



Summer's over. Where does the time go? I hope you all had a safe and enjoyable summer and that you're refreshed and ready to face the new academic year. Here are some updates on people and activities of interest to OCULA members.

The OCULA Annual Spring Dinner was hosted by Ryerson University in early May. The speaker was Gene Allen, historian, CBC Journalist, and Professor of Journalism at Ryerson. His talk focused on the research behind the CBC documentary, "Canada: A People's History". Using video excerpts from the documentary, Professor Allen described the key role Libraries and Archives played in "personalizing" the historical characters portrayed.

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InsideOCULA

For and about members of the ONTARIO COLLEGE AND UNIVERSITY LIBRARY ASSOCIATION No. 18

GENE ALLEN GIVES A FASCINATING TALK AT OCULA'S ANNUAL SPRING DINNER

**"Making Television and Making History:
Perspectives on Canada: A People's History"**
by Sophie Bury and Sharon Munro

On May 2nd, 2002 librarians from Ontario universities and colleges gathered at Pitman Hall at Ryerson University to enjoy dinner and to listen to a very stimulating talk by guest speaker, Gene Allen. Professor Allen is an historian and journalist. He has a B.A. from the University of Toronto, an M.A. from York University, and a Ph.D. from The University of Toronto. He has had a very interesting and varied career including working as a journalist with the *Globe and Mail*; serving as assignment desk producer with CBC Radio's *Morningside*; working as assignment editor for CBC national TV news; and as a writer on *The National*. He was also producer and author of the award-winning television documentary series *Dawn of the Eye*. He is currently working as an Associate Professor of Journalism at Ryerson University.

Allen's presentation at the Spring Dinner focused mainly on his recent role as Director of Research and Senior Producer

of the CBC Radio/Television series *Canada: A People's History*. The series won the Gemini award for Best Documentary series for 2001 from the Academy of Canadian Cinema & Television and the Pierre Berton Award for popular history from Canada's National History Society in 2001. He also edited the acclaimed two volume companion book set, volume one of which was recognized by the Canadian Booksellers Association as Non-Fiction Book of the Year for 2000.

Allen talked about one of his key research interests: the modernization or popularization of history. He noted that one of the major goals of *Canada: A People's History* was to popularize the history of Canada and give it mass audience appeal. The producers wanted to ensure that it could compete for people's attention with highly popular shows like E.R. This meant placing emphasis on drama and narrative and bringing social history to the fore as

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OCULA'S ANNUAL SPRING DINNER

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much as possible. A variety of techniques was employed, such as the use of many first hand accounts.

To illustrate this approach, Allen showed a fifteen minute clip from the series about the Battle of the Plains of Abraham. In 1759, English troops commanded by Wolfe defeated Montcalm's French forces in Quebec. Members of the television audience are introduced to individual characters who fought in the Battle. The soldiers featured are of various ranks, regiments, status, and ethnicity – Irish, Scottish, English and French.

Allen gave much credit to librarians and archivists for their assistance in locating documents and other materials of relevance to *Canada: A People's History*. In particular he acknowledged help provided by the CBC archivist. Allen also told a very interesting and amusing story about a student researcher's efforts

to obtain information about Wolfe's personal copy of Gray's *Elegy*, which was believed to be still in existence. This edition had been underlined and annotated by Wolfe. After an exhaustive search of libraries and rare book dealers in various parts of the world and contact with distant relatives of Wolfe's family and others, the student researcher discovered that the book existed much closer to home than could ever have been imagined. It was found in the special collections at the University of Toronto after the researcher was referred to Richard Landon, Director of the Thomas Fisher Rare Book Library. And so the actor playing Wolfe was able to read from this authentic copy of Gray's *Elegy* during the filming of the series.

It was a fascinating and enlightening talk and a very fitting conclusion to a most enjoyable evening.



AWARD WINNERS

YORK UNIVERSITY LIBRARIES

Wendy Hubley, Business & Government Publications Library, together with her co-author Micheline Beaulieu of the Library of Parliament, was awarded the annual award for the best feature article appearing in Canadian Law Libraries. The article is entitled "Locating Canadian Orders in Council."

Kent Haworth, University Archivist, was presented with the Archives Association of Ontario's James J. Talman Award during the AAO's Annual Conference at Brock University in St. Catharines. The J.J. Talman award is given to individuals who have demonstrated an outstanding level of imagination and innovation in contributions to the profession, their institutions, or the archival community, or have pioneered in any aspect of archival work. Kent was recognized for his work in creating, implementing and propagating the Rules for Archival Description (RAD), and for his work in making ARCHEION, the Ontario component of CAIN (Canadian Archival Information Network), a reality. Also, at the 2002 Conference of the Association of Canadian Archivists in May, he received the ACA's first Membership Recognition Award.

