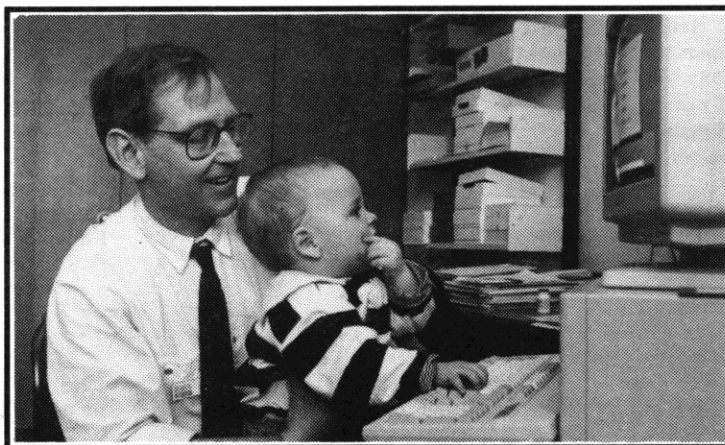


# Ryerson Library to acquire integrated library system

Central to the recent physical reorganization of the Library was the desire to remove barriers that have inhibited effective use of the book and other collections and to provide the Ryerson community with a more "intuitive" library.



Bob Jackson of the Evaluation Team shown with a prospective Ryerson student (Class of 2014).

The Library's immediate goal is to provide improved electronic access to collections and services through the installation of a new integrated library system. An integrated system combines a series of modules - Public Access Catalogue, Circulation, Acquisitions, Cataloguing, Serials and Materials Booking - that address many Library needs.

The DOBIS/LIBIS system is currently used to maintain the Library's Online Public Access Catalogue (OPAC) and its limitations have been evident for some time. An integrated system will give the library greater flexibility in providing "seamless" access to its collections, and will make accessible those collections that are not currently reflected on the DOBIS OPAC.

A detailed set of requirements for an integrated system were identified. Comments and suggestions were incorporated into a Request for Information which was sent to eight vendors of integrated library systems in the summer of 1991.

Following the review of the responses, three vendors which are represented in libraries within the Metro-

politan Toronto region (DRA at the University of Toronto and North York Public; VTLS at Metropolitan Toronto Reference Library; and Dynix at the Oakville Public Library) were invited to give formal demonstrations during the winter and spring of 1992. The vendors were provided in advance with detailed checklists of the topics to be covered during the demonstration sessions. Library staff, faculty and interested students were encouraged to attend sessions. All sessions were videotaped.

The System Evaluation Team reviewed the systems under consideration. They agreed that the DRA system offered many of the features that the library desired in an integrated system. In November of 1992, DRA was invited to undertake a further demonstration of its product. The Team contacted many of the libraries that are currently using the DRA system to determine the degree of user satisfaction with the system. The information provided by the University of Toronto was particularly useful because they were in the process of implementing the DRA system.

The System Evaluation Team recommended to the

Vice President Academic that the Ryerson Library enter into negotiations with DRA to acquire its integrated library system. Approval was given to negotiate a contract in February of 1993.

The System Evaluation Team's decision to select the DRA system was based on the following considerations:

- The DRA system is fully integrated and uses a single bibliographic database for all software applications. Access to Ryerson Library collections and services will improve.
- The system will also offer considerable flexibility with respect to the dissemination of community information and access to library mounted databases on tape and CD-ROM.
- The DRA system will be fully accessible through the Ryerson fibre optic backbone and through remote dial-ins to Ryerson. Library collections and services will be fully integrated into the campus-wide information system.

■ The DRA system has been implemented in several academic libraries in the United States and Canada. There are opportunities for the sharing of bibliographic data and of the costs associated with acquisition of databases.

■ The DRA system offers superior networking capabilities that link universities, colleges and research institutions and provide access to commercial databases. One of the outstanding features of the DRA system is the opportunities it presents for information sharing and access to networked resources.

