

Public Services Advisory Committee
Meeting
June 3, 2008

Present: Ann Barrett, James Boxall, Ian Colford, Marc Comeau, Jane Duffy, Bill Maes, Mike Moosberger, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell,

Regrets: Sharon Longard, Karen Smith

Absent: Mark Lewis

What are Dalhousie's greatest OPAC challenges within the Novanet partnership

Ian Colford

- standardize access to electronic resources (everyone within Novanet treats e-resources differently, e.g. e-books, databases, journals)
- need to get authority records cleaned up, e.g. eliminate duplicate records
- eliminate lag time in entering e-resource records into Novanet (e.g. CRKN and other e-journal packages)

Sexton (per Helen Powell)

- fewer clicks to get to where you need to go
- clean up screen (de-clutter); lack of clarity as to what to do next to find what you're looking for
- one way to search articles and e-books, e.g. WorldCat

Karen Smith (notes sent prior to meeting)

- Novanet is a recognized brand name – need to maintain credibility
- It's the best guide to Library holdings that is currently available – must strive to be accurate
- How we offer access through Novanet is not a task to be avoided – a strong Novanet provides us with more heads and hands to take on the implementation on new services, such as RSS feeds and Tables of Contents
- More opportunity for resource sharing and collection development
- Need more people in functional groups rather than fewer
- Quality of records should be elevated
- Use vendor link resolvers more effectively
- Members should be able to customize access points to serve their own users optimally

Kellogg (per Ann Barrett)

- ability to modernize OPAC from inventory of what we have to be more like Amazon (discovery type of tool); more user-friendly / intuitive

- modernize authentication method
- integration of OPAC and other services, e.g. SFX to make it look like your using one system
- coordination of data entry from all institutions

Mike Moosberger

- primary Archival collections/materials are not in Novanet
 - where should they reside, e.g. OPAC? DalSpace?
- find a tool or set of tools to search everything, e.g. OPAC, DalSpace, etc.

Michelle Paon

- much work goes into OPAC but evidence shows fewer users using OPAC and turning to products such as WorldCat and Google Search. (See article in Library Technology Reports, November/December 2007, vol. 43, #6 by Brad Eden. <https://publications.techsource.ala.org/products/archive.pl?article=2610>)
- need to search by relevancy rather than date
- once title located it's difficult for user to determine if the book is on the shelf
- customize OPAC for Dalhousie

Marc Comeau

- quick searches – digital resources show that are owned by other institutions but our patrons do not have access to

Geoff Brown

- people challenge – getting people to reach a consensus on how things are done
- is Novanet database the best way to display journal and e- holdings
- overcome ways we have evolved our collections
- can get access points but then need people to agree how information entered into OPAC
- if OPAC not working from a management point of view it's hard to get information out to our users
- need a way to have multiple records for the same item but need one unique view for users

Fran Nowakowski

- front page of Novanet (search screen)
- diversity of user expectations
 - keyword search
 - title begins with ... search
- need Novanet for inventory of what we have but not for the search capability
- each institution to have its own look within Novanet and control over that look as holder of the information
- breaking up the catalogue but having one consistent view for users
- re-design interface to make it easier to find stuff

- no tutorials or help available at point of need in OPAC to assist users in finding what they are looking for
- being able to more closely integrate OPAC with LibGuides and the rest of the web site

Bill Maes

- basic problem – fewer people using OPAC
- larger question – do we need a single search solution
- project management
- when Novanet stops serving an institution's users' needs then the way services are delivered needs to change
- Novanet is getting in the way of primary responsibilities of many staff members

James Boxall

- map and GIS primary users do not use OPAC
- partner with Google Earth or not

Gwyn Pace

- enable users to search more than just OPAC
- need streamline search in OPAC to include clean links to other catalogues (e.g. within Atlantic region)
- Novanet Express – how is it going to be replaced by Relais
- Gwyn is hoping to participate in a trail of RapidILL with Colorado State University
- project management – who is working on what within Novanet and who then makes the decision to move forward on what project(s)
- seamless interface search experience

What are Dalhousie's most exciting opportunities at this particular time within the Novanet partnership

- Bill reported that it is up to the Novanet Board of Directors to find a solution
- Board has given direction to the NSOC (Novanet System Operating Committee) representative on the Board to take back to NSOC
- how to start addressing issues in a more productive way
- concrete investigation of single search database/software
- free Novanet of shackles of LMS
- liberate Novanet from LMS focus
- portal solution
- link all GIS data from Novanet to Province's geospatial database
- use our own part of the OPAC to enhance our searchability and grab what we want from other institution's holdings

- Dalhousie well positioned to make case to Board re single search solution
- need to maintain structure while communicating with broader community
- time to expand our focus to a broader region (CAUL / ASIN focus?)
- if Novanet is re-inventing itself maybe it's time to go outside what we have to ASIN
- single search engine (similar to Ebsco, Elsevier, etc) – could one of these examples be adapted for our use
- create an RFP for single search engine
 - WorldCat
 - Liblime
 - Word Press
- Systems -- advantage that everyone is developing their own “nuts and bolts” which means that collectively more work is getting done at the front end and Dal can choose to use what it wants to
- seek partnerships with other institutions working on similar initiatives

Other Business

- Bill announced that the Novanet Day report should be available on the Novanet web site in the next couple of days.

Meeting adjourned at 10:55 a.m.