The 2009-2010 academic year has come to a close for most of our students. It is one of the best times of the year on campus and I extend my congratulations to the 4,500 students in the class of 2010 and a warm thank you to the staff of McGill Library for your contribution to their success. A number of our Library Student Navigators, Student Project Assistants and School of Information Studies Practicum Students graduated this year. I wish them well with their careers, whether they go on to further studies or join the workforce. During the Law Convocation, John Hobbins was honoured with the McGill Library Career Excellence Award for 2010. Congratulations John.

While the majority of our students and faculty are enjoying the summer to pursue research, taking a well deserved break or working at a variety of summer jobs around the globe, our own McGill Library staff are taking this time to regroup and focus on special projects related to our strategic goals. Every branch and department has projects underway. To mention just a few, we are realigning our collections on several floors to ensure improved access by our clientele, including the Humanities and Social Sciences Library, the Blackader-Lauderman Collection, Life Sciences, the Marvin Duchow Music Library, the Islamic Studies Library and the Geographic Information Centre. The “One Website Committee” has been transformed into the “eSearch Committee” and will be working diligently throughout the summer to analyze our Website and Catalogue tools to understand why many of our users find it difficult to locate the material they need and to make recommendations for improvement. A team of librarians has developed an exciting...
summer staff development program that is sure to be well received by all of our staff. Please mark your calendars with the dates outlined in this edition of Library Matters. Our Orientation Committee is hard at work planning a Fall 2010 Orientation that promises to be the most successful yet.

Finally, I want to recognize the outstanding donation made by our undergraduate students through their yearly contribution to the Library through the SSMU Library Improvement Fund. Since its inception fourteen years ago, the SSMU LIF has been a vital voice in assessing and communicating the needs of students to Library staff and providing generous funding for those initiatives. This year the combined contributions of the SSMU LIF with matching funds provided by alumni contributions through the auspices of McGill Development and Alumni Relations (DAR) totalled $583,669.50. The priorities identified by the students are: extending "extended hours", improving facilities and providing students with employment opportunities within the McGill Library. A large portion of this year’s Library Improvement Fund has been earmarked to refurbish two important areas that have not yet received LIF support - the Blackader-Lauterman Collection and portions of the Nahum Gelber Law Library. Sincere thanks to our students and their fine representatives on the SSMU Library Improvement Fund committee.

To all, enjoy summer in Montreal and safe travels to those taking a break this summer.

The latest issue, as well as an archive of past issues, can be found at http://www.mcgill.ca/library/library-about/pubs/newsletter/. We welcome your contributions. The deadline for submissions is the first day of the issue month. Send your input to the you-never-heard-it-from-us editorial team: Louisa Piatti, louisa.piatti@mcgill.ca Jennifer Garland, jennifer.garland@mcgill.ca Cathy Martin, cathy.martin@mcgill.ca Joel Natanblut, joel.natanblut@mcgill.ca Merika Ramundo, merika.ramundo@mcgill.ca

Phyllis Rudin has a published article about outreach services titled “No Fixed Address: The Evolution of Outreach Library Services on University Campuses.” The Reference Librarian 49, no. 1 (2008): 55-75. http://dx.doi.org/10.1080/02763870802103761

The recent explosion of mobile technology, particularly the increasing prevalence of “smartphones” and the widespread adoption of cell phone technology in North America, presents a tremendous opportunity for libraries and librarians to connect with their users in meaningful new ways to foster information literacy and the development of research skills. Handheld mobile devices are now being used more as portable computers than simply as mobile phones. Therefore, the creation of specialized mobile web content designed to facilitate access to research tools and information resources through handheld mobile devices has become a priority. In response to this, Library Technology Services has developed a mobile version of our library website which was officially launched on June 1st, and is available for use at: http://m.library.mcgill.ca.

