



LEDDYLife newsletter

Three LEDDY employees celebrate 25th year anniversary

article and photo by Monica Pare

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Gillian Howell has worked at the Leddy Library for the entire 25 years in a variety of positions. She started in the Bibliographic Searching Department as a bibliographic searcher then joined the Cataloguing Department as a cataloguing assistant. She currently works in Serials, Records and Preservation as a SR & P clerk.

Colleen Pare worked in the Registrars Office for six years prior to coming to Leddy Library. She is an Acquisitions and Production Clerk.

Prior to being hired permanently at Leddy Library in February of 1984, Nancy Peltier had several temporary replacement positions in the Purchasing Department, Post Office and at Leddy Library. She worked twenty years in the Serials Invoicing Department then transferred to the Bindery Department where she has worked for the past five years.

Nancy attended the luncheon Friday, May 28th hosted by the Department of Human Resources to honour the employees who had achieved 25 years of service.



Bottom row: Nancy Peltier, Top row: Colleen Pare (left), Gillian Howell (right)

Karen Pillon - Quote from an email that she sent us:

Grace Jose Pillon (French) or Gracie Jo Pillon was born at 8:06am June 1st. She weighed 7lbs 1 ounce and everything is going great! Thanks for everyone for support and love! We should be coming into the library sometime this summer to see you all - until then, keep well and much love!"



Gwen Ebbett is back full-time at Leddy!

Article by Yvonne Arnowitz

Having completed her term as Assistant to the Provost (Nursing), Gwen is back full-time with the library as of July 1st for a five-year term. Although she thoroughly enjoyed the challenges of working with the Faculty of Nursing over the past 3 years, Gwen's heart remains with the Library where she has worked as University Librarian since 1994. She is pleased to come back and devote her time to Leddy Library and completing her career with us. Gwen looks forward to working with all staff this fall on developing a new Strategic Plan. At the request of the Provost, Gwen will also initiate a "Digital Book Project", which will review the use of digital books at the university, and how best to position and develop our activities in this regard.

Back in March, Gwen had the opportunity to have a round-table discussion with the members of ULAC, in order to talk about her Nursing role and what she'll be able to bring from the experience back to the Leddy. Here is some of that discussion.

What have you learned or taken away from your Nursing experience that you can bring back to the Leddy Library?

In three years as Assistant to the Provost (Nursing), I've learned a lot about myself and my strengths. I consider myself an open and active listener who enjoys talking with people and dealing with challenges as they arise. During my time with Nursing, I've helped the staff and faculty build a collective vision and a positive direction for the Nursing program. There are now policies and procedures in place and a sense of clarity for the Nursing faculty in the curriculum. It helped as Acting Dean to facilitate this Nursing process, given that I do not have technical knowledge about Nursing. This will only help me in my role as University Librarian as we move forward over the next five years.



As a non-expert in Nursing, was it easier for you to hear what people were saying and to listen to their opinions and overall views?

As Assistant to the Provost (Nursing), I became much more knowledgeable about Nursing, and have sat in on many classes and simulation labs. I've built up a trust with the faculty, and my style of walking around and talking to staff and listening to their concerns, has helped with many resolutions. You need to be upfront if you can't do something about an issue, and work toward a resolution however long it takes. This is definitely something that can apply to the Library as well.

Do you support group activities for students? (e.g. peer-to-peer activities, IT services and the Academic Writing Centre)

Students play a big part on this campus. They learn much differently today than a few years ago. There is much more group study activity than ...

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ever before. We need to engage students in more groups and in one-on-one activities, such as Information Literacy. We need to hold student focus groups and discover more about how they learn and create a dialogue with them. The Library already brings in services for students, but we also need to be a greater part of these services and thereby create a broader dialogue. Ideally, we should have a support for Mathematics and Statistics in the library.

During another 5-year term as University Librarian, what would be the one thing that would bring you the most satisfaction?

I would like to continue to build opportunities for all staff, including Librarians, to develop and grow and enhance their training. We want all staff to be happy in their jobs and, through those jobs, engaged with the Library and its goals and objectives.

On the whole, the payoff would be to contribute more to scholarships, strategies and projects. We can't be afraid to take on a task and potentially fail at it, for there is growth through failure.

