

Nexus

A RYERSON UNIVERSITY NEWSLETTER PRODUCED BY THE LIBRARY

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A Vision Realized

The Ronald D. Besse Information and Learning Commons at Ryerson University Library

The Ryerson University Library is the recipient of a \$1 million personal donation from Ronald D. Besse, Chair of Ryerson's Invest in Futures campaign, to build an Information and Learning Commons in the Ryerson University Library.

Mr. Besse (Business Administration '60) is a leader in Canadian publishing, and one of Ryerson's most passionate alumni ambassadors. In recognition of Mr. Besse's donation and his ongoing contributions to the University, the Commons will be named the Ronald D. Besse Information and Learning Commons.

"This is great news for the Library, and great news for the University," says Cathy Matthews, Chief Librarian. "The building of an Information and Learning Commons at Ryerson University reflects our desire to provide access to the information, expertise and technology our students and faculty need in today's information-driven society."

An Information and Learning Commons is a space where a number of services intersect to enhance teaching and learning through the appropriate applications of information and technology. The Library began its campaign for an Information and Learning Commons in 2003 with the CASE – a vision for the Commons that emphasized Content, Access, Space and Expertise as its key components.

For more information on the CASE for the Information and Learning Commons at Ryerson Library, please see <http://www.ryerson.ca/library/friends/ilc.html>

Despite an emphasis on technology, the Commons will be more than a 'machine-hall' or a 'computer-lab' – it will be both a physical and virtual space that supports teaching, learning and research at Ryerson. The main floor of the Library will be reconfigured to accommodate a new entrance, the construction of the Commons, which will house workstations populated with computers connecting to the Library's electronic resources, and a technology classroom to facilitate instruction and the development of research skills. The Writing Centre, currently located just outside the main entrance to the Library, will move into the reconfigured space to allow for better partnerships and collaboration in support of student success.

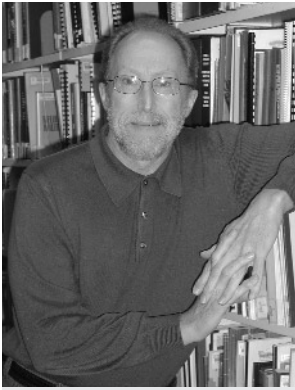
The donor contribution of \$1 million will support the space-related costs, with additional funds from the University to cover renovation-related expenses. The Library will also be continuing its search for donor prospects to provide gift-in-kind technology for the Ronald D. Besse Information and Learning Commons. Renovations are scheduled to begin in May 2004, with an expected date of completion in October 2004. The Library will remain open during the renovations, and will temporarily relocate some of its services as needed. Regular communica-



tions from the Library updating the Ryerson community on the status of the Commons and the impact of renovations on library services will be provided. Visit the Library website over the summer for regular updates on our progress!

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NEXUS interviews

Richard Malinski

upon his retirement from Ryerson

After 14 years at Ryerson University, Richard Malinski retired at the end of March. Richard spent many of those years (1990 - 1999) as Ryerson's Chief Librarian. He moved to Ontario from Scotland in 1949 with his family, and eventually obtained his undergraduate degree in Geography from York University, his Bachelor of Library Science from the University of Toronto in 1967, a Masters degree in Geography from the University of Alberta, and an MBA from Simon Fraser University. Richard had been the Head of Reference at Simon Fraser for some years before he accepted the position at Ryerson and "came home". Following his successful

studies for a Ph.D. in Education from the University of Toronto, he was seconded in 1999 to become the new head of the Distance Education unit in Continuing Education. Richard returned to the Library in 2002 completing his last working months in the newly formed Collection Services Team. He spent much of his time dealing with aspects of financial policies and statistics, as well as working in instruction and collection development. Richard spoke to Daniel Phelan, Team Leader, Collection Services, just prior to his leaving and reflected on his time at Ryerson and the future of universities and university libraries.

Daniel (Nexus): What are your feelings about leaving Ryerson?

Richard: I am very excited about the change for my wife and me. We have been planning this for sometime, but there is always the concern about the change from working full-time to essentially not working. So even though there is a bit of trepidation, we are excited about doing more traveling. With all the exciting new changes at the Ryerson Library (more money, new positions, an Information Commons), it has been difficult to step back.