The Mobile Library Website Development Team

Our mobile library website was designed and programmed by LTS staff Mutugi Gathuri, who was mainly responsible for developing the mobile web applications and the website code, and Greg Houston, who was tasked with the graphic design of the site, which included creating the look and feel and designing the button icons. However, the process was by no means simply a technological one, but required collaboration with other library staff who know and understand our users to ensure that the mobile site would be successful from their point of view. Mobile library websites are very different from traditional library websites in terms of content and resources. Library users have different expectations when they use resources designed specifically for the mobile environment. Users do not expect to find the same content on a mobile library site as they do on the much larger library website. As luck would have it, when it came to deciding what would initially be included on the site the first author of this article, with a colleague at the University of Toronto Scarborough, had just conducted a survey of North American academic mobile library websites as part of the research for upcoming presentations at WILU and ALA. This survey information helped inform what should initially be included in the mobile website.

The mobile library website was soft launched in BETA at McGill’s Teaching and Technology Fair on May 6th and immediately caused quite a stir. A very positive article was written about our mobile website in ResourceShelf that same afternoon (http://www.resourcleshelf.com/2010/05/06/new-mobile-web-site-mcgill-university-libraries/), and it has generated a considerable number of tweets on Twitter. So far, feedback from our mobile library website users and our library staff has been overwhelmingly positive.

Staff Orientation Sessions

Staff orientation sessions were held to ensure that all library staff are aware of the new mobile library website interface. These very well attended sessions were given by Amy Buckland and Robin Canuel and were held on May 20th and 31st in the Library Technology Services Conference Room on the main campus. A third orientation session is planned to take place at the Macdonald Campus Library on June 10th from 2:00 to 3:00 pm, and additional sessions will be scheduled over the summer according to demand.

Features on our Mobile Library Website

Catalogue Search – Users are provided with a basic keyword catalogue search option, which searches the author, title, and subject
fields in the Classic Catalogue, where they are provided with a link to view the full record and also have an option to email the record they are viewing.

Course Reserves – The Course Reserves search feature searches the Course Reserves Sub-catalogue. Users can look for their course readings using multiple search fields including: Course Number, Instructor, Course Name, Department, Title, Call number, and Author. To access McGill licensed electronic resources, users must be on the McGill Wireless network or have their McGill VPN connection activated on their mobile device. Instructions are available on how to configure the McGill Wireless and VPN on an iPhone and iPod Touch in the McGill IT Knowledge Base (see this issue’s “Technology Tidbit” on page 2).

Ask Us – The Ask Us button provides users with multiple ways to contact the Library to get assistance with finding information and to get help with assignments and research. A list of branch library phone numbers is provided and each phone number is a phone link which can be automatically dialed using the touch screen technology used on most smartphones. You can also email a librarian at askus.library@mcgill.ca.

We also have a Chat with a Librarian option which allows users to send questions to librarians working on QuestionPoint from wherever they happen to be. QuestionPoint service hours are provided.

Library Hours – A List of all the Branch Libraries, including a photograph of each library and their service hours, is provided, along with a map, telephone number, and a link to their complete schedule available through the main library website.

Library Finder – A Library Finder application allow users to get driving, walking, and public transit directions to each Branch Library from wherever they are using geolocation technology from Google Maps.

Library News – The Library News feed is available through the site. Mobile users can keep up-to-date on the newest services and events taking place in the library.

FAQ – An FAQ page is being developed to answer Frequently Asked Questions such as Why can’t I access this eBook from my phone?, or How do I configure the VPN on my iPhone?

Twitter – A link to the library Twitter feed is provided. Mobile users can see what the library is tweeting about, and if they are logged into their twitter account they can start tweeting about the library as well.

Full Website – A link to the full library website is provided in case mobile users might want to access information that is only available on the main library website.