Ilo Maimets, Reference Assistant at the Steacie Science Library, was awarded the Sheridan Park Association Library and Information Science Committee Award for the most promising Sci-Tech Librarian at her MIST convocation.

On June 7, the Ontario Confederation of University Faculty Associations (OCUFA) presented **Julie Drexler** with its outstanding academic librarianship award. The academic librarianship award goes to a librarian who has made a significant contribution to scholarly achievement in his or her area of expertise. Julie has been head librarian at Glendon College's Leslie Frost Library since 1986.

--news items gathered from a variety of York University bulletins.

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SENECA COLLEGE LAUNCHES *Ask LCO LIVE*

by Kelly Donaldson, Public Services Librarian
The Learning Commons

In an ongoing effort to improve its reference service to users, The Learning Commons at Seneca College has become the first Community College in Ontario to offer live online reference assistance to its users. Unlike e-mail reference service, which often requires the user to wait up to 24 hours for a reply, this live reference service -- which has been named Ask LCO Live -- allows users to interact with a reference staff member and get their questions answered in real time.

The process of implementing Ask LCO Live began back in September of 2001, when a subscription to Virtual Reference Desk (VRD, a product from LSSI) was purchased by The Learning Commons. There were several reasons for deciding to go with Virtual Reference Desk rather than some of the other products on the market right now. Perhaps foremost was LSSI's commitment to 24/7 technical support -- a feature that many of the other vendors do not offer. Also beneficial was the opportunity to acquire usage statistics. This allows Learning Commons staff to track information such as when, what and how many questions are being asked over a specified period of time. Other selling features of the software included: the

ability to build a knowledge base (containing information such as slide shows, pathfinders, and frequently asked questions), the opportunity for material sharing with the user, and a multiple inbox that allows the librarian to handle multiple users in one browser window.

Shortly after the subscription was purchased, a working committee was established. This team then spent the next several months researching and preparing for the implementation of this new service. The first step taken by the committee was to prepare a research report. The purpose of this report was twofold. Firstly, it outlined the findings from a literature review on the topic of live reference service. It also reported the findings from a survey that was conducted of other libraries already using LSSI's Virtual Reference Desk.

The survey component addressed a number of issues including service philosophy, audience, staffing, scheduling, scripted messages and marketing of the service. Based on the findings, recommendations were made in each of these areas, all of which were amalgamated into an Ask LCO Live Policies and Procedures manual.

At the same time as this report was being developed, a sub-committee was formed that began looking at the technical aspects involved in the implementation of this service. Issues such as software configuration, compatibility with other Seneca College electronic resources, remote access, connectivity speed, and web browser variations were all examined and tested. The team also ensured that a troubleshooting manual was developed, and that staff computers were properly configured in time for the launch.

Between January 28 and March 15, 2002, a pilot phase of the service was run which incorporated the cooperation and participation of several programs across various campuses at Seneca College. Based on the outcomes from this pilot phase, a final version of the Ask LCO Live Policies and Procedures manual was drafted for distribution to all Learning Commons staff.

Finally, during the month prior to its official launch, a College-wide marketing and communications plan was developed and implemented, and the remainder of The Learning Commons reference staff were trained on how to support or offer the service. Ask LCO Live

was officially launched on May 6, 2002. Since then, interest in this service has been growing steadily. The Learning Commons is now in the process of exploring partnerships with a number of other academic institutions, both within Canada and internationally.

What did we learn from this process? Time spent planning is essential. Every library is different; therefore, the issues that each library will experience when implementing a new service such as this will be different. Be prepared. More specifically, the importance of understanding the technical issues involved in setting up this type of software, as well as the technical limitations imposed by your institution, cannot be overstated. It is also essential to understand the importance of involving and training all staff who will be helping to offer or maintain this service. Keep in mind that this is still a relatively new type of technology. Therefore, in order to get staff buy-in, they must feel comfortable using the product, and must be made to feel part of the implementation process.

For those interested, Ask LCO Live can be located at:
<http://learningcommons.senecacollege.ca> ■ ■ ■

PRESIDENT'S MESSAGE

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Barbara McDonald, from McMaster University, has agreed to serve as contributing editor to ACCESS on behalf of OCULA starting in January 2003. Barbara will be taking over from André Paradis, Manager, Marketing and Sales at the Bibliocentre.

