

Dalhousie Libraries Service Point Committee (DLSPC)
Annual Report to Library Council 2016-2017

The committee had five meetings between 1 July 2016 and 30 June 2017.

Membership: Sandra Dwyer (Co-Chair), Melissa Helwig (Co-Chair), Sarah Jane Dooley (Co-Chair during Melissa's sabbatical leave), Jan Pelley, Erin MacPherson, Leah Unicomb, Helen Wojcik, Amanda Sparks, David Michels, Anne-Marie White, Roger Gillis, Mick Bottom, Elaine MacInnis (*ex-officio*)

Key Activities Completed:

1. **Circulation Process Revisions**

A number of circulation related processes were reviewed by the Committee and revised.

- a. Check out receipts are now emailed automatically to library users rather than being stamped manually at the service points.
- b. When library users reach their third renewal they no longer have to return the item and have it placed back in the stacks. Instead, staff check the item for any holds or damages. If none, then the item can be signed back out to the patron immediately.
- c. DVD loan period changed to 7-day loan from a 3-day loan (this brings Killam in line with rest of Dal libraries).
- d. Sacred Heart School joined as a participant in our IB Borrowing Program.
- e. Procedures were put in place for addressing the occasional situation where a student refuses to return a reserve textbook until the course ends.

2. **Assessment Plan**

This year, a significant amount of time was spent on determining an assessment plan for the service points. Linda Bedwell was our consultant for this process. It was decided that the first step was to survey the staff (students, staff and librarians) that work on the service point. The second step will be to devise a plan for surveying our users, while following through on that plan in 2017/18.

A small survey working group consisting of Leah Unicomb, Sandy Dwyer, and Anne-Marie White drafted survey questions and these were then brought to the Committee for final revisions. Sarah Jane Dooley set up the survey up in Opinio.

The survey was made available to staff from March 29, 2017 – April 19, 2017. We had 41 completed responses and there seems to be a significant amount valuable information collected. Coding the survey data will take place during the month of June, and eventually the final results from the survey will be shared with all staff.

3. **Training & Development**

It was agreed that there should be a minimum of one DLSPC representative on the newly formed Training & Development Working Group. In the end there were five DLSPC members on

the working Group (Mick Bottom, Amanda Sparks, Jan Pelley, Sarah Jane Dooley and Sandy Dwyer).

4. **LibAnalytics Datasets**

Linda Bedwell performed an audit of the LibAnalytic datasets. Under her guidance, revisions were made to the Service Point dataset and the In-depth Reference dataset (renamed Reference & Research Assistance).

5. **Library Hours Displayed on the Website**

Margaret Vail and Marlo MacKay worked with Helen Wojcik and Amanda Sparks to set up a template for reporting library hours for the website. Each term, each library will submit their change in hours (including reference hours) within a determined time frame. This procedure will ensure that the hours are always accurately represented and up-to-date on the website. It was agreed that all libraries would follow this new procedure and timeline.

6. **DLSPC Terms of Reference**

We reviewed our Terms of Reference and made revisions. These changes are pending approval at Library Council.

7. **Student Assistant and Intern Postings**

A diversity statement was added to all student job postings. This statement has an added emphasis encouraging applications from indigenous students.

One of the Libraries' goals for the fall is to have an indigenous student in each of the libraries working on the service point as a welcoming presence to other indigenous students. The Indigenous Advisory Council will help us meet this recruitment goal.

Respectfully submitted,

Sandy Dwyer & Sarah Jane Dooley
DLSPC Co-Chairs