



Bibliobytes

University of Lethbridge Library
2008-2009

University Library



University of
Lethbridge





Message from the University Librarian

I am very pleased to introduce the inaugural issue of *Bibliobytes*, an 'annual report' of what the library has been up to over the last year. As my first year at the University of Lethbridge draws to a close, it's been a great experience to see how the library fits in to the University as a whole and how we can contribute to the University's strategic plan.

As I said when I started in August 2008, my personal vision for the library is that we will be the best place to work and the best place to be, both physically and virtually, on campus in five years. In order to fulfill this vision, much of the past year was spent reviewing our current operations and considering three questions to help move us forward: "If we built it today, what would it look like? How does it add value to our students, faculty and staff? How does it support the University's strategic plan?"

As you will see in this report, the library has made several service improvements, especially in the electronic

realm, which allows the library to reach 'out' to our faculty, staff and students. At the same time, we are continuing to ensure that our physical presence on campus is a warm, comfortable, welcoming place to be – whether it's for group work or silent study, the library has the space our student community needs.

There are great changes planned for the coming year, as well – all with the goal in mind of continual service improvement. We have changed our organizational structure focusing our resources on service outcomes. In particular, we want to develop the library services and

collections to support the needs of a comprehensive university. To that end we will be creating, developing and delivering a suite of services targeted towards faculty and graduate students. You will no doubt see many of these changes as they occur – and we hope you are as excited about them as we are!

I hope you enjoy reading about what the library has done to improve our service to the university over the last year, and if there are other things you think the library should be doing for you, please let us know!

Alison Nussbaumer
University Librarian

Subject Liaison Librarians are Here for You!

Many people think of librarians as the people sitting at the Information and Research Assistance desk. While of course the librarians do each take turns working there, the majority of their time is spent liaising with specific faculties, schools, and departments to which they are assigned.

As subject liaisons, librarians purchase resources (including books, journals, and some databases), create subject or course-specific guides, serve on area-specific committees, help faculty and grad students with higher level research needs, and teach information literacy modules to classes in their subject areas. It is by creating close relationships with their departments that librarians can better understand the materials and services needed to support both the research and teaching needs of the university.

“We try to have a really good connection with the departments so that when faculty are giving assignments they think about us and mention us to their students or invite us into the classroom,” says Glenna Westwood, librarian for Anthropology, Fine Arts, English, and Modern

Languages. This past year, Westwood organized language conversation groups for French, Spanish and German – pairing international students who are native speakers of these languages with students taking the language classes. “We’re here not to just support students who are writing a research paper for their professor,” says Westwood.

assigned. Whether this means holding office hours on another part of campus, providing news updates or training sessions geared to their faculties, or attending departmental meetings, each librarian tries to build a strong, two-way relationship with their assigned areas in order to benefit both faculty and students. Ultimately, a close connection to each



“They have other learning needs and goals and I’ve always tried to anticipate what those needs might be and then fulfill them. I try to ask myself, what can we do for students apart from providing these scholarly resources?”

Westwood’s attitude is reflected by the other subject liaisons as well, who each try to bring an individual touch into the ways that they serve the faculties, schools and departments to which they are

university unit strengthens the library, as the library has a better understanding of how it can serve the university community as a whole.

A complete listing of the librarians assigned to specific subjects can be found at: <http://www.uleth.ca/lib/contacts/subject-librarians.asp>
Please contact your librarian if you have any questions, suggestions, or requests – they’d be happy to hear from you!

Working to meet Graduate Student Needs

As the number of graduate students on the University of Lethbridge campus increases, the library is working to keep pace with both programs and collections. "Undergraduates can get most of their assistance at the library's Information and Research Assistance Desk. Grad students might benefit more from consulting with their subject librarian," librarian Judy Vogt says. "The research they do is much more in-depth. It really is much more like faculty research as opposed to undergraduate research." To that end, the library is continuing to expand its selection of graduate studies programming. This past year, several workshops were held specifically for graduate students, such as:

- discipline-specific databases, e.g. SciFinder Scholar
- general sessions designed to orient students to literature research in a particular field
- specific topics, such as:
 - o how to submit a Masters project or Thesis;
 - o the basics of finding grant information (offered in partnership with Research Services)
 - o EndNote citation software instruction

The library continues to offer Education 4950, a 1.5 credit information literacy class for M.Ed. students.

