

Library Reorganization-The Next Step

Change in the Library has been rapid over the last two years. These changes in administrative structure, in management style, in alternative organizational structures and in communication styles are continuing.

Communications on Library issues are increasing through updates on such topics as systems and training and development, through holding staff 'muffin' meetings and through small-group discussions on the impacts and concerns of these changes. Task groups are also working in a variety of areas such as user surveys, publications and roles and responsibilities of Library staff. These work groups which draw from all levels of staff within the Library seek to formulate policy and action on Library-wide projects. Such structure and process seeks to broaden the forum for input, open up decision making activities and promotes Library wide concerns amongst Library personnel.

PHYSICAL REORGANIZATION

Physical reorganization, one of the most dramatic of changes, has been in the planning stage for several years. Back in 1987, centralization of reference and collections was suggested as one way to address the problems that were being identified by students, faculty and staff. Problems ranged from inaccessibility of locked collections, no evening or weekend reference service on the subject floors, referrals to other floors and the compartmentalization of periodicals and other collections. In the fall of '91 the Library reorganization task group began to plan for a new functional restructuring and layout.

BENEFITS

The move to a centralized functional layout of the Library is a means of developing full-reference service, improving access to collections and allowing for greater staff flexibility and development time. All subject reference on one floor minimizes reference referrals, provides for a consistency of service throughout the whole day and allows for access to reference collections that are currently locked in the evening and on the weekend. Grouping collections and service desks provides for better utilization of staff, enables users to find materials more readily and increases the amount of quiet study areas.

One very definite benefit for both staff and users is the resulting flexibility in scheduling permits more attention to training and long-range planning.

CONCERNS

There is a concern about the loss of subject expertise or familiarity gained by staff with smaller collections. The move does put the emphasis on generalist skills but the majority of staff have training in generic skills and techniques. The Training and Development task group has a program of refresher workshops and is looking at skills improvement. Personnel have,

A particular expression of concern is that the convenience of having all materials of one subject on one floor is lost. The increase in interdisciplinary nature of courses and programs brings new concerns and demands that the present structure can not accommodate. It is no longer possible to have all related materials on one floor nor possible to continue dividing collections into more and more divisions.

FIGURE 1

THE NEW LIBRARY LAYOUT

Floor	10	Books in call	Z
	9	number order from	↑
	8	A to Z on four floors	A
	7		
	6	Journals in alphabetic order by title, copiers	
	5	Reference, RCDS, Urban planning, Archives, Maps	
	4	The Mystery floor/ <i>not Library space!</i>	
	3	AV Library, lounge, microcomputer facility	
	2	Library entrance, reserve and circulation	

and will retain, subject expertise by continuing their work with special collections, files and broad subjects as well as the provision of bibliographic instruction in particular subject areas. Scheduling of the reference point can incorporate staff with different subject interests so the team members on duty can assist one another.

Another concern is that there will be a loss of personal service provided by familiar staff. Information Service staff will continue to have subject responsibilities and interaction with the related schools and departments. Users will still be able to talk or make appointments with familiar staff who might not be on the desk at a particular time. This happens at present and there is no reason to stop it.

GENERAL LAYOUT

The reorganization task group deliberated on a variety of alternatives within the framework of a centralized approach toward organizing Library activities. The group considered putting reference on one, two or three floors, separating current journals from backfiles by placing them on different floors and locating the books on three or four floors. The group even considered the suggestion that a new building be built for the Library.

