holdings are a clear representation of this diverse academic community. Adding Special Collections to the Library's holdings demonstrates the university's commitment to outstanding and relevant, educational opportunities. Four main collections comprise this new learning environment of historical artifacts, photographic books, photographic negatives, audiovisual material, and textual files. This poster session will address the difficulties of acquiring such collections and making them accessible to a large community. It will also illustrate the role of Special Collections within the context and scope of Ryerson University. The session will reveal how Ryerson University Library offers access to the collections while ensuring long time use of the material, through proper housing and preservation.

5. DIGITAL IMAGE PRESENTATIONS IN THE UTSC CLASSROOM

Heather Glerum, University of Toronto Scarborough Library.

Using University of Toronto Scarborough as the locus for experimentation, this poster will look at the resources for working with digital images at UTSC and will concentrate on instructors of art and art history. The following questions will be considered: What are the main sources of digital images? To whom do these sources belong? How are they funded? How were they established? It will include a description of the resources and discuss special features of particular interest to faculty and how the resources can be added to, or otherwise tailored to suit the needs of individual faculty members or specific disciplines? Observations and conclusions will be presented.

6. VOLUNTEER BOOT CAMP: CONSTRUCTING AND DELIVERING A TRAINING PROGRAM FOR HOSPITAL LIBRARY-BASED VOLUNTEERS.

Michelle Arbuckle and Todie Winter, Princess Margaret Hospital, Patient and Family Library.

Volunteers at the Patient and Family Library, Princess Margaret Hospital bring with them many different life experiences from a wide variety of backgrounds. Often these individuals struggle with the roles expected of them within the Patient Education Program. In order to address the spectrum of skills required in this role the Patient Education Program has developed a comprehensive training program to ensure that volunteers are prepared for the high demands of the library environment and that staff are comfortable with their knowledge base.

This poster demonstrates the strategies and resources that are used to improve the quality of library interactions and information searches conducted by volunteers. It will also highlight the processes taken to develop a comprehensive, evidence-based approach to training volunteers in the following areas: library processes and resources, technology skills and on-line evaluation strategies, and psychosocial skills.

7. REDESIGNING YOUR LIBRARY INTRANET: IDENTIFYING UNIQUE NEEDS FOR EFFECTIVE REGENERATION

Jessica Posgate, Alex MacCutcheon, University of Toronto, Faculty of Information Studies.

Intranets are increasingly popular for library organizations, but these systems are not always built to expand with the libraries that created them. Designers need to address common issues like user needs, administration, content currency and display consistency, encouraging user buy-in, and an increasing need for dynamic Web work space for collaboration. This session will present examples of overwhelming, underused and dynamic intranet home pages, diagrams mapping user groups according to their workflow divisions, and a prototype home page reflecting short term recommendations. The challenge for any systems librarian or Web manager is to redesign their library's intranet to meet specific staff needs and unique organizational workflows. First generation intranet problems are common, and libraries will need to anticipate these issues as they work to balance the immediate and future demands of library staff.