Public Services Advisory Committee
October 19, 2010
G62, Killam Library

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

Regrets: Geoff Brown (on leave), Ian Colford, Mark Lewis, Michael Moosberger

1. Approval of Agenda
    a. Sharon to report on LiveHelp under Public Services matters

2. Minutes from September 21st meeting
    a. approved

3. Business arising
    a. none

    b. Systems matters (M. Comeau)
            i. Marc posted the following report on Yammer regarding the launch of the new
                web site:

            ii. Work will begin at 9:00 pm tonight in conjunction with the campus web team to
                roll out the new site. This will happen in 3 parts.
            iii. First the campus team will launch the new webserver and for a slice of time,
                both the new site and old site will be up and usable.
            iv. In the second phase, we will set up our re-directs which will effectively shut-
                down the old site, sending traffic from old URLs to the corresponding new pages.
                Not all pages are mapped to new pages and those pages will stay at their old
                library.dal.ca URLs.
            v. The third phase is to swap the template in Joomla to re-template those pages
                that haven't been migrated. As part of the re-templating, we're also going to
                change the theme in our Subject Guides to match the new Dalhousie theme.
    c. Ann asked Marc about the web pages that were on the "old, old" web site and what
        would happen to these pages. Marc advised that almost all of those pages have been
        moved to Joomla and Systems staff are discussing how best to handle the few remaining
        ones that were brought to their attention late in the process.
    d. Bill advised that extended wireless service is now available in the Killam although there
        may be a few issues regarding the 4th and 5th floors that still need to be dealt with.
            i. for wireless access students will need to switch from Dal-WPA to Dal-WPA2.
                Windows users have to run an installer to get set up properly, though Mac users
                can just connect. WPA2 is a newer version of WPA and has slightly different
                protocols.
    e. Marc reported that the Web Team (Creighton Barrett, Ian Colford, Karen Neves, Gwyn
        Pace, Umar Qasim, and Sarah Stevenson) will begin meeting in the near future to start
        dealing with outstanding web issues. There is still 1 student representative to be
        appointed to the Team and 1 vacant position.

4. Public Services matters (S. Longard)
    a. Sharon reported that the Information Literacy classes are winding down and the
        RefWorks classes have ended.

b. LiveHelp stats are through the roof. Sharon, Ann Barrett, and Shelley McKibbon will be meeting to discuss the statistics. Bill has asked that the group forward any suggestions for changes to LiveHelp to him so he can take them to the Novanet Board for discussion/consideration.

c. Summary of Collaborative Agreements (W. Maes)

    i. Bill distributed and spoke to a document entitled *Library Collaborative / Cooperative Initiatives* which he had used to make a presentation to a group of Dalhousie administrators on October 18th.

5. Collections matters

    a. CRKN collections (Ian)

        i. In Ian's absence Bill announced that although we are not part of the Elsevier agreement we can join if we wish – the fee would be 4 ¼% for 4 years (down from 6%). We are currently paying 4 ½ or 5% on our own. No decision has yet been made whether we will join the CRKN agreement.

6. Physical Plant (W. Maes)

    a. Learning incubator update (W. Maes)

        i. Work is progressing.

7. Strategic Planning and Library Review (W. Maes)

    a. Completed implementation strategies

        i. Bill provided a handout (dated February 2010) outlining Strategic Directions/Objectives 1-4 with a list of major tasks and actions/tactics. Bill will be approaching individuals seeking assistance with the outcomes for these directions/objectives.

        ii. Bill would like to get project management training sessions set up for staff.

        iii. Any other ideas for staff training sessions should be forwarded to Bill.

8. Communications update (T. Usmiani)

    a. Tina has spoken with Mildred Royer of Royer Thomson regarding the creation of a communications strategy for the review process which will accommodate staff feedback.

    b. Mike Moosberger has approached Tina about working on a communications plan for DUASC.

    c. Tina has created a DUASC category on the blog for news feeds. Creighton Barrett (newly hired Archives Assistant) will be the author/editor.

    d. Nick Pearce (University photographer) has completed a very successful photo shoot in the Killam. Shoots are also being scheduled at the Kellogg and Sexton libraries. Tina is still waiting to hear if the Law Library is interested.

    e. The librarian video shoot will take place on October 28th @ 3:00 pm in the video conference room in the Law Library. The video will include Dominic Silvio, David Michels, Tim Ruggles, and possibly Gwyn Pace. Michael Steeleworthy will introduce and close the video.

    f. The University will be using Vimeo not YouTube for all Dalhousie videos. The current version of Word Press (blog) does not support Vimeo so Tina has contacted Ryan McNutt (Communications & Marketing).

    g. Tina advised the Committee that the feedback button (red triangle in lower corner of page) goes back to the Campus Web Team. Someone from that Team will be responsible for forwarding comments to the appropriate department.

    h. Shandy Mitchell reading October 28.

