

Public Services Advisory Committee  
Meeting  
September 18, 2007

Present: Ann Barrett, James Boxall, Jane Duffy, Amir Feridooni, Mark Lewis, Sharon Longard, Bill Maes, Mike Moosberger, Fran Nowakowski, Gwyn Pace, Helen Powell

Regrets: Geoff Brown

Guests: Michelle Paon (Chair, Institutional Repository Committee)

1. Public Services Advisory Committee Update

- Jane advised the Committee that meetings will now be ½ hour longer to allow enough time for issues to be discussed thoroughly. Also, PSAC membership has been reduced. Individuals in the following positions will be represented by their supervisors and will no longer sit on the Committee:
  - Public Services librarian-at-large
  - Learning Commons Co-ordinator
  - Head of Circulation, Killam Library
  - Communications Officer

2. Web Page Management

- Jane announced that the position of Head of Systems is in the process of being filled. Until this position is in place, etc., web pages issues will be handled directly by PSAC.

3. Personal Harassment Policy at Dalhousie University

- Jane advised the Committee that this policy has been in the works for some years and is in line with similar policies at other institutions. Such policies will be mandated by the Provincial Government in the next six months.
- As per the message on Notice Digest yesterday from the President, “a series of workshops/education sessions and website resources will be available this fall”.
- Jane has already spoken with Bonnie Best-Fleming, Advisor, Human Rights and Equity, and Gaye Wishart, Advisor, Harassment Prevention, regarding the tailoring of workshops specifically for Libraries’ staff.
- Jane reviewed the policy and asked for input on the types of workshops that might be appropriate for libraries’ staff. Jane proposes two separate workshops:
  - one for supervisors, managers, and administrators to deal with the interpretation and management of the policy
  - one for DFA to deal with the kinds of things that could be interpreted as personal harassment
- While there was support for both of these proposals it was suggested that a third workshop be held for NSGEU staff.
- It was brought to the Committee’s attention that the policy is in place not only to deal with employer/employee harassment issues but also issues arising between employees.

- It was reported that the Policy will be assessed over the next year or so with any gaps in the policy being dealt with as necessary.
- The question was raised as to whether the policy is also intended to deal with harassment by patrons (who may or may not themselves be employees) of the Libraries' employees. This question should be raised at the workshops.
- Jane asked Committee members to report back to their staff that workshops will be forthcoming.

#### 4. Institutional Repository prototype and launch plans

- Michelle provided some handouts to the Committee regarding the information that has been digitized and currently resides on DSpace.
- Jane reported that the target date for the launch of the prototype for DSpace is October 30<sup>th</sup>.

The first three of the following issues have been addressed in the prototype:

- Proofreading and correction of scientific symbols: Sharon Longard, Michelle Paon, and Sarah Stevenson are working on this task along with the assistance of Oriel MacLennan.
- Creation of friendly web pages that will offer interesting title pages to the "Communities" (at least two – Law Commission of Canada; Nova Scotian Institute of Science and/or School of Information Management). Reference interns and Tina Usmiani will assist Mark Lewis with the Law Commission of Canada page.
- Fine tune of the DSpace "look"
  - a logo will be added to the top of the page
  - DSpace will be re-named DalSpace
  - there will be news added to the news bar
  - colours will be changed
- logout button to be improved (made more visible)
  - The Faculty of Management is being targeted as a possible source of material to be placed on the Institutional Repository site.
- Preservation issues:
  - Mike advised the Committee that the IR group is concerned with maintaining access and control of materials digitized and placed on the site. That we need to ensure the raw files are preserved, and there is a need to develop and adhere to standards for digitizing/storing the raw files.
- Senate and Board of Governors material:
  - Mike has been polling the students working in Archives to see how long it might take to digitize the rest of the Senate and Board material. There is a possibility this could be done by the end of October.
- Metadata issues
  - creation of long term production
  - creation of drop down for subject authorities
  - make materials searchable (possibly using the thesaurus from the old subject guides)
  - making material easily accessible/searchable very important

- Jane would like to have some input from Subject Specialists regarding the institutional repository. What do the groups they represent see as attractive/unattractive in regards to placing their personal materials with the depository? Any input Jane can receive before the end of October will be appreciated.
- Jane was asked if there is a definition of what can be deposited into DalSpace. Answers forthcoming were:
  - any materials produced by Dalhousie employees
  - any materials housed exclusively at Dalhousie (i.e. the Law Commission of Canada material)
- The issue of restricted access versus open access was raised. Mark noted that both the Law Commission and the Law School had requested restricted access to their respective materials.
  - Jane indicated that if problems were encountered in the future regarding restricted access they would be dealt with at that time.