In five years, it is my hope that the Library building would change. This is something that Dr. Wildeman has indicated he would like to see happen during his term. It would involve a phased-in approach at a cost of \$60 million. We want the library to be a place to attract people who want to be here, and develop a greater role nationally and internationally.

Welcome back Gwen!

Leddy Library World Cup Soccer Bracket Pool

Article by Mita Williams



It's the beautiful game! And what could make gambling more beautiful than to add World Cup Soccer into the mix!

Ten from Leddy placed their picks in the Leddy Library Group of the CBC FIFA World Cup Soccer Bracket Pool (brought to you by Dove Men +Care).

At one time, Dan Edelstein was not only first in the Leddy pool but "third in the nation". Not bad for a pool that's close to having 30,000 folks in it.

But despite Dan's heady climb to the summit of the national leader board, Peter Zimmerman edged out Dan by 2 points to make it to the top of the Leddy Library World Cup Board

For this achievement, Peter will receive a copy of *How Soccer Explains the World: An Unlikely Theory of Globalization* by Franklin Foer.

LeddyLife staff welcomes your comments and contributions. Please send material to arnowitz@uwindsor.ca, mpare@uwindsor.ca or at leddylife@gmail.com.

Congratulations on your retirement Bill!

Article and photo by Danielle Winn



Bill Jackson in his office

Bill Jackson, a Windsorite, graduated with a Master of Library and Information Science degree from Wayne State in 1970 and began working at Leddy Library a few months later. Bill marked his 40th anniversary here on July 2nd, but chose June 17th as his retirement date.

Bill's favourite Leddy memory dates back to before his employment officially began! On this particular day, he was working in the west building of Leddy Library and looking up items in the card catalogue when he was approached by Mary Dalton, the Secretary to the University Librarian. She asked him if he was a librarian and he replied, "No, but I will be soon!" Mary was so impressed with Bill that she marched him up to the office of Albert Mate who was the Associate University Librarian at the time and Albert hired Bill on the spot!

Bill loves the variety of responsibilities that makes up librarianship. His favourite things

about his job were: reference, collection development, and information literacy, although he specialized in reference and collection development over the past few years. When asked who or what he attributes his extreme generosity to, he responded that it's a reflection of the way he was raised, and the support and love that his family has always provided him with.

When asked what advice he'd give to current MLIS students and new librarians, Bill shared, "Although lots of things can be found online, we cannot overlook the importance of print resources."

Thank you for 40 years of service, sharing your wisdom with colleagues, faculty, and students, and for making Leddy Library a great place to work and learn. Although you'll be missed, we wish you all the best in your retirement!

Short videoclip of Bill Jackson and Bob Elliott taken at the birthday party/good bye celebration held on Thursday, June 17th in the Staff Lounge.

<http://www.flickr.com/photos/leddylibraryweblog/4818285856/>

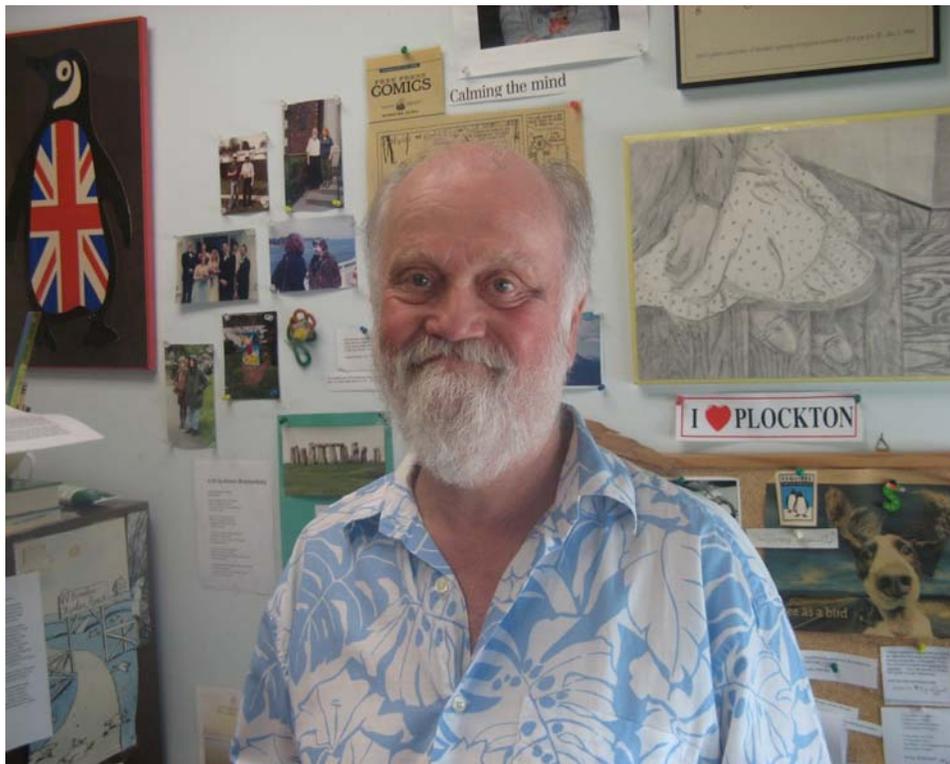
Bob—Best wishes for your retirement in August!