Final Thoughts

This is just the first iteration of the mobile library website. Our vendors have developed mobilized or ‘mobile-friendly’ versions of important academic library resources, such as the suite of EBSCO Host bibliographic databases and PressDisplay, and more developments are on the way. Feedback from our mobile users, librarians, and library staff, and our mobile website analytics, will also help guide the future development of our mobile library website to keep up with new mobile technology developments. We have several ideas for future library applications and mobile content; however we would like to hear your ideas as well so please send them to us, preferably through the mobile website!
**GETTING TO KNOW YOU**

**XIAO-YAN SUN**  

Where were you born?  
Beijing, China

What part of town do you live in?  
Hampstead

How long have you worked at the library?  
18 years

Do you have any pets?  
No

What is your favourite place in Montreal?  
On top of Mount Royal overlooking our campus

What is your favourite dessert?  
Anything in the dessert category

What are you reading and/or listening to?  
My twitter and google reader

What are your other interests?  
Cooking, shopping, travel

What is your pet peeve?  
I don’t know

What is/are your favorite quote(s)?  
“Age does not matter, unless you are a cheese.”  -- Billie Burke

What is one thing that people do not know about you?  
There’s a reason why you don’t know . . .

**SUSAN MURRAY**  
Head Librarian, Life Sciences Library

Where were you born?  
Cleveland, Ohio (also where Paul Newman was from!)

What part of town do you live in?  
Practically on the McGill campus - right next door to the Life Sciences Library.

What is your favourite place in Montreal?  
I haven’t been here long enough to fully explore all of Montreal’s treasures, but I quite enjoy Mont-Royal (which I see from my balcony and walk with my dog), and the Musée des Beaux Arts.

What is your favourite dessert?  
Probably crème brulée

What are you reading and/or listening to?  
I’m usually reading a murder mystery - often with a medical theme – and a "serious" book. For example, "The Last Surgeon" (Michael Palmer) and "The Winter Vault" (Anne Michaels)

What are your other interests?  
Film – I ran a film club in university, my first professional job was at the National Film Archives in Ottawa, and I was the first librarian at the Film Reference Library/ Toronto International Film Group. I still get a press/industry pass to attend the Toronto International Film Festival. I’m also interested in theatre, wine and travel.

What is your pet peeve?  
Having to wait an eternity for the check at some restaurants

What is/are your favorite quote(s)?  
“A room without books is like a body without a soul.” - G.K. Chesterton
“It is easier to die for one’s principles than to live up to them.” - Alfred Adler

What is one thing that people do not know about you?  
Hmm – maybe that I’m a tri-citizen: Canadian, American and Irish
Sean Swanick
Islamic Studies Liaison Librarian

Where were you born?
Fredericton, New Brunswick

What part of town do you live in?
The Plateau, a block away from St Laurent—it’s pretty exciting

How long have you worked at the library?
Since November, 2009

Do you have any pets?
No

What is your favourite place in Montreal?
The Bell Centre! And various cafes

What is your favourite dessert?
Homemade raspberry pie

What are you reading and/or listening to?
I’m juggling a few different books at present but two of the more enticing ones are ‘Among Arabic Manuscripts: memories of libraries and men’ by I.Y. Kratchkovsky and another called ‘The secret history of the Mongol Queens: how the daughters of Genghis Khan rescued his empire’ by Jack Weatherford. As for listening, I’m quite partial to the Grateful Dead anytime but I’ve also been enjoying Tinariwen, a Malian Tuareg band.

What is your pet peeve?
Honkers—people who honk their car horns!

What is/are your favorite quote(s)?
“There, where one burns books, one in the end burns men.” Heinrich Heine
“Though the way is full of perils and the goal far out of sight, there is no road to which there is no end. Do not despair.” Shams al-Din Muhammad Hafiz Shirazi

What is one thing that people do not know about you?
I’ve lived in 3 continents in the past 4 years.

Jennifer Innes’s New Family Member

Tank

I nspired by the sound of jack hammers tearing up the flooring of the Education Building lobby, Maya Kucij has put together a fitting construction-themed display. She encourages everyone to come and play with the crane, kindly donated by her eight year old son Henry for the duration of the exhibit (which, like the construction, will last the entire summer).
What is Google Wave?

