Public Services Advisory Committee
September 23, 2009
G62, Killam Library

Present: Jennifer Adams. Ann Barrett, Geoff Brown, Marc Comeau, Sharon Longard, Bill Maes, Fran
Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: James Boxall, Ian Colford (on leave), Mike Moosberger (on leave)

Bill made the following announcements:

- he has assumed the role of chair of the Committee for the interim until a decision is made
  regarding the vacant Associate University Librarian position
- Libraries Nova Scotia is set to launch on October 21ˢᵗ – this is a one year pilot project with
  adjustments being made throughout the year as necessary
  - borrow anywhere / return anywhere
  - there is no standard set of rules for this program, rather each institution can
    determine its own criteria for the initiative
  - Bill feels this initiative should have little or no impact on the Libraries with the
    possible exception of the Law Library (demand from lawyers)
  - Bill feels one positive outcome of this initiative could be government funding for the
    joint purchase of databases
  - the $35.00 fee for off-campus borrowers cards will be discontinued
- Bill had brought an article from Ryerson University re apps for smart phones to the
  attention of Dwight Fischer asking if something similar could be instituted at Dalhousie. Mr.
  Fischer had already seen this article and is keen to investigate the potential implementation
  at Dal. Mr. Fischer is willing to put money towards the design of applications for
  Blackberries. If any PSAC member is aware of a student (or students) who might be
  interested in taking on this task please forward their name(s) to Bill.
- Senior Administrators’ Retreat
  - This retreat was about the President’s new revised strategic focus
    - the strategic focus will be distributed to departments within the next week
      or so
  - Dwight Fischer made a presentation on ITS and brought to the group’s attention
    that Dalhousie is approximately 10 years behind in its technology. (Hence his
    enthusiasm and willingness to participate in the above Blackberry project.)
- the results of the workplace survey that many staff had participated in over the summer are
  available online at http://humanresources.dal.ca/index.html

1. Update on activities since June
   a. Sharon Longard
      i. over the summer Reference had 2.5 student interns employed with 2 of these
         interns being shared with Technical Services
      ii. subject specialists assisted with the weeding of the VHS collection housed in
          Circulation
      iii. Reference Services policy has been revised and will be posted on the web

    iv. subject specialists created new LibCasts and revised existing ones as well as revised LibGuides

    v. Reference staff have already taught 25 sessions to 590 students

    vi. For 2009-2010 Reference Services has 3 interns working 34 hours per week including some hours assisting with LiveHelp

    vii. Fran and Michelle are teaching the bulk of the RefWorks sessions

    viii. We became aware at the Ref Desk over the last few days that there is a new component to BLS for Chemistry assignments, LON-CAPA, (Learning Online-Computer-assisted personalized approach) CAPA.ilo.dal.ca/adm/roles Amir Feridooni is the administrator

b. Gwyn Pace

    i. Circulation

      1. the department has been preparing for the introduction of the Libraries Nova Scotia Borrow Anywhere/Return Anywhere (BARA) pilot project.

      2. DVD and VHS collections were moved from the shelves in the Circulation area to the stacks over the summer

      3. Jan Pelley was the successful candidate for the recently vacated Circulation C4 position and began work on Monday, September 21st.

      4. Sandy Dwyer has been invited to join several committees including the Libraries Sustainability (Green) Team and H1N1 committee and the Dalhousie Professional/Managerial Group (DPMG) Job Evaluation Committee

    ii. Relais

      1. A new release (V2009) of the Relais Enterprise system was implemented on Wednesday, September 9th for all ASIN document delivery sites. V2009 will provide more interoperability with other systems such as the OCLC WorldCat Resource Sharing system, the VDX system and the British Lending Library. It will also enable staff to use a wider range of search options and supports the receipt and delivery of documents in additional file formats. It is expected that all outstanding issues generated by the upgrade will be resolved by the Relais International support staff by the end of the week.

      2. The link to the ASIN document delivery form is now available through WorldCat Local searches. Staff are working with OCLC to maximize the information transferred from the bibliographic record to the request form. It is expected that the number of document delivery requests will increase due to this connection. The Novanet Document Delivery and Circulation staff have developed procedures whereby books requested via WorldCat local and filled by a Novanet site will be treated like Novanet Express items not document delivery items. Users will be able to pick up these items at Circulation and sign them out on their Circulation records. These items will appear in the OPAC as "Relais In Transit" until they are signed out to the patron. Articles will be delivered via e-mail link directly to the user. It is expected that the number of document delivery requests will increase due to this connection.

