



This issue of the newsletter comes to you as you have settled into the rhythms and routines of the academic year. While we were enjoying the quiet that summer brings to our campuses, Sue Moskal (Waterloo) and Don Kinder (Ryerson) continued to plan and organize OCULA's sessions at Super conference. Super conference 2001 is going to be one of the best ever and OCULA has a particularly strong program planned. I encourage you to take a close look at the program and register early.

OLA launched its 100th anniversary celebrations with the Elizabeth Ann Cummings Memorial Lecture, delivered this year by Evan Solomon on October 11, 16, 18 and 25 in London, Thunder Bay, Ottawa and Toronto respectively.

Events marking the anniversary continued at Policy Forum where the 100th annual general meeting took place. Elsewhere in the newsletter, you will see summaries of the sessions that OCULA hosted at Policy Forum. A much smaller event than Super conference, Policy Forum is important to OCULA and OLA. Issues identified before and during Policy Forum are taken forward to the AGM and then to the Board for action during the next year. This year's Forum is especially important as OLA continues its efforts to become more issues oriented.

OCULA membership stands at 368 as of the end of August (OLA members number 3576). You can help in member recruitment efforts by encouraging your colleagues who are not

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# InsideOCULA

For and about members of the ONTARIO COLLEGE AND UNIVERSITY LIBRARY ASSOCIATION No. 13

## TRIBUTE TO BERNARD KATZ

By Janet Kaufman

Bernard (aka Mel), Katz was feted at a reception in June to mark his retirement from the University of Guelph Library after more than thirty years of service.

During his career at Guelph, Bernard held numerous positions: catalogue librarian, head of circulation, head of humanities, head of humanities and social sciences, and head of archives and special collections.

Bernard was frequently sought after to sit on committees or provide advice to the University of Guelph Faculty Association and received its Academic

Librarianship award in 1997 in recognition of his many contributions to the profession and the university.

He contributed his time and expertise to OLA and CLA, and is recognized as an expert on Canadian copyright law.

OCULA recognized Bernard's contributions to librarianship by presenting him with the 1992 Academic Librarianship Award. Bernard will be missed not only for his expertise and sage advice, but also for his manner. He is a caring individual who treats all he meets with respect. Although, he



has retired from the paid workforce, Bernard is continuing to work on copyright issues on behalf of libraries and has a research project on L.M. Montgomery under way.

OCULA members past and present wish Bernard good health and happiness for many years to come!

## 2000 Policy Forum

by Christine Jewell and Deborah Wills

The OLA Policy Forum took place on November 3rd and 4th at the Valhalla Inn in Toronto. The food was magnificent! Exquisite buffet luncheons on each day, and a 100th anniversary cake with champagne at the closing reception. Other highlights of the event include Mike Ridley's address on video (yes Mike, we laughed at the jokes!), approval

of the minutes of OLA's first meeting in 1900, and a lot of lively discussion at the 100th Annual General Meeting. Many OCULA members were in attendance. Here are summaries of some of the sessions we participated in.

### OLA REORGANIZATION ISSUES

This session began with a brief

presentation by Brian Bell on the history of the reorganization process. OLA is now in evaluation mode, working to identify functions so that the form of the organization can follow its functions. Its current profile focuses on issues, regions, inclusiveness, partnerships, and identifying expertise. There was an open-ended discussion on how best to recognize issues that affect the whole organization and ensure

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## OLA SUPER CONFERENCE

### 100th ANNIVERSARY SPOTLIGHT: PETER HERNON



Editor-in-Chief, *Journal of Academic Librarianship*, co-Editor, *Library and Information Science Research*, founding Editor, *Government Information Quarterly*, author of *Delivering Satisfaction and Service Quality*. Peter Heron is a Professor at Simmons College Graduate School of Library and Information Science, Boston. Through his very significant editorial responsibilities, he has a command of current academic librarianship like few others. A major figure in academic library thought.



## President's Message

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currently members to join OLA, especially any new librarians who may be unfamiliar with our association. Stephanie Parcher, OLA's membership coordinator, assisted by a group of new professionals, has produced the first issue of the New Professionals' Newsletter. If you would like copies to promote OLA membership to newly hired professionals in your library let Stephanie know and she can provide them.

Finally, I urge you to become more involved in OCULA and OLA. Positions on OCULA Council need to be filled; OCULA requires a Super conference 2002 convenor to work with Don Kinder who will continue for a second year; volunteers to convene sessions at the 2002 conference will be needed; suggestions for conference sessions, workshops and other events that you would like OCULA to plan are always welcome. You can call or e-mail any member of the current Council if you would like to know more about any of these opportunities.

