One Stop Course Readings Team Wins Blue and Gold

The Library's highly popular One Stop Course Readings Service was recognized for its creative collaboration with a 2014 President's Blue and Gold Award of Excellence this spring. This annual award honours a cross-functional team for dedication and excellence in service provision, while demonstrating Ryerson values. The One Stop project was launched in 2012 by the Library and the Campus Store, with support from Digital Media Projects (DMP), Computing and Communications Services (CCS) and The Chang School. The team customized a commercial system (Ares) to create a streamlined process to accommodate the diverse copyright needs of our scholarly community. One Stop assists with obtaining and scanning course readings, copyright clearance, optimizing existing library resources, and making readings more accessible. Faculty receive support in delivering course content and students have 24/7 online access to most of their course readings through Blackboard, at no additional cost. A shared copyright permission database provides a longer-term benefit, while the Library has established the foundation of an expanded copyright-compliant operation in a post-Access Copyright agreement environment.

Evidence indicating this service produces benefits that scale well beyond the course level was provided in the numerous testimonials from faculty and administrators. Professors praised the service for its "exceptional learning advantage", its contribution "to a higher standard of learning" and its capacity to increase "the breadth of knowledge sources that faculty can provide to students in the course content."

The popularity of the service is contained in the numbers. Faculty requests to the library for online course readings have risen dramatically (from 9,413 in 2011, prior to the start of the project, to 16,200 in 2012 and 23,000 in 2013), with particularly heavy demand for the scanning of book chapters. With the addition of print reading requests to the Campus Store, the Library and Campus Store in 2013 together produced a total of 27,495 online and print readings for 1,204 courses.

Noteworthy among the feedback was the frequent observation that the team involved has consistently risen above and beyond expectations to provide stellar support to students, faculty and colleagues. One faculty member noted that the project comes from "an innovative and dynamic culture that the Library E-Reserve service contributes to and fosters – that puts people first in a discovery-based ... learning environment."

The One Stop Course Readings Service Team
Photo credit: Clifton Li

From the Chief Librarian
Madeleine Lefebvre

In my last column, the themes were digital innovation and project-based collaborations involving the Ryerson University Library and Archives (RULA) and various internal and external partners. It was a particularly gratifying moment earlier this year to learn that one of those collaborations, the One Stop Course Readings initiative, had won the 2014 President's Blue & Gold Award of Excellence.

The project is important for a number of reasons, one of which is particularly timely. The news of this recognition came as the library, along with every department at Ryerson, was finalizing the 2014-15 budget submission. It was a renewed exercise in trying to figure out how to do more with less. While stressful, this ubiquitous aspect of life these days has produced some very smart and creative responses.

Libraries and librarians have long embraced the innovative possibilities of digital technologies to provide tremendously enhanced access to information through various media. With the benefits come challenges – how to manage the increasing costs and the overwhelming amount of data, both of which increase exponentially with the explosion of digital developments. This is where things get interesting in a community of innovative, tech-savvy, service-oriented problem solvers who are typically found in libraries. They're good at creatively using available resources, including internal and external partners, to come up with collaborative solutions to support academic success. Even before the concept of a sharing economy became a global necessity, libraries have incubated hive-like strategies that integrate diverse needs to maximize benefits for the greatest number of users. Partnerships, collaborations, consortia – while these are not new concepts to the modern library, they are being implemented in novel configurations to address economic constraints and to take advantage of growing open movements.

I find RULA's One Stop Course Readings initiative so compelling because it is illustrative of a collaborative approach to providing more with less. The project began with the acquisition of Ares software. Unlike the approach taken at other universities, RULA's team harnessed it as just the beginning of a service innovation. It created a seamless link with Blackboard, the university's learning management system, to make readings available online within students' courses. The project optimizes the use of existing licences to produce copyright-compliant content for course readings. Online readings are free and hard copy low-cost packages are available from the Campus Store.

The project's success involves cooperative input from a number of campus partners. While the most obvious benefit is that students and faculty save time, stress and money, specific efficiencies also benefit various partners, including the Campus Store and the Access Centre. Overall, the initiative has strengthened relationships with project partners, enhancing the possibility of future collaborations as well as the continued success of this popular and growing initiative.

The One Stop Course Readings is just one among several projects that has positioned RULA to play a prominent role in recent university-wide discussions on future interdisciplinary collaborations. Zone learning and e-learning trends and practises are expected to help shape Ryerson's future academic agenda. The concepts are familiar territory to members of library communities. In the digitally-enhanced world of multimedia possibilities, the role of libraries and librarians has been augmented. More than ever before, libraries have become knowledge incubators and librarians have become idea facilitators. The passive world of printed materials, with user as consumer, is being transformed into an interactive forum conducive to experiential learning.