c. Geoff Brown
  i. Verde e-resources management system has been implemented and it communicates with both Aleph and SFX
  ii. Staff moves
    1. all staff in the Bibliographic Control & Access Unit are now together in room G65
    2. Serials staff will be relocating today to room G67
    3. Gifts of books are still an issue for the Killam
      a. Geoff would like to explore the possibility of developing a web form that allows donors to identify themselves and list the materials that they wish to donate. These donation lists could be submitted directly via the library website to the relevant subject specialist(s) for consideration prior to the materials arriving on site
    4. "recommender service" is in place in our SFX menus
      a. please let Geoff know if you encounter any issues with the service
      b. the trial period should soon be ending then we can start adding data from our SFX
      c. Geoff asked Reference staff to please pass along any feedback they are receiving from users
    5. student interns working in Technical Services this past summer have created a toolbar (which was installed on the computers at the Reference Desk at the beginning of term). The toolbar allows searching of Novanet, Google Scholar, and e-book packages from a web browser rather than having to go to the application directly
    6. Libraries Nova Scotia
      a. Geoff is filling in for Ian during his leave on the collections aspect of this initiative. Geoff has contacted some vendors (e.g. Grey House-Canada Info Desk and OUP – Oxford Reference Online) who have indicated they would be able to provide really good pricing on database packages for the privilege of being a content provider to all of Nova Scotia

d. Marc Comeau
  i. Leigh Smith is a member of the Libraries Sustainability Committee. LITS has a significant carbon footprint and she will be helping us share our successes and bring new suggestions.
  ii. the merging of the Help Desk staff and the Navigators is complete – all students are now doing shifts both upstairs in the Learning Commons and downstairs at the Help Desk. Marc anticipates the Help Desk will physically re-locate to the Learning Commons mid-October at the earliest, at which time the Technical Assistance desk will cease to exist.
  iii. migration of data to servers located in ITS continues (e.g. DIGI, GIS)
  iv. our move to a new content management system has reached a wall with the system we were moving to. Marc is involved in the campus-wide web revitalization project. Three content management systems have been short listed and all three have agreed to giving the University a trial period to test their system. Marc hopes to begin the testing in the immediate future, by-passing the planned temporary move.

       v.   log server – this provides the ability for staff to determine if a product is not working

      vi.   Umar Qasim was the successful candidate for the T-9 position that was filled over the summer. Umar is a working as a user interface developer and his current project is DalSpace.

     vii.   there have been some significant log-in problems with Capital Health over the last few days – all technical problems have been resolved, but the deconstruction of the event .

   viii.   ITS has moved to the same print system that is used in the Libraries; Marc is currently unsure if ITS has changed their pricing to be in line with ours.

e.   Ann Barrett

       i.   due to major renovations in the Tupper Building that began this summer the Faculty of Medicine has taken over a large portion of space in the Kellogg Library. Additional renovations are still to take place in the Technical Services area and in the Pharmacy Library.

      ii.   all pre-1985 journals have been moved to off-site storage

     iii.   13 new group study rooms have been constructed which will be for the exclusive use of medical students through the day. Evenings and weekends these rooms can be booked by other users.

     iv.   as a result of the construction of the above study rooms there has been much discussion regarding the hours for the Kellogg Library. The medical students had 24 hour access to these types of rooms before they were moved into the Library.

      v.   Kellogg staff are still working on the NB medical project

     vi.   Faculty of Medicine has recently finished their accreditation process and has created some new committees and asked the following Kellogg staff members to sit on specific committees: Patrick Ellis – Committee for Lifelong Learning; Tim Ruggles – Committee for Evidence Based Medicine; Ann Barrett – Committee for InterProfessional Education.

     vii.   WorldCat Local

        1.   coming along very well (in Ann's opinion)

        2.   various staff are working on trying to get e-books into WorldCat Local in one load rather than individually

        3.   Gwyn Pace and Bill Slauenwhite have resolved the 10/13 digit ISBN problem. Gwyn will contact Tom at OCLC about further refining the connection between WCL and Relais.

