research would be distributed faster, with more time for actual evaluation once made public. This model would also require a change in the evaluation culture for professors and researchers, which now relies on the impact factors of a limited number of "core" journals.

**SESSION 726 -- WORKING AT THE KNOWLEDGE FRONT,**  
*presented by Samuel Trosow, D. Grant Campbell, Liwen Vaughn, Jacquelyn Burkell, Karl Fast, Frank Lambert (University of Western Ontario); Convenor: Pamela J. McKenzie*

This session featured presentations on four recent projects from the Graduate Programs in Library and Information Science at The University of Western Ontario. Doctoral student Karl Fast and Dr. Grant Campbell introduced the Open Archives Initiative and described its potential for the management of electronic resources. Doctoral student Frank Lambert presented on behalf of MLIS graduate Joanna Duy and Dr. Liwen Vaughan, giving an overview of their study comparing library- and vendor-collected usage data for electronic resources. Dr. Samuel Trosow described the serious impact that international trade agreements could have on services offered by public libraries. Finally, Dr. Jacquelyn Burkell presented data from an ongoing study of the ways that information is provided and decisions are negotiated in prenatal midwifery care.

**SESSION 802 -- COLLABORATIVE VIRTUAL REFERENCE SERVICES: THE FUTURE OF VIRTUAL REFERENCE**, presented by *Diane Granfield (Ryerson University)*, *Jennifer Marvin (University of Guelph)*, and *Mark Robertson (York University)*; *Convenor: Cynthia McKeich*

This well attended session discussed the collaborative live virtual reference service currently being offered by Guelph, York and Ryerson Universities. The three dynamic speakers spoke of the promises and challenges of such a joint venture. The differences among the three institutions, such as different e-resources, different services and terminologies, and different programs, were looked upon as opportunities rather than obstacles. An evaluation and analysis of the service to date was discussed by looking at virtual reference statistics and user and staff surveys. The analysis continued with a look at the information garnered from virtual reference session-generated transcripts. Operational and strategic issues and the transportability of virtual reference questions were explored. The emerging issues of the collaboration were raised and discussed by all three speakers. The session ended with a question and answer period in which attendees expressed their interest in the future of virtual reference.

**SESSION 803 – REVOLUTIONS IN SCHOLARLY PUBLISHING: THE BUILDING OF A KNOWLEDGE COMMONS**, presented by *Heather Joseph (BioOne)* and *Leslie Chan (University of Toronto)*; *Convenor: Maura Matesic*

In this session Heather Joseph and Leslie Chan presented different models in academic publishing, including not-for-profit and open access initiatives. Addressing key issues in academic publishing, Joseph and Chan supported alternative models of online publishing as a viable alternative – one that encourages equity of access, leads to new measurements of research impact, and supports a global exchange of scholarly information. Citing such examples at the *Public Library of Science*, the *Budapest Open Access Initiatives*, *Bioline International* and *BioOne*, Joseph and Chan highlighted the potential for the success of these initiatives, while stressing the need for further development of alternative and more inclusive models of academic discourse.

**SESSION 804 -- PLAGIARISM - PRINT AND ELECTRONIC**, presented by *Debra Dawson and Walter Zimmerman (University of Western Ontario)*; *Convenor: Robin Bergart*

Plagiarism, or the “kidnapping” of words and ideas, is an ongoing problem at schools and universities and a number of software programs have been developed to help deter and prevent plagiarism. Debra Dawson and Walter Zimmerman gave a lively presentation on one such plagiarism detection system, Turnitin.com. This system was implemented two years ago at their University, and they explained how it functions and how students and faculty have responded to it. While not intended to

be a foolproof system to combat plagiarism, Turnitin.com has been successful as a deterrent, as it sends a strong message that academic integrity is taken seriously on campus. Faculty have been enthusiastic about its ease of use and its effectiveness as a deterrent to would-be plagiarizers.

**SESSION 903 -- DOING DATA AT THE REFERENCE DESK: (SOME OF) WHAT YOU'LL NEED TO KNOW**, presented by *Walter Giesbrecht (York University)*; *Convenor: Amanda Wakuruk*

This engaging session introduced delegates to the world of statistical and data reference service. Presenter Walter Giesbrecht allayed fears and other symptoms resulting from conditions such as numerophobia, arithmophobia and statistophobia by concentrating on practical strategies applicable to all reference environments. Sources of statistical and data resources were discussed and major products were demonstrated.

