

# Significant Changes at the Library

Most faculty have seen the item in the *UPDATE from the library office*, September, 1991 in which the administrative and collections responsibility changes were noted. That information provided a summary of the changes and a list of telephone numbers for librarians.

The following gives some more insight into the changes and the reasons behind them.

The changes over the last several months are significant modifications in library structure and staff roles (See the Library organization chart). First, there are two new associate librarians with broad policy mandates in public services and technical services. These staff positions draw together facets of public or technical services from various divisions so that one group does not undo the work of another. These two staff members are able to establish important policies that cross divisional boundaries.

Second, there are fewer divisions most of which stretch across more than one floor of the library. Information Services is grouped into one division. Shelving and stack maintenance is also in one division, Circulation. The check-in of periodicals is now all within the Technical Services Division. Anything to do with support of distance education, evening student support and Interlibrary loans is within the Distance Support unit. Such changes foster a heightened awareness of all staff within the library by pulling together groups with similar functions and goals.

Third, there are several cultural changes which are less tangible but just as significant. There is a conscious effort to promote communication and coordination within and among the divisions of the library. This is being done by establishing work or task groups comprised of divisional staff of various grade levels, by having management maintain open door policies and walking around and by soliciting input and feedback from staff on library topics. In these ways, staff of varying skills are dealing with problems and providing worthwhile solutions.

Linked with these changes is a clear understanding of the need to maintain the high priority on information services to students and faculty. This is being fostered by involving all staff with users. For example, periodical check-in staff, who are normally behind the scenes, work at handling and shelving of periodicals on the floors so that they have an idea of the problems users have in dealing with periodicals. In addition, regular and backup reference desk duty is drawn from information services staff as well as associate librarians and the chief librarian. Service offerings are also being broadened by offering electronic access to services and collections through the Ryerson mainframe. (See accompanying article in this issue "A Library Without Walls").

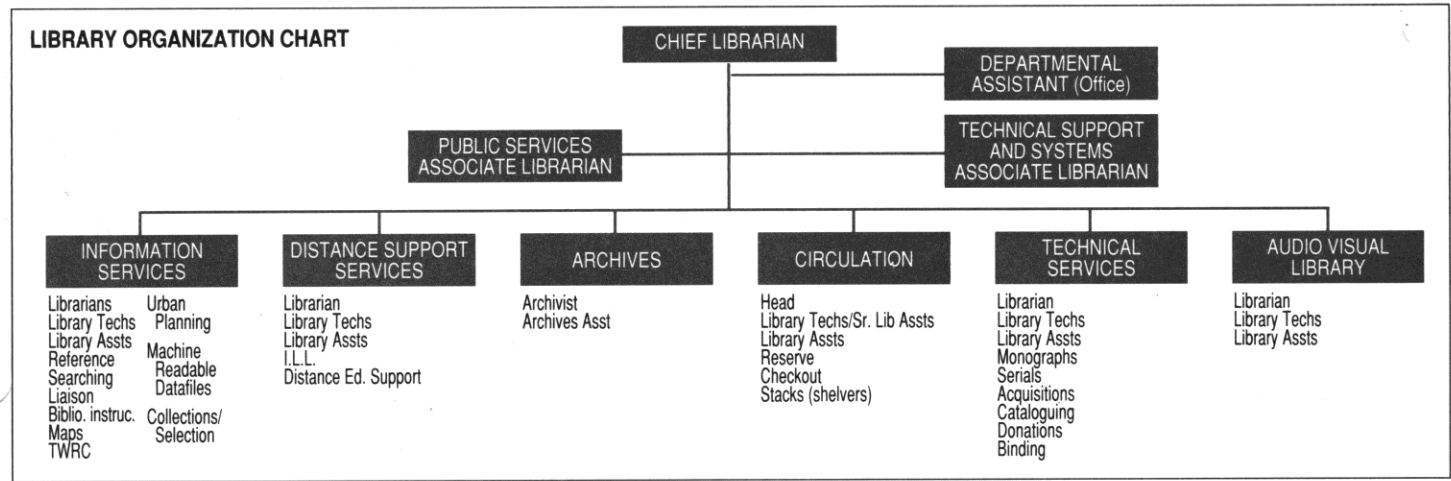
The impact of these changes is going to be threefold. The immediate impact is going to be on library staff who need to wrestle with the