N: You were at Ryerson for 14 years. What do you think are the 2 or 3 most significant changes that have occurred in the Library and the university over the last ten years?

R: Certainly the change in our structure in the Library from separate service floors to a combined service area. I think the time was right and librarians were keen to change. I think that is why the transition was so smooth. The reporting structure also changed from being separate collections on floors to a more cohesive library. There was also a shift away from the Bibliocentre (outsourcing cataloguing, systems and ordering) to having our own cataloguers and our own

systems group, neither of which we had before. When many were outsourcing, we insourced and saved money.

The big thing in the University that affected us was the NDP Social Contract. In addition to the freezing of wages, there was the introduction of Financial Management Plans that reduced our staff by some 20 to 21 people or positions. Many took voluntary or early retirement. This had a big effect on us.

Then there was the move to university status. This signaled a sea change for the University.

N: Let's talk about the future. Where do you see universities and university libraries going in the future and what are the great challenges today?

R: I think that the impact of the computer and communication technology is going to continue. This is true in distance education. The online component is going to have a huge impact. Building greater edifices for books is not the way to go. I see a continued reduction of print in our collection. I think we are going to become more and more online service-oriented. Many of us are going to be doing Virtual Reference/Ask

A Librarian work. As long as we have buildings we will have face-to-face contact. The two will be complementary, but the online will grow. Just like the growth in distance education from less than 800 a year to more than 8,000 registrations a year in just three years. You have to look at the demographics. There is a change in the needs and requirements of our customers. They don't want to take the time to come on campus. One of the ways to address this continuing increase is to offer more online services. It's going to continue.

N: Do you think that students who take online courses are losing contact and energy as a result?

R: Education is a social activity and the online route is not for everyone. Depending on the type of job you have you may get enough socializing and connection there. You may have enough team spirit and cohesion to deal with some of these issues in your job, your life, and your school. Some people need to be in a physical place. They need to have that structure. They need to have that habit to get through things and to broaden their horizons. Talking with others and debating are important but not everybody wants that. Not everybody needs that. I do see the online component providing

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more and more of the social needs of students. There are now virtual work teams. The amount of counseling that is going on online is growing by leaps and bounds. Many chat sessions are successful online because people are able to express themselves online with less fear.

N: Now that you are leaving the Library will you still have some sort of association with Ryerson University or the Library?

R: I certainly hope so. I have some connection with Continuing Education (CE). I teach Organizational Behaviour and I also do work for CE in instructional design for a new certificate in Food Security. The grant Cecilia Rocha just received is to fund, in part, the transformation of these courses into Portuguese for the Brazilian market and for the Angolan market. I hope to be involved with that.

N: I know you don't like the word "retirement" and you don't think you are really doing it but what do you think the best and worst things are about retirement?

R: The best thing is you get to focus on the things you did not get a chance to do before. Because of your job you felt you could not spend the time on them.

The most difficult thing is losing contact with all the interesting people. Coming to work and meeting and dealing with all the people in the Library is exciting and it does provide energy. I see the Library and the people in the Library as the connection to the world. When I left my job as a cartographer and got back into the library, it was such a relief to have the instant communication and the connection with knowledge. If you have broad and eclectic taste being in the library satisfies that.

N: Do you have any parting thoughts for us?

R: I think that of the six libraries I have worked in Ryerson Library has got to be the most dynamic, the most flexible (not just because I was Chief Librarian) and the most exciting. The others tended to be very conservative and slow moving. They tended not to have everybody involved. Ryerson was, and I expect will continue to be, not like that. This has been a very satisfying place to work.

Ryerson @ OLA: Ontario Library Association Conference

Ryerson librarians played an integral role in the Ontario Library Association's (OLA's) annual Super Conference, held at the Metro Toronto Convention Centre from January 28 to 31, 2004. The 2004 Super Conference was the largest Canadian library conference ever held, attracting 4,200 delegates from across the continent to over 500 sessions, plenaries, exhibits and events.

DON KINDER served as coordinator and planner of the 2004 Super Conference, continuing in this role from the 2003 Super Conference.

SUZETTE GILES presented a session entitled Discovering the World of Numbers: Statistics Canada's E-Stat, an examination of a comprehensive interactive learning and teaching tool for accessing statistical data.