Graduate students need to delve much deeper into their area of study and perform more exhaustive literature reviews. Librarians can help in the process by enhancing search techniques, highlighting new products, and introducing citation management tools. "It's important that grad students know that we exist," says Vogt. "It's also important for them to

know that they can come to us at any time in their research process." To facilitate the interaction between students and librarians, Vogt, along with the Grad Student Association, organized a wine and cheese "meet and greet" where the subject librarians could get to know the grad students in their area.

Graduate students are encouraged to consult with a librarian early in their research and then periodically as needed. Even students researching in an area that is somewhat obscure could benefit from their subject librarian's expertise. "As a librarian, even if I don't know anything about the topic they are researching, I do know how the information is indexed and I can steer them to where they can find it," Vogt says. So whether you are a grad student or supervise one, talk to a subject librarian!



"I find the library a comfortable and inviting space that employs dedicated and helpful staff"

Graduate Student

Campus-Wide Integration Makes Life Easier For Students

Gone are the days when new students had to stand in line for library access every semester! In the past, students had to update privileges in person or through an online application. Now, all they need to do is ensure their information is up-to-date on The Bridge. The first two phases of the Library-Banner Campus Integration Project, a collaborative effort between the library, the Registrar's Office and IT's Enterprise Information Systems, went live in Summer 2008. Phase 1, which went live on July 8/08, automatically updates library patron records with name and contact information as this information is updated by anyone on The Bridge (Banner). Phase 2, which went live on August 15/08,

assigns library privileges on the basis of a student's course registration data maintained in Banner.

This change in service was the direct result of student input received in the LibQUAL 2005 survey and was received positively by both staff and students alike. "It was always a hassle for students when they realized, usually too late, that they had to update their privileges, and it created a large workload issue for staff at the beginning of each term," says Leona Jacobs, Systems Librarian. "Returning students have expressed great relief that this additional start-of-semester task has been removed, and new students just think it's a seamless system."



Library Facilitates Public Access to University Scholarship

In May of 2009, the University Library offered several workshops for faculty and graduate students entitled "Greater Reach for Your Research." These well-attended sessions provided an excellent example of how the University Library assists university scholars in maximizing public access to their research. One of the ways that this is currently happening is through the use of the University of Lethbridge Institutional Repository (IR). The IR functions as an online archive for faculty to make available a selection of their publications and other scholarly works.

Rhys Stevens, a librarian involved in development of the IR, explains why researchers would want to deposit their

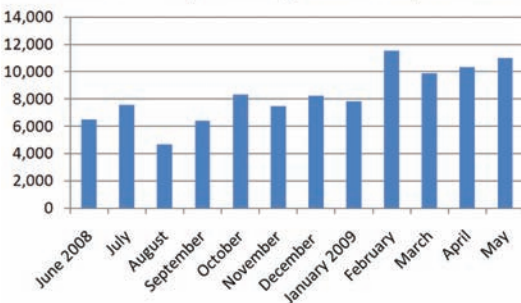
scholarship in the repository. "It really heightens the research impact of scholarly articles, reports, presentations, and other creative works that may be locked away in proprietary publisher databases or otherwise be inaccessible," says Stevens. "It accomplishes this in various ways. For instance, materials in the repository rise to the top of Google search ranking and, unlike content in subscription-based databases, the public can access items for free. In combination, this leads to more opportunities for a paper to be read and cited which leads to greater potential impact for the research itself."

As Repositories have become more established at universities across Canada and worldwide, publishers are responding by

making it increasingly likely that copies of articles can be legally included. Librarians and library staff members are available to assist faculty to ensure compliance with publisher copyright policies and to deposit actual materials on their behalf. Archiving also helps ensure the longevity of a work, as the library is committed to long-term access and preservation of these collections.