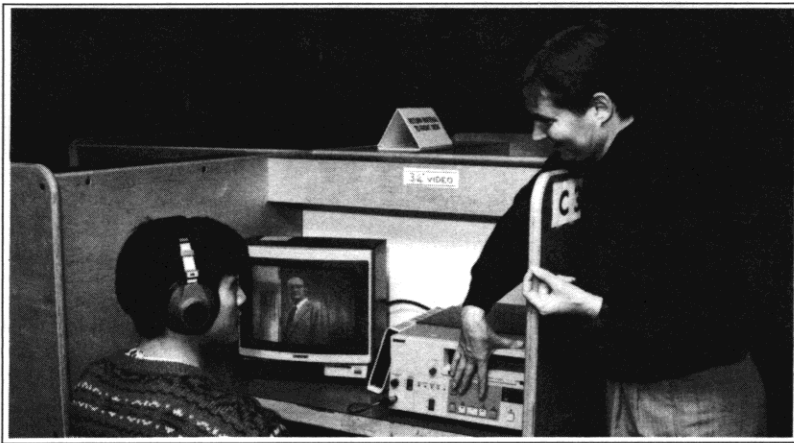
new reporting structures and relationships. There is the ever present stress, felt by both supervised and supervisor, of making changes and finding confidence in their new roles. The impact is also evident in a growing understanding that change is a continuous process, one which must be planned for by the participation of all staff.

Another impact is on the positioning of and flexibility within the library to respond to a changing Ryerson and university library scene. While the first impact, that of stress on staff, is immediate, this is of a longer term impact and one that the library and users need wait for examples and actions to crop up. The proof, once again, is in the pudding!

These changes have an impact on service in two ways. There is a reduction on the reference desk hours; all start at 9:00am instead of 8:30am save for two which start at 10:00am. The greatest change is in the availability of electronic library service! All Ryerson members who can call up ROSE from office or home have 24 hour access. This consists of access to information (collections, databases and bibliographies) and to services (reference, Interlibrary and Reserves).

Involving many users and the library staff in the new initiatives will ensure a move to better and better services. Innovative changes such as these are the first steps toward building a Ryerson Library for the future. ■





Joan Parsons (right), AV Librarian, demonstrates equipment.

are kept on file and consulted when new materials are recommended for purchase.

Users can choose from a selection of feature films, as well as special interest, how to, and course related videos available on VHS. Bookings for use of these are taken over the phone or arranged in person. A library card must be presented when booking or using material in-house.

A collection of CDs and music cassettes for in-house listening covering a wide range of musical tastes is available. This service is becoming increasingly popular with students who use it to relax while studying. The Audio Visual Library recently received a \$4,000 grant from the President's Advisory Committee on Student Life. The money was provided by Ryerson to facilitate the purchase of 117 music compact discs, 118 music audio cassettes, 3 CD players and four sets of headphones.

A screening room is used to accommodate film or video screenings for groups of up to 15 persons. This must be reserved or booked in advance. In conjunction with this, faculty can put their own materials on reserve in the Audio Visual Library so that the entire class can have access to it for individual or group viewing. The librarian in the Audio Visual Library is also the contact person for a government service operated by the W. Ross Macdonald School in Brantford which transcribes textbooks onto cassettes for visually handicapped students or those with reading-related disabilities. The cassettes are on a loan basis, and the student usually needs to provide the textbook. Two months' notice is normally needed for completion of the transcription. ■

## The Audio Visual Library

The name of the *Media Library* was recently changed to the *Audio Visual Library* for the purposes of greater clarity. There has been a long standing confusion between this library service and the Media Centre. The Media Centre operates an equipment booking department which has one of its locations adjacent to the Audio Visual Library on the third floor. It is not part of the Library and Archives but is administered by Community Relations.

The Audio Visual Library contains an impressive range of AV materials and the name Audio Visual Library will better reflect the content of this collection. The Audio Visual Library can be reached at either extension 5099 or 6653.