BRIAN CAMERON convened the session Electronic Consumer Health Information: Where it's been and Where it's Going.

VAL LEM convened the session Changes to AACR2: Problems and Solutions.

SUSAN PATRICK convened the session Mining the Virtual Reference Transcript.

Staff Notes

There have been a number of staff changes at the Library. To date, the Library has filled 5 of the 6 continuing stream positions approved by the Provost and the Board of Governors last spring. The Library anticipates filling the final position by the summer. In addition to the new librarians joining the Library, we have also welcomed a number of new library staff to our teams.

Suzette Giles, Data, Map and Geospatial Librarian, will be on sabbatical from February 2004 to July 2004, and is the first librarian at Ryerson to take a sabbatical. She will be working with Trudy Bodak, Map Librarian, York University, on research to develop more expertise with the geospatial data resources that are available to the universities.

Sally Wilson, Web/Systems/Reference Librarian, has been appointed to be the Acting Data, Map and Geospatial Librarian for the duration of **Suzette Giles'** sabbatical.

Lei Jin has been appointed to the position of Serials Librarian, Collection Services Team, effective December 1, 2003. Her position

involves the coordination of print subscriptions, the management of print holdings and the development of the strategy for print to electronic migration.

Cecile Farnum has been appointed to the position of Communications and Liaison Librarian, effective January 5, 2004. This position will involve the development of the communications strategy for the Library, as well as liaison and support for various user groups within the Ryerson community.

Mark Aaron Polger has joined the Reference, Research and Instructional Services Team on a six-month contract as the Web/Systems/Reference Librarian. Mark will be responsible for the overall management of the Library's Innovative Interfaces integrated library system, chairing the Library's Web Committee, and managing the Library's website

Hope Farrugia has joined the Borrower Services Team as an Interlibrary-Loans Technician. Hope replaces **Ursula Nocon**, who has accepted a cataloguing position in the Collection Services Team.

Val Ken Lem has been appointed to the position of Catalogue Librarian, Collection Services Team, effective March 15, 2004. Val will be responsible for the original cataloguing of all formats, particularly electronic and continuing resources.

Kelly Kimberley has been appointed to the position of Borrower Services Librarian, effective March 15, 2004, and will be responsible for the hiring and coordination of the Library's part-time staff, and the liaison with government funding initiatives to subsidize the wages of part-time student hires.

Jane Schmidt has joined the Collection Services Team as a serials intern, and will be working on cataloguing, authority control, and the conversion of our serials holdings data into the MARC format.

Sonny Banerjee has recently been appointed to the position of Librarian (Reference, Research and Instruction Librarian), effective May 1, 2004. In addition to other duties, Sonny will be responsible for the ongoing development and management of the Library Intranet.

In 2003, the Ryerson University Library implemented a team-based organizational model to better meet the needs of our students and faculty. Three teams: Borrower Services Team, Collection Services Team, and Reference, Research and Instructional Services Team (to be known as Information and Learning Commons Team) were created to more accurately reflect workflows, service divisions, and library priorities. The following are updates from each of the teams on what's new and of note to our faculty.

BORROWER SERVICES TEAM

Explaining E-Reserve: 24/7 electronic access to course reserve materials

As faculty, do you have course readings that you would like your students to be able to access quickly and easily, without standing in line or waiting anxiously for someone to return the materials they need? E-reserve is the solution.

What is E-Reserve?

E-Reserve provides 24/7 electronic access to course reserve materials, organized centrally under one location – the Library catalogue. The Library catalogue is easily accessible to students via the Web, whether they are on or off campus. Since last year, the Library has been responding to faculty requests to enable links from their course readings list to electronic journal articles, if available from the Library's subscriptions. As the advantages of electronic access over paper are obvious, the Library will now be checking all Reserve Request lists for possible electronic links to journal articles. We will NOT be keeping a back-up paper copy in Print Reserve to avoid duplicate labour in processing and maintenance. This means that all Reserve Requests will be subject to a review process to determine if the material is available online, either through the library's electronic journal subscriptions, or through a version available in the public domain on the Internet. Wherever possible, E-reserve will be used as a substitute for the paper copy.

How do you access E-Reserve?

From the Library's online catalogue, simply click on "Reserve by Course Code" or "Reserve by Instructor". If the material is in E-reserve, you'll see "call # Internet Resource – Online".

