

Public Services Advisory Committee
March 16, 2010
G62, Killam Library

Present: Ann Barrett, James Boxall, Geoff Brown, Marc Comeau, Mark Lewis, Sharon Longard (joined meeting @ 10:00), Bill Maes, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

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

1. Approval of Agenda
 - a. approved
2. Minutes from January 19th meeting
 - a. need to complete sentence in 9 b)
3. Business arising
 - a. none
4. Systems matters (M. Comeau)
 - a. Web team
 - i. Marc reported that the Team has reviewed a second information architecture draft. While they will be moving forward with this IA, it should be remembered that the website is expected to change through time
 - ii. the Team is working with Communications & Marketing to carry out testing
 1. They will be testing navigation and language.
 2. a live mock-up is being prepared of the new web information architecture to use in upcoming usability tests. We're still waiting on final details from the Dal web team.
 - iii. will still be some time before a working mode for LibGuide production is ready
 - b. Electronic thesis implementation (W. Maes)
 - i. launch date is still April 1st but the mandatory submission of theses electronically will be October 1st of this year.
 - ii. after October 1st the Library will no longer be receiving paper copies of theses
 - iii. Helen queried whether DalSpace is able to handle media other than pdf files such as MP3, video, etc. The answer to this question is yes, but due to workflow this may not be possible. It was felt that if the Faculty of Graduate Studies was not prepared to deal with this matter then the Library should be able to.
Addendum – we have since confirmed that the current workflow supports submission of more than one file per thesis, allowing students to submit additional media files as necessary alongside their thesis. There is still an outstanding question of how LAC will deal with this. This question is being investigated.
5. Public Services matters
 - a. Killam late opening hours (W. Maes)
 - i. Bill reported statistics for the first week of the Library being open between 12:00 and 3:00 a.m. as follows:

1. Sunday – 27 students; Monday – 43 students; Tuesday – 67 students; Wednesday – 81 students; Thursday – 83 students
 2. As there is no way to tell how many of these students actually stayed until 3:00 a.m. (if any), Bill has asked the Commissionaires to consider doing a count at 3:00 a.m. of how many people leave the building.
- b. Hiring of 3 interns
 - i. Interviews have taken place to fill three student intern positions in the Killam Library. The interns will have responsibilities in Reference, Technical Services, Special Collections and special projects as needed.
 - ii. Sharon reported that positions have been offered to two of the interviewees.
 - c. Update of old and new online content (A. Barrett)
 - i. Ann queried whether an Information Literacy intern would be hired once Kirsta (current intern) is finished in early April. Kirsta has been working on updating podcasts, etc., for the Libraries. In response Bill referred Committee members to item 5 e) Term librarian appointment.
 - d. Public scanners (W. Maes)
 - i. Bill reported that we currently have a scanner on a trial basis located in the Learning Commons and urged staff to check it out if they haven't yet had the opportunity. Once this scanner is gone we will be receiving another scanner on a trial basis which is half the price of the current scanner.
 - ii. These scanners are aimed at use with our print collections.
 - e. Term librarian appointment (S. Longard)
 - i. As Sharon had not yet joined the meeting Bill distributed a copy of a draft job ad for a term librarian position to help fill the void from Oriel MacLennan's scheduled leave (July 1, 2010 – June 30, 2011) and the still vacant Information Literacy Coordinator position.
 - ii. Bill requested Committee members review this draft ad (along with their colleagues) and provide feedback to Bill by Friday at the latest. Bill is willing to entertain having this position be effective earlier than July 1 depending on how fast the posting / interviewing / hiring process can move along.
6. Collections matters
- a. CRKN agreements
 - i. Bill advised the Committee that Yves Jobin's (CRKN chief negotiator) contract with CRKN is coming to an end and by mutual agreement will not be renewed. CRKN will be reviewing and re-organizing itself over the next while.
 - ii. There are two agreements to be negotiated this year, i.e. SWETS and Elsevier. Dalhousie is not currently included in the CRKN Elsevier agreement but this may change in the future.
7. Physical Plant (W. Maes)
- a. Learning incubator proposal, Digital Production & Preservation Centre
 - i. Bill reported that the learning incubator proposal is still moving forward and that he has a meeting with the architects later this morning. This project is still slated for completion by September 1st.
 - ii. Bill advised the Committee that the proposed construction of a Digital Production & Preservation Centre on the 4th floor has been postponed until July, 2011.