CURRENT STATUS OF PLANNING

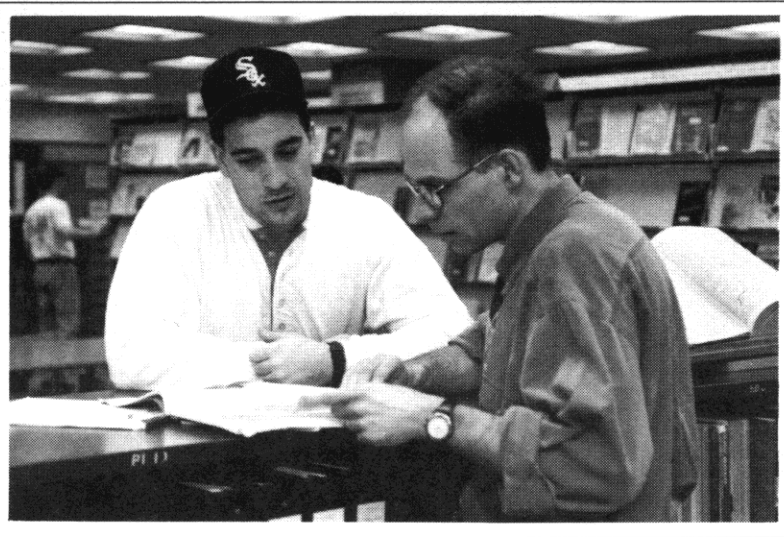
The original group of eleven staff members is now divided into three groups with many more staff members participating. Each group is planning the specific layout and move process of a section of the Library. One group under the Head of Circulation is dealing with the collections floors from 7 to 10.

Another group under the Head of Technical Services is planning the layout of the journal floor on 6. The reference floor is being planned under the leadership of the Head of Information Services.

The goal for completion of this stage of the reorganization is the end of the summer. The fine tuning of the placement of furniture and equipment and the planning of the move should be complete by the end of April. The actual move should take place during the months of May, June and July.

FUTURE MOVES

Planning for the eventual move into the fourth and first floors of the Library building will take several years. By the time Urban Planning and Community Services move out of these Library building floors, experience with the new layout will have given us new insights and ideas and a plan for an overall layout for floors one to ten. This seems to be the direction that the Library will be moving unless a new Library building were to come into the picture! ■



Don
 Kinder
 (right)
 helping
 NCFS student
 Robert
 Fiorido

Librarian Lends Expertise to International Project

Don Kinder, Librarian for Science and Technology, Nursing, and Nutrition and Family Studies, will be leaving for China on April 28th for six weeks as part of the Computer Applications Project between Ryerson and the Lanzhou Railway Institute (LRI) in Lanzhou. Don continues the Library's participation in international projects and exchanges through the Ryerson International Development Centre. The Ryerson team also includes Professor **Anastas Mastoras** of the Mathematics, Physics and Computer Science Department, and Professor **John Lea** of the Mechanical Engineering Department, who will be teaching courses in computer applications to students enrolled in engineering programs at the Institute.

The Lanzhou Railway Institute is a polytechnical institute located in a suburb of Lanzhou, the capital of Gansu province. The city is situated at the geometric centre of China, 1,100 miles west of Beijing, and has a population of 2,000,000 people. Lanzhou sits on the south bank of the Yellow River, along the ancient Silk Road. Although the area is relatively dry, it is fertile, and is known for its fruit orchards, primarily peaches. Lanzhou is an industrial centre, and its main industries include petroleum refining, petrochemicals, agricultural machinery, leather products and textiles.

Grolier Encyclopedia Now Available On Rose

The city is also the centre of China's atomic energy industry. The Lanzhou Railway Institute was established in 1958 as an engineering institute for training advanced railway personnel. At present, the institute consists of five engineering departments, a department of fundamental sciences and a department of social science, covering such areas as Railway Engineering, Bridge Engineering, Environmental Engineering, Electronics, and Computer Science. Current student enrolment stands at approximately 3,500 students. The Institute operates in a communal manner—faculty, staff, students, spouses and children live in residences on the campus.

The Library of LRI holds a collection of 450,000 books and 1,800 periodicals, as well as video and audio tapes. The institute itself has a computer centre with VAX-11/785 computers and over 100 IBM PC/AT computers, a number of which are situated in the Library. The Library is looking closely at the role of computers in Libraries and has already established a local area network system. Currently, it is looking at automated Library systems, and is about to establish a CD-ROM service for its staff and students.