A small but growing group of faculty members have already been using the IR to lever the impact of their research publications. Says Dr. David Gregory of the Faculty of Health Sciences, "The Institutional Repository is important as it provides open access to my work as a professor... From my perspective, the Institutional Repository ensures that knowledge is made readily available to all; thus, it reduces traditional barriers associated with library memberships, journal subscriptions, and knowledge made exclusive by other means." Dr. Robert Williams adds, "The Repository has been responsible for a

2008-09 Repository Views by Month



Institutional Repository - Top Monthly Item Views (2009)

Month	Title / Author	# of Views
May	<i>A Comprehensive and Comparative Review of Adolescent Substance Abuse Treatment Outcome</i> by Robert J. Williams & Samuel Y. Chang	137
April	<i>Internet Gambling: Prevalence, Patterns, Problems, and Policy Options</i> by Robert T. Wood & Robert J. Williams	104
March	<i>Internet Gambling: Prevalence, Patterns, Problems, and Policy Options</i> by Robert T. Wood & Robert J. Williams	87
February	<i>Identifying learning needs of the institutionalized elderly</i> [Thesis] by Myra Parcher	53
January	<i>The aging hippocampus : a multilevel analysis in the rat</i> [Dissertation] by Ira Driscoll	50

*Item with highest number of overall views since inception: *Visualizing three-dimensional graph drawings* by Sebastien Hanlon [Thesis] - 859 views.

significantly higher general awareness of my work among the general public and media. Google searches for gambling-related material now routinely identify my work - which didn't

happen prior to placing it there. Anyone who seeks increased awareness and exposure of their work is well advised to have their work posted in the University of Lethbridge

Institutional Repository."

The Institutional Repository is available from at the following web address:
www.uleth.ca/dspace/

RSS Feeds for Library Content

Want to see new books in your subject area? The library offers RSS feeds to keep you informed of new materials added to the collection, or to highlight new events in the library. You can check out all of our RSS options on a webpage which we've linked under *Services* off the library's home page (<http://www.uleth.ca/lib/RSS/>). RSS feeds can also help you

keep tabs on your library record. Subscribe to this feed and information about your account – such as holds, charges, and overdue items – will automatically be delivered to your desktop (email reminders will continue as well).

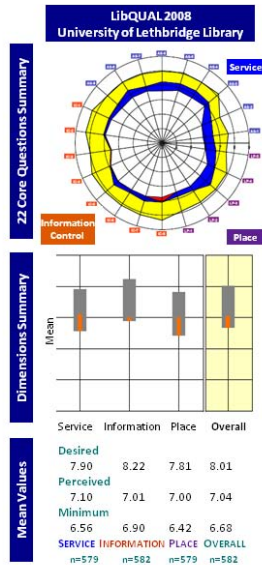
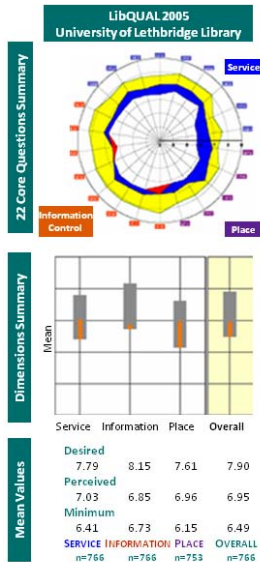
By subscribing to these feeds, you will get regular updates to new library materials and

happenings without having to remember to check manually. As well, this information will be aggregated in one place and be available when you're ready to read it. If you have questions about how to set up RSS feeds or other RSS-related questions, check out our website or contact your subject librarian.

The Library Listens: LibQUAL 2008

Have you ever thought the library's collection was too small? The space too noisy? Had concerns with some element of library service? In 2008, nearly 600 faculty and students took the opportunity to share their opinions with us, through the LibQUAL survey.

The survey, developed at Texas A & M University and consistently used throughout North America, measures three areas of the library: Information Control (collections and access), Affect of Service (staff and services) and Library as Place (the physical location and facilities). This survey asks library users to indicate on a numerical scale their perceived level of service in each of these areas, as well as to indicate the highest level of service they desire in each area, and the lowest they would deem acceptable. LibQUAL™ uses "gap analysis" theory to determine the overall satisfaction with the three different areas of library services. Where the perceived level of service falls between the lowest and highest expectations of our library users, service is considered "adequate." Where perceptions



of current service are greater than the level desired, service is considered "superior."

The library first offered this formal opportunity for feedback in 2005, when this survey was initially conducted. Comparing responses from both years you can see that overall, expectations have risen in every area of library service – the circle is thinner, and the zone of tolerance between our users' lowest and highest expectations has shrunk. In many areas, we found that faculty and student perceptions of the library had improved since 2005, but in this climate of increased expectations, this

gain may be difficult to see. For a full statistical workup, watch the library's website for release of the full report.