- b. Campus Master Plan (<http://campusplan.dal.ca/>)
 - i. Bill advised that the Master Planners will be on campus next week for a series of meetings. Bill is unsure who will be invited to attend these sessions but encourages staff to attend if they have the opportunity.
 - ii. The focus on these sessions will be on the “hubs”. Bill feels that the Libraries should be central to these hubs.
 - iii. Once Bill has firm dates for these meetings he will forward the information to staff.
8. Strategic Planning and Library Review (W. Maes)
- a. RFP to hire consultant
 - i. Bill advised that a draft RFP has been completed and he plans to have the RFP reviewed by appropriate staff at Interuniversity Services (ISI) as they are very familiar with the RFP process. Once ISI staff have reviewed the RFP it will be sent to staff for feedback. Bill intends to have a staff meeting (possibly next week) to discuss the RFP.
9. Communications update (T. Usmiani)
- a. Major marketing campaign for LibQUAL: logo link on all our homepages + workstations, posters include distribution through residences, digi sign slide across campus, email notices to all FASS & Sci faculty, blog/Facebookk/Twitter posts, pop-ups on login stations installed beginning of second week
 - b. Lots of promo for Green Team pilot project, also Dal Night Owls. Tina asked Sandy to request weekly stats on usage from Security.
 - c. Matt Robinson’s reading on February 18 was a great success. As Residence Life Manager for Dal he’s volunteered to help distribute library posters throughout the residences.
 - d. Application to CLT for Teaching With Technology grant for SIM intern + Adobe Production software for promotional video project spring/summer. Library minute concept. Intend to use librarian/library staff as a way of putting a human face on the libraries, host on YouTube, auditions anyone? Emailed Jennifer Duvernay, Marketing and Outreach Officer, ASU Libraries and she emailed detailed report on their production process including equipment list.
 - e. Tina has joined a Library Communicators listserv and already found it extremely helpful: Cort Egan (Communications Mgr .Guelph) has shared his comm. plan for their library’s organization renewal process; Catherine Baird (Marketing Comm & Outreach Librarian McMaster) her strategic comm. plan + other useful documents including a marketing communications plan template for all library staff to use.
 - f. Tina attended the first Writing for the Web workshop Feb. 24 and did fine on her homework but her in-class assignment was voted Best in Room! Anyone interested in the Dal Web Writing Guide (and homework assignment) should visit Tina.
 - g. This spring Tina plans to draft a formal strategic communications plan for the Libraries as well as to get started on a communications plan (internal/external) for our organization renewal. Tina will call a meeting of the PR Team this April to discuss these and the video project.
10. Round table
- a. Gwyn:
 - i. Circulation now has a self-check unit in the lobby which went “live” yesterday. Gwyn encouraged staff to use the self-check unit and to provide feedback.

- ii. A new staff member (Mary Wong) started in Circulation. Colleen Mahoney has accepted a position with the Health Sciences Bookstore.
 - iii. This is a very busy time for Document Delivery. Many requests are being submitted via WorldCat local.
 - iv. The ASIN Document Delivery group will be participating in a webinar this afternoon with InfoTrieve the company which will be handling CISTI document delivery services. InfoTrieve and RELAIS have been working together to ensure that requests for items in the CISTI collection can be requested as usual.
- b. Geoff:
- i. Recently loaded just over 3,300 records into the catalogue and now have all the Springer e-books subject collections covered up to the end of 2009. Some titles sit outside these collections as Springer did not classify them. Geoff asked that any anomalies be brought to his attention.
- c. Michelle:
- i. Reported that during the first two weeks of March the Killam undertook a pilot project on the 2nd floor atrium hallway. This project entailed the removal of all garbage cans and the placement of additional grey bins (paper / recyclables / organics / garbage).
 - ii. Custodial staff reported that less garbage was left lying around in the atrium hallways during the pilot project and that people did take the time to properly sort items into the appropriate grey bins. The project will be made permanent on the 2nd floor and the Green Team is investigating the possibility of expanding this project to other public areas of the Killam.
- d. Ann:
- i. Advised that a job advertisement is in place to fill a librarian position at the University of New Brunswick (Saint John) medical school.
 - ii. Kellogg has completed the hiring of interns for the summer
 - iii. ITS has approached the Kellogg Library about the possibility of having a Help Desk satellite location in the Library. While the Kellogg is very keen to do this space is as always an issue.
- e. Tina
- i. As a follow-up to e-books day, Alice Stover provided Tina with a list of e-books purchased by the Library. Tina plans to advertise these resources on our web page.
 - ii. Tina encouraged staff to join the Libraries' Fitness Group.
- f. James
- i. The GIS Centre is hosting/co-sponsoring a leadership forum for CEOs and Deputy Ministers, as well as key health administrators, to talk about how "geomedicine" can impact health care but decrease costs while improving service delivery. It is on May 13th and is by invitation only. It is being held in University Hall and guest speakers are coming from Ottawa, California, and the Center for Disease Control in Atlanta (the head of US Public Health Care).
 - ii. James has received an NSERC grant to bring together government, academia and the private sector for consultations on developing a strategy for collaboration to enhance geomatics in Atlantic Canada and develop more research-industry joint efforts for delivery of educational opportunities and to translate academic work into new products and services. This is being held at the end of April.

- g. Karen
 - i. work continues on appraisals
 - ii. Three contract staff currently working in Archives will finish the end of March. They have been working very hard to complete their respective projects. A display from the Oland collection is on view in the display cases on the 5th floor.
- h. Mark
 - i. Today is the last day of interviews for the Law Librarian position. There are three candidates for this position. It is hoped an announcement will be made soon on the successful candidate.
 - ii. Staff are waiting to hear who will be appointed to the position of Dean of Law

11. Other business

- a. Post LibQUAL group data analysis
 - i. Bill reported that we need to put together a team to analyze our LibQUAL data. Anyone interested in being part of this team should contact Bill.
 - ii. Geoff pointed out that our data is to be shared internally and is not to be made public.
 - iii. Tina does use information from the survey for our “We hear you” campaign. Tina has created a web page listing the changes/improvements we have made in the past as a result of information gathered through LibQUAL.
- b. Report on Green Team 2nd floor bin replacement pilot project
 - i. see Michelle’s report under item 10) Round table
- c. Minnesota State University visitor
 - i. Bill reported that Barbara Bergman will be visiting Dalhousie from April 7th until early May. Ms. Bergman’s background is Document Delivery as well as video materials.

Meeting adjourned at 10:15.