**SESSION 905 -- DRAWING ON BLACKBOARD: FACING THE CHALLENGE OF INTEGRATING LIBRARY RESOURCES INTO A WEB-BASED COURSE MANAGEMENT SYSTEM**, presented by *Kelly Donaldson (Seneca College)*; *Convenor: Vivian Lewis*

Kelly Donaldson, Information Services Librarian, presented a lively and detailed overview of "My Seneca," the new integrated portal used by faculty, staff and students at Seneca College. The product, based on Blackboard software, provides a simple but sophisticated course management solution, plus customized one-stop access to other campus information and services. Members of the Seneca community now have easy access to library resources and expertise via the portal. Kelly stressed the importance of collaboration with faculty and other stakeholders on campus to ensure that library resources are given adequate prominence. She also emphasized the need for a more user-centric approach when designing any Web-based library products. The audience was encouraged to create quick, easy routes to electronic resources when supported by the vendors (e.g., using durable links with Proquest products), to strip away the jargon and long descriptions that only librarians understand (or care about), and to do more filtering of "best" sources.

**SESSION 1002 -- ONLINE TEACHING TECHNOLOGIES AND LEARNING OUTCOMES**, presented by *Scott McLaren (York University)*, and *Corinne Laverty and Denise Stockley (Queen's University)*; *Convenor: Lisa Sloniowski*

This session provided an interesting account of educational technologies, principles for effectiveness in online teaching, methods for developing information literacy online, and a case study from York University which examined synchronous and synchronous instruction in the development of information literacy.

## MAJOR REORGANIZATION IN THE RYERSON LIBRARY

by Susan Patrick

The Ryerson University Library has begun implementation of a new teams-based organizational model, which we anticipate will better enable the Library to manage many of the challenges facing the University in the coming years. All teams report to Cathy Matthews, Chief Librarian.

The Borrower Services Team brings together circulation services, interlibrary loans, reserves, audiovisual services, and public relations into a very user-focused team. Although the full impact of this merger will be best optimized through a redesign of space, permitting contiguous units and shared resources, at present the group will operate in existing space under the following leadership: Liz Bishop is the Borrower Services Librarian, responsible for administration and leadership of the team; Ophelia Cheung will be changing roles, but currently continues to lead ILL and AV services, and particularly the implementation of the VDX (Virtual Document Exchange) system; Susan Patrick who coordinates public relations and publications, is moving into AV and, with Lucina Fraser,

who is moving into ILL, shares leadership in the Library Advancement Campaign. Brian Cameron, brings systems expertise and leadership to a team mission heavily dependent upon IT and systems infrastructure.

The Collections Team has a challenging managerial role, planning and overseeing the acquisition of new resources in a variety of formats, cataloguing them and applying the necessary metadata to facilitate their utilization, and managing the existing stock relative to the space available. Joan Parsons administers the team of technicians and library assistants; Zita Murphy continues responsibility for negotiating electronic licenses and consortia purchases; and Daniel Phelan, the team facilitator, has collection oversight on the University's Academic Standards Committee, coordinates preparatory reports with subject librarians, and manages the monographs fund, collections and donations. Brian Morrison continues his role in RILOSH in addition to cataloguing responsibilities. Trina Grover coordinates cataloguing and metadata activities, trains and updates

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## PEOPLE NEWS

### UNIVERSITY OF OTTAWA

Several positions have been filled at the University of Ottawa: the new University Chief Librarian is **Leslie Weir**, the new Director of the Morisset Library (Arts and Science) is **Hélène Carrier**, and the new Assistant University Librarian, Planning, Marketing and Technical Services, is **Gisèle D. Villers**.

### ALGONQUIN COLLEGE

As the Rideau Campus moved to the Woodroffe campus last Fall, the Rideau collection has been integrated into the Woodroffe collection and the Rideau staff has moved to Woodroffe.

For the past year, the LRC has been part of Teaching and Learning Services and the Online Learning Centre is now located in the LRC. One librarian is teaching a course to Media students via Blackboard as part of our involvement with online learning. Both **Maxine Taylor** and **Denise Bisson** will be retiring this summer.