A large part of Don's job in the Library at LRI will involve conducting CD-ROM workshops for staff and faculty, as well as other Librarians from neighbouring institutes. An arrangement has been made with DIALOG (a database vendor and producer of CD ROM products) in Hong Kong to supply the Lanzhou Railway Institute with a sample disk of Compendex*Plus (the CD ROM version of Engineering Index plus a selection of 2000 conference proceedings) to correspond with

Ryerson students and faculty who log onto the ROSE system through their personal accounts will find a new addition to the LIBRARY menu - the Grolier Encyclopedia.

The Grolier Encyclopedia consists of over 33 thousand articles on a broad range of topics. Bibliographies and fact boxes with statistical data accompany many of the articles on Grolier. The system provides clear and consistent help when searching Grolier.

Faculty and students who access the Grolier by signing on under their personal IDs and passwords will be able to print their search results offline (for

Don's visit, and a portable CD-ROM drive will be purchased by the Project for use in the Library. A DIALOG account is available in Lanzhou, and Don will also be providing workshops in online database search techniques as well. In addition, Don will be installing and demonstrating the UNESCO-produced software package Micro CDS/ISIS, which can be used for the storage and retrieval of bibliographic information. The Library at LRI has also expressed great interest in the role of computers in the Ryerson Library, and has asked for information on its CD-ROM service, DOBIS, and the current search for a new integrated Library system.

Although there exists a great interest in the English language amongst students at the Lanzhou Railway Institute, it is not widely spoken, and all lectures and workshops will be done in conjunction with a translator. Classes in ESL are held on campus, however, and visitors are often called on to help instruct in these sessions. The Ryerson visitors will take part in cultural events, including visits around the province of Gansu. They will be acting as resource persons, not only for computer applications, but also for information on the cultural, educational, and social aspects of Canada.

Don takes several years of experience in online and CD-ROM searching experience to China, as well as experience in Library automation. Prior to coming to the Ryerson Library in September 1991, Don worked for six years at the Ontario Institute for Studies in Education (OISE) as a reference Librarian and coordinator of the computer search service, and before that, as Chief Librarian at the Port Perry Public Library on Lake Scugog in the Kawarthas.

Don carries on the tradition of several Ryerson Librarians in recent years (Zita Murphy, Olive King and others) who have lent their expertise to organizations in other countries. His work in China will further solidify Ryerson Library's valuable contribution to international cooperation and sharing. ■

Reorganization Trivia

During reorganization the Library will have to move the following:

- More than 300,000 books
- 8587 feet of magazines and journals
- 31,500 feet of shelves
- 391 chairs
- 208 tables
- 243 study carrels

pickup in W71) or send the results of a search to a file in the system. Although the Grolier will also be available through the Collections and Services Menu on the Local Area Network (LAN) terminals, the Print and Save options will not be available through the LAN.

Unfortunately anonymous signons will NOT be able to access the Grolier but Computing and Communications Services, who are jointly sponsoring this venture with the Library, are working on a system of assigning generic IDs and passwords to students who wish to use Grolier through a dial-in but lack personal system accounts. ■

Tudor Uses Library Background To Assist Ryerson Library

Dean Tudor, School of Journalism, has been spending nine hours a week during the Winter 1992 term working for the Library handling some special projects.

Tudor received his BA from York University and his Master of Library Science degree from McGill University. He came to Ryerson as chair of the now-phased out Library Technician Programme in Applied Arts in 1974 after holding positions at York, the Ontario Department of Revenue and as head Librarian at the Ministry of Treasury, Economics and Intergovernmental Affairs.

Tudor will draw upon his past Library expertise and experience primarily to conduct a study and submit proposals dealing with information literacy of Ryerson Library users. He will also investigate "collection development" policies to rationalize the purchase and retention of reference books.

These two areas are of great concern to the Library and are in need of standardization with an eye to policy formation. Dean will be interviewing Librarians and other Library staff in order to synthesize existing practices and opinions.

