

Public Services Advisory Committee
June 14, 2011
G62, Killam Library

Present: Ann Barrett, James Boxall, Ian Colford, Marc Comeau, Mark Lewis, Sharon Longard, Bill Maes, Michael Moosberger, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: Geoff Brown

Guests: Linda Bedwell, Joan Chiasson, Sandra Dwyer, Gwendolyn MacNairn

1. Approval of the agenda
 - a. approved
2. Minutes from April 19th meeting
 - a. approved
3. Business arising
 - a. PSAC minutes and agendas are now available on DalSpace at <http://dalspace.library.dal.ca/handle/10222/13708>
4. Public Services matters (CTI Team)
 - i. Critical Thinking Initiative: Reference & Research Services for the Killam Library (Bill welcomed members (Linda Bedwell, Joan Chiasson, Sandra Dwyer, Gwendolyn MacNairn) of the CTI Team to the meeting. (Sharon Longard was also part of this team.)
 - ii. Gwendolyn (who served as Chair of the CTI Team) gave an overview of the report to PSAC.
 1. The following topics (suggested by Bill) were considered by the Team. Each Team member chose an area of interest to research and report back to the Team.
 - a. Hours: Sandy Dwyer
 - b. Staffing: Joan Chiasson
 - c. Location: Linda Bedwell
 - d. Modes of Delivery: Michael Steeleworthy
 - e. Professional Office Hours: Gwendolyn MacNairn
 - f. Effective Service: Sharon Longard
 2. The Team met on a weekly basis.
 3. Questionnaires for each topic were developed and sent to all reference desk staff for feedback.
 4. Feedback from the questionnaires was discussed at the bi-weekly Reference Services meetings.
 5. The four main recommendations of the Team's report centre around: service, location, staffing, and hours.
 6. The Team has proposed the relocation of the existing Reference Desk and having two desks. An *Information Desk* to be located adjacent to the Circulation Desk in the lobby and a *Research Assistance Area* to be located in the North Learning Commons.

7. The *Information Desk* would be staffed by existing Circulation and Reference staff. Staff in other departments would also have the opportunity to volunteer and would be receiving appropriate training. (Referral guidelines would also be made available.)
 8. Gwendolyn was asked if this would create any contractual issues for NSGEU staff. Gwendolyn responded that this was discussed by the Team and would need further consideration if the Team's report is accepted for implementation.
 9. Should the existing Reference Desk be relocated and "split" into two service points the Reference Collection would also need to move. Consideration will need to be given on:
 - a. how to weed the collection
 - b. where it should be relocated
 10. These issues would need to be dealt with by the Implementation Team should the report be accepted and implemented.
5. Collections matters (I. Colford)
- a. Budget
 - i. Ian reported that there will be no increase or decrease in the collections budget this year.
 - ii. Ian plans to hold a collections meeting for Killam subject specialists at the end of the month.
 - iii. Ian will be asking subject specialists to look seriously at their serials subscriptions (including databases) and to consider cancelling those that have outlived their usefulness.
 - iv. Ann queried whether use statistics on a title-by-title basis were available – Ian advised they are not.
 - b. Bill advised that Novanet will be looking a purchasing LogiXML which would come with a standard set of tables that could be customized for producing reports.
6. BAC XLVI: Library budget 2011-12 (W. Maes)
- a. Bill advised the Committee that the Libraries budget has been cut by 3½% or \$255,000. This cut does not apply to the acquisitions budget. Bill further advised that half of the Libraries budget is spent on acquisitions while most of the other half is spent on staffing costs.
 - b. Bill advised that the Killam Library will be zero budgeting 3 positions (2 professional positions and 1 support staff position); the Kellogg Library will be eliminating 1 support staff position and it has not been determined if the Sexton Library will be eliminating any positions.
 - c. According to the BAC report the student budget is to be cut by 4%. Bill brought this up at Dean's Council who will be reviewing the matter. Bill will advise the results of this review.
7. Strategic Planning and Library Review (W. Maes)
- a. Royer Thompson update
 - i. Bill advised the Committee that the final report (including an implementation process) is now available. Bill will meet with Carolyn Watters to discuss what recommendations should be pursued. Bill has already begun the process of dealing with the HR issues that were raised in the report.