The potential is massive, as are the financial costs and the volume of data. At this juncture, it is collaborating and sharing that makes grand visions possible. At any given time, members of

From the Chief Librarian
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continued

the RULA community are participating in discussions about how to do more, often in new ways, with what is available. Among our current discussions are a new digital repository for Ryerson's academic output and some exciting ideas in specific departments about how to use the RULA MAPS app.

These discussions may involve faculty, students, external colleagues, professional associations and whoever else has something interesting to contribute. RULA members participate actively in their environment, from on-campus classroom visits to conference presentations elsewhere. When a group of internal and external participants met at Ryerson in March to explore ways to use open access publications to hack the book, the library was there, hands on. We're also part of a province-wide consortium of university libraries developing a cloud storage service in response to the need for cost-effective and sustainable solutions to Big Data requirements. From small- to large-scale projects, the aggregation of resources, creativity and enthusiasm is contributing to an interesting new world. It will involve new business models, new user models – and evolving roles for librarians as facilitators of knowledge creation. The traditional library was seen as rule-bound. In the evolving library, we not only collaborate beyond boundaries – the boundaries have become invisible.

Library Opening at 7 a.m.

Starting mid-March until the end of the exam period in April, the Library piloted an earlier opening at 7 a.m., Monday to Friday. So far, feedback has been very positive. Many students appreciated the earlier opening, particularly when preparing for 8 a.m. classes. We'll be examining usage patterns to determine if we should continue with earlier openings in the future.

iDesk and Research Help Desks Have Moved

Both the Information and Research Help Desks have relocated to new areas in the Ronald D. Besse Information and Learning Commons. The Information Desk, which was previously located near the Library entrance, is now located next to Technology Assistance, directly in the Commons. Staff at this desk provide information, directional assistance, and known item searches from 9 a.m to 9 p.m., Monday through Thursday, and from 9 a.m. to 7 p.m. on Friday.

The Research Help Desk is now located near the newly renovated area on the main floor that will ultimately accommodate the connection to the Student Learning Centre, currently under construction. Staff at the Research Help Desk will continue to provide support for in-depth research questions from Monday to Thursday, 10 a.m. to 7 p.m. and Friday, 10 a.m. to 5 p.m. Appointments scheduled through our Book a Librarian service will also be held in this area.

RULA's Digital Repository

The Library recently migrated its institutional repository from Digital Commons, a hosted solution from Berkeley Electronic Press, to Islandora, an open source digital asset platform. Ryerson's institutional repository collects, preserves, and provides online access to research and teaching materials created by the Ryerson community. Content is openly available to anyone on the web, and includes theses, dissertations, articles, technical reports, working papers, conference papers, etc. This migration will allow us to provide users with a more robust and flexible digital repository experience.

The transition from Digital Commons to Islandora could result in some brief delays for users trying to either access content or upload material to the repository. For any questions concerning the repository, please contact Brian Cameron, digital initiatives librarian, at **bcameron@ryerson.ca**.
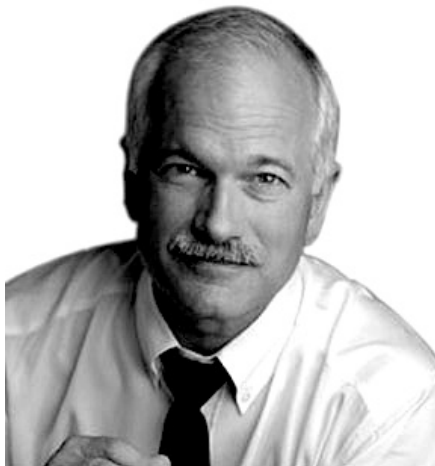
5th Annual Aboriginal Student Showcase

This event includes presentations by Aboriginal students, Ryerson library and faculty speakers, and representatives from the Aboriginal Education Council. Student presenters reported on their research and mentorship opportunities in Mechanical Engineering, Child and Youth Care, Theatre and Psychology.

Jack Layton Book Club Series

The second annual Jack Layton Book Club Series, featuring guest speakers and faculty discussing the books that influenced the late Jack Layton, came to RULA in March and April. Jack was a former professor of Politics at Ryerson University, and his collection of books was donated to the Library and Archives in 2011. His collection informs the book club series, which are held in the Archives on the Library's 3rd floor.

