

Public Services Advisory Committee
April 20, 2010
G62, Killam Library

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

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

Guest: Barbara Bergman, Minnesota State University

Bill welcomed Barbara to the meeting and introduced her to the group. Barbara will be spending the next few weeks at Dalhousie and times will be arranged for her to visit the Kellogg and Sexton libraries.

1. Approval of Agenda
 - a. approved
2. Minutes from March 16th meeting
 - a. fix grammatical error in second sentence of 4) a) i)
3. Business arising
 - a. none
4. Systems matters (Marc Comeau)
 - a. Web team
 - i. Marc reported that by the end of today the design portion of the project should be complete
 - ii. the project is now starting to branch out, e.g.
 1. content aspect
 2. work flow aspect
 3. CMS developing aspect
 4. CMS training aspect (for LITS staff only)
 - iii. Umar is working on the CMS development with the University Web Team
 - iv. while the entire Web team will tackle work flow issues, a sub-team consisting of Jennifer Adams, Sarah Jane Dooley, Gwendolyn MacNairn, Tim Ruggles, and Tina Usmiani will deal with content organization.
 - v. The new web governance is intended to guide how web pages should look and how websites should work. It is not intended to manage individual departments content.
 - vi. Bill thanked the Web Team for its hard work.
5. Public Services matters
 - a. LiveHelp: staffing and sustainability issues (Shelley McKibbon)
 - i. Shelley reported that she has been Dalhousie's Co-ordinator for LiveHelp while Elaine MacLean (St. Francis Xavier) is the overall Chair of the LiveHelp Service Group.

- ii. Until this past year LiveHelp had been a volunteer service, at which point it was made part of the regular service offered by the Novanet libraries. Reference Interns from the Killam Library assisted with LiveHelp and additional interns were hired for evening and weekend hours, (totalling 10 hours per week.
 - iii. Dalhousie affiliates accounted for the highest percentage (36%) of queries made with the second highest being St. FX at 13%.
 - iv. queries range from access to e-resources to interlibrary loan to reference questions, and so on.
 - v. from mid-April until the end of June Dalhousie is responsible for 4 LiveHelp shifts per week. LiveHelp hours during these weeks will be 10:00 am – 4:00 pm, Monday – Friday. LiveHelp is not offered through July and August due to staff vacations, etc.
 - vi. Shelley proposed making LiveHelp shifts a regular reference shift for all Dalhousie librarians and that discussions be held on how best to share the shifts equably throughout the reference staff, to make this a more sustainable service
 - vii. Evening and weekend hours are currently staffed either by Novanet librarians who have rearranged their schedules to accommodate the service, or by MLIS students (mostly hired by Dalhousie.) The sustainability of this model should be addressed by Novanet.
 - viii. Elaine MacLean will be producing a LiveHelp Annual Report for 2009-2010 which Shelley can share with those interested.
 - ix. follow-up:
 - 1. Bill has asked Sharon to discuss this issue with the Reference group and Helen to discuss with Sexton staff
 - 2. need to look at making LiveHelp participation mandatory for Reference staff in all libraries
 - 3. Bill will take this issue back to the Novanet Board to discuss the possibility of more funding to hire additional interns
 - 4. may need to look at the hours the service is offered. This year LiveHelp hours were:
 - a. 10:00 am – 10:00 pm, Monday – Thursday
 - b. 10:00 am – 6:00 pm, Friday
 - c. none – Saturday
 - d. 4:00 – 10:00 pm, Sunday
 - 5. Shelley was asked if there are any statistics on “turn-aways” (i.e. those individuals who tried to get through but could not). Shelley believes with the software we are currently using this is not possible.
 - x. Bill encouraged staff to read the following articles on the topic “how we conduct business”: "Research Libraries, Risk and Systemic Change", James Michalko, et al. OCLC, Mar. 2010 and "Faculty Survey 2009: Key Insights for Libraries, Publishers and Societies, Ch. 1: Discovery and the Evolving Role of the Library." Ithaka S+R Apr. 2010.
- b. Kellogg single service point (Ann Barrett)
- i. Ann reported that as a result of a decline in the number of direct users at the Kellogg Reference Desk they have decided to have a single service point at the Library, consolidating reference and circulation.
 - 1. Circulation staff will be given some reference training and then will conduct triage on questions asked at the desk and if necessary will contact the Reference staff member “on call”.