The Audio Visual Library has a wide selection of films, videos, and spoken word cassettes that may be used in-house. There are also 42 cassettes specifically containing English language instruction. Films, videos, slide-tape kits, and overhead transparencies are available for classroom booking. Rentals can be arranged from commercial distributors of material not found in the Audio Visual Library. This always requires advance notice and may occasionally be fairly expensive. Interlibrary loans may be arranged for materials in other libraries. There may also be some charges for these services and certain restrictions on their use may apply.

A machine known as the Cinescan is available to speed scan 16mm film in fast forward mode for previewing before classroom screenings. Films and videos can also be brought in for advance previewing from outside. Preview forms are made available for comments. These

## A Library Without Walls

The Ryerson Library, in conjunction with the Academic Computing Division of Computing and Communications Services, have developed a menu-driven approach to accessing many of the Library's collections and services. This menu-driven system represents a major step towards the development of a campus-wide information system. The Ryerson community will now be able to use the campus mainframe to identify library holdings, request interlibrary loans or submit reference questions to the Library electronically from home or office workstations.

### HOW TO CONNECT

Faculty or students who have access to a modem equipped microcomputer or to terminals connected to Ryerson's mainframe can link to the Library's menu-driven system by logging on to their mainframe account and typing the word "Library" at the "Ready;" prompt. Access to many of the menu options is also available through generic accounts that can be used by students and faculty who do not have accounts on the mainframe.

### SIX MODULES

The menu-driven system consists of six modules: Library Information, Library Services, Library Collections, Databases & Bibliogra-

phies, External Libraries and Network Services.

The *Library Information* module consists of options that can be used to obtain the Library's hours of service, scan Library policies and procedures or retrieve the full text of over 40 library research guides. All issues of NEXUS, the library newsletter, can also be retrieved through the Information module.

The *Library Services* module includes eight options, three of which can be used by mainframe account holders to submit reference questions, interlibrary loan requests or suggestions to the Library electronically.

The *Library Collections* module enables users to identify the library's holdings in special collections such as maps, theses and urban planning. The module also provides a window into the Library's DOBIS catalogue and can be used to identify periodical holdings, reserve materials and recent acquisitions. Proposed additions to this module include an index to the Audio Visual Library's film and video collection and an index to the vertical files located throughout the Library.

The *Databases and Bibliographies* module provides access to three bibliographic databases and several bibliographies produced by the Library. Many of the bibliographies were compiled in conjunction with Ryerson-sponsored conferences and workshops. The Nutrition Newsletter database consists of over 2000 references to articles in the Library's nutrition

newsletter collection.

The *External Libraries* module can be used to identify the locations and hours of service of approximately 100 special, academic and public libraries located in the Toronto region.

### FUTURE DEVELOPMENTS

Over the next few months, the Library will be working with Academic Computing to refine the menu-driven system and to add additional options and modules. Foremost amongst these are the addition of the CBCA (Canadian Business & Current Affairs) database and the full text of the Grolier Encyclopedia. The CBCA cites over 2 million articles published in Canadian newspapers, business and trade journals and general interest periodicals and magazines. The Grolier consists of 33,000 articles and essays on a wide range of topics.

A further refinement to the system will see the External Libraries module expanded to provide access to the catalogue of a selection of Canadian and U.S. academic libraries. Additional projects may include the development of a bibliographic index to conference and research papers written by Ryerson faculty and the creation of a full text database consisting of electronic newsletters and journals received by the Library.

Additional information about getting access to the menu-driven system is available by contacting Bob Jackson at ext. 5147 or via e-mail LIBR8508. ■

# Ryerson Library's 8th Floor Map Collection

Using a road map is something every long-distance car traveller eventually has to do. Hikers may also use maps on a regular basis. The average library users, however, may rarely consider the number and variety of other maps (such as topographic and thematic maps) that are available to them at the Ryerson Library.

The Ryerson Library's map collection, located on the 8th floor of the library, is a depository for all topographic maps published by the Department of Energy, Mines and Resources and a semi-depository for the geologic maps published by the Ontario government. The hours are currently limited to Monday-Thursday 9:00am-6:30pm and Friday 9:00am-5:00pm. The hours are shortened during summer and holiday times.