        4.   Ann is working with OCLC to get mobile working (now resolved)

        5.   as errors and gaps in holdings are noticed they are being reported and fixed

        6.   MyDal tab doesn't have a link to WorldCat Local yet (now resolved)

        7.   RefWorks works with WorldCat Local on campus but not off-campus – Ann is still in contact with OCLC regarding this issue

        8.   statistics package – Ann can generate reports and plans to do this in November or December

f.   Helen Powell

       i.   student interns have been working on LibGuides, LibCasts, virtual tour of the Sexton Library, etc.

      ii.   Sexton staff participated in orientation program

           iii.   staff working on a project to prepare Sexton archival materials for deposit in the University Archives upon Mike Moosberger's return from special leave
           iv.   digital initiatives
                  1.   projects stalled because there is no way to input meta data
                  2.   still need to determine (and then fix) the problem with ContentDM

g. Karen Smith
      i.   student employees are working on many contracts and this work is going well
      ii.   7 archival collections need to be prepared for appraisal
      iii.   new masters program in musicology has been implemented this year

h. Jennifer Adams
      i.   web pages have been re-designed based on the Kellogg Library model
      ii.   launched new suite of LibGuides
      iii.   staff played a large role in the Legal Research in Writing program this year
      iv.   staff taught sessions to 240+ students over the summer
      v.   Bill advised the Committee that Ann Morrison will be retiring in June 2010

2. Open Access
   a. Bill advised that open access week is coming up in October
   b. Jane had formed an Open Access Committee but due to an inability to get speakers to come to Dalhousie the Committee did not meet
   c. Bill advised that the University of Ottawa had held a one day workshop and only 2 people from the University attended
   d. Bill queried what the Committee thought the Libraries should do for open access; how should we pursue open access on campus?
   e. Bill had spoken with to Alan Shaver to determine if the Libraries would have support from the Administration. Dr. Shaver suggested Bill prepare a statement and recommendations to present to the Deans which would then be submitted to the Assistant Vice President (Research).
   f. Bill thinks it would be appropriate for the Libraries to pursue this and that a small committee be formed making one librarian responsible for ensuring work of committee gets done. Open access is tied to DalSpace and there is no point in not having material deposited in DalSpace. The committee would also need to determine how to develop the concept of DalSpace.
      i.   can create "clouds" within DalSpace
      ii.   Bill asked that any staff interested in participating in this committee contact him directly – failing the receipt of volunteer names Bill will appoint individuals to sit on the committee.
      iii.   CARL has pamphlets about open access which Bill can order
      iv.   it was suggested that CLT may be interested in partnering with the Libraries on this initiative

3. Library Strategic Initiatives
   a. Bill intends to meet with professional staff to finalize the strategic initiatives
   b. during the appreciative inquiry exercise it was suggested the Libraries follow a project management model
      i.   we need to set goals
      ii.   explore where we can make headway in new environment
   c. ITS interested in collaboration

        d.   the Library is a service provider not just an academic unit

4.   Senate Library Review
- a. the Senate Library Review is finally completed and has been sent to Senate and the Vice President (Administration). The Review needs to be re-formatted and should be sent to Bill this week or next for corrections of errors of fact. Bill is not sure when he will be able to release the Review to staff because it then needs to go back to Senate.

5.   Review PSAC Terms of Reference
- a. what is the purpose of the group?
- b. should a blog be set up where individual Committee members could post their reports. These reports could then be reviewed by other Committee members before a PSAC meeting and any questions arising from any report could be raised at the meeting.
- c. Bill suggested:
  - i. once sign-off on the strategic initiatives is received PSAC to put implementation strategy in place then:
    1. prioritize
    2. time frame
    3. goals / objectives
    4. resources needed
    5. actively setting goals and tracking work in progress
- d. is the name of the Committee appropriate?   should Terms of Reference change? please provide feedback to Bill on suggestions for name change; purpose of Committee; membership, etc.
- e. challenge will be communication
- f. how should group function effectively?

6.   Other Business
- a. LibQual Survey
  - i. Ann asked Bill if the Libraries will be participating in the LibQual survey again this year. Bill responded that yes, he would like us to participate. Bill reported:
    1. CARL is going on a 3-year cycle
    2. Dalhousie will still participate and then decided how the data will be used
    3. after the last survey it was found that the comments were very helpful and Libraries made more changes as a result of these comments than from the actual data
    4. LibQual Light is an option – all questions are included in the LibQual Light survey with the difference being that half of the questions are answered by 50% of the participants while the other half of the questions are answered by the other 50% of participants.
    5. all institutions, with the exception of two, will participate in the survey again this time
    6. Queen's University has a LibQual Canada site which you can use to compare us to other CARL libraries

b. H1N1
   i. Bill has established a small Libraries committee who will be meeting next week
   ii. University's web site: http://flu.dal.ca/
      1. there is a separate link on this page providing information for Faculty & Staff however there is no policy yet in place pertaining to Faculty & Staff absences from work
c. Next meeting
   i. advise if group should continue and if so, how

Next meeting: October 20th @ 9:15 a.m.

Meeting adjourned @ 10:50 a.m.