Dean is well-placed to take on this study for the Library. Currently he is also teaching "Canadian News Media" (a history/corporate industry course) and "Information Resources for Journalists" (a course covering the use by journalism students of Libraries, databases, court documents, government publications, association records, and as he puts it "Real Live People").

His current work for the Library includes what he prefers to call "Information Literacy". Librarians generally refer to this area as "Bibliographic Instruction". That term, however, has been partly supplanted in recent years by several other terms including "information resources", "end user training", "orientation", and even the New Age term "information channelling". Dean points out that "Information Literacy" has been recently popularized by Librarians in the United States connected with the White House Conference on Library and Information Science.

The main purpose of "Information Literacy" is to train users (students, faculty, staff and others) to do their own Library work with a minimum of help from Library staff as well as helping them retain their knowledge of research techniques for the rest of their lives (transferability of research techniques). How this concept is currently applied at Ryerson, what it actually means specifically and what the pedagogical foundations for it are form the basis of Tudor's study.

What Ryerson can do to improve "Information Literacy" in a recessionary economy is another important aspect of the study.

Tudor is evaluating criteria, formulating a plan of action and offering alternative solutions. Some aspects of getting more faculty involved in this effort include having "brown bag" seminars with faculty and seeking the involvement of the Writing Centre.

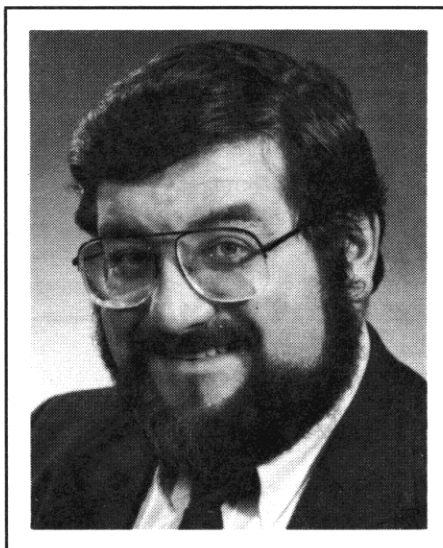
Initially, Dean will be recommending improved signage in the Library and strengthening of existing programmes. Among his possible proposals for the future are hiring a "bibliographic instruction" Librarian (or converting an existing position) who would coordinate all instruction, signage and faculty liaison concerning "bibliographic instruction" or "information literacy".

Tudor will also be writing about his other topic of study "collection development".

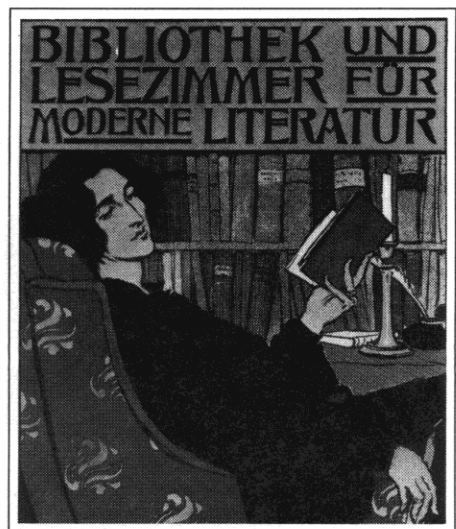
Collection development is Library terminology for the way the Library selects materials, evaluates the existing stock of books, consults with users, makes choices given finite resources and decides when a book is no longer of value due to physical condition or lack of use. Collection development is not concerned with evaluating the contents of a book as to its suitability apart from its informational content. Libraries have other collection policies governing this aspect of inclusion into its collection. Whether contents are "suitable" or not would be of concern to the Library and the community but is not part of "collection development" per se.

Dean's area of examination will be "collection development" as concerns reference books. These are materials like encyclopedias, dictionaries, handbooks, directories statistics etc. that are primarily utilized in the Library for brief or quick information and are, for the most part, not lent for use outside of the Library.