## POLICY FORUM 2000

Summaries of the OLA Policy Forum, November 5-6, 2000.

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that a process is in place to pursue these issues and communicate results to the membership. It was suggested that OLA should revisit the blueprints for process that were worked out at Geneva Park I and II.

### PERFORMANCE INDICATORS IN ONTARIO ACADEMIC LIBRARIES

Chaired by Janet Kaufman, this session addressed a variety of issues relating to assessment. Particular attention was focussed on the colleges' experience with Key Performance Indicators over the past three years. All college students in the province of Ontario are now surveyed annually to measure satisfaction with their college experience. The 58 questions on this year's survey include two that are directly related to the library. The college librarian participants expressed some concerns about these surveys but also indicated they did serve to focus attention on service quality in their libraries. The questions that relate to the library are very general. While they give an indication of the broad level of

satisfaction with library services, they do not give any indication of how service quality could be improved to address specific student expectations.

The "Key Performance Indicators" survey is used by the provincial government as one factor in funding decisions at the broad institutional level. The funding implications can be substantial and concern was expressed that the measured level of "student satisfaction" is extremely close across the province, leading to decisions based on essentially negligible differences among institutions. Despite such concerns, participants at the table were in agreement that ongoing assessment of services is essential, not only with respect to external accountability, but in support of internal quality improvement as well.

There is a growing culture of assessment movement at the university level as well. ARL is developing and testing standard instruments to measure library service quality based on user satisfaction and perception of how well needs are being met. York University participated in the first phase of this multi-year ARL initiative and several other Ontario academic libraries are considering participation in 2001.

Participants around the table agreed that academic librarians need to become more familiar with the design and use of assessment tools. We discussed the sorts of support OLA and OCULA might be able to offer in this area, such as education related to development of appropriate indicators, survey design and evaluation of survey results. A session on user needs assessment is scheduled for Super Conference 2001. OCULA is also organizing a full day workshop on assessing user needs, to be held in

May next year.

### MARKING UP THE DIGITAL LIBRARY

The session began with participants describing current and planned digitization projects. The group then worked through a detailed handout which described various projects of interest. The current state of technology was discussed, with emphasis on the need for search engines and Web browsers to reach a level where they can work with XML and DTD formats.

The group discussed the role of the librarian: what information should we be marking up on our documents? There was consensus that marking basic information, so scholars can use the documents in various ways, is the best approach. However, it is also important to show connections between texts in a collection. There was also discussion of the time and money involved in digitization, of long-term storage and preservation, and of the role of standards. It was suggested that we should establish connections with National Library projects.

OLITA is planning to host a week-long Web "cybercamp" at McMaster during the week of August 5. The focus would be on hands-on experience with marking texts, Web-editing tools, database-driven Web sites and related issues. OLITA will be polling members via the listserv to discover more specifically what they would like to learn at such a workshop.

### OCULA AND ONTARIO ACADEMIC LIBRARIES: STRENGTHENING THE BOND

Chaired by Brent Roe, this session addressed issues relating to communication among academic librarians in Ontario and between librarians and various library organizations.

## Welcome New OCULA Members

**Auster, Ethel** Professor, FIS, University of Toronto  
**Ayotte, Debbie** Student, Dalhousie University  
**Bell, Norda**, Student, Seneca College  
**Cardwell, Jennifer** McMaster University  
**Casciato, Sabrina**, Royal Bank of Canada  
**Church, Tracey**, University of Western ON  
**Dew, Ian**, Lakehead University  
**Dowiat, Aleksandra**, Student FIMS UWO  
**Durando, Paola**, Queen's University  
**Eisenback, Peter**, Student FIMS, UWO  
**Foster, Trina**, Student FIS, University of Toronto  
**Hyslop, Caroline**  
**Knyazyeva, Irena**, Vancouver

**Marvin, Jennifer**, University of Guelph  
**McDonald, Barbara**, McMaster University  
**Nicolson, Dawn**, Student, Seneca College  
**Phelan, Daniel**, Ryerson Polytecnyc University  
**Phelan, Tim**, Student Seneca College  
**Polger, Mark** Contract work University of Waterloo  
**Mandt, Ruth**, Vancouver  
**Robinson, Jennifer**, University of Western ON  
**Roth, Rhonda**, Seneca College Newham Campus  
**Thompson, Kristi**  
**Tucker, Matthew**, Student Seneca College  
**van Abbe, Diane** Ontario Tobacco Research Unit  
**Wong, Stanley Ming Chun**  
**Young, Lorna**, Regis College Library

## INFORMATION LITERACY AT THE UNIVERSITY OF WESTERN ONTARIO

We discussed the value of extending OCULA's services to include communicating information about librarians' day to day issues. Academic librarians would find it useful to share ideas and best practices. OCULA contacts might play a role in this communication effort. Plans were discussed to host a gathering of OCULA contacts at the Super conference to thank them for the important role that they play in reaching out to members for information sharing and recruiting new members.