8. NSAC partnership (W. Maes)
 - a. Bill will be attending a meeting later today which will be a preliminary discussion for an all-day meeting scheduled for Thursday. Thursday's meeting will include representatives from Dalhousie, the Nova Scotia Agricultural College and the provincial government who will discuss how to proceed with the Dalhousie/NSAC partnership.
 - b. NSAC will retain their physical location and facilities.

9. Communications
 - a. Tina is organizing a "Faculty Institute" for end of August/beginning of September. This will be a sort of mini-conference hosted by the Libraries and aimed at both new and returning faculty. The format will be a series of "lightning" (20 – 30 minutes max) sessions, and proposed subjects so far are:
 - i. Open Access (Dalspace—Michelle; BiomedCentral—Tim)
 - ii. Mobile resources
 - iii. Putting material on Reserve (Sandy)
 - iv. Document Delivery (Gwyn)
 - v. Digital Collections (DUASC staff)
 - vi. Music collection (Karen Smith)
 - vii. Creating durable URLs to library resources (Ann?)
 - viii. Demos of EBM point of care tools (Tim), Nursing Reference Centre (Ann Barrett), tours of Special Collections stacks by appt. (Karen)
 - b. Tina has arranged a photo shoot for 8 public services librarians with Nick Pearce on June 14. The photos will be used for proposed online profiles on our website (see pdf mockup), as well as for Subject Guides and promotional materials.
 - c. Tina is drafting ads for the Dal Gazette using photos of staff and testimonials taken from comments from our latest LibQUAL survey.
 - d. Tina has ordered 1600 translucent plastic bookmarks with our new URL for 2011 swag, please let her know if you need any!
 - e. Tina is preparing for Fall orientation and has registered the Libraries for the Residence Life Resource Fair August 30th. She will be recruiting volunteers.

10. Round Table
 - a. Ann reported that there were lots of new options to use in WorldCat Local. Ann will set these up in a sandbox for staff to review. Ann also reported that OCLC has a Reserve module that may work better than the Novanet module.
 - b. Mike reported that agreements have been signed with the Ecology Action Centre to make Dalhousie the official repository for the EAC's records.
 - c. Marc reported that Michelle McDonald from Circulation is the successful candidate for the T-8 position in Systems.
 - d. Ian reported that a gift policy is almost ready for publication to the web site.
 - e. Bill reported that Novanet has created an E-content Committee to look at the duplication of e-books offered by Novanet members.
 - f. Gwyn:
 - i. Relais was upgraded last week and has gone fairly smoothly.
 - ii. Gwyn and Sandy Dwyer have attended a violence assessment workshop and at Bill's request will be completing an assessment on behalf of the Library. Information regarding this assessment will be shared with staff and feedback requested. The assessment is due by June 17th.

- g. Boxall:
 - i. Jennifer Strang has developed a field school for Biology and is away for one week leading that effort at the Kejimikujik Seaside Adjunct. This is the third for-credit course she has created. The for-credit course development has become one area of success to meet a demand from the campus - and it is not done for free.
 - ii. James gave a speech in Truro on a new strategy for the NS government with their GIS initiatives.
 - iii. James will be going to Toronto to meet with the Centre's private sector partner (ESRI Canada) to review proposals from the GIS community on campus with a view to funding and increased partnerships.
 - iv. The Centre has begun work on three levels of mobile and online applications (iPad, iPhone, Android, and web based browsers). These will provide access to more than the Google Earth Campus Map, and some applications will be admin access only (registrar, alumni, DalPlex, Facilities). These will roll out from September 1 to January 1.
- h. Mark Lewis:
 - i. Budget cuts will have the largest impact on the Law Library's student budget which may in turn affect the Library's hours.
 - ii. David Michels will begin a 6 month special leave beginning July 1st.
- i. Helen reported that Sarah Jane Dooley will begin a 6 month special leave beginning July 1st.

11. Other Business

- a. The Novanet Office is moving from its current location in Bedford to Bayers Lake Industrial Park. Their new address is: 84 Chain Lake Drive, Suite 402, Halifax, NS B3S 1A2. This move is effective June 27th.
- b. Sharon reported that Michael Steeleworthy's term position would not be renewed. Michael plans to have all of the tutorials up-to-date by the end of July when his term ends.
- c. Marc reported he is still waiting on ITS regarding the syncing of Novanet registrations with Banner. Marc feels that if Systems staff do not receive needed information by the end of June it is unlikely this will be in place for September.

Meeting adjourned @ 10:30 a.m.