Cooperation between the Library and faculty is one of the keys to a successfully functioning Library. Dean Tudor has been helping, through his Library projects, to bridge the gap between the Library and the faculty in order to achieve this cooperation. ■



Dean Tudor, School of Journalism ▲



Browser's Corner

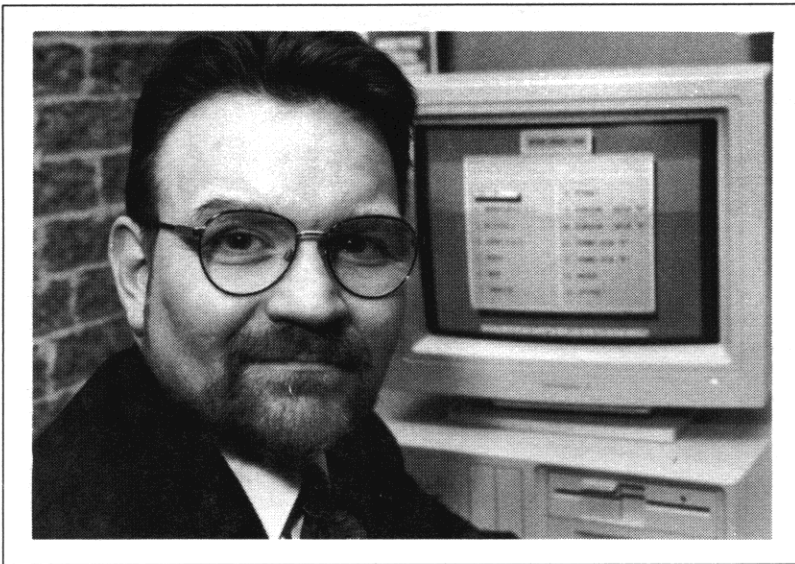
Two indexes have recently been produced by the Library to help Ryerson students find information on the health sciences and nutrition. These indexes are called the Clinics Index and the Nutrition Newsletter Index, respectively, and will augment existing indexes at the Ryerson Library (e.g. Index Medicus/ Medline, Nutrition Abstracts).

It was recognized by the 9th floor Library staff that certain materials were being underused, partly due to a lack indexing resources, or difficulty in finding information through existing indexes. For example, the Ryerson Library has a fairly large collection of nutrition newsletters that had only been indexed in the Food & Nutrition Quarterly Index until it ceased publication in 1988. Many students preferred it as an index to Nutrition Abstracts, being that the latter is very experimental in nature. The Nutrition Newsletter Index was developed to help address this problem. Although staff can't supplement the degree of indexing that had been provided by the Food & Nutrition Quarterly, the Nutrition Newsletter Index incorporates a selection of materials including magazines, newsletters, and some journals that aren't picked up, or well represented in other sources.

As well as the nutrition newsletters, several clinical monographs in the health sciences have been underused and so a second index, the Clinics Index, was developed to provide an exclusive resource to these materials, and, hopefully, ease students' difficulties in finding quick access to important information. The monographs are part of the "Clinics of North America" series produced by Saunders publishing.

These indexing projects were initiated by **Bob Jackson**, and compiled and developed by **Wanda Case**. Each index has a working thesaurus and a list of materials indexed. The Nutrition Newsletter Index can also be searched electronically on Ryerson's mainframe through the Library's Collection & Services Menu system. Copies of each index are currently available on the 9th floor of the Ryerson Library.

These indexes will be updated either on an annual, or bi-annual basis. For more information concerning either the Clinics Index, or the Nutrition Newsletter Index, please contact Wanda Case at 979-5083, or through E-mail: LIBR8523. ■



Librarian
**Daniel
Phelan**
in the
I.L.L. office

Interlibrary Loans Key to Research

No Library (not even Ryerson's) has everything that users want. Out of this lack of resources was born Interlibrary loans.