Click on "Online version" to link to the full-text article. It's really that simple!

What are the advantages of E-Reserve?

- 24/7 access from any location
- Read at one's own pace without pressure of loan periods
- No line-ups at Library Circulation/Reserve counter for borrowing materials
- Multiple access and simultaneous use
- Eliminates repair and maintenance problems associated with Print Reserve e.g. pages defaced, mutilated, loss or stolen

What can faculty put in E-Reserve?

Journal articles available at the Library through our electronic subscriptions can be put on E-Reserve. When faculty send a Reserve Request list, Library staff will automatically check the journal titles against the Library catalogue for electronic subscriptions. If you have your own course notes, PowerPoint slides created by you, items in the public domain, or any other supplementary instructional materials that do not require copyright clearance, let us know in the "Comments or Additional Information" box in our Reserve Request form. If the materials you wish to put on E-Reserve are your own creations, you must give us the copyright permission to link them electronically in E-Reserve.

E-Reserve and Distance Education – Pilot project with copyrighted materials

The Library has recently launched a pilot project in collaboration with Distance Education to include in E-Reserve items that require copyright clearance. These may be book chapters or articles not available from our subscriptions. Once we have obtained copyright permission from the rights holders or publishers for electronic access, the print materials will be scanned to pdf files to be mounted on the server for E-Reserve and/or in Blackboard.

Copyright fees (often calculated by the number of students enrolled and duration of course) and waiting time for responses from publishers are the two main reasons for our cautious start-up. Given the challenges to students who cannot come on campus for materials stored in Print Reserve, Distance Education was the logical choice to pilot this project. Based on the outcomes of this pilot project, the Library may consider the extension of this service to all faculty in the future.

If you are interested in knowing more about E-Reserve, or how to place course materials on Reserve, print or electronic, please e-mail reserve@ryerson.ca or contact the Library from Monday to Friday, 9:00 a.m. to 4:00 p.m. at 416-979-5055 and choose option #2 for Circulation/Reserve. Watch for our new Reserve guidelines on the Library website and our new online Reserve Request form.

Comments or suggestions regarding E-reserve can be directed to Ophelia Cheung at ocheung@ryerson.ca or 416-979-5097.

COLLECTION SERVICES TEAM

What's New in Electronic Information Resources

What's On Trial? Check out these electronic databases currently available at the Library.

Faculty are regularly invited to provide feedback to librarians on possible acquisitions. In order to use our funds appropriately, we rely upon critical and evaluative input for the prioritization of acquisition decisions. Give us your verdict by completing the Comments on Trial Resources form at <http://www.ryerson.ca/library/eresources/comments.html> and tell us if you think they're worth adding to the collection!

INSPEC (Trial until May 15, 2004)

The Ryerson Library has arranged for a university-wide trial of INSPEC. INSPEC is the leading English-language bibliographic information service providing access to the world's scientific and technical literature in physics, electrical engineering, electronics, communications, control engineering, computers and computing, and information technology. Available via 6 vendors: OVID, Ebscohost, ProQuest, Engineering Village, ISI, and OCLC.

eHRAF Collection of Ethnography (Trial until May 31, 2004)

eHRAF Collection of Ethnography is a unique cross-cultural database with full-text ethnographies that includes information on all aspects of cultural and social life. The collection contains a variety of source documents (books, articles, and dissertations) that have been indexed according to HRAF's subject classification scheme. eHRAF is a multicultural database of relevance to disciplines in the social sciences, humanities, medicine, and any other area with an interest in cultural diversity.

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Go Library Teams! continued

American Humanities Index (Trial until Dec 30, 2004)

This journal index is a collection of bibliographic references to literary, scholarly and creative journals published in the United States and Canada. This database covers over 1,000 journals published from 1975 to the present, many of which cannot be found in other reference works. All journals included in the American Humanities Index are indexed in their entirety (cover to cover). This database provides citation information for articles, essays and reviews, as well as original creative works including, poems, fiction, photographs, paintings and illustrations.

