

education such as prohibitive tuition fees and classroom anxiety. The program is expanding into other public libraries in Waterloo Region, and growth across Ontario and beyond is anticipated.

LIAISING IN THE BETWEEN: A PLAN FOR INTERDISCIPLINARY OUTREACH

Erin Fields, University of British Columbia

Interdisciplinary subject areas provide a unique challenge for liaison librarians. Developing relationships with cross-appointed faculty who have librarians within their home department or implementing programming within a department with several sessional instructors, creates a situation where outreach initiatives can be overlooked. This poster session describes an outreach plan designed for the Women's and Gender Studies Department at the University of British Columbia. The outreach plan was designed around core subject librarian responsibilities (e.g. collections) and included initiatives for students and faculty. This session will describe several elements of the outreach plan, including: podcasting, research zines and a visiting librarian program.

1:00 PM – 1:45 PM

FROM THE GROUND UP: A COLLABORATIVE LIBRARY EXPERIENCE IN COSTA RICA

Courtney Lundrigan and Jessica Luet, Ryerson University Library

In September 2009, Librarians Without Borders (LWB) at the University of Western Ontario (UWO) undertook a project to build an elementary school library in the village of El Humo, Costa Rica. After nine months of fundraising and collection development, a team of ten volunteers went to physically build and set up the library. Participants experienced cultural life and gave the village its first library. The project inspired a continuing collaboration between the LWB parent organization and the partner association in Costa Rica. Learn how we are supporting information literacy and community development while celebrating international, school, and children's librarianship.

PROTECTING LIBRARY EMPLOYEES AT WORK

Gina Matesic, Wilfrid Laurier University

Recent changes to the Occupational Health & Safety Act (Bill 168) require employers to take explicit steps to protect their workers from workplace violence and harassment. As of June 15, 2010 every Ontario organization must comply with Bill 168. The costs of workplace violence and harassment to library organizations and employees are substantial. This poster will outline the legislation, explain the elements in plain English and provide information and recommendations for policy, programs and training. Details about the prevalence of violence and harassment and a handout of information and resources will be included.

MEASURING UP: USING OPERATIONAL REVIEWS AS A DEPARTMENTAL ASSESSMENT AND STREAMLINING TOOL

Paulina Rousseau and Elizabeth O'Brien, University of Toronto Scarborough

As part of its commitment to operations assessment, the University of Toronto Scarborough Library conducted a series of departmental operational reviews. Reviews included appraisals of practices and procedures, benchmark comparisons, establishing service expectations, and identifying areas for streamlining and stress reduction. Review outcomes have enabled the library to restructure operations, define performance indicators, and reorganize units for maximum effectiveness and efficiency. This poster session will discuss the reasons and methods for conducting successful operational reviews, staffing and timing considerations, and departmental and organizational impact of reviews. A similar poster was recently presented at the 2010 ARL Assessment conference.

A NEW STRATEGY TO MEET PATIENT INFORMATION NEEDS: THE INFORMATION PRESCRIPTION PILOT PROJECT

Elizabeth Obermeyer-Kostash, Juravinski Cancer Centre

An exciting Information Prescription pilot project was introduced at our cancer centre, to ensure patients were directed to the most accurate and relevant information related to their disease and treatment. Healthcare professionals used these forms to document the specific information needs of individual patients, who were then encouraged to bring this prescription to the Patient and Family Resource Centre. There, staff was able to help patients locate the best resources, tailored to their particular needs at that time. Challenges and successes of the project will be discussed, and plans for its expansion will be addressed.

CREATING AN ACCESSIBLE LEARNING ENVIRONMENT

Michele Chittenden, Queen's University

In 2005, Library Services for Students with Disabilities became a partner in the Queen's Learning Commons. Library Services for Students with Disabilities provides a range of services, specialized software programmes, computers, assistive devices and workshops that enable students with disabilities to read, write, research and study more effectively. The move into the Learning Commons created numerous opportunities for collaboration, greatly enhanced University services for students with disabilities and raised the awareness of disability issues. This poster shines a light on this successful partnership as the Library continues to create an accessible and equitable learning environment for all.

Note: Thursday Poster Sessions are displayed from 12:00 PM – 1:45 PM. The presenters will be at their displays at the times noted.