Article and photo by Danielle Winn

On January 5th of this year, Bob Elliott celebrated his 40th year as a librarian at Leddy Library. The occasion was marked with a party in the Information Services Department, sponsored by Bill Jackson. Bob invited family and close friends to celebrate with him on May 6th, when he attended the University of Windsor’s Annual Retirees dinner. Bob is milking this retirement thing for all its worth – his next retirement celebration is scheduled for August 25th, his official last day of work.

Bob’s most memorable year was 1977- 1978, when he took a sabbatical to work as a Project Head at the University of Surrey in England. He spent the year surveying and travelling to libraries around England, in order to assess their library instruction methods. In 1983 he took the opportunity to follow-up with this project, and returned to England on a study leave.

When asked what he enjoyed most about working as a librarian, Bob instantly replied working with students. “Since the beginning, I’ve loved working



Bob Elliott in his office

with undergraduates, graduates, and researchers. It’s great to be able to help people.”

Bob encourages current library school students and beginning librarians to develop their listening skills, as they are extremely important for a successful career. “You have to listen to students to determine what they really need. I was lucky because I realized this early on, so I listened first , and discussed techniques and tools later.”

We wish you all the best in your retirement Bob. We will miss your professional expertise and your friendship.

Access the size of the spill as if it were your city

To put the sheer size of the BP oil spill into perspective, this program lets you measure it against the land mass surrounding your home town.

Click on this link, then enter your town, province/state and country and “move” the oil spill.

<http://www.ifitwasmymhome.com>

Bob Elliott's birthday / Bill Jackson's retirement celebration

- photos taken by Danielle Winn & Monica Pare

Here are some pictures that were taken at the birthday celebration for Bob Elliott and the retirement farewell for Bill Jackson that was sponsored by Bill on Thursday, June 17th in the staff lounge.



To see these pics, and more pictures and a videoclip taken by Mita Williams at the party, go to: <http://www.flickr.com/photos/leddylibraryweblog>



Farewell to Sue Fader! - article and photo by Monica Pare



Sue Fader at her desk in Technical Services

Sue Fader has transferred to another position on campus after working 8 years in Leddy Library, 2 as a part-time shelver, followed by 6 years as an Invoicer.

Her new position will be as secretary to the Assistant Dean at the Faculty of Science in Academic and Student Affairs. Besides the various secretarial duties, Sue's main responsibility which she eagerly awaits is advising undergraduate science students how to use SIS (Student Information System) as well as to ensure that the students are taking the appropriate courses required to fulfill their degree.

Sue has been working part-time on her degree in Family and Social Relations and has

one course left to complete her degree.

Sue, 49 years of age, has been married to Chris for 32 years and they have 3 adult children. Her daughter Sarah is 30 years-old and is a secretary in the Engineering Department. Son Ray is 28 and her other daughter Trish is 22 and engaged to be married.

Sue enjoys spending time with her 3 grandchildren.

Her hobbies include swimming, softball and volleyball as well as reading and sewing.

We will all miss Sue's smile and cheerful demeanour. Good luck Sue.

Library humour

Blonde in the library

<http://www.youtube.com/watch?v=DctVteQDRIM>

We would love to hear about any of your funny or interesting experiences in the library. Please send to leddylife@gmail.com, or arnowitz@uwindsor.ca, or mpare@uwindsor.ca

Give me the M&Ms...now!

