

Context

Dalhousie Libraries News
Number 14, February 2011

No Library is an Island Our Partnerships From Micro to Macro



There was a time when the world's knowledge could be housed in one place, such as the library at Alexandria. Today, when information and knowledge reside everywhere, it has become virtually impossible for any one library to fulfill the needs of its clients without partnering with other service units.

Local and regional collaborations

In order to provide nearly seamless, barrier-free information and services to our users, the Dalhousie Libraries cooperate and collaborate on many levels not only within the university but also locally, regionally, nationally and internationally. In our Learning Commons we successfully integrate information, technology, writing, mapping and statistical data services in one location through the collaboration of our Research & Reference staff, Help Desk and Hardware Services, the Writing Centre, the GIS Centre and the Atlantic Research Data Centre. The newly-opened Learning Incubator & Networking Centre represents another internal partnership with Facilities Management, the Centre for Learning & Teaching, and Dal's ITS department.

More inside...

Novanet, our library catalogue, is an ongoing collaborative effort among practically all the academic libraries in Nova Scotia. A recent collaboration with the University of Toronto libraries has set a precedent for creating trusted print repositories to preserve materials being replaced with electronic surrogates, making it possible to create new learning and study environments. The East Coast Relais Consortium, a joint initiative of Atlantic academic libraries led by Dalhousie, Memorial and the University of New Brunswick Libraries, has enabled desktop delivery of journal articles. An agreement between Novanet and the Provincial Library has brought “Borrow Anywhere, Return Anywhere” privileges to all Nova Scotians.

On the national scale

The Dalhousie Libraries and other members of the Canadian Association of Research Libraries (CARL) created the Canadian Research Knowledge Network, which as a library cooperative invests over 90 million dollars in the provision of electronic journals to its members. Through Synergies, a cooperative shared in by Dalhousie Libraries, an open source electronic journal publishing platform has been made available and an avenue created for the publishing, dissemination and preservation of journals in electronic form. Canadiana.org, formerly the Canadian Institute for Historical Micro Reproductions—also created many years ago by CARL and its members—is now the main source for Canadian books, papers and other materials online. Through Portico and LOCKSS (“lots of copies keep stuff safe”) the libraries have established mechanisms to ensure the preservation of, and long term access to, digital materials. Here too Dalhousie Libraries is an active participant.

Dalhousie Medicine New Brunswick

Many more cooperative and collaborative initiatives are being undertaken by the Dalhousie Libraries. A recent high-profile example is the physical/virtual health sciences library in Saint John, created jointly by the Kellogg Health Sciences Library and the Ward Chipman Library to support Dalhousie’s new medical program at UNB. In all instances, it would be impossible for Dalhousie Libraries to survive and flourish without these mutually productive collaborations and the participation of other institutions and libraries.

While some of these partnerships are more visible to our users than others, we hope you appreciate the fruits of them all!

Come From Away: Access By Proxy

You don’t have to be in a Dalhousie library, on campus or even in Canada to take advantage of the



any resources on the libraries’ website. Dalhousie students, faculty and staff can access all our electronic resources remotely (at home, in your office, anywhere off-campus) via our proxy server. In fact, thousands of people have discovered this

great service, and are finding and using our databases, ejournals and streaming video in ever-increasing numbers.

Most of our traffic comes from Canada and the US of course, but the next three countries in descending order to use our proxy service in 2010 were China, Uruguay and France. October (18,420 unique visitors) and November (19,642) were the peak months for proxy access to our website. Here’s 2010 at a long-distance glance:

Unique visitors: **160,602**
Number of visits: **466,036**

What is a ‘proxy server’ anyway?

A proxy server is a computer that verifies that an off campus user seeking access to restricted electronic resources is a current Dalhousie student, faculty, or staff member. The proxy checks your Dal Net ID to see it is valid, then gives you a connection that simulates being on campus. This form of ‘authentication’ is required by most database and ejournal publishers.

It's Live. It's Helpful. It's ... LiveHelp!

Need an answer to a reference question, but you're not at the library? Join the hundreds of faculty and students using our LiveHelp chat reference service. It's accessible through a widget on the Libraries' webpage, as well as through the Live Help icon in the Novanet catalogue and the "Chat with a Librarian" icon in WorldCat Local.

LiveHelp is a simple chat interface. All you have to do is click on the icon and then type in the widget. It's a very busy service, in fact the librarian online is often fielding multiple questions simultaneously. In 2009-2010, LiveHelp answered 6,871 questions. In the 2010 fall term alone, the service responded to 4,143 questions!