#### 5. My.Dal Library Page

- Committee members reviewed proposed samples of a new look for both the Library tab on My.Dal as well as the Libraries' home page as provided by Fran.
- Jane informed the Committee that as a member of Senate, Fran had been approached by a student member of Senate regarding the inconsistency with the Library tab on My.Dal (e.g. the Library tab can't be customized like the other tabs on My.Dal can).
- It was suggested that the Library tab take patrons directly to the Libraries' home page but to do this would apparently log patrons out of My.Dal
- It was suggested that users be given the capability of customizing the Library tab. It was noted that in addition to providing a decent default set up on the Library tab that it would also be necessary to provide decent options for customization.
- It was suggested that the possibility of including an RSS feed on the Library tab be explored.
- It was agreed that the sample of the Library tab on My.Dal provided by Fran will be implemented. Fran will ask David to begin working on this. Fran also noted that if the Subject Guides drop-down menu won't work on the tab that LibGuides has a widget that will work. Once this is in place we can begin consideration of allowing patrons to customize the Library tab.
- Discussion of the possibility of revamping the Libraries' home page then ensued. Fran suggested that a search box replace the picture that currently appears front and centre on the Libraries' home page. Fran reported that David thinks this could be done.
- Concerns were expressed about having the Articles tab appear in the search box on the home page. This tab is mis-leading as clicking on it takes patrons to Prowler not an article search function.
- It was suggested that the links to the individual libraries that currently appear at the bottom of the home page be moved to the top of the page.
- It was also suggested that the Novanet search feature at the top right of the home page be eliminated and that a site search feature be there instead.

- Reservations were expressed about changing the home page this time of year.
- It was agreed that consultation with other staff regarding the look/revision of the home page needs to take place before any changes are made. Changes to the home page should not be implemented until the end of December or the end of April.
- It was agreed that changing the Articles tab in its current location could happen now.

#### 6. Print to Web Document Delivery Update

- Gwyn reported that Relais was updated a week ago and it is now possible to deliver articles directly via e-mail to patrons. The e-mail will include a link to a pdf of the article requested. Of note:
  - Due to copyright issues the link can only be opened once so patrons will have to immediately print or save the pdf.
  - Patrons who open the link but fail to print or save the article can contact Document Delivery staff who can make the link available to them again.
  - If unopened, the link stays active for 14 days.
- As a result of this change, staff time will be saved, toner/paper will be saved, and patrons won't need to come in to the Library to pick up their articles. However, it was noted that for those patrons who do not use e-mail they will still be able to pick up their articles at the Library.
- Gwyn further reported that the web forms are being updated to include copyright statements.
- It is hoped that this print-to-web service will be implemented by the end of the week.
- Saint Mary's University, Atlantic School of Theology, University of King's College, and Cape Breton University have all joined Relais and should be coming on stream by the beginning of October if all goes well.
- All Relais groups across the country will be participating in this initiative.

#### 7. Other Business

- Jane reminded everyone about the Emerging Services lab being held on Friday, September 28<sup>th</sup> from 1:00 - 3:00 in G70 and encouraged as many people as possible to attend. The purpose of the lab is to provide an opportunity for staff to share their knowledge on the capabilities and potential of LibGuides. Novanet colleagues have also been invited to this session.
- Gwyn reported that the patron registration form is now available online under "Borrow Materials from Dalhousie". Patrons who register online will have a block placed on their record until the first time they come in to sign out a book at which time the block will be removed upon presentation of their Dalhousie ID card. Registration in the system will take place within 24 hours of Circulation staff receiving the online registration form. Anyone wishing to immediately sign out a book should still register in person at the Circulation Desk.

Meeting adjourned at 10:50 a.m.

Next meeting: Tuesday, October 16<sup>th</sup> at 9:15 a.m. in room 2616, Killam Library.