About four years ago, an Education student whose first language was not English came to the West Reference Desk and showed me an activity from a Mathematics manipulatives reference book that used M&M candies for teaching a sorting by colour lesson. She asked me where she could find the candy in the CRC KIT area. I told her that we don't have any kits that contain real food in the Media area because of hygiene and pestilence problems but that she could buy M&M candy at a variety store. She asked me again what kit number it would be and just didn't understand that she would have to purchase this herself.

When I again told her that we didn't have what she wanted, she told me to purchase it for the CRC collection so that she could sign it out. I located her a manipulatives kit that had colour pieces that she could use for sorting activities although she was still angry that it wasn't the M&M candy. — Monica Pare



CONIFER UPDATE

- With our old system, Voyager patron record loads were done through automatic updates from Human Resources and the Registrar's Office. In Conifer these automatic updates are no longer available. We have instead developed a means of patron self-initiated registration through a page on the Conifer interface that automatically pulls information from the LDAP server. We still have questions about expiry dates and how to accurately update patron records and we will work on solutions to those questions over the next few months. Up-to-date patron registration is important not only for access to our collections but also for services such as RACER which count on having current patron information.
- We are testing the automated link between our internal acquisitions/invoicing spreadsheet and the J.D. Edwards system. Several months of work has gone into getting the spreadsheet to this point and man, many thanks go to those who contributed to the effort, most particularly the awesome programming efforts of Art Rhyno. The advent of the HST on July 1st will complicate our use of the spreadsheet and the efficacy of the automated link because we will have to be able to pay invoices that have GST as well as those that start coming in showing an HST, which in itself may be indicated on an invoice in several different ways. We are working through various scenarios with Finance to try and optimize our efforts. Complicating the issue ever further, it is likely we will move to the Conifer acquisitions module when it is released (tentative timeline is summer of 2011). This means that we need to ensure that the spreadsheet does now what we need it to do for ordering and paying invoices, but at the same time figure out the cost benefit of committing what will most likely be several more months programming to include dealing with the HST.
- DH continues to discuss the best way to deal with new and returning students, vis-à-vis establishing new patron records in Conifer and updating existing patron records. New patrons are able to self-register using the LDAP link on the main screen of Conifer. We hope to be able to add a means by which returning patrons can use a similar process to update their patron record and reset their expiry date. Circulation staff also have to be aware of pending expiry date issues so that they can deal with patron requests or problems. In a specific example, we recently received a request from University Administration to extend sessional instructor privileges from 12 to 15 months. In Voyager, the library would accommodate this change through an adjustment to the patron load programme coming from thesis and HR systems. In Conifer sessional instructor patron record expiry dates vary depending on if their record was created with the patron record migration from Voyager, if their record was created by circulation desk staff, or if it was created using the LDAP self-registration form. We will be working on the patron registration/update process this summer to clarify procedures for the beginning of the Fall term.
- Circulation staff have been cleaning up ZPR course reserve records that were brought over in the Voyager to Conifer migration. There were well over 20,000 ZPR records in the OPAC that were, in fact, no longer on reserve. Patrons were seeing these items in the OPAC and asking for them at the circ desk only to be told the item was no longer on reserve. Circulation staff created a new location code for active course reserves and then masked the old location code reflecting the dead records so that they no longer showed in the OPAC.
- We are working through new ways to deal with fines (e.g. overdue fines, replacement costs, etc.). Conifer automatically sends an overdue notice after specified time periods. Conifer does not, however, send patrons notice of assessed fees. We expect this functionality to be developed in the future, but in the meantime we have asked circulation desk staff to verbally tell patrons if they have any fines on their patron account. We are also working on Conifer reports that will help us stay on top of what fines are outstanding and manage those fines appropriately.

Profiles: IT consultants - article and photos by Harjinder Rana



Badar Khuhro



Reem Said



Emily John

For Leddy staff the face is surely a familiar one, but just who is the man behind the blue vest? Meet Badaruddin Khuhro (Badar for short), the only full-time IT consultant stationed alongside the main building reference desk. For a person so consistently visible at the centre of the library, it seems little is known of him to most library staff.