The library used your input from the 2005 survey to make several changes in library collections, layout, and services:

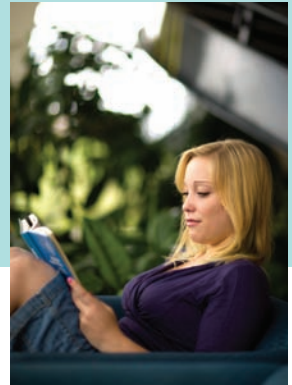
- In response to overwhelming concern about noise in the library, we introduced a Code of Conduct policy and "zoned" areas of the library for quiet or collaborative study.
- We have increased the number of study rooms and made a block "bookable" for undergraduate students

Students Love the Library!

The 2008 Globe and Mail Canadian University Report provided some good news for the University of Lethbridge library. Based on a survey of 43,400 undergraduate students from 55 Canadian universities, this annual report breaks down the universities by size and asks students to rate their

institutions on a number of attributes. While the University of Lethbridge fared quite well in several categories, the library was especially pleased to note that of small universities (enrolment between 4,000 and 12,000), students rated the University of Lethbridge library an A- – which tied it for first

place with University of New Brunswick and University of the Fraser Valley. Thanks, students!



in response to demand for more group space.

- More energy has gone into the development of online services and self-booking of materials as respondents indicated a desire for more do-it-yourself options.
- We introduced a new integrated system to automatically assign library privileges – no more need to stand in long library lineups at the start of every semester!

For more on our responses to 2005's results, see the LibQUAL Report Card on the library's website (<http://www.uleth.ca/lib/libQUAL/2008/#Report>).

Watch the library transform in the coming years as we reflect on your feedback! Share comments, compliments, or concerns through the "Comments & Replies" section of the library website (http://darius.uleth.ca/screens/suggestions_s1.html). We strive to continually evaluate our services and continue to evolve to meet the needs of university community. The library listens!

"I enjoy studying in the library and am pleased with the ease of locating the information and the friendliness of the librarians in general. I am impressed by how quiet the library has become with the new layout."

Undergraduate Student

Did You Know...

A total of 3204 students in 158 separate sessions were given information literacy instruction by librarians in the 2007/2008 academic year. This is in addition to the 130 students taught in 6 sections of library credit courses – Library 2000, Library 0500, and ED4950.



Our Virtual Library

The library continues to expand its offering of electronic materials and recently made a strategic decision to focus on the acquisition of online reference materials. Reference materials are actually well suited to electronic delivery for that “quick look-up.” On the other hand, some tools are best suited to or may only exist in the print format – so how does one know whether and what tools exist to answer their question? *Reference Universe*, accessible via the “Reference” tab on the library’s home page,

is a tool which allows you search through the indexes and article titles of all of the library’s reference works, both print and electronic. Entry of a search term into the box will return those resources in which your concept appears and notes whether the resource is electronic or print. It’s an amazing way to highlight what was previously buried in the print reference collection. The library also provides access to hundreds of thousands of e-books through subscription-based resources such as

Eighteenth Century Collections Online (ECCO); Early Canadiana Online; SpringerLink; and Literature Online (LION).

“We feel it’s important to expand the number of online resources,” says Leona Jacobs, Coordinator, Collection Development. “By offering not only journals electronically, but increasingly reference tools and books, the library can support research whenever and wherever, rather than forcing users to come to where we are.”

New Interlibrary Loan Service from the Library

If you've submitted an interlibrary loan request recently, chances are you've experienced the University Library's latest service improvement – email delivery of article and book chapter requests. You can now access your filled journal article or book chapter request via a link to the item in PDF format, delivered to you via email. This enhanced service means you will often receive your article and chapter requests even faster than before (possibly even within one day!). It also enables significantly less paper consumption if you choose to read and save your filled requests in electronic format. No changes have been made to the delivery method for books and other interlibrary loan items that must be returned to the library.

Email delivery of filled article and book chapter interlibrary loan requests went live on March 30. Your emailed links to requested items remain active



for 14 days or 10 viewings, whichever occurs first. For years, the library has received most filled article and book chapter requests from supplying libraries in electronic format. Prior to the introduction of email delivery, however, Document Delivery Services (DDS) staff distributed those requests to you in printed format due to system limitations. Over the past year the library has addressed those limitations through upgrades to the request forms and the library's interlibrary loan management system.