Delia Antonacci (Seneca) and Mark Robertson (York), OCULA's SuperConference coordinators, are putting together a fantastic slate of speakers for 2003. We are looking forward to seeing you all there!

Janet Kaufman, past President of OCULA, has agreed to serve on an OLA committee looking at "the history and terms of reference of the Margaret Scott Memorial Fund" with the goal of making recommendations to the OLA Board of Directors about the future of this fund. Some interest has been expressed in using these funds to support "school libraries".

On a related note, the School Library Summit held

in May was a great success. A broad range of speakers challenged an equally broad range of participants to tackle the "school library" issue head on. Speakers told us "there is evidence to show that school libraries can make a significant difference to student learning outcomes" and convinced us that rather than bemoaning the sad state of school libraries in Ontario, we should "get over it, and get on with it". Complete summit information can be found at <http://www.accessola.org/action/issues/schoollibraries/>. I strongly encourage OCULA members to look at this site and speak out on behalf of school libraries. From a strictly self-serving perspective, strong school libraries can only benefit college and university libraries, both in terms of the quality of students we "receive", and the value they place on the "library" in their academic careers.

That's all for now! E-mail your comments, questions, or concerns to moonj@post.queensu.ca. I look forward to hearing from you.



SHARE YOUR IDEAS AND OPINIONS ON THE OCULA LISTSERV

- The OCULA listserv is an ideal place to ask questions or to discuss issues. Take advantage of this special forum established just for members. Send messages to [<ocula-l@accessola.com>](mailto:ocula-l@accessola.com).
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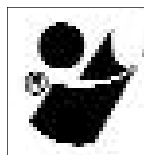
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PEOPLE NEWS

ALGONQUIN COLLEGE

There have recently been three retirements at Algonquin: **Helga Schinke**, library technician at the Woodroffe campus; **Joan Sterling**, library assistant at the Pembroke campus; and **Rick Bruyere**, AV technologist. Our Manager **Nicole Busby**, as well as our administrative assistant, **Cathy Palmer** moved on to other opportunities within Algonquin.

The Pembroke campus Learning Resource Centre welcomes new full-time staff **Joyce Montgomery** and **Valerie Lacille**.

At the Woodroffe campus we welcome administrative Assistant **Tanya Vibert**, as well our Director **Glenn Mcdougall** and his team, who are joining us in the Learning Resource Centre. And finally, but most importantly, we want to give a big welcome to the library staff of the Rideau campus library who are finally moving to Woodroffe. Rideau campus will be officially closing in August.

BROCK UNIVERSITY

Pat Wilson has returned from a 12-month academic leave, during which time she began to create a selective subject bibliography of the scholarly writings, exhibition catalogues and Internet resources on the 17th century Italian artist Caravaggio.

UNIVERSITY OF GUELPH

Jim Brett assumed the position of Librarian of the Ontario Veterinary College Learning Commons at the

start of 2002. Jim was formerly the Head of Science and Technology Information Services at the University of Guelph Library.

Gohar Ashoughian has been appointed to the new position of Librarian for the University of Guelph-Humber. Most recently, Gohar was the Managing Director, Information Resources and Digital Library at the Technical University of British Columbia (TechBC). Prior to that, she was Electronic Resources Specialist at the Bibliocentre (Toronto) and has held professional positions at the Kern County Public Library (Bakersfield, California) and the Joint Library of the World Bank and the International Monetary Fund (Washington, DC).

UNIVERSITY OF OTTAWA

Three librarians at the University of Ottawa have recently retired. They are **Pierre Daoust**, Assistant University Librarian (Technical Services and Planning); **Chin-Shi Tang**, Reference, Law Library; and **Raymond Dicaire**, Reference, Law Library.

UNIVERSITY OF WATERLOO

Amos Lakos has accepted the position of Head, Reference and Instructional Services Department, Charles E. Young Research Library, University of California at Los Angeles.

Congratulations to **Paul St-Pierre** who has assumed the newly-created position of Undergraduate Services

Librarian.

UNIVERSITY OF WESTERN ONTARIO

Harriet Rykse has been promoted to the position of Instructional/Liaison Librarian for Health Sciences in the Allyn and Betty Taylor Library. Harriet most recently worked as a reference assistant in Taylor and, prior to that, as a high school librarian for nine years.