■ DRANET, an Internet accessible telecommunications network maintained by DRA, can potentially be used to access commercial bibliographic databases and the catalogues of DRA affiliated libraries. The availability of cataloguing records through DRANET will facilitate the introduction of in-house cataloguing.

Negotiations will be concluded by the end of March and implementation of four modules - Public Access Catalogue (PAC), Circulation, Cataloguing and Acquisitions - will be undertaken during the spring and summer of 1993. The implementation of the Serials and Audiovisual Booking modules will be undertaken in 1994. The successful implementation of the DRA system will position the Library to further develop its information technology initiatives throughout the coming decade. ●

# Connections & the Library

## An overview of the programme

*Connections* is a modular, video-based program for current and new OPSEU staff to help them refine, refresh and reinforce their communication and interpersonal skills. It was designed to enable front-line and behind-the-scenes staff to deal with service issues that are unique to the university environment. In 4 half-day sessions, participants interacted with their peers, watched videotaped examples filmed on actual campus sites and participated in group discussions and in structured exercises.

*Connections* was chosen by the Joint Union-Management Advisory Committee on Staff Training and Development in response

to a need that had been expressed by OPSEU members for developing communications and interpersonal skills to enable them to interact more effectively with clients in a university environment (i.e. students, faculty and staff).

Volunteer facilitators were selected and trained in an intensive 2 day workshop designed to develop basic skills and an awareness of how to enhance learning. Facilitators worked in pairs with 1 member representing OPSEU and the other a member of MAC or RFA.

To date the course has been offered 6 times. Library Technician Susan Cochrane has participated as a facilitator in 2 of these courses and has found it a tremendous learning experience.

All sessions have been very well attended and feedback from those who have been able to take advantage of it has been very positive.

*Connections* will be offered again in the spring of 1993 so that we may all have a chance to participate.

## Impact of Connections on the Library

What do patrons' requests for information, peer coaching, library reorganization plans and difficult situations have in common? - the need for good interpersonal communication on many levels. This skill, however, is not automatic: the number of available professional and self-help courses, writings and videos on improving communication with others attest to this fact.

Ryerson offered *Connections* to help OPSEU staff recognize positive and negative verbal and nonverbal communication, and enhance their interactive communication skills.

*Connections* did not stop at the end of the training sessions. Many of the ideas practised in this programme are being repeated in various Library workshops. The "Focus on Quality" series first given in the summer of 1992 and which included Philosophy and Ethics of Academic Library Service, Communication with our Library Users, and The Reference Process, reinforced *Connections*' principles of active listening and positive approach for quality service.

Accompanying printed materials, including the Library's Statement of Ethics and the Reference Desk Checklist apply *Connections* ideas to general and specific library situations. The recent Communicating in Difficult Situations workshops support *Connections* themes.

*Connections* has proven to be a valuable programme and a positive addition to the Library's increasing efforts to deliver quality service. ●

## Frontline leadership- the library experience



Recent graduates of FLL and Connections (left to right) Diane Smith, Charlotte Broome, Susan Cochrane and Don Kinder.

Enhancing management skills through effective communication is the major goal of Frontline Leadership (FLL), a programme offered to supervisors throughout Ryerson by the Human Resources Department. Consisting of several

parts, the Core programme, or Part I, has now been completed by most of the Library's management team. Some staff have begun taking the next phase of the programme - Frontline Leadership II. This article will focus on FLL I only.

Employing an assortment of participative training methods, Frontline Leadership Part I involves working through ten modules that cover a variety of management skills. Using such techniques as role playing, case study examination, brainstorming, and video presentations, the training modules address the following functions: giving constructive feedback; getting good information from others; getting ideas across; dealing with emotional behaviour; recognizing positive results; establishing performance expectations; developing

job skills; taking corrective action; and coaching for optimal performance.

All of the training modules are governed by the "Basic Principles" of the FLL programme: focusing on the situation, issue or behaviour, and not on the person; maintaining the self esteem and self confidence of others; maintaining constructive relationships with employees, peers and managers; taking initiative to make things better, and leading by example.