Communication and Mass Media Index Complete (Trial until Dec 30, 2004)

This product originated with the acquisition and subsequent merging of two popular databases in the fields of communication and mass media studies – CommSearch (formerly produced by the National Communication Association (NCA), and Mass Media Articles Index (formerly produced by Pennsylvania State University). CommSearch offered bibliographic and keyword references to 26 journals in communication studies. It also included cover-to-cover indices of NCA's six journals (from their first editions to the present), and abstracts from their earliest appearance in NCA journals. Mass Media Articles Index provided citation coverage of over 40,000 articles related to mass media and published in over 60 research journals, as well as major journalism reviews, recent encyclopedias, and handbooks in the area of communications studies.

What's New? Electronic resources recently added to the collection

Datastream – provides daily pricing and volume information on over 37,000 equities from 57 countries, 12,000 market, stock and bond indices, and 87,000 macroeconomic series from central statistical offices such as Statistics Canada, and sources such as International Financial Statistics and selected OECD series. Also included are over 2,000 daily foreign exchange rates, 1,000 daily and weekly interest rate series, 68,000 fixed income instruments from 23 countries and more than 260 financial and commodity futures and options contracts. Access is available in the Library on the main floor on PCs numbered 41 and 42 to Ryerson University students, staff and faculty with a valid Ryerson e-mail account.

Web of Science backfiles – CNSLP (Canadian National Site Licensing Project) has successfully negotiated additional backfile coverage for ISI Web of Science. CNSLP member institutions, including Ryerson, have their coverage extended from 1998 to at least 1989.

SourceOECD – the online library of the Organisation for Economic Co-operation and Development. SourceOECD comprises 20 Book collections by theme, containing all OECD monographs and reports; 24 periodicals; some reference titles; and the OECD statistical databases.

JSTOR – the Library now has access to additional JSTOR archival journal collections – Arts and Sciences I and III, General Science, and Business. JSTOR has created a digital archive of core scholarly journals with complete back runs of many titles.

REFERENCE, RESEARCH AND INSTRUCTIONAL SERVICES TEAM (to be known as the Information and Learning Commons Team)

Focus on Information Literacy: BUS 100 and ACS 102

In the fall of 2003, a number of librarians were involved in the development and delivery of two student success courses offered through the Faculty of Business and the Faculty of Arts, the latter to support the new degree program, Arts and Contemporary Studies. The two courses, BUS 100 and ACS 102, are intended to provide first-year students with the skills required to succeed at their studies. By focusing on information literacy skills, librarians instructed students on using the library's resources and how to think critically about the information they find. In addition, academic integrity figured prominently through assignments that stressed the legal and ethical use of information.

Over 800 students participated in the BUS 100 program through lectures and multimedia presentations in the Ryerson Theatre. Over a five-week period, students were given library-based assignments that directly related to the content and specific assignments of two required courses in their first year: Accounting 100 and Statistics 102 (QMS 102). All student assignments and support materials were delivered and graded through Blackboard.

ACS 102 (Learning and Development Strategies) is a required credit course for all

incoming students enrolled in the Arts and Contemporary Studies degree program. The librarians developed a critical thinking assignment that led students through the research process comparing and contrasting scholarly, popular and Web-based resources. A hands-on lab component was also included.

Integration of library and information literacy into the curriculum, where it can be used in the context of course content and assignments, is the preferred and most effective method of delivery. Collaborative efforts between faculty, librarians and other partners in ACS 102 and BUS 100 have resulted in the development of innovative methods for promoting student success.

Ask A Librarian LIVE chat reference service

Since the Library first launched its innovative chat reference service, Ask a Librarian LIVE, in the fall of 2001, usage has grown considerably. The service allows Ryerson students, faculty or staff to converse with a reference staff member in real time using sophisticated software that allows for the sending of web pages and co-browsing inside licensed databases. For the 2003/04 academic year alone, the Ask a Librarian LIVE staff were asked 1,400 questions by the Ryerson community. Add that figure to the e-mail reference questions answered during the same period, and it brings the total number of digital inquiries to over 2,000. Ask a Librarian LIVE has proved to be a successful reference and instruction tool that allows the Library to connect with its users in a whole new way.

During the month of March 2004, a pilot project was conducted to test the demand for late night hours for the Ask a Librarian LIVE service. The Library hired three student librarians studying for their Masters in Library and Information Science at the University of Toronto. Working from home, the students shared a series of shifts from 9 p.m. to midnight, Monday through Thursday, and from 5 p.m. to 8 p.m. on Fridays from March 1 to March 26. In total the students answered approximately 60 questions, which equals 21% of all questions asked during that period. The majority of questions tended to be asked in the first hour of the extended service.