A second main topic of discussion was the importance of collaboration among college and university librarians and between librarians and library directors. We discussed the possibility of organizing a symposium for OCULA, OCUL (Ontario Council of University Libraries) and CLR (Committee on Learning Resources). Such a meeting could provide a forum for exchange of information and would be particularly pertinent in light of the increasing provincial focus on college/university collaboration. April was discussed as a possible date for the event. Contacts with OCUL and CLR will be made in order to determine extent of interest on their part.

### COMMITTEE OF 100: ESTABLISHING A DATABASE OF EXPERTISE

OLITA would like to establish a database of expertise—a community of practice—for its membership. This would link members with common interests, help make the organization more issues-based, and add to the value of OLA membership. The database would act as a prototype, beginning with OLITA members, with the possibility of expanding to

include all OLA members and possibly other individuals with expertise of value to the organization. Various ways to develop and maintain the database were discussed, and several models were considered.

OLITA hopes to have the database operational by the summer. Hamilton Public Library will make their server available to house the data. Through the OLITA listserv, volunteers will be solicited to work on a task force to establish the database.

Early in the year the University Library Council established an ad hoc committee, chaired by Joyce Garnett, Director of Libraries, and including faculty, students and librarians, "to review the information literacy program to see how the library, in partnership with the departments, within the academic program, can provide students with the information skills needed in the electronic age".

The group reviewed the current program offered by the Libraries, addressed the role of

information literacy in universities, examined the recently approved Information Literacy Competency Standards for Higher Education issued by the Association of College and Research Libraries (ACRL), and discussed strategies for enhancing awareness of the library programs and expanding participation by students and faculty. Its report, *Strategies for Information Literacy*, and recommendations were well received by the Senate committee.

## AROUND THE PROVINCE

### CARLETON UNIVERSITY

Carleton University Library is undergoing a search for a new library system. Demonstrations by four vendors have been held, and evaluations are now in progress. It is hoped to arrive at a decision towards the end of October, or early November.

### SIR SANDFORD FLEMING COLLEGE

The Library and Audio Visual team recently launched its web-based, fully integrated library system using SIRSI's Unicorn software. VIRGO (Virtual Information Resources - Get Online) offers one-stop shopping for Fleming's Library and AV services, resources, and global information sources through the Web allowing staff and students to access the system from any networked computer on-campus, or directly from their home. VIRGO is highly interactive which enables patrons to correspond directly with resource staff from the online library environment. It also offers staff the convenience of online access to circulation, serials, cataloguing and audio visual booking modules.

Visit the new system at <http://www.flemingc.on.ca/other-Prgms/lrc/library> by clicking on Search Library Catalogue.

### UNIVERSITY OF WATERLOO

The Centre for Learning and Teaching Through Technology -- LT3 -- settled into its new quarters on the third floor of the Dana Porter Library in June. The LT3's Flexible Learning Experience (FLEX) lab includes a room with laptop computers and furniture that can be arranged to fit a wide range of learning and teaching needs.

### UNIVERSITY OF WESTERN ONTARIO

The Allyn & Betty Taylor Library, together with the Faculty of Medicine & Dentistry's Office of Professional and Educational Development, and the Canadian Library of Family Medicine, participated in a collaborative research project to teach rural physicians how to retrieve evidence-based information

effectively from bibliographic databases. Taylor staff and other trainers instructed four rural health librarians and these four rural health librarians in turn trained selected physicians. The outcomes of the training will be measured with pre- and post training questionnaires, and the results will be published in the professional literature. Funding for the project was provided by the Ontario Medical Association's Continuing Medical Education program for rural and isolated physicians.