To aid in the practical application of the skills modules outside the class setting each participant is paired with a "coaching partner" from a different department at Ryerson for the duration of the course. Working with a partner from another area of Ryerson exposes the trainees to managerial issues and methods other than those normally encountered in their own departments.

The training skills comprising Frontline Leadership are generally based in common sense, courtesy, and in the knowledge that people work best in an atmosphere where they are supported and respected.

Among the benefits of FLL I in the Library have been the growth of a common language and experience in dealing with various situations that occur within the workplace. Guidelines from the course, and exposure to similar situations of peers from other parts of the Institute, have given FLL graduates constructive ideas for positive development.

As the Library moves into a new era of change, the principles of Frontline Leadership will undoubtedly serve us well. ●

# T H E C R I S I S in scholarly periodical publishing

**Costs of subscriptions to magazines, newspapers, journals, and other periodicals continue to rise each year, while the amount of money allocated to libraries to purchase them remains stagnant or decreases. Sometimes costs rise drastically. The cost of acquisitions in Canadian libraries, for example, rose twice as fast as the Consumer Price Index between 1977 and 1986.**

The inevitable result of these increases is that fewer and fewer subscriptions will be initiated and existing subscriptions will have to be cancelled. This is already beginning to happen. According to the Canadian Association of Research Libraries, a total 40,406 subscriptions worth \$4.2 million were cancelled between 1979 and 1989. Many of these were modestly priced but "less critical" journals which are often sacrificed to higher-priced but "extremely critical" ones. Average prices for these "critical" journals range between \$300 - \$1000 per year.

Demands and expectations in academia are part of the situation. Faculty increasingly require more original research from students. This means using more journal articles and less reliance upon textbooks. Faculty are

being expected to publish scholarly works as part of tenure and other professional requirements. Students are demanding that the Library own more periodicals, and more new journals are being created to publish the work of the faculty.

The cost of publishing is also growing as a result of higher wages, higher cost of materials (ink and paper), and increases in postage. It is estimated that 70% of publishers' costs are fixed and unaffected by the number of subscriptions they have. Taxes like the GST, and unfavourable exchange rates also drive up costs. The latter are also important to purchasers because most publications must be bought from other countries (primarily the United States and Great Britain) and the exchange rates often dramatically escalate subscription costs. Costs of European published English language journals are also affected by this.

None of these facts is either new or surprising to those involved in scholarly research, or those trying to purchase periodicals. Bert Boyce, a Dean at Louisiana State University, discusses this in the March 1993 issue of *American Libraries* and makes some bold suggestions about academic ownership of both product and distribution. Other individuals and organizations have attempted to deal with them by lobbying governments for additional funding and requesting exemptions in copyright legislation (which represents an added problem). Resource sharing agreements have been negotiated to address any barriers to borrowing and lending of materials among academic libraries. Support of modestly priced periodicals has been attempted as has boycotting of higher priced ones.

While these and other similar responses may help to alleviate part of the problem, the real problem has not fully been addressed. The REAL problem is that scholarly publishing as it is practised today, has become too expensive to continue. Costs are unlikely to go down, demands and expectations cannot be expected to disappear, and budgets are unlikely to grow enough to meet increasing demand.

**One solution is the electronic journal.**

This medium exists today in a limited form. The Association of Research Libraries' **Directory of Electronic Journals, Newsletters and Scholarly Discussion Lists** includes references to 36 electronic journals and 80 newsletters.

The electronic journal's virtues are that it does not require printing materials, postage, or distribution labour.

Critics assert that electronic journals are not scholarly enough, are subject to tampering, are not available widely enough and are of a transitory nature. While there is merit in some of this criticism, there are more virtues than drawbacks to electronic publishing. It does not have to make a profit and uses fewer non-renewal resources. It can be aimed at a very specialized market and can be accessible via PC's at home and at work. It assumes that a personal computer is a tool of today's researchers as paper and pencils were previously. It also challenges old assumptions of what publishing is and makes the entire process more democratic.