2. staff will still be scheduled for desk shifts but will be “on call” as opposed to sitting at a reference desk.
 3. Kellogg hopes to have this service up and running through the summer to get any wrinkles ironed out before the beginning of the next academic year.
 4. an official name for this service has not been determined but is being referred to as a single service desk.
- ii. as reported at a previous PSAC meeting, ITS had approached the Kellogg Library about having a point-of-presence there. Ann reported that some space for ITS is being provided behind the Library’s Circulation desk.
- c. Killam late opening hours (Bill Maes)
 - i. Bill distributed some statistics showing the usage of the Library between 12:00 and 3:00 a.m. over the last few weeks. As the statistics show, this pilot project has been quite successful.
 - ii. Bill reported that based on these statistics Bonnie Neuman (Vice President, Student Services) will be proposing to the Vice Presidents/Directors group that this service be made permanent in the Killam Library and that it run from the first week of November to the end of exams in December and again from the first week of March to the end of exams in April each year. The projected cost for this service is \$7,000 per year (to be funded through the Vice President/President’s Office) and would continue to be staffed by Commissionaires.
 - d. Hiring of interns
 - i. Sharon Longard reported that three interns have been hired by Reference Services and their hours will be shared across the Library.
 - ii. Bill reported that funding from the Vice-President Student Services office for hiring of students will remain at \$205,000 as it has for the past 2 years. The lack of increase in funding will put added pressure on the libraries given the fact that the minimum wage increased as of April 1st and will increase again October 1st of this year.
 - e. Public scanners (Bill Maes)
 - i. Bill reported that the last trial model is now in the Learning Commons and has encouraged staff to check it out.
 - ii. This scanner is very easy to use and there have been fewer questions asked by users for assistance in operating it.
 - iii. The trial period for this scanner ends April 30th.
 - f. Term librarian appointment (Sharon Longard)
 - i. Bill reported that Form 1 B of the academic recruitment process has been completed and delivered to Bonnie Best-Fleming, Human Rights & Equity Officer. Once we have been advised that this form has been approved advertising of the position can begin.
6. Collections matters
 - a. University budget (proposed elimination of 2% inflation on acquisitions)
 - i. Bill reported that the 2% inflation raise on our acquisitions budget has been eliminated for this year and next.
 - ii. Bill has written a letter to Ken Burt (Vice President, Finance) and Alan Shaver (Vice President, Academic & Provost) expressing his concern regarding the elimination of this 2% increase. Bill will also be meeting with Ian Nason

(Assistant Vice President, Financial Services) tomorrow morning to discuss the Libraries' budget.

- iii. Bill will advise PSAC of the outcome of his meeting with Ian Nason but is not hopeful that the 2% increase will be re-instated.

7. Physical Plant (Bill Maes)

- a. Learning incubator proposal update
 - i. Bill reported that this work is still scheduled to proceed with a tentative completion date of September 1st.
 - ii. Gwyn queried what the deadline is for moving the Z collection. Bill indicated he will be attending two planning meetings this week and will ask the Project Leader about this.
 - iii. Bill reported that after discussion in earlier planning meetings there will be no podium in the room and there will be several screens placed throughout the space.
 - iv. Furniture for the space is still being discussed but Bill thinks he has finally convinced Facilities Management staff that the space needs to function as both study space and classroom space.
- b. Campus Master Plan: The Hub Concept
 - i. Bill distributed copies of a document entitled "The HUB Concept: Design Guidelines for Dalhousie University Learning Commons HUBS".
 - ii. Bill indicated that the libraries have not been included in the Hub intended for the LSC.
 - iii. We all need to be vigilant about any space planning taking place and make sure we get involved at every opportunity.
 - iv. If you have any ideas regarding the HUB concept please send them along to Bill who will in turn pass them along to Larry Sherman (Master Planner).

8. Strategic Planning and Library Review (Bill Maes)

- a. RFP to hire consultant
 - i. Bill reported that he has received the RFP from Purchasing (an additional 10 pages have been added)
 - ii. The RFP should get issued tomorrow.
 - iii. If anyone knows of a specific consultant the RFP should go to please advise Bill and he will ensure one is sent directly.

9. Communications update (Tina Usmiani)

- a. She participated in an online survey on the management of suggestion boxes or feedback mechanisms in university libraries. 3 communications/marketing librarians from Ryerson and McMaster surveyed university libraries across Canada, and will be using the results for a future conference presentation. The survey included a follow-up phone call.
- b. Tina worked with Kaarin Tae, instructor for Intro to Environment, Sustainability & Society course, to coordinate a display and presentation in the Killam lobby of student projects on "The Value of Biodiversity." The presentations (noon March 24) were a slam poetry reading and a video. Now Tarah Wright's student project posters on "Greening the Campus" are on display for a couple of weeks.
- c. Bill and Tina visited the Dal Art Gallery vault with Michelle Gallant to select new artwork for the Learning Commons and stairwell. Hopefully it will get installed soon.