In March, distinguished visiting practitioner, nurse, and social activist, Cathy Crowe, discussed Layton's work *Homelessness : How to End the National Crisis*. Associate Professor, Dr. Doreen Fumia, addressed the AIDS epidemic and Randy Shilts' film, *And the Band Played On*. In April, Associate Professor Dr. Henry Parada discussed social injustice and victim blaming in William Ryan's book, *Blaming the Victim*.

5,000th Article Milestone in InterLibrary Loan

In January, the Interlibrary Loan department surpassed the 5,000 article mark in Relais, an online system which facilitates electronic delivery of interlibrary loan requests to patrons and to other libraries. Interlibrary loan is a service which provides students, faculty and staff with access to materials from other university libraries if they are not available at Ryerson.

The Library recently began electronic delivery of most articles requested through interlibrary loan. A patron in the Ted Rogers School of Management was the lucky recipient of the 5,000th e-delivered article in Relais!

New Resources: Curio from CBC

Curio includes news reports, documentaries, and archival material, as well as programs such as *The Nature of Things* with David Suzuki, *Doc Zone* with Ann-Marie MacDonald, and *Enquête* with Alain Gravel. The portal has seven main subject categories – Arts, Business, Education, History and Geography, Health, Science, and Social Sciences. Curio.ca provides students and instructors with audio and video content in a secure, 100% commercial free space. Closed-captioning will be available in the near future.

Transmedia Hackathon

The Library submitted a project idea to the Ryerson University Story Hackathon at the Transmedia Centre in March. This year's hackathon focused on issues related to storytelling in a digital environment. Student teams signed up to tackle specific projects related to digital storytelling, develop a solution in 24 hrs and pitch this solution to a panel of industry experts. The RULA submission encouraged student teams to explore the world of Open Textbooks, with the challenge to create a concept for an Open Access textbook that reflects their program requirements, their environment, and their creativity. Industry experts from book publishing were available throughout the Hackathon to provide mentorship, guidance and support. Librarians Fangmin Wang, head of Library and Information Technology Services, and Ann Ludbrook, copyright coordinator, were also available throughout the Hackathon to offer insights on issues relating to copyright and fair dealing.

Library Awarded Grant from the Learning & Teaching Enhancement Fund

The Learning and Teaching Office (LTO) offers grants to fund compelling new strategies which reflect Ryerson's commitment to classroom teaching of our diverse student body. The Library was awarded a grant to create an embedded research module inside Blackboard for fall 2014. This project will provide librarians with the opportunity to "flip library instruction"; allowing students to learn basic information literacy skills through the module and librarians to use more active learning strategies during instruction sessions.

2014 Student Employee of the Year Award Winners

At the annual Student-Staff Appreciation Party, the winners of the 2014 Student Employee of the Year Award were announced. This award recognizes students who have achieved excellence in their work environment, and the winners receive an award as well as a cash gift. The selection committee had a difficult time selecting just one recipient this year, and ultimately recognized two Ryerson students: Romana Naz and Sarah Hubbard. Congratulations to both award recipients, and we wish you the best of luck in the future!

Roy Horney Photographs

Over the course of three years, the Ryerson Archives has received donations of hundreds of photographs and slides from former professor and soccer coach, Charles Roy Horney. Mr. Horney started teaching math and physics at Ryerson in 1952, and worked here until his retirement in 1983. During his time at Ryerson, he acted as departmental head, assistant chairman and even the Registrar. He was also the coach of the Ryerson Zebras – the early men's soccer team. The final donation came from the family in 2013 after Mr. Horney's death in July.

The photographs document the transformation of Ryerson's campus that began with the demolition of the Toronto Normal School buildings and the construction of Howard Kerr Hall.

Archives staff have completed scanning the photographs. Archives work study student, Michelle Nunes, used her photography expertise to clean up the slide scans, which were dusty from long storage. The Roy Horney photograph collection marks a milestone for the Archives as our first completed scanning project. The Archives hopes to have the photographs available for viewing through our online database by the end of 2014.

Top picture:
From the Roy Horney collection: shows Unit I
of Howard Kerr Hall at Church and Gould

Bottom picture:
A photo of the Home Economics Dream House,
which served as both a residence and a classroom.

40th IASSIST Conference
Comes to Ryerson

Ryerson will be hosting the 40th anniversary of the international data conference, IASSIST, from June 3-6, 2014. As a key supporter, the Library has a number of volunteers contributing to the planning of the event. The conference theme is 'Aligning Data and Research Infrastructure'. Topics include research data management and curation, statistical literacy, and data discovery. Some of the session and poster presenters will include the British Library, the Roper Centre, the U.S. Bureau of Labor Statistics, the U.S. Federal Reserve, as well as data archives and services from Australia, Canada, Denmark, Finland, Germany, the Netherlands, Norway, Russia, Sweden, Switzerland, the United Kingdom, and the United States.