"The implementation of this service has gone extremely smoothly," says Rumi Graham,

Document Delivery Services manager. "We have received many positive comments from faculty and students regarding the speed with which requests are filled, ease of use, and the positive impact on the environment." Graham acknowledges the enthusiasm and dedication of the DDS staff who helped plan and implement the email delivery option: Rosemary Howard, Linda McLeod, Carolyn Gaebel, Marina Crow, and Mara Baldwin, as well as Samantha Lutterotti, a member of the library's Systems and Web Services staff, who provides technical support for the library's Relais workstations and systems files.

"I love being able to archive PDFs on my computer so I can produce them more easily than the cumbersome paper copies. I am truly THRILLED with this new system!!!!!!"

Faculty Member

Locally-Digitized Collections Continue to Grow

Over the course of 2008-09, the University Library continued to expand its locally-digitized collections. Materials selected for digitization were items considered to be of particular significance to Southern Alberta and Southern Albertans. The library's task of identifying materials was aided by colleagues from other local libraries, archives and community organizations. "Local materials that have been digitized and added to the library's web site provide enhanced access to content that would otherwise be difficult to locate and remain largely unknown," explains Rhys Stevens, a librarian who has been involved with digitization at the University Library. "Digitizing newspaper content from the Lethbridge Herald, for instance, now allows people to perform keyword searches for historical Southern Albertan topics of interest. Previously, such searches were limited to browsing using microfilm readers or old print copies."

Examples of specific collections that have been acquired, digitized, described and made

freely available on the Internet by the University Library include:

- The **Lethbridge Cenotaph Collection** [released November 2008] – A collection of biographies relating to the 262 soldiers from World War I who are memorialized on the cenotaph in front of City Hall in downtown Lethbridge. Compiled by Brett Clifton, the biographies document the personal lives, military service, and circumstances of the soldiers' deaths. Grave photos and personal photos are included whenever possible.
- The **Lethbridge College Collection** [released May 2008] - This collection contains digitized versions of Lethbridge College's campus newspaper *The Endeavour* from 1967 to present. It also contains digitized artwork from the College's Buchanan Art Collection.
- The **Lethbridge Herald Newspaper Collection (1905-1955)** – Free public

full-text access to back issues of the *Lethbridge Herald* newspaper containing approximately 200,000 pages of content.

These and other locally-digitized collections are freely accessible on the Internet from the following web address: http://www.uleth.ca/lib/digitized_Collections/

The University Library's digitization program was made possible through funding from the Lois Hole Campus Alberta Digital Library (LHCADL). It was created in 2005 as a legacy to the late, Honourable Lois Hole to continue her vision of greater learning opportunities for all Albertans.

For additional information or to make recommendations regarding materials for inclusion in the University of Lethbridge Library's digitization initiative, contact the University Library's digitization team at library-digital-l@uleth.ca.

The Library in the Community

The library features prominently not only in the campus media, but in the larger community of Lethbridge, as well. This past year, library events were the topic of two Lethbridge Herald articles – one on the Fines Amnesty event held in March, where food donations were accepted in lieu of fine payments for overdue items, and one during Freedom to Read week in February, where a photo of our display of banned books featured prominently on the Herald’s front page.

Librarian Judy Vogt was also a regular contributor to the

Meliorist this year, writing a series of columns featuring strategies for doing library research. She has also written research-related articles for the Legend in the past. The library is still a regular feature in the Legend, with articles ranging from spotlights on staff, to new resources, to special collections, and more. By being featured in different media, we hope to keep our presence – both on campus and in the city – as high-profile as possible.

The University Library plays an active role in the broader Lethbridge community, through

continued involvement in genealogy fairs, providing library orientations and instruction sessions for high school and college students, and through partnerships with other organizations including the Lethbridge Community Network, Galt Museum, Lethbridge Historical Society, Southern Alberta Art Gallery, and many others.