### UNIVERSITY OF WATERLOO

In January, **Mark Polger** began a twelve-month contract position as Liaison Librarian for Psychology and **Helen Yueping He**, a Library and Information Science student at the University of

Western Ontario, began an eight-month co-op position as Library Intern. On February 3rd **Sandra Keys** assumed the position of Liaison Librarian for the School of Accountancy and the Department of Economics.

### ST. LAWRENCE COLLEGE

**Barb Carr** has just returned to work after a combination of sabbatical and self-funded leave. Many thanks and much appreciation to **Colleen MacKinnon** who replaced Barb as Librarian while she was away.

### UNIVERSITY OF WESTERN ONTARIO

**Fran Gray** has been appointed Interim Reference Coordinator in the D.B. Weldon Library through to 4 July 2003, in addition to her own workload as Coordinator of Instructional Services and Reference/Collections Librarian. **Catherine Morrissey** accepted the position of Temporary Supervisor, Materials Maintenance Unit, for The D.B. Weldon Library for a two-year term. Catherine received her MLIS from UWO.

**John Costella** has accepted a two year secondment as an Instruction/Liaison Librarian in the Allyn and Betty Taylor Library.

**MAJOR REORGANIZATION  
IN THE RYERSON  
LIBRARY**

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staff on technical standards, and is assisted in cataloguing standards and original cataloguing by Val Lem. Richard Malinski is working on acquisitions processes, long-term collection strategy and fiscal planning. The Reference, Research and Instructional Services Team brings together some significant systems, infrastructure and support services under the administrative leadership of Bob Jackson, who also manages the IT infrastructure and network.

Don Kinder continues as Instructional Services Librarian and represents the Library on the University's Learning and Teaching Committee, while Sue Giles, Maps, Data and GIS Librarian, is responsible for collection building, management and instructional leadership for these resources. Sally Wilson handles the integrated library operating system, and the Library's Web site. Diane Granfield is currently leading the Collaborative Virtual Reference Project, our joint York, Guelph and Ryerson initiative being piloted for the Ontario Council of University Libraries. Jey Wolofsky provides evening and weekend reference services.

**Around the  
Province**

**NIAGARA COLLEGE**

Niagara College has migrated from Dynix to Horizon. Congratulations to the dynamic duo of **Sandy Kerr**, Systems Administrator and **Sue Bartlett**, Library Services Coordinator for managing the transition. Special thanks go to **Colleen Brown** and the epixtech/Dynix team for their professional implementation and support.

**UNIVERSITY OF  
WESTERN ONTARIO**

January 2003 marked the start of a brand new service for Western Libraries. The Pilot Project for the service ASK US NOW places real-time assistance to library patrons an easy button-click away. The Virtual Reference Team soft started virtual reference in mid December to try it out before marketing the service on campus. In response to the first questions received, staff visually walked an out-of-town student through the process of renewing books, and played music composed by Henry VIIIth (found on a website) over a patron's computer speakers.

Also, UWO Libraries has partnered with the Student Development Centre (SDC) and the University Students' Council to provide services in the D.B. Weldon Library for students with disabilities. The Library provides space for the services, and the University Student's Council has equipped the rooms set aside with different combinations of hardware

and software to assist students with reading, writing, and organizing their ideas for written expression.

**UNIVERSITY OF  
WINDSOR**

The Leddy Library is completing the second phase of an Electronic Course Reserves Pilot project this Spring. The project has been coordinated by **Joan Dalton** (Head, Access Services) and **Pat Moore** (Systems Dept.). Using Docutek's ERES software, the first phase of the Pilot during the Fall 2002 semester included four courses and 30 documents requiring copyright permission. Usage by students was high, and there has been a good deal of enthusiasm from both students and faculty. A complete report of the pilot project, with emphasis on securing copyright in Canada, will be prepared in late spring/summer 2003.

Also newsworthy is the upcoming WILU Conference (Workshop on Instruction in Library Use), which runs from May 12th - 14th at the University of Windsor. Speakers include **Dr. Clara Chu** (UCLA faculty member and winner of ALA's 2002 Equality Award) and **Lisa Hinchliffe** (Coordinator for Information Literacy Services and Instruction at the University of Illinois, Urbana-Champaign). See <http://wilu2003.uwindsor.ca> for details.

**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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