Google Wave is a web-based application that is attempting to ascend to a new level of electronic communication. It combines the use of email, instant messaging, social networking and wikis; which Google says can be used as a communication and collaboration tool in real time or asynchronously, via the Internet. This application operates through “waves” - online spaces created by users – which can include multiple discrete messages or other functions, called “blips”, creating an ongoing conversational document. These “waves” are accessed through the Net, “resulting in a model of communication in which separate copies of multiple messages are not sent to different people: instead, the content resides in a single space” (Educause, 2009). Individuals click on a wave to access the content, and are able to change it, respond to it, attach something to it, send it to a blog or add new material.

Who's using it?

Since Google Wave has only been released in beta form, access has been restricted to invitation only; however, the group of users is steadily growing. Consequently, the questions as to who will benefit from this new technology and how exactly it will be used, especially by those in higher education, remain unanswered. Until this tool is released to the general public, it will be difficult to accurately determine which types of users will be incorporating Google Wave into their academic and nonacademic lives.

Why use it?

Wave has the potential to usher in a new manner of thinking for electronic communication. It removes the traditional boundaries of email, allowing individuals to brainstorm, troubleshoot, modify and create various portions of a project, asynchronously or at the same time. Google Wave contains so many modes of communication that, by operating through various applications, it could lead to more collaboration and communication among students. Its key contribution could be the revolution of how communication is carried out, stored, and shared between two or more people. If users begin to use Wave in different ways, other ideas surrounding electronic communication might emerge, leading to new directions.

How to use it

As previously mentioned, Google Wave has the potential to be an excellent tool for communication. In an academic setting, students will be able to collect and distribute thoughts into a single wave, which can be further edited by others, essentially creating a live document. A professor would be able to give further instruction, or comment on the progress of a student's work. Wave also offers a “play-back” mode, where the professor can see a wave developing. It is a new way to look at how work is developing, and provides new opportunities for users to partake in what happened previously.

Since Wave offers the opportunity of being both synchronous and asynchronous in its communication capabilities, the work doesn't need to be coordinated by the participants. The beauty of Wave is that users can view the material, and change it at any time; they are not restricted to real time. This will be especially beneficial to students who are unable to attend a class or workshop, as well as distance learning. Students would be able to compare their notes after a class, or they could update the same notes simultaneously during a lecture.

Another beneficial aspect of Google Wave, particularly for the academic community, will be the capacity to coordinate large studies spanning multiple research groups or institutions. The authors would benefit from Wave's functionality during the preparations of manuscripts, facilitating the exchange of ideas, data sets and debates. Wave's ability to allow an author to message other authors during the editing process also provides a potential for real-time discussion of the text.

Downfalls

Google Wave is in very early stages of its development, and there is some speculation as to whether this new form of communication will actually catch on. Wave isn't available to the general public as of yet either, due to the development of the application being incomplete. Therefore, it is unknown how users will react to this new method of communication. Many people do not adapt well to change. Google Wave is being presented as a way of new communication, but some users might find it confusing with so many things occurring simultaneously.

Many users have expressed frustrations regarding the structure of Wave. It has been difficult to distinguish between important messages and the “junk”, leading to a very disorganized document. Google Wave also does not allow users to have reading access only. There may be some cases in which authors do not want to give certain people editing rights, a restriction that Wave does not allow. A nice addition would be granting editing privileges only to those who require it.

Finally, there have been frustrations expressed about the inability to dispose of a wave that the user no longer requires. Waves cannot be deleted, nor finished. While a user cannot leave a wave that has been joined, he or she is able to “mute” it; it is then no longer shown in your inbox. Wave is also lacking protocols and a common vocabulary needs to be developed. Lastly, the extent of its interaction with other applications has not yet been determined.
Conclusion

Google Wave is attempting to usher in a new style of communication. While it remains to be seen exactly how and whether users will take to this new method, Wave does allow for thinking outside the box in terms of collaboration. Wave would allow many individuals to contribute to the learning process, which enhances both the experience of the individual(s) as well as the overall process. Whether Google Wave actually becomes available to the general public or not, it is ushering in a new way of thinking of Web 2.0 applications. It has the potential to enrich the Web 2.0 environment by allowing the exchange of ideas and collaborative learning and work to reach new heights.