- d. Tina worked with Anuja Siwakoti, 2nd yr student, to organize and promote “Books With Wings” by giving her a guest post on our blog and helping set up a drop-off box in the lobby. Kellogg and Sexton are also participating.
- e. With several other web team members Tina attended the April 9th Town Hall meeting on the web project, where Dwight Fischer presented a mockup of the new design of the Dalhousie website created by Non-Linear and discussed where we are with Wave 1 and plans for Wave 2. The design, Town Hall documents and Dwight’s updates are on <https://blogs.dal.ca/webproject/>
- f. Ryan McNutt, New Media Officer with Communications & Marketing, has asked Tina to participate in the first of a series of social media networking group meetings he’s organizing. At his request Tina will give a presentation (April 27th – which is open to the general public) on our blog which he says is by far the most successful on campus in terms of quality of content and feedback. The group will meet every 2 months to share information and brainstorm new ideas.
- g. Tina has drafted the “strategic” section of a communications plan to be reviewed with Bill before sending out to the PR Team for additions/changes. Tina consulted our original 2005 plan, Kellogg’s meeting notes from 2007, and Sexton’s 2008 promotion and outreach document for information. The communications plan will be a component of our overall Strategic Plan and will cover the same implementation period (2009-2012). Tina is now working on the accompanying “Actions” plan.
- h. Tina advised the Committee she has had no response yet to her application for a Teaching with Technology grant through CLT to hire an intern to assist with a promotional video project.

10. Round table

- a. Gwyn reported that Document Delivery has subscribed to RapidILL.
 - i. RapidILL matches requests by ISSN down to the year level. This means that most document delivery requests for articles should be able to be filled without staff intervention freeing up staff time for other duties. Dalhousie is the first Canadian university to subscribe to RapidILL.
 - ii. Ann Barrett queried whether there are many other health sciences libraries involved in RapidILL. Ann’s concern is that there will be more demand placed on Kellogg’s collection.
 - iii. Gwyn responded that we are in a “pod” with approximately 140 other university libraries. While there are not many other health sciences libraries at these other institutions it is Gwyn’s hope that someday more Canadian libraries will join RapidILL which will make more health sciences libraries’ collections accessible.
- b. Bill reported that Gwyn will be stepping down as Chair of the Relais User Group, a position she has held for the past 10 years. Bill thanked Gwyn for her time and dedication to this position.
- c. Michelle reported that she will be attending the Canadian ETD and Open Repositories Workshop conference in Ottawa May 10th to 11th. She will also be presenting a poster about DalSpace.
- d. Geoff reported that the LibQUAL results are in and that he plans to archive them in DalSpace as well as saving them in `s:\library\share\assessment\LibQUAL+2010\Results`. Geoff will distribute the information to the assessment group.

11. Other Business

- a. Access Copyright
 - i. Currently Dalhousie's agreement with Access Copyright is a 2-part agreement – license A covers copying done by students while license B covers course packs. In the past year revenue from course packs has dropped from \$100,000 to \$50,000.
 - ii. Dalhousie's agreement with Access Copyright expires August 31st of this year. Access Copyright is proposing a 1-part agreement with the tariff per student increasing from \$3.38 to \$45.00. This would increase the Libraries' cost from \$45,000 to \$600,000.
 - iii. AUCC presidents group have been discussing the proposals from Access Copyright
 - iv. Libraries propose opposing the increased tariff and propose not signing the agreement
 - v. a legal challenge would likely cost \$2 million
 - vi. challenge the way the agreement is set up, e.g. going from 2-part agreement to a 1-part agreement
 - vii. options:
 - 1. cut down on the number of course packs provided
 - 2. have course packs printed by external printing companies that have agreements with Access Copyright
- b. Green Team award
 - i. Bill congratulated the Libraries Green Team on its efforts in the Killam Library and the winning of the inaugural Green Team award.
- c. Digital Preservation in the Canadian Landscape (June 8)
 - i. Bill distributed copies of an agenda for an Association of Canadian Archivists pre-conference entitled *Digital Preservation in the Canadian Landscape* which will take place in Halifax on June 8th
- d. May PSAC meeting
 - i. Due to Bill's schedule in May there will be no PSAC meeting.

Meeting adjourned at 10:45