The collection, which numbers 15,619, contains topographic maps for Canada and general and thematic maps for the World, Canada, Ontario, and Toronto. The latter cover a wide range of topics.

A topographic map is a line-and-symbol representation of natural and selected man-made features of a part of the Earth's surface plotted to a definite scale. A distinguishing characteristic of a topographic map is the portrayal of the shape and elevation of the terrain by contour lines. Topographic maps show the location and shape of mountains, valleys, and plains, the networks of streams and rivers, and the principal works of man. In Canada, topographic maps are produced at the federal level by the Department of Energy, Mines and Resources, Surveys and Mapping Branch. They are produced at various scales – 1:50,000; 1:250,000; 1:500,000; 1:1,000,000.

Map scale defines the relationship between the measurements of the features as shown on the map as they exist on the Earth's surface. Scale is generally stated as a ratio or fraction – 1:50,000 means that one unit on the map (eg. one centimetre) equals 50,000 of those units on the ground. Ryerson receives all the Canadian topographic maps at the 1:50,000 and 1:250,000 scales, as they are published.

All Canadian topographic maps are filed first by scale, and then by the National Topographic Series Number.

The thematic maps part of the collection is controlled by an index listing maps alphabetically by place and subject. This index gives full bibliographic data for a particular map and the map cabinet drawer number where the map is filed. When a map is found in the index it can be accessed by going to the appropriate drawer. These maps are filed by the area of the world they represent.

The main users of the map collection are the obvious geography students. In addition, Urban Planning, Civil Engineering, Hospitality and Tourism Management, Architecture Science and Landscape Architecture students and faculty also consult the maps collection on a regular basis.

The most heavily used areas of this collection are the maps showing the whole, or part of Canada; maps showing the whole, or part of Ontario; maps showing Metropolitan Toronto – Land Use; electoral district maps; and photomaps.

Another well-used series is the Canada Land Inventory map series published by Environment Canada at the scale of 1:250,000 in six parts: Generalized land use, Land Capability for Agriculture, Land Capability for Forestry, Land Capability for Recreation, Land Capability for Wildlife – Ungulates and Land Capability for Wildlife – Waterfowl. These are kept on shelves near the map cabinets.

Ontario Soil Survey Maps and Reports are published jointly by Agriculture Canada and Ontario Ministry of Agriculture and Food. These are shelved on reference shelves by the call no. (S599).

The following maps are available at the 8th floor Reference Desk: City Street Maps for Canada, Provincial Road maps for Canada, Outline maps of Canada, Ontario, City and Metro Toronto and all countries of the World, Parks and city maps for Ontario and a selection of U.S. city maps. This collection numbers over 380 individual maps.

Together this collection makes up a resource that can prove invaluable to the student or researcher wishing to find a pictorial representation of all or part of the planet on which we live. ■

## Browser's Corner



Civil engineering has burgeoned in recent years into a variety of new subdisciplines. A comprehensive reference tool was needed to provide a broad coverage of topics with suitable depth. *Civil Engineering Practice* (located in the Library; Call number Ref. TA 145 C58 1987) is the recently published 5 volume set which encompasses all these important areas and developments of this growing discipline. Each chapter covers a major topic and is written by professionals both engaged in teaching and research in the academic sphere and working in the field. It includes good serviceable information on both the basics and newer developments.

The five volumes are: *Structures; Hydraulics/Mechanics; Geotechnical/Ocean; Surveying/Construction/Transportation/Energy/Economics and Government/Computers; and Water Resources/Environmental*. The length of each varies from 700 to nearly 900 pages.

Each of the five volumes follows a similar pattern to volume I *Structures*. It is divided into 6 sections and each section is divided into a different number of chapters for a total of 31. The first chapter "Reinforced Concrete Design" begins by explaining the basic components of building and expanding to include more detailed and complex text. In addition there is a complete presentation of necessary equations, data tables, schematics, charts and graphs to supplement the text.

At the beginning of each volume there is an alphabetical listing of contributors which includes experts from the United States, Canada, Japan, Saudi Arabia and many other countries. Each volume ends with a subject index to that volume.