References

SLA’S 2010 RISING STARS

The Special Libraries Association, SLA, has honoured five early career professionals from three countries including a coordinator of digital publishing initiatives, a content development officer for education communities, a digitization facilitator for the Smithsonian, an embedded librarian in a design firm, and a patent application researcher… Among the winners is rising star Amy Buckland from Montreal. She is the e-scholarship, e-publishing and digitization coordinator at McGill University Library, where she coordinates digital publishing initiatives, digitisation projects, and the institutional repository. An SLA member since 2006, she currently serves as the communications and social media chair for the association’s academic and IT divisions.

Special Libraries Association
http://www.sla.org/content/SLA/pressroom/pressrelease/10pr/pr1012.cfm

BABY CLARE LANNON

Daughter of Amber Lannon, born Wednesday, March 31st at 12:47pm, 9lbs 2 ounces, pictured here with mom and sister Moreen.

BABY ZACHARY LATENDRESSE

Son of Julia Stark born on April 15, 2010, 11:59 pm, 9lbs 7 ounces

BABY ALEXANDER HOUSTON

Son of Greg Houston born on April 10, 2010, 8.6 pounds

RARE BOOK SCHOOL

We are delighted to report that Nevenka Koscevic, Rare Books Cataloguer in Collection Services has been accepted into the “Rare Book School at the University of Virginia” for their annual summer program in July. The Rare Book School (RBS) provides continuing-education opportunities for students from all disciplines and levels to study the history of written, printed, and born digital materials with leading scholars and professionals in the field. Founded in 1983, it is the premier place to receive training on rare book cataloguing, and competition for one of the twelve places in the class is intense. This program will allow her to continue developing expertise in contributing original catalogue records in OCLC for McGill’s Rare Books and Special Collections. Congratulations, Nevenka!
**Carmela Sciandra**

In April 2010, Carmela Sciandra joined the Planning & Resources team as the Human Resources Administrator. Prior to this appointment, Carmela traveled extensively as a corporate trainer for a software company. Carmela is a graduate of Concordia University (BA, Political Science). She loves to connect with people and very much enjoys working with McGill Library staff to ensure that their needs are met. When she is not being active with her two daughters, Carmela can be found rollerblading, running or taking part in a swimming class.

**Merika Ramundo**

Please welcome Merika Ramundo, our new McGill Library Communications Officer and member of the Planning and Resources team. A home-grown Montrealer, Merika comes to us with extensive experience in communication, arts marketing and education. Most recently, she served as the Promotions Manager at Brigitte Chabot Communications where she publicized theatrical film releases across Quebec. Merika is a graduate of McGill University (BA, English Literature) and the University of Toronto (BA, Arts Management). Merika is also an advocate for arts education and loves to volunteer her time to theatre-based projects for youth.

**Fresh Coffee**

Fresh Coffee in less than a minute for only $.50 cents per cup!

On Friday, June 4th, Kelvin Coffee Services installed a brand new full service coffee machine in the Redpath Library Building Staff Café. The machine dispenses a 10 ounce cup of java with a choice of three types of coffee beans: Breakfast, Colombian and Corsé. For those coffee aficionados with a sweet tooth, flavoured options include Hot Chocolate, French Vanilla, Mokacchino and Latte. In an ongoing effort to create an eco-friendly environment, all used grounds will go directly to McGill’s Gorilla Composting located in Macdonald campus. In that same vein, don’t forget to be green and bring your own cup!