Displays Highlight More Than Just the Collection

Building connections is what library displays are all about. The library frequently showcases exhibits of books or related resources pertinent to campus issues or events in the Lethbridge or global communities. Sometimes these displays are prompted by a request from faculties, schools or departments. For instance, the Feminism display in February was the result of a request from the Campus Women's Centre to coincide with their Feminism Fun-tastic week. Women's Studies classes have also put up displays in the library, showcasing course work. A recent display on Addictions was created in response to three Health Sciences courses offered over the summer which focused on various aspects of addiction; the display highlighted such addictions as alcohol, drugs, tobacco, sex, internet, gambling and more.

Other displays featured this year included the Olympics, Social Protests (to tie in to the protests against China surrounding the Olympics), Canadian Politics (at election time), Darwin Day, Freedom to

Read Week, Native Awareness Week, and Eating Disorders. Often these displays are supported with materials from other departments on campus, such as the Health Centre, which can provide posters and additional information. "It's nice to be able to showcase the library's materials in conjunction with other events either on campus or in the news," says Mara Baldwin, a member of the library P.R. team involved in creating the

displays, along with Joanne Overn and Lorraine Armstrong. "The displays are always popular, too – the material garners a lot of interest, and circulation of these items increases substantially when they are highlighted in this way."

To view past display topics or obtain a list of materials currently featured, visit our "Displays" webpage: <http://www.uleth.ca/lib/displays/>



"Good, welcoming atmosphere. A great place to go to study."

Undergraduate Student

Special Collections Grow with “Natives and the North”

Did you know that the library has a small but unique collection of rare and local items? Our Special Collections contain an assortment of books, periodicals, pamphlets and maps. While these items are non-circulating, they can be viewed in the reading room adjacent to the collection, on the 11th floor. The collection includes rare and antiquarian books as well as a collection of local histories, the print edition of the Lethbridge Herald from 1919-1955, and other titles deemed special for reasons ranging from age and condition to edition, uniqueness, and format.

The original mandate of Special Collections was twofold. First of all, it was to try and keep a copy of everything published about Lethbridge and the surrounding area in an environment that would lend itself to conservation and preservation. Secondly, it provides a safe haven for those items from our collection that



require special care. Mike Perry, the librarian in charge of Special Collections, works with the subject librarians to deem which items are suitable for inclusion in the collection.

This past year, Andrea Glover, the Native American Studies librarian, purchased a large collection of books from a company (Spafford Books) which deals in out-of-print and specialty items. As regular customers of this company and due to the close relationship cultivated by Perry, they provided us with an early opportunity to choose from a catalogue of their books, pamphlets, and ephemera recently made available, which they called “Natives and the North”. From this catalogue, we were able to obtain 736 items, many of which fit the criteria for inclusion in our Special

Collections. Some of the unique titles include a first edition, original leather-bound copy of *The New Testament, translated into the Cree language* by the Right Rev. John Horden; *The Carrier Language*, a combined dictionary and grammar book from 1932; and *Kukwāch’etoowe mussin’ahikun. Watts’ first catechism / translated into the language of the Cree Indians, of the Diocese of Rupert’s Land, North-West America* by Mrs. Hunter, a first edition cloth book printed in 1855.

The entire collection is accessible through the library catalogue. If you would like to peruse any titles in this collection please ask at the Information and Reference Assistance Desk inside the library’s entrance.



Library Stats & Facts:

Some quick facts and figures about all aspects of the library: (Please note: these figures are for the 2007/2008 academic year, as more recent figures were not available at press time).

Collection:

Collection Size:

Books: 304,709
Films (DVD/Video): 4,355
Print periodical subscriptions: 1,262
Catalogued electronic periodicals: 4,169
Total Holdings (including books, films, microforms, periodicals, gov docs, audio, & cd-roms): 1,458,525

Acquisitions for 2007/2008:

Books: 2,174
Government Documents: 290
Periodical Volumes: 2,100
Microforms: 267
Films & Videos: 226
Electronic Books: 30,675
Electronic Journals: 6,526
Electronic Databases: 267



Space:

Number of Library Study Spaces: 1,095
Number of Library Study Rooms: 18
Computers: 224
Circulating Laptops: 16

Service:

Gate count: 495,886
Days Open: 335
Average Usage Per Month: 41,324

Teaching:

Number of tours given: 29
Number of tour participants: 161
Number of instruction sessions given in classes: 158
Number of participants in instruction sessions: 3,204
Number of library credit courses offered: 3
Number of library credit course sessions: 6
Number of participants in library credit courses: 130