While not totally conclusive, the pilot project, together with feedback received from chat users via surveys, tells us our students and faculty would like to see more of us online.

Speaking of the LIBRARY

SCHEDULED PRESENTATIONS AT
THE MAY FACULTY CONFERENCE,
MAY 18 AND 19.

Ophelia Cheung and **Brian Cameron**, librarians from the Borrower Services Team, will be presenting the session "RACER: the world's libraries at your fingertips".

Brian Cameron will also be presenting the session "Trends in the Usage of ISI Bibliometric Data".

Susan Patrick, Audio-Visual Services Librarian and **Zita Murphy**, Collection Services Librarian, will be presenting the session "Beyond Google: The Latest Web-based Scholarly Research Content From the Library".

Zita Murphy and **Lei Jin**, Serials Librarian, will be presenting at the poster session on the uses of bibliographic management software.

EXTERNAL ENGAGEMENTS

Cathy Matthews, Chief Librarian, is the incoming Chair of the Ontario Council of University Libraries (OCUL) for a two-year term from 2004-2006. As such, she assumes responsibility for OCUL project staff and is the Chair of the Management Board of the Ontario Information

Infrastructure. Cathy has also been appointed to the Editorial Board of the *New Review of Information Networking*, a journal published in the United Kingdom by Taylor & Francis.

Trina Grover, Catalogue Librarian, presented the Serials Cataloguing Cooperative Training Program (SCCTP) workshop on Cataloguing Integrating Resources to the staff at the Statistics Canada Library in Ottawa in November 2003. She delivered the course for the University of Western Ontario this past January, and will teach it at McMaster University Library in May. Trina is a certified trainer in the SCCTP; a program created by the Library of Congress to develop the skills and knowledge of cataloguers and raise the quality of cataloguing records contributed to shared databases.

PUBLICATIONS

Ophelia Cheung, Susan Patrick, Brian D. Cameron, Elizabeth Bishop, and Lucina Fraser published the article, "Restructuring the Academic Library: Teams-based Management and the Merger of Interlibrary Loans with Circulation and Reserve" in the peer-reviewed periodical, *The Journal of Interlibrary Loan, Document Delivery & Information Supply*, 14(2): 5-17.

Lei Jin translated Henry Miller's non-fictional essays, *The Air-Conditioned Nightmare*, from English to Chinese. To date, it has been published twice – first in 1996 by Times Literature Publishing House, in Changchun, China, and second in January 2004 by People's University Press, in Beijing, China.

Collection Management Ahead of Schedule

The Ryerson University Library is getting a head start on its annual summer weeding project to ensure its collection remains relevant to the academic needs of the Ryerson community and fits the available shelf space.

Weeding is an important part of good collection management in all libraries, and involves library staff analyzing the collection to identify older materials that may no longer add value to the collection, and to reduce the number of duplicate copies. Librarians will be using their knowledge and expertise in their subject areas to determine which items are no longer relevant to the collection, and which items remain valuable to our students and faculty. There have been communications with faculty on the project, and valuable advice received.

Weeded items will be temporarily stored in the Library before they are shipped to the Canadian Book Exchange Centre (CBEC) at the National Library of Canada; a redistribution centre that arranges for the exchange of publications deemed surplus by one library but needed by another. In order to ensure that the Library catalogue remains accurate, as titles are removed, their item status in the system will be updated as soon as possible so they no longer appear in the catalogue as available.



Thank you to our students!

Ryerson students play an important role in the Library in all areas of library operations. Students are employed throughout the academic term as part-time shelvers responsible for "moving" the collection – shelving, re-shelving, and assisting in shifts of the collection as needed. Their accuracy and attention to detail are vital to ensuring effective access to collections. Students also provide additional assistance and support in departments such as Interlibrary

Loans, Map and Data Resources, and in Borrower Services. The Library could not function as well as it does without their contributions on a daily basis – thank you, students, and well done!

A special note to **Abraham Kassa**, one of our shelvers, who was recently featured in *The Ryersonian* for his work with Books for Ethiopia, a project which provides much needed learning materials for schools in Africa.

Nexus

CONTRIBUTORS

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