The switch to electronic journals cannot happen overnight and is not without problems of its own. An electronic infrastructure is only now emerging in North America and the rest of the world which will greatly facilitate this activity. Initially expensive capital equipment expenditures will need to be made to insure rapid and accurate transmission of information. Legal barriers will need to be examined, and the question of ownership of intellectual property will require rethinking.

Like any "paradigm shift", there will be dislocation and disorientation and a need to learn new rules and abandon old concepts. Among those affected will be print publishers, workers in the print publishing field and, of course, the government which would lose a certain amount of tax.

Librarians and scholars can work together to facilitate the changeover from print reliance to electronic access. It will open the world of scholarly publishing to new opportunities and rescue it from virtual oblivion under current conditions. ●

## Browser's Corner

**The Urban Planning Collection**, a collection of town planning reports, has been growing for over ten years. Growth has occurred through donations from faculty and the use of some of the Urban Planning acquisitions budget. Because of the time that it has been growing and the breadth of the donations, it has a great deal of excellent historical reports and planning maps.

The collection is the focus of faculty and students who want specific material on town and regional planning and development. Many of the items cover areas in the Toronto region and in Ontario but there are materials covering other cities in Canada and in many other parts of the world. For example, there are many documents on the development of the 'Golden Horseshoe' from Oshawa to Hamilton and to Niagara Falls.

There are over 5100 items listed in the computer printed indexes that are lying on the tables in front of the collection. Of this number there are about 4500 planning reports. Also included in the listing but shelved on the second floor with all other theses are the urban planning student theses.

The items in this special collection are accessible by two means, i.e., computer printouts or online through the library menu. First, the three computer printout volumes are located on the tables in the collection alcove which itself is located on the 5th floor of the Library in the north-west corner. These computer listings are keyword listings of words in the titles of the reports. Beside each title is a

letter/number combination which is the shelf location of that particular document.

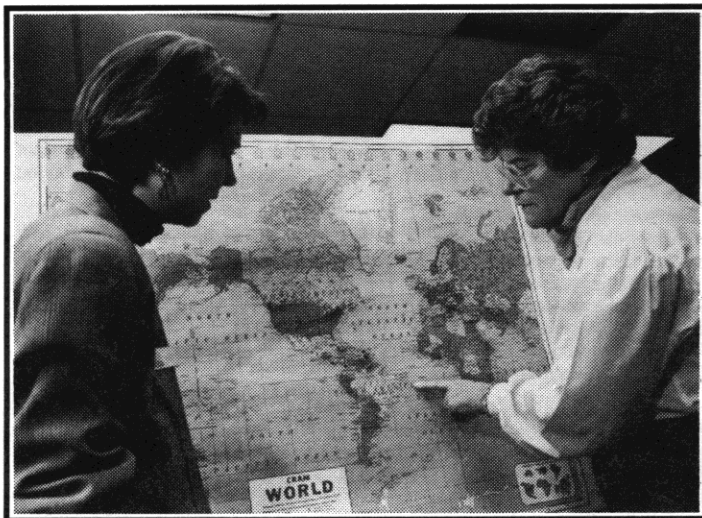
The library menu is available on the local area network terminals in the library or by typing LIBRARY at the ready prompt on ROSE, the Ryerson Online System Environment. The information online is exactly the same as in the computer printouts but searching is by keyword and displaying is by listing specific titles with the keyword in them.

Over the coming months and year the materials of this special collection will be catalogued, classified and available through the new integrated library system that will be installed this summer. The speed of providing online access will depend on how quickly this new system is implemented and how difficult it will be to transfer the files from ROSE.

The Urban Planning Collection contains a vital summary of the urban development of the Southern Ontario region. The Library is always seeking more items to supplement the collection and better ways to make the reports available to library users. ●

# Library celebrates

## International Development Week



(L-R) Beth Kolisnyk and Gina Coleman with the International Development Week map.

offered daily in the Olive Baker Lounge. In the library itself, a large world map was mounted on the fifth floor just in front of the reference desk.