**McTavish Street News**

It’s official! On Friday, May 28th 2010, Principal Heather Munroe-Blum and Mayor Gerard Tremblay declared McTavish Street, between Sherbrooke and Dr. Penfield a pedestrian zone. The project marks an innovative step within McGill’s Greening Lower Campus initiative while ensuring a higher level of safety in this heavily-trafficked spot. The McGill Library welcomes the announcement and would like to advise readers that although the street will be free of parked vehicles and closed to traffic, deliveries on McTavish can be made from 7:00 to 11:00am, Monday through Friday. Staff are asked to notify vendors that access to the delivery bay will be controlled during these hours.

**Tenure Granted**

Chris Lyons and Sara Holder were both granted tenure. This is a wonderful accomplishment! Congratulations!

Chris Lyons, Liaison Librarian & Assistant History of Medicine Librarian, Osler Library of the History of Medicine

Sara Holder, Head Librarian, Education Library & Curriculum Resources Centre
**STAFF AWARDS**

On April 22, 2010, McGill Library staff, retired colleagues, faculty and guests gathered to honour the recipients of the McGill Library staff awards.

**Geoffrey Marcus** from the Schulich Library of Science and Engineering received the Library Staff Excellence award.

**John Hobbins** was awarded with the Library Career Recognition award. Over the last 43 years, John’s professional career has spanned all areas of librarianship, beginning as a reference librarian through to many administrative roles spanning every area of service.

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**Harvey Cushing Photograph Collection**

*by Christopher Lyons, Osler Library of the History of Medicine*

When the Cushing/Whitney Digital Medical Library of Yale University launched its online Harvey Cushing Photograph Collection recently, the head of the Medical Historical Library stated that she was inspired to do this by the McGill Library’s William Osler Photo Collection. The McGill project, a collection of close to 400 photographs held by the Osler Library relating to Sir William Osler (1849-1919), McGill’s most famous medical graduate and faculty member, was presented to universities across the United States at the 2009 Annual Meeting of the Archivists and Librarians in the History of the Health Sciences. The two collections can be found at [http://www.med.yale.edu/library/find/digital.html](http://www.med.yale.edu/library/find/digital.html) and [http://digital.library.mcgill.ca/osler/index.php](http://digital.library.mcgill.ca/osler/index.php).
NEW DISPLAY FOR ISLAMIC STUDIES LIBRARY

by Sean Swanick,
Islamic Studies Library

The Islamic Studies Library (ISL) recently opened a new display celebrating the founder of the Institute of Islamic Studies and the Islamic Studies Library, Wilfred Cantwell Smith. The display is located in the beautifully ornate Victorian wood cabinet on the main floor of the ISL.

The display chronicles some of the more important works and publications by W.C. Smith, notably his ‘Islam in modern history’ (1958). This work was translated into numerous languages. On display are translations in Persian, Urdu, and Japanese. W.C. Smith’s thesis on al Azhar Journal in Cairo is also on display along with two different volumes of the influential journal. The ISL has the complete set of al Azhar journal dating back to its first publication in 1908.

Other notable items on display include McGill’s very own Ms Salwa Ferahian’s article ‘W.C. Smith Remembered’ published in MELA Notes in 2001. The article commemorates Smith’s life, works, publications, and overall desire to raise awareness and better understanding in our global community. Moreover, an original copy of the text Smith wrote for the necessity of the Islamic Studies Library is also on display along with a photo of the first ISL librarian, William J. Watson. The text is a fascinating read detailing the necessity of the ISL as well as some of the problems of cataloguing and acquiring materials from the Islamic world. Smith along with Watson devised a cataloguing system, the Smith classification system, to accommodate the research materials held by the ISL in the 1950s. The Smith classification system was the first such classification system to adequately catalogue such wide ranging materials in so many diverse languages such as Arabic, Persian, Urdu, Hindi, Indonesian and (Ottoman and Modern) Turkish, among others.

The ISL invites all members of the community to come for a visit.

In related news the ISL wishes Ms Salwa Ferahian, the Public Services Librarian of 46 years a happy, well-deserved and healthy retirement. Congratulations, Salwa!