Live Help
A librarian is online.

LiveHelp is a joint service run by reference staff from academic libraries across Nova Scotia. That means your questions will be answered by someone who's experienced in reference work but may not be a Dal-housie librarian.

Who answers my questions?

Live Help
A librarian is online.

Ones that need short, factual answers. You can get advice on how to start your research project, re-new books yourself, or get contact information for the person or department best suited to answering your question.

What kinds of questions are suitable for LiveHelp?

Live Help
A librarian is online.

During the academic year:
Mon-Thurs 10am - 10pm
Friday 10am - 6pm
Sunday 4pm- 10pm
May & June: reduced hours
July and August: CLOSED

When is LiveHelp available?

Anne Simpson Reading at Killam



March 24, 7:30 pm
DUASC Reading Room
5th floor, Killam Library

Award-winning poet and novelist Anne Simpson, currently Dal Writer-in-Residence, will read from her forthcoming collection of poems *IS*.

Anne Simpson was the winner of the 2004 Griffin Poetry Prize for her second poetry book, *Loop*. Her most recent novel, *Falling*, won the Dartmouth Fiction Award and was longlisted for the Dublin IMPAC Literary Award. She has also written a book of essays, *The Marram Grass: Poetry and Otherness*. Anne lives in Antigonish.

Libraries Green Team 2010-2011



Our Green Team (Sandy Dwyer, Michelle Paon, Jan Pelley, Janice Slauenwhite and Leigh Smith) has been busy actively promoting sustainability in the libraries. Their projects so far include:

"If You Scan It We Will Flash You": opt to scan rather than copy and buy a USB drive for \$5 at the Killam Circ Desk

The Coffee Cup Campaign: posters placed around the library showing where to dispose of lids, cups and paper sleeves

PROG 101: a poster awareness campaign on exactly what goes into the Paper, Recycle, Organics and Garbage bins

Watch for more Green Team initiatives!

Recent Publications and Presentations

Our library professionals are actively involved in research as well as reference and instruction. Here's just a sample of what they produced in 2010.

JOYLINE MAKANI, Killam Library

With Sunny Marche. *Towards a Typology of Knowledge-Intensive Organizations: Determinant Factors*. Knowledge Management Research & Practice (KMRP), 8(03), 265-277.

With Louise Spiteri. *The dynamics of collaborative tagging: An analysis of tag vocabulary application in knowledge representation, discovery and retrieval*. Journal of Information & Knowledge Management (JIKM), 9(02), 93-103.

Classifying Organizations by Knowledge Intensity: A Necessary Next Step in Knowledge Management Research. Paper presented at the Atlantic Schools of Business (ASB) conference October 3, 2010, Saint Mary's University, Halifax.

With Richard Watuwa. *Trust, Reputation, and Shareholders' Wealth: A Canadian Companies Perspective*. Paper presented at the Atlantic Schools of Business (ASB) conference October 3, 2010, Saint Mary's University, Halifax.

MICHELLE PAON, Killam Library

DalSpace: collections from the past and present. Poster session presented at Canadian ETD and Open Repository Workshop; Ottawa. (2010 May 10-11).

Green initiatives @ the Killam Library. Poster session presented at 6th Annual Dalhousie Environmental Symposium; Halifax. (2010 Mar 25).

KAREN NEVES, Kellogg Library, and SARAH JANE DOOLEY, Sexton Library

Using Libguides To Offer Library Service To Undergraduate Medical Students Based On The Case-Oriented Problem Solving Curriculum Model. Journal of the Medical Library Association, 99(1) January 2011. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3016653/>

LINDA BEDWELL, Killam Library

With Margaret Dechman. *Seeing Yourself Through Your Contributions to Others: Building Talent and Teamwork Through Experiential Learning*. Plenary Session, Dalhousie Conference on University Teaching and Learning, April 29, 2010.

The SOSA Majors/Killam Library Student Study. Focus on University Teaching and Learning (Newsletter of Dalhousie University's Centre for Learning and Teaching), 18(3), 14-15.

Working With Students to Study Students: Findings of an Academic Library Student Study. School of Information Management Public Lecture, November 23, 2010, Kenneth C. Rowe Bldg., Dalhousie University.

TIM RUGGLES, Kellogg Library

Introduction to Searching the Literature. Session given at the Cochrane Systematic Reviews Workshop, December 9, 2010, Nova Scotia Health Research Foundation Boardroom, Halifax.