Registration and program information can be found at:

http://www.library.yorku.ca/cms/iassist/

Library Stars

Librarians Dan Jakubek and Kevin Manuel were recipients of the 2014 Librarian Awards, recognizing demonstrated excellence in professional service to a unit, the university and/or the community. Dan Jakubek has been the geographic information systems (GIS) and map librarian since 2007. His portfolio is based on the acquisition and dissemination of geospatial data resources, providing analytical support services related to GIS and its effective use, and the promotion of spatial literacy across academic disciplines. Kevin Manuel has been the data librarian at Ryerson since May 2011. His portfolio includes collection development, reference, and instruction supporting social science data, statistics, and sociology.

Ryerson Grads Make Their Mark on the Library Collection

Congratulations to our graduating student employees! Our annual recognition program gives these students the opportunity to suggest items to add to the Library collection. The items selected by the students have been purchased and added to the collection, with a mention of the contributors in the catalogue, as well as in each of the chosen items themselves. The students' selections are currently in the Library display case on the main floor.

From left: Shenje Lin, Biomedical Engineering; Ricardo Sanchez, Geographic Analysis; Elmer Lara-Palacios, Geographic Analysis; Shugunan Sathiyaseelan, Social Work; and Hanny Sierra, Graphic Communications Management. Students not pictured are: Jason Bragg, Urban and Regional Planning; Romana Naz, Business Management; and Hadika Suhail, Occupational Health and Safety.

Staff Notes

MJ Suhonos was recently appointed to the position of digital technologies and projects librarian. MJ has been working at Ryerson since December 2012, and came to the Library with previous experience at Artefactual Systems and the Toronto Public Library.

In addition to his master's in Information Studies, MJ holds a BSc in Civil Engineering and a post-degree diploma in Systems Analysis. MJ is well known across Canada's research library community for his expertise in digital content and metadata management, and his role in the development of PKP (the Public Knowledge Project), founded by Simon Fraser University.

Paul Church has joined the Library as a junior web application developer. Paul graduated from Ryerson's Computer Science program in 2010 with a BSc. Paul worked previously at the Inclusive Design and Media Centre at Ryerson, where he was the primary developer for an open source content management system for deaf users. Paul will be working on various Library IT projects, including the rewriting of the student room-booking module to make it more efficient and to include the rooms in the new Student Learning Centre.

Library Stars continued

Library technician Aileen Farray was the recipient of the Busiest Shift Award at the Ask a Librarian Awards Night at the 2014 Ontario Library Association Conference. Ask a Librarian is a virtual reference service operated by Ontario university library staff that provides research help to students, faculty and staff via live chat. Farray fielded 10 of the 29 incoming calls during an exceptionally busy hour-long shift on Nov. 9, 2012.

Hanny Sierra, one of our work study students in the Library, has won the Emerging Professional Award from the Career Centre. Hanny has done outstanding work in her time at the Library, helping to create an online research skills module, as well as designing many posters for Library staff. Hanny is also one of the graduating students who recommended an item for inclusion in the Library collection, as part of our annual program to recognize student employees.

Publications and Presentations

Librarian Jane Schmidt co-presented *The stories we can tell: ebook usage in academic libraries* at the Electronic Resources and Libraries Conference in Austin, Texas.

2014 Ontario Library Association Conference Presentations

Librarian MJ Suhonos co-presented *Freedom & Innovation In Library Catalogues: Accessing Our Collections In 2014 & Beyond*.

Librarian Ann Ludbrook was part of a panel discussion, *Beyond Books: Practical Copyright Solutions For Dealing With Non-Text Formats*.

Chief Librarian Madeleine Lefebvre co-presented *Extreme Library Makeover: Space, Programs, and More*.

Librarian Sally Wilson presented *Libraries & Ebook Creation*.

Steven Marsden, library systems analyst, David Quast, library information technology analyst and Fangmin Wang, head library information technology services, co-presented *Creating Intuitive, Innovative, & Interactive Library Experiences*.

Posters
Library technician Josephine Choi, and librarian Naomi Eichenlaub co-presented *Mobile Access To Academic Ebook Content: A Ryerson Investigation*.
Librarians Lei Jin and Jay Wolofsky co-presented *Searching the Deep Web*.
Librarians Kevin Manuel and Dana Thomas co-presented *Summon Now & Then: Student Satisfaction Two Years On*.
Librarians Ursula Trescases and Weina Wang co-presented *E-learning for Library Assistants & Shelvers*.

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