

Public Services Advisory Committee
June 22, 2009
G62, Killam Library

Present: Ann Barrett, Geoff Brown, Ian Colford, Marc Comeau, Jane Duffy, Sharon Longard, Bill Maes, Mike Moosberger, Gwyn Pace, Helen Powell, Karen Smith, Tina Usmiani

Regrets: Jennifer Adams, James Boxall, Fran Nowakowski, Michelle Paon

1. Digital projects across the system – what now?

- Marc advised that the new server equipment that was purchased is now in place and UCIS staff should be finished their work on the equipment very shortly and it can then be “handed over” to our Systems staff.
- This new equipment will allow smoother updating, better reliability, significant stress reduction on LITS staff and overall less downtime for users.
- The 20 TB of storage will provide a safer, more stable replacement to the current digi server.
- WorldCat Local search box is now in LibGuides. Systems staff will be talking to the Blackboard people to see how the search box can be included in Blackboard.
- Marc is in the process of hiring a user interface programmer. The Search Committee has interviewed two excellent candidates and hopes to make a decision in the near future on which to hire.
- DSpace – Marc reported that everything is working except the part of the system which allows the Library of Canada to upload information. Grad Studies has already been sending in “test” theses without any problem. There is a two month wait period for the University of Manitoba to complete the system.

- Tina reported that she is working on a communications plane for next year that will focus primarily on undergraduate students. Tina has met with members of the DSU Executive and will be working with them to contact undergraduates and get information out to them. Tina will also be giving a presentation and library tour to the Residence Academic Cluster leaders in September.

- Mike reviewed a handout distributed to PSAC members entitled “Progress Update June 19, 2009” which outlined the status of various digital projects conducted by Jennifer Bawden and Christina Warren.
 - Neptune Theatre
 - removed maquettes, costumes, and props from fourth floor storage
 - photographed the maquettes and costumes which had not been documents
 - 83 boxes maquettes, 32 boxes of costumes/props, and 184 bagged costumes, props, and set pieces which belonged to Neptune Theatre were returned on June 10, 2009
 - NSIS
 - digitized volumes 7 – 12 (four parts per volume)
 - approximately half way through editing and creating pdfs (to be uploaded to DalSpace)
 - collaborating with Sharon Longard and Michelle Paon on a website to showcase the journals and direct visitors to DalSpace
 - James Dinwiddie fonds
 - collection mostly has been digitized and edited (2.16 metres of textual records) with the exception of W.J. Proudfoot’s journals

- creating metadata to upload to DalSpace (Geoff creating units within DalSpace for metadata)
 - re-designing website – creating web pages, collection samples have been chosen
 - Red Cross
 - commission project on behalf of the Nova Scotia branch of the Red Cross
 - created design concept for website
 - begun scanning pictures and textual materials
 - will visit NSARM to gather more material
 - Eyelevel Gallery
 - received confirmation of YCW funding
 - hired Archival Assistant to work on project
 - meeting with Eyelevel staff on 25 June to set project parameters
 - It also appears that a number of Institute of Public Affairs publications that were previously digitized were lost as a result of inadequate backup procedures. These publications will be re-scanned and added to DalSpace.
 - Sharon advised the Committee that NSIS has granted permission to the Library to digitize and make available NSIS publications. NSIS has also given permission to the Library to use their logo on the web pages.
 - Helen
 - Nova Scotia Architecture Green Sheets - This year's student work in the wiki is complete. Ready to set up the Green Sheets web site.
 - Journal of the Society for the study of Architecture in Canada - Members of the Society are supplying issues missing from the Sexton collection. We are scanning those.
 - Cobb Postcard Collection - Metadata schema is complete. Architecture librarian colleagues are reviewing it for us.
 - International Working Party for Documentation and Conservation of Buildings, Sites and Neighborhoods of the Modern Movement (docomomo). Sexton Library has joined the newly formed Atlantic Chapter of docomomo. We hope to partner in the creation of a searchable digital collection of Atlantic modern buildings and sites.
 - Bill reported that the University has been advised that funding has not been approved for the Tapor 2 project. This was the project that would have seen an electronic digitization centre constructed on the 4th floor of the Killam.
 - Bill also brought to the Committee's attention a successful lawsuit that had been filed against the Globe & Mail by Heather Robinson on behalf of authors groups re the digitization of this groups works. Ms. Robinson has now filed a similar lawsuit against Proquest. Proquest claims they had agreements with publishers that allowed them to publish digital works.
 - Geoff suggested the Libraries may want to consider developing a "best practice" for Dalhousie.
2. Web 2.0 service enhancements – what's under development?
- Tina reported that the Killam Library will join Twitter. The Killam has not done so before this because the demographic for those using Twitter has been 35 – 55. However the Vice-President, Education for the DSU has advised Tina that the DSU will be joining Twitter. Tina has decided to sign the Killam up for a Twitter account as another means to reach the student population.
 - Tina reported that the Libraries blog is going great and we have received some positive external feedback. Slideshows on the blog are still a problem but Ryan McNutt from Communications & Marketing is working on solving this issue.