Badar grew up in the province of Sindh in Pakistan where he earned a bachelor's degree in electrical engineering. In 2002 he came to Windsor to study computer science. While completing his degree, Badar was employed in a number of work-study positions and volunteered time to participate in campus politics. Upon graduating, Badar was employed by IT Services and eventually found himself working here at Leddy in 2007.

The most common student questions fielded by Leddy's IT consultants, according to Badar, have to do with printing, Microsoft Office software, and providing directions. You'll often see IT staff at the value added machine, for example, helping students put money on their UwinCARD or at the printers assisting with photocopying or scanning. However, Badar insists he is quick to direct students to reference staff for questions pertaining to finding articles, books, or any other sorts of research questions.

Badar is friendly with a number of reference desk staff, but if he could improve one thing about the reference/IT relationship it would be to foster better communication between the two. "I think it would be best to have a clearer understanding of responsibilities on issues such as accessing journals, connecting from home, and related issues". Comparable sentiments have been expressed by some reference librarians as well.

Not only is Badar an interesting individual (father of 3 youngsters and an avid cricket fan), he is also a valuable asset

to the library and library staff. Speaking a number of languages (Sindhi, English, Urdu, Punjabi), Badar could provide valuable linguistic services, for example, at a reference desk centred amongst an increasingly diverse student population.

Not to be overlooked are the part-timers that also staff the IT help desk. Meet Reem Said, a third year biological sciences student minoring in psychology who has been working at Leddy for close to a year. In addition to her usual duties, Reem also says she often helps students navigate some of the University's online resources, such as CLEW and SIS. Having current UWindsor students on hand at the IT help desk can be of particular help to reference staff who may not be entirely familiar with such applications. If there's one thing Reem would like to see more of, however, it's greater conversation between reference librarians and IT consultants. An avid reader, swimmer and runner, Reem surely has some common interests to discuss with many librarians and library staff.

Another familiar face to frequenters of the main floor is that of Emily John, also a third year biological sciences student minoring in computer science. Emily has been working part-time at Leddy for two years and, like Badar, she's most often called upon by students to help with printing and to provide assistance with software such as Excel and Word. Remaining part-time IT consultants include Devender Kainth, Christina Tirona, Sandeep Dhillon, Umer Farooq and Ranbir Shokar while training and supervision is provided by Sylvia Verhaegen-Tingle of IT Services.

The contributions our IT consultants make to the day-to-day operation of the library should not be overlooked. Not only do they provide valuable assistance to students, they often end up making the jobs of Leddy staff just a little easier.

ULAC Update by Yvonne Arnowitz

University Budget

The 2011/12 University budget was passed by the Board of Governors on May 25th. The University is working with a \$1.9M deficit, and it is expected that the 3-year plan of reductions will go into a 4th year.

Children in the Library

A policy on Children in the Library was recently accepted at an Information Services Department meeting, and is in keeping with the existing, albeit unwritten, policy that the Library follows. The idea of this policy is to ensure that children under 13 years of age are not left unattended in the Library. In the past, Campus Police have been very responsive when any issues with children have arisen. Administration will run this policy by Legal Services and bring it back to ULAC for final approval in July.

Organizational Changes in Acquisitions/Bibliographic Department

There was discussion on organizational changes in the Acq./Bib. Department, which have been in the works for several years due to a shift in departmental work demands and a major shift in acquiring digital resources. The department was formally made up of four units, which now have been merged to two: Invoicing/Serials and Acquisitions/Production/Interlibrary Loans. Each unit has a Coordinator that reports to the Department Head. There are also three Cataloguing Assistants and two Librarians outside of these units that also report to the Department Head. As these changes were developed, the skill sets of both the librarians and support staff in the department were considered. The responsibilities of the three Librarians were assigned based on the needs of the two units:

Peter Lukasewych—provide cataloguing expertise and leadership with respect to acquisition/cataloguing/bibliographic control for physical media (books, videos, maps, rare books & archives, records, CDs, DVDs, etc.)

Jennifer Soutter—provide expertise and leadership for SFX and invoicing with a focus on developing SFX workflow for serials (including responsibility for ELECPROD) and developing workflow for the new invoicing/acquisitions spreadsheets.

Shuzhen Zhao—As Department Head will work with Peter and Jennifer to plan workflow in both of the new merged units. She will also be developing expertise in SFX to understand more fully digital work and be available as back-up and be responsible for cataloguing e-books, print serials and documents.