When Libraries began formally lending and borrowing from each other, the need to establish rules become necessary. Many questions arose. For how long may a Library borrow an item? What happens when a Library fails to return something very much past the agreed upon return date? Should Libraries charge each other? Do larger Libraries have an obligation to help smaller ones?

These questions form the practical and philosophical basis for interlibrary lending and borrowing. To them have been recently added new questions arising from the advent of new technologies like facsimiles (FAX) and the computer. Today items can be identified, located, copied, electronically transmitted or physically delivered faster and more cheaply than ever before.

Ryerson Library has been dealing with these questions and many more. Its InterLibrary Loans area (currently part of Distant Support Services as is Continuing Education Support and Offcampus Course Support) has been experiencing them for many years. **Stephanie Blake** is the Library Technician responsible for the day to day opera-

tions of InterLibrary Loans (ILL) assisted by Library Assistant **Cynthia Toole**. **Daniel Phelan**, Head of Distance Support Services, is the Librarian responsible for overall policy matters since July 1991. ILL can be reached by telephone at 979-5314 or by E-Mail at LIBILL. The ILL office is currently located on the main floor of the Library near the Library's Information Centre.

Stephanie feels the InterLibrary loans services plays an integral part in the academic experience. "ILL expands our resources for students, faculty and staff. We obtain materials for research worldwide", she noted.

"Our expertise enables us to access Libraries which provide materials quickly and at a reasonable cost. We try to obtain items locally but we have found that we must often request material in highly specialized areas from across Canada, the United States and even internationally."

Activities in ILL consist of two main functions - borrowing and lending. The amount of time each takes is not equal. Borrowing consists of responding to requests from faculty and students for items that are NOT owned by Ryerson. Lending is responding to requests from other Libraries (primarily corporate, community college and university Libraries) for items Ryerson DOES own. Lending items is simpler because Ryerson either owns the material or it does not.

Ownership is determined quickly. Determining availability and delivering the material takes longer. Availability is determined by a combina-

tion of checking of records and going to the actual areas in the Library where the items are kept. At any time a certain amount of material may be in use or have been borrowed for out of Library use. Delivery is managed via the university courier system called IUTS (InterUniversity Transit System), special commercial couriers, mail and fax. Requests for material may be made in person, by telephone, by mail or electronically. Use of various electronic mail and telephone communication functions are the newest tools of ILL.

Borrowing materials is more problematic since it is not always immediately known who owns the material. Although many things are available from large places like the University of Toronto, a combination of practicality and courtesy prevents Ryerson from borrowing from U of T more frequently. It is considered both unethical and discourteous to request virtually everything from one location.

Smaller locations can often provide faster service and prove equally rich in specific subject areas. Ryerson itself is considered a fast and efficient ILL department and certain special collections are drawn upon by other Libraries.

The decision as to which Libraries to borrow from is made by the Library staff based upon experience, knowledge of the collections, electronic and print sources and fees levied by the lending Library.

In the past, Interlibrary Loans were exchanged completely cost free to both Libraries and users. However, budget reductions coupled with a variety of resulting cost-cutting and revenue-generating measures, forced many Libraries to charge for ILL. The most common fee is levied to defray the cost of photocopying magazine articles which virtually everyone charges. Other fees may include a faxing charge, postage and on occasion a charge for borrowing books. There are no charges for borrowing books in Ontario and Quebec. However, other provinces and the United States may charge.

New technologies can often be the reason for increased efficiency, speed and reduced costs.

Electronic requests and replies are exchanged via Envoy 100 (the telephone company's electronic mail service), the electronic mail (Email) system which is part of the Ryerson online catalogue and via the Internet which links many locations including Libraries throughout the world. Soon-to-be-introduced technology may allow for electronic transmission of digitized documents which will be optically scanned, stored and transmitted along existing electronic highways and printed on high resolution laser printers. This technology mimics fax but is faster, more sophisticated and in the long run - cheaper.

New technologies like this plus good customer relations, efficient service and expertise make Interlibrary Loans the next best thing to owning everything. ■

Contributors

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