*Civil Engineering Practice* will provide useful information to all engineers, architects and related professionals as well as giving an introduction to the discipline that will also interest the non-building professional. ■

## Of OPACs and Direct Borrowing

Lucia Martin, currently the *Head of Circulation* at the Ryerson Library, joined the Institute in 1981 as *Supervisor of Circulation*. Although her title may have changed, the basic aim of Lucia's job and of the library function of circulation is the same – the lending of materials to students, staff, faculty and other borrowers. Computerization, however, *has* changed the circulation function at Ryerson and in most other libraries from one of stamping out books in filing cards, to entering and retrieving information at a computer terminal.

Information about books is retrieved by both students and the circulation staff, who check out books, by way of the OPAC. The OPAC (Online Public Access Catalogue) which is popularly known as DOBIS came to Ryerson in 1982. Interestingly enough, the first online catalogue terminal at the Ryerson library was a coin operated machine which required paying 25 cents to use. Happily, that experiment lasted less than a year and today the nine public access terminals throughout the library are cost free to the user. Seven more OPAC terminals are scheduled to be added in the near future to increase the ability on site for accessing the DOBIS catalogue. Faculty and students may also gain access to the catalogue at home or in the office if they have a computer and modem.

Although there have been some enhancements over the years, Lucia became aware recently that the system had become something of a "dinosaur". Plans are currently underway for the Library's next online catalogue improvement and depending on cost and implementation time, a new OPAC should emerge in the next few years.

Meanwhile other events have occurred to influence the circulation department. Chief among these is the new "direct borrowing" agreement which gives Ryerson students access to the library collections of *most* other Ontario universities. The University of Toronto, Ontario College of Art and Ontario Institute for Studies in Education, however, are *not* currently participating in allowing undergraduate students from other universities to borrow from them. "Direct borrowing" is an expansion of the old IUBP agreement (see the first issue of NEXUS April 1990). It is too soon to calculate the effect this opening up of borrowing may have on Ryerson or other university libraries. It is expected to alter the borrowing and lending patterns of all participants in some way, as well as increase the easy access to materials for students. It will undoubtedly increase the standard number of cards that Ryerson will be issuing. At present, about 4500 new library cards are issued per year.

In future Lucia thinks that there may be one system that all universities can gain entrance to and use to control the circulation and cataloguing of library materials. In order to do this a tremendous amount of cooperation, good will and money will need to be spent. Lucia believes it will be worth it. ■



Lucia Martin, Head of Circulation

■ The following people have been instrumental in the production of this NEXUS issue:

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## Resource Centre for Development Studies

The name change of a specialized reference collection on the 7th floor from the 'Third World Resource Centre' (TWRC) to 'Resource Centre for Development Studies' (RCDS) was among the changes which took place in the library in recent months. TWRC, which was established in 1976, was named after its parent organization, the Third World Centre, founded in the same year by a group of faculty, staff and students.

The term 'Third World' emerged in the 1950s to identify a third political alternative to that represented by North American and Western European societies on one hand, and the Soviet Union and Eastern Europe on the other. It embraced the countries in Africa, Asia, the Middle East, the Pacific, Latin America and the Caribbean.

The collection of books, pamphlets and periodicals in TWRC in its infancy were geared to the initial focus of the Third World Centre – development education, project initiation, and the curriculum. It included general works on theories of economic development, the history and economic conditions of countries in the regions listed, as well as material to support Third World focus in a few programmes, and limited project activity in the Third World Centre.

In 1981, the Third World Centre formulated an international development policy which emphasized the Institute's commitment to international development activities, and had its name changed to Ryerson International Development Centre (RIDC). During the 1980s, the concept of a Third World was challenged as the rapid economic development of some Asian and Latin American countries within the original grouping created another category of countries which have been assigned the name "newly industrializing countries" (NICS). The demand for materials on the business and economic sectors of these countries led to the removal of some literature from the Resource Centre to the general business and economic collection on the 7th floor.

The growing range of activities in RIDC, and the inclusion of the developing countries in an increasing number of programmes, have contributed to a new focus in the collection. There is more emphasis on the acquisition of literature on the social, cultural and human factors in development; on policy and case studies of development in the areas of education, communication, environment, primary health care, rural and urban development project; on activities of development organizations, and much more. The collection has the potential of supporting development studies in any segment of the curriculum and the new name reflects that capability.

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