Carrie Kocela has been appointed as a contract librarian in the Allyn & Betty Taylor Library for a two year period with responsibility for outreach and community activities in the Health Sciences. Carrie's work experience includes a co-op placement in reference and instructional services at Taylor.

Elizabeth Marshall has been appointed Reference/Instruction/Collections Librarian on a one year contract. Elizabeth's previous work experience includes a co-op placement in Weldon reference. Prior to attending library school, Elizabeth was the Residence Life Manager at the University of British Columbia.

Margaret Martin Gardiner has been promoted to Administrative Librarian with accountability for the management and coordination of communication and statistical functions for Western Libraries, as well as responsibility for coordination of administrative support provided by the Office of

the University Librarian.

WILFRID LAURIER UNIVERSITY

As of August 1st 2002 the Wilfrid Laurier University Library has been operating under the leadership of **Sharon Brown**, the newly appointed University Librarian. Sharon joins Wilfrid Laurier from the University of Toronto's Robarts Library where she served as head of the General Reference Department, and as both the assistant and acting head of the Collection Development Department. Among her immediate challenges are overseeing the Laurier Library's extensive renovation project which commenced in spring 2002. She will also work closely with the libraries at the University of Waterloo and the University of Guelph to foster the TUG Libraries collaborative partnership, as well as focusing on the enhancement of WLU Library resources and services to serve a growing student body.

YORK UNIVERSITY

Brian Wilks retired from his position as librarian and Head at the Steacie Science Library this summer. He is being replaced as Head of Steacie by **Leila Fernandez**. **Eirene Landon** of Bibliographic Services is retiring after 30 years of work at York.

**Editor's note:**

The editor wishes to apologize for misspelling the name of Cynthia Mckeich in the 17th issue of InsideOCULA.

Around the Province

BROCK UNIVERSITY

In order to encourage more incoming students to participate in general library orientation sessions the James A. Gibson library has started a new program called SMART Start Library. This program borrows its name from the summer orientation program run by the University (SMART Start, short for Students Making A Realistic Transition) and has been widely promoted during the University's summer orientation sessions. SMART Start Library runs throughout September.

UNIVERSITY OF WESTERN ONTARIO

Collaborative Nursing & Other Information Literacy Projects:

Amanda Sawchuk, Reference/Instruction Librarian, in the Allyn and Betty Taylor Library, received funding from UWO's Instructional Technology Resource Centre to support an exciting project to create a web-based learning environment for first-year nursing students in the UWO and Fanshawe College collaborative nursing program. With increased emphasis on evidence-based health care, nursing students now need information knowledge and skills that are critical to their success in achieving the goals of the new program. The nursing project will help students to develop the necessary skills for gathering current and valid

information.

The nursing project is just one of five web-based information literacy projects underway in Taylor in preparation to help students learn about, find, and use information. Three of the other projects, directed towards first-year students in Engineering, Biology, and Medicine, are being implemented by David Fiander, Linda Dunn, and Harriet Rykse. The fourth project, being carried out by Carrie Kocela, is an outreach website for medical school students, faculty, and clinicians who will be placed in hospital units anywhere from Windsor to Owen Sound.

Three Libraries - One Catalogue:

Brescia University College Library has joined Western Libraries and Huron University College Library to provide a single catalogue for items held by each of these libraries. The inclusion of Brescia's records will allow all students registered at Western, Huron and Brescia to search one catalogue for available/accessible titles, regardless of which library holds the material.

Library Expansion:

Construction has started on the Archives and Research Collections Centre, a two-storey facility connected to the south side of The D.B. Weldon Library to house the Talman Regional Collection, Benson Special Collections, the newly established

University Archives, and research materials. The addition will provide high-density storage space for approximately 1.6 million volumes and will relieve space pressures within the six Western Libraries.

Virtual Reference:

Western Libraries received one-year funding in its budget for 2002-2003 to plan and implement a virtual reference pilot project. A pilot project team, led by Tom Adam, Reference/Instruction Librarian at the D.B. Weldon Library, has been working through the summer and expects to have software and staffing in place for the project for the fall term.

Alumni Project:

During this past winter through mid-summer, Western Libraries implemented a "smart card" pilot project to allow alumni limited access to the digital collection on site. The smart card allows authorized access for alumni to resources that are linked to the card. Alumni are able to borrow the smart card in exchange for photo identification. To assist alumni with finding and using the information now available to them, Western Libraries staff offered three classes on consecutive Saturdays in late April and early May. The pilot project is now being evaluated.



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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