### WILFRID LAURIER

Working with the Zeidler Roberts architectural partnership and the Beckman Associates library building consultants firm, Laurier Library staff are actively involved in planning for a \$5.5 million renovation to the Library building. The project, part of a University Superbuild initiative, is intended to support badly-needed upgrading of the physical facility, the technological infrastructure and the ambience. The intention is to use the current academic year for planning, with construction beginning in the Spring of 2001. The Library will remain open and operational throughout the renovation, with a target date for completion of September 2002.

# PEOPLE NEWS

## BROCK UNIVERSITY

**Phyllis Wright** has been appointed Head, Collection Management Department, at the James A. Gibson Library. Collection Management is a new unit created by the merger of the former Serials and Acquisitions departments.

## UNIVERSITY OF GUELPH

**Michael Ridley**, Chief Librarian, is on administrative leave from September 1, 2000 to early January 2001.

**Helen Salmon**, Manager, Information Services, Social Science and Arts, is the Acting Chief Librarian. Helen's appointment in Information Services has been renewed for another 3 years.

**Beth Thomsett-Scott**, Librarian, Information Services, Science and Technology, is Acting Manager, Information Services, Social Science and Arts from July 1, 2000 to early January 2000.

**Doug Horne**, Librarian, Information Services, Science and Technology, became the Manager of the newly created Information Services, Government and Data Resources as of April 3, 2000.

Three new staff members started this fall: **Jennifer Marvin** in Information Services, Government and Data Resources and **Wendy Rodgers** and **Scott Gillies** in Information Services. **Lorne Bruce**, Librarian, Collections Services, has assumed the position of Manager, Archives and Special Collections after **Bernard Katz** retired September 1.

**Carol Goodger-Hill** retired in June after 15 years service. The appointment of **Jim Brett** as Manager, Information Services, Science and Technology, has been renewed for another 3 year term.

## MCMMASTER UNIVERSITY

**Barbara J. McDonald** has recently joined Mills Memorial Library (Humanities & Social

Sciences) as Reference Services Manager. Barbara was previously with Memorial University of Newfoundland.

**Jennifer Cardwell** is the new Education Liaison Librarian at the Health Sciences Library.

## SENECA COLLEGE

**Doreen London** has returned from sabbatical as Manager, Digital and Electronic Resources, Learning Commons. **Kelly Donaldson** has joined the Newnham Learning Commons as Public Services Librarian, Web & Library Instruction.

**Cynthia McKeich** has joined the King Learning Commons as Public Services Librarian, Reference & Library Instruction.

## UNIVERSITY OF WATERLOO

In September of this year **Dan Sich** was appointed to the position of Liaison Librarian for Physics and Mathematics. <http://www.lib.uwaterloo.ca/newsletters/ln30no2.html> Coming from a background in Physics and Philosophy, Dan received his degree in Library and Information Science from Western in 1999.

## UNIVERSITY OF WESTERN ONTARIO

**Martie Grof-Iannelli**, Public Information Services Coordinator for the Graduate Resource Centre in the Faculty of Information and Media Studies (FIMS), assumed responsibilities as collections specialist in The D. B. Weldon Library for Journalism, Library and Information Science, and Media, Information and Technoculture. At the same time, Martie continues to be the Public Information Services Coordinator at FIMS.

**Teresa Marcon** joined Western Libraries in September as Reference/Instructional Librarian for Health Sciences in the Allyn & Betty Taylor Library.

Teresa worked in Taylor as a reference assistant in 1995-1997 and has subsequently worked in a number of high tech companies in project management, client relations, strategic planning and business development, and as 'cybrarian' with Oracle.

## UNIVERSITY OF WINDSOR

Windsor's new librarians: **Ruth Wallace**, Cataloguing & Information Literacy Librarian; **Karen Baracat**, Social Sciences Librarian; **Leila Wallenius**, Engineering Librarian.

Retirements: **Conrad Reitz**, Collections & Reference Librarian; **Jerry Malone**, Collections Librarian for more than 30 years; **Krishna Chandna**, Cataloguing Librarian.

## YORK UNIVERSITY

**Loryl MacDonald** has been appointed Adjunct Archivist in Archives and Special Collections from June 1, 2000 to June 30, 2001. She holds a Master of Archival Science and a Bachelor of Laws from the University of British Columbia.

**John Dupuis** has been appointed Science Librarian at Steacie effective August 14. John received his MLIS from McGill this year, where he worked in the Physical Sciences and Engineering Library during his practicum.

**Patti Ryan** has been appointed Reference Librarian at Scott effective August 1. Patti has an honours B.A. in history and political science from York and a MLIS from Western.

## InsideOCULA

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

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