DAVID MICHELS, Law Library

Dipping into a shallow pool or beginning a deeper conversation: A case study of a minister's engagement with the Internet for preaching. Journal of Religious and Theological Information 9(1), 2010.

The place of the person in LIS research: an exploration in methodology and representation. Canadian Journal of Information and Library Science 34(2), 2010.

Little Church on the Internet: a case study of one congregation's online engagement. 2010 7th International Conference on Culture, Media, and Religion. Toronto, ON August 12-14.

Seeking God's will: the experience of information seeking by leaders of a church in transition. 2010 Canadian Association for Information Science conference. Montreal, QC June 2-4.

Book review of *Crash Course in Reference* by Charlotte Ford. (Westport, CT: Libraries Unlimited, 2008.) Partnership: the Canadian Journal of Library and Information Practice and Research 5(1), 2010.

JAMES BOXALL, Director, Dalhousie GIS Centre

Paper accepted for Journal of Geography and Map Libraries: *From Snow to GIS Librarians: The Case for Health GIS and Informatics in the Library*

With Butler, M.J.A.; Boudreau, P.R.; LeBlanc, C.; MacDonald, C.W. *COINAtlantic: A network of people and technology in support of Coastshed Management*. Presented at Coastal Canada Conference, UPEI, 2010

Dalhousie Leads the Way in GIS Innovation. ArcNorth News, Fall 2010

Something Completely Different The Learning Incubator & Networking Centre



If you attended the official opening of the Learning Incubator & Networking Centre (LINC) on January 21, you know that something truly new and different has come to Dalhousie.

The LINC is Dal's first interactive learning studio. Located on the second floor of the Killam Library adjacent to the Upper Learning Commons, it is intended to provide both an innovative teaching facility for faculty and a collaborative study space for students.



The LINC includes the following features:

- 19 wired pods with large wall-mounted display screens
- wall-mounted whiteboards around the room to write on
- a mobile wireless teaching station connected to all screens
- various seating arrangements and types of chairs
- mobile video camera and lapel microphones
- built-in data projectors with dedicated screens
- VHS and DVD support for videos



From a teaching perspective the most innovative aspect of the LINC is that both professors and students are able to project their work onto all of the screens. In addition there is a "private" mode for individual pods which means each group can work on just their own screen. The Learning Incubator & Networking Centre offers opportunities for collaboration and interaction limited only by your imagination!



Michael Steeleworthy

Public Service Librarian

Michael Steeleworthy joined the Dalhousie Libraries' team of public service librarians in September 2010. He is responsible for the library's online instructional materials, which include tutorials, podcasts and tours, and quizzes.

Michael's work plays an important part in the Libraries' information literacy and reference services, especially in online environments. "More and more of our students are taking courses online, and Dal has a growing number of distance programmes," he says. "Although in many cases it's no longer necessary to be on campus to learn, we know that interacting with students is still vital to their academic success. Our online tutorials help students find solutions to their research problems, even if a librarian is not there in person to help. Like our academic resources, these learning aids are available 24/7."

Michael has thought a lot about the importance of technology to the library and its users and is keen to talk about it. "Text went digital long ago, and so did our interaction with it. Most scholars today don't differentiate between print and electronic resources: it's the research and not the format that matters in most disciplines. Librarians have long been at the forefront of integrating information technology into scholarship. We're not only bringing more and more resources to Dal, but we're helping its scholars and students effectively locate and use the right materials when there is just so much to access today. And this doesn't end with our online tutorials. We're also examining how to make other instructional technologies—from tablets and digital conference rooms to electronic scholar communities and digital repositories—part of the regular research experience at Dal."



Michael is a recent graduate of Dalhousie's School of Information Management. He has previously worked at the Saint Mary's University Library, in university writing centres, and in online professional writing programmes. This experience in technology and instruction informs his work here at Dal. "I work with instructional technologies to increase information literacy levels across the entire Dalhousie campus," he says. "Because so much of my work is online, the people I work with and the students I meet are all over the place. If anything, the Internet pushes me out of the office more than you'd expect. And that's a good thing. The more time we spend with students in any environment the more we can help them at Dalhousie and beyond."

Michael can be reached at steeleworthy@dal.ca. He is also on Twitter ([@steeleworthy](https://twitter.com/steeleworthy)) and blogs regularly at thezeds.com.