Due to the units merging, many of the clerks' job descriptions needed to be updated, in order to reflect the fact that the staff will need to be cross-trained in all areas of the department. The final organizational changes should take place by the end of June. If support staff positions increase in level due to the merge, the positions may have to be posted which, in turn, could result in a bumping chain. Further updates on this matter will be found in future Department Heads minutes.

SFX update

Grace Liu provided ULAC with a SFX update. The SFX menu has been updated with a two-month trial from OCUL. Staff are encouraged to provide their feedback to Grace or Jennifer Soutter. The design and program wizard have also been updated for our use. A new version of SFX will come in July, which will test our new features, including a better staff interface and knowledge base, as well as meet local needs. The new version will affect Acq./Bib. Workflow linking Verde to SFX.

User Recommended Pilot

Cathy Maskell reported that OCUL is participating in a user recommended pilot with Ebrary, which deals with MARC records for e-books. Once it's loaded into the catalogue, if a patron views the full-text of an item a pre-specified number of times, OCUL will automatically buy the resource. It is set to start OCUL-wide in September.

SWODA (South Western Ontario Digital Archive)

The Library' funding proposal for the South Western Ontario Digital Archive (SWODA) was unsuccessful. However, we will keep the vision for this digital project going. Katharine Ball, Joan Dalton, Gwen Ebbett, Cathy Maskell, Art Rhyno and Peter Zimmerman will continue to work on this project, including looking at other funding opportunities for equipment, building a website and working on digitalizing newspapers.

Headstart 2010 - Photos by Danielle Winn

The Public Relations Committee participated in Headstart held at the CAW Centre on May 27th, 28th, 31st and June 3rd, 4th, and 5th. 137 prizes were redeemed and many business cards were handed out to those who came to our display set up at the CAW Centre. The theme for the Head Start was "Mission Possible" and our library took on a 'spy theme'. Unfortunately, our display did not win a prize this year.



Librarian Tamsin Bolton greets a student at the Head Start booth at the CAW Centre.



Librarian Mita Williams welcomes a Head Start student at the Reference Desk who has brought her ticket to be

Department Heads Update

The Provost/Vice President Academic has selected members to sit on an Advisory Committee on Teaching and Learning. This small group will brainstorm and help the Office of the Provost promote, support and enhance the best practices in teaching at the University of Windsor, and promote active research on teaching and learning. For 2010/11, the members of the initial committee will be: Dr. Dave Andrews (Kinesiology), Dr. Jill Singleton-Jackson (Psychology), Dr. Ken Cramer (Psychology), **Ms. Tamsin Bolton (Leddy Library)**, and Dr. Siyaram Pandey (Chemistry and Biochemistry). The committee will be chaired by Alan Wright who is the Vice-Provost of Teaching and Learning.



Recent news on funding difficulties for Knowledge Ontario casts doubt on the future of **AskON**, the virtual reference service operated through Knowledge Ontario. Windsor is a participant in AskON, providing several hours of staffing for it during the Fall and Winter terms. Peter Zimmerman, the Leddy Library's coordinator for AskON, will bring forward any further news as it develops. Currently, the AskON group is asking for a Fall schedule to provide the service to the end of December

Gwen Ebbett has authorized the addition of the 09/10 committed carry/forward to be added to the 10/11 **monograph allocations**. Shuzhen Zhao will work on the figures and let the librarians know the revised 10/11 monograph allocations.



Infotrieve has replaced CISTI Source as the document delivery service provider for Canadian Institute for Scientific and Technical Information (CISTI). Further information indicates that Infotrieve will be marginally more expensive than CISTI Source. This cost increase, although only slight for each requested item, can add up to a significant amount. To that end, Interlibrary Loan staff will monitor their need for Infotrieve and only use the service as necessary.

The Library has received a **one-time budget of \$100,000** to be used to hire developer help for Conifer. The person or persons hired will assist with respect to Conifer systems support as well as on outstanding development issues.

Acquisitions/Bibliographic Services have been working on a **new means to display items** in electronic. The suggested solution is to create a separate bib/item record for each format type rather than having one bib record with several item records attached one for each format type (this is how it is done now). Department Head Shuzhen Zhao will work through the issues on this and also bring it to the larger group for further discussion.