Students, staff and faculty were encouraged to indicate their country of origin with coloured pins on the Library's map. The response was contagious—right down to the last pin; it seems that many of us share an inherent pride in identifying our birthplace. What emerged by the end of the week was a distinct reflection of the multinational make-up of the Ryerson community.

way, the United States certainly made a modest showing: one pin in New York, Miami, Fort Worth and Houston.

Only a few pins appeared in Mexico and Central America. In South America, however, Colombia, Venezuela, Brazil, Uruguay, and Argentina were all identified; and, by far, the strongest display came from the small country of Guyana. The Caribbean islands of Jamaica, Barbados, Trinidad and Tobago were virtually lost in a sea of pins; and, if the map is any indication, it is this region, along with the United Kingdom and Western Europe, that makes the largest contribution to Ryerson's international population. Many claimed Eastern Europe, too, as their country of origin, from the recently independent states of Estonia and Latvia to the former Yugoslavia now severed by war. We also have representatives from Syria, Iraq, Israel and Iran functioning as ambassadors of the Middle East. In Africa, pins were scattered from region to region. There were markers in Egypt in the north; in Ethiopia, Somalia and Kenya in the east; in Zaire in central Africa; in Zimbabwe and South Africa in the south; and, in Nigeria and Ghana in the west. And here is just a sampling of the South Asian countries that further enhance Ryerson's cultural diversity: Pakistan, India, Sri Lanka, Hong Kong, China, South Korea, Thailand, Malaysia, Vietnam, Taiwan, the Philippines, Indonesia, and the list goes on. Finally, Australia and New Zealand must be mentioned for their contribution to Ryerson's multicultural character.

However, lest we take this all too seriously, let me suggest that there were some questionable pin positions. Numerous pins landed in the oceans and the seas of this world. The lonely pin on the Antarctic Tundra was just as questionable as its cousin at the top of Greenland.

The results were an inventive way to underscore the diversity within our own community. Even the placement of the light green pins—designated for the library's staff members—revealed a largely international composition. During a week that celebrates the cooperative spirit of international development, it brought the world into the context of our work through the people we meet, know, and care about. ♦

Ryerson Library, together with Ryerson International (formerly Ryerson International Development Centre) and the International Students' Services, organized a celebration of International Development Week, February 1-5. Gina Coleman, who is in charge of the Library's Resource Centre for Development Studies (RCDS), served on the Planning Committee which orchestrated the 5-day programme. Video presentations, speakers, and live student performances were

Canada was well represented. From Vancouver Island in the west to Newfoundland in the east; from the small province of P.E.I. to the vast Northwest Territories, every province was claimed. However, central Canada, from Sault Ste Marie to Montreal, boasted the largest concentration of coloured dots. There were so many that it was difficult to tell if the pins on Detroit and Buffalo were intentional or merely the result of cross-border pinning due to lack of space. Either

## Restaurateur donates files to Library

Have you been to Ed's Warehouse in Toronto? Do you enjoy their prime rib, mashed potatoes and peas? The limited menu idea was conceived in the 1960's by Mr. Harry Barberian who also had his own steakhouse in Toronto. He has recently donated materials to the Library.

In recent years, together with Toronto food critic David Kingsmill, Mr. Barberian has set up a restaurant consulting firm based in Palm Beach, Florida and Toronto which analyzes restaurants for financial institutions.

Mr. Barberian has been contributing articles to hospitality magazines such as *Nation's Restaurant News* and *Table d'Hote*. He has also been collecting clippings from food and restaurant journals and newspapers for years. It is this personal collection of materials that he donated to Ryerson for the use of faculty and students.

In conjunction with the School of Hospitality and Tourism Management, the Library is to select from Mr. Barberian's collection the areas that best complement its existing periodical collection. These materials will certainly serve to add a different perspective (that of the restaurateur) to the Library's holdings in the area of hospitality.

After being processed the materials will be held in the Reserve Collection on the second floor of the Library. It will be treated as a distinct industry file among the other special files on Reserve. ♦

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## RYERSON

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