- Geoff reported on a service called PubGet (<http://pubget.com/search>) - a free pdf search service that allows users to create search feeds for subscribed content at their institutions. The focus right now is life sciences content. Geoff has asked the PubGet people to add Dalhousie University to their list of institutions but has yet to hear back from them. Geoff suggests that Public Services staff try this out to see if it is a useful service to pursue.
 - Geoff further reported on bX Recommender Service from Ex Libris
 - This service will provide users with article recommendations based on usage data rather than similarity algorithms. It is very similar to recommender services offered by commercial sites such as Chapters and Amazon. The recommendations are built on the usage data of all participating SFX libraries in the world. When a user hits our SFX menus with a citation, they will be shown the top 3 other articles that readers of the article they are searching for also read.
 - The amount of setup required is unknown to us at this point but if it is as simple as Ex Libris suggests, we should have the service up and running for Sept.
3. WorldCat Local, Verde and other “disruptive technologies” – how are the first internal and external customers responding?
- Ann reported that Kellogg hasn’t had much response yet.
 - Six staff orientation sessions were held and went very well.
 - Some things still are not resolved, e.g. display of holdings – OCLC is working on this.
 - The official hard launch of WorldCat Local is expected in approximately two weeks.
 - Ann has found that the OCLC response time to issues she has reported has not been great. Ann also reported that some issues that had been resolved are suddenly not working. OCLC continues to deal with these issues as well.
 - Geoff provided the following update on Verde
 - we have started our move into the production use of Verde as an Electronic Resources Management System. In mid-June we created an extract of our SFX knowledgebase (this is the database behind our link resolver) and imported it into Verde. From this point onward we will be doing all maintenance of journal and e-book holdings in Verde rather than SFX. The SFX knowledgebase continues to exist and is accessible but all further updating will be done via Verde. Over the summer, Heather Wylie will be working with staff in the Killam, Kellogg, Sexton and Law libraries to show relevant staff how to work in Verde. We are also working to link acquisitions records in Verde with their corresponding order records in Aleph. This will allow staff users in either system to look up acquisitions information from the other system. The primary financial management functions will continue to be run through Aleph but we will be enriching this information significantly over the coming year through our use of Verde. Bibliographic information will continue to be maintained separately in both Aleph and Verde for at least the next 2 years. Ultimately, the vendor plans to synchronize these in a new product called URM (scheduled for a 2011 release).
4. In-person reference services and the physical reference desk – looking ahead to Fall 2009
- Ann reported that the Kellogg Library has considered merging the Circulation and Reference desks (including tasks) into a single service point. The intent would be that the service point be staffed by support staff which would free up time for librarians to provide more in-depth assistance and consultation to users. This merger has not taken place yet due to staff workloads, renovations, and limitations of the existing physical space. Ann reported that all staff were keen to try this service model.

- Sharon reported:
 - the Weekend and Evening Circulation Supervisors are trained to provide basic reference service when the Reference & Research Assistance Desk is not staffed. Sharon feels that service provided at the Reference Desk is being augmented by LiveHelp but believes that a physical presence is still needed in the Library.
 - Student interns have been working shifts on the Reference Desk during the day, evenings, and weekends which has freed up librarian time.
 - Sharon feels that staff are in favour of one point of service but that much discussion would be needed to determine what level of reference service should be provided. The actual physical location of such a desk would also need to be determined.

- Helen reported that when the Reference Desk at the Sexton Library was re-located to the front lobby of the Library close to the Circulation Desk that there was some resistance from Circulation staff regarding the move. Sarah Jane Dooley provides basic reference training to all staff and students working at the Circulation Desk. Circulation staff have become quite comfortable answering basic reference questions and are very knowledgeable about when they should be referring patrons to a librarian or subject specialist for more in-depth assistance.

- Bill
 - need to keep looking at how we meet our customers – need to have a physical point of contact in Library but need to think about exactly what type of presence we need
 - up to us to stay plugged in to where we can expect to find students – in person? electronically?
 - need to anticipate what changes are taking place and what people need
 - need to be constantly looking at new services and how to provide them

5. Other Business

- Bill advised the Committee that he is considering disposing of the journals that had been sent to the West End Mall for storage. He is waiting to hear from Martha Crago (Vice-President, Research) and will be meeting with research faculties to advise them of his intentions and find out if there are any strong objections.
- Portico continues to gain publishers and their holdings in pdf. They have also started to put together a physical collection that matches what they have electronically.
- Bill further advised the Committee that he does have a list of individuals who would like to receive some of this stored material rather than have it disposed of.
- Bill hopes to proceed with the disposal of this material this summer.

Meeting adjourned at 10:40 a.m.