9. Sustainability / Green Team (M. Paon)
   a. Michelle advised the Committee that the Green Team was underway again. The members are: Sandra Dwyer, Michelle Paon, Jan Pelley, Janice Slauenwhite, and Leigh Smith.
   b. Any ideas staff from any of the libraries has for green initiatives can be forwarded to any member of the Green Team.
   c. One of the Green Team initiatives from last year which has been quite successful is the removal of the individual garbage cans from all of the public areas of the building (except the stacks). These cans were replaced with the 4-part gray bins – Paper / Recyclables / Organics / Garbage. This year the Green Team will be working on a disposable coffee cup campaign (educating patrons that these cups go in the garbage) among other initiatives.

10. LibQual update (A. Barrett)
    a. Ann advised that the Committee established to review the LibQual results has been meeting over the last several months and hopes to have a final report prepared in the next month or two. Karen Neves has been doing the coding of the comments.
    b. Ann distributed some preliminary statistics and reviewed them with the Committee.
    c. The response from users of the Sexton and Law libraries was very low.

11. Coordinate Novanet registration with Dalhousie registration (A. Barrett)
    a. Ann queried the possibility of coordinating Novanet registration with Banner. This would hopefully eliminate the need for students to register twice (once with the University and again with the libraries). This would also have an impact on staff workload in that staff would not need to take the time to input data from paper registration forms.
    b. Marc reported that Novanet is already doing this for two other institutions (CBU and MSVU?).
    c. Marc further reported that in the past this had been done for Dalhousie but it was found that the information in Banner was outdated. Do we want to take the risk of getting information that is not correct? It was decided that the amount of staff time saved in data entry would be significant. This would also be helpful for students wanting to use Document Delivery and Novanet Express as they would not have to register in Banner and then also register with the library.
    d. Marc reported that Novanet staff have provided the technical information needed for Systems staff to set this up.
    e. Gwyn will confirm which institutions are already doing this and check with them to see if they have encountered any problems.
    f. It was decided if there are no red flags then the Dal Libraries will begin the process of coordinating Novanet and Banner registration.

12. Round table
    a. James:
       i. GIS day is coming up in November. GIS staff have been talking to staff at St. Mary's University, N.S. Community College, Capital Health, and the Government (municipal, provincial, federal) about coordinating activities that day.
       ii. Lunchless Learn sessions have been so popular that staff are investigating the possibility of having some afternoon and evening sessions.
       iii. James will be in Fredericton from the 26th to 29th of October for the ESRI Conference where the 2 new iPhone apps for mapping Dalhousie will be presented
       iv. meeting with President of ESRI regarding scholarship fund and capital for GIS Centre

      v. St. Mary's University --- we are beginning discussions for an MOU for training geomatics professionals, course sharing, staff support, joint GIS purchases – also help in developing a graduate program here in GIS tom complement their upcoming graduate program in geography (theirs to be MA ours to be MSc).

   b. Karen
      i. there has been two new hires in Archives & Special Collections putting DUASC back to full staff for the first time in two years. Jennifer Lambert has been hired for the Library Assistant position and Creighton Barrett for the Archives Assistant position.

13. Other Business
   a. Access Copyright update (W. Maes)
      i. Most AUCC institutions have signed an interim agreement with Access Copyright extending the current tariff until December 31, 2010.
         1. Under this agreement faculty and staff are still allowed to make course packs that can be used and paid for during the fall and winter semesters under existing terms. HOWEVER, the course packs must be produced before December 31, 2010.
      ii. Access Copyright has proposed another interim agreement under existing terms extending from January 1, 2011 until the Copyright Board produces a ruling. The tariff set by the Copyright Board would, however, be applied retroactively to the beginning of the agreement. Only two institutions have signed this agreement.
      iii. AUCC and CARL are working together on a document to fully explain the privileges and limits of copying under fair use. This document should be available to all AUCC institutions by the end of November.
      iv. Because of anticipated lack of revenue during the period it will take for the Copyright Board to issue a definitive ruling, Access Copyright has asked the Copyright Board to impose an interim agreement based on the original negotiated model. It is anticipated the Board will not make such a ruling.
      v. Tina reported she has posted a copyright alert in the latest edition of *Context.*
   b. ULC agenda (W. Maes)
      i. Bill requested PSAC members review this document and send any ideas re collections or public services to him.
   c. Open Access
      i. Open Access week runs from October 18th – 24th. A video posted by SPARC can be viewed at: www.vimeo.com/15881200
      ii. Marc reported on a "lightning talk" given by a staff member from UBC at the Access Conference he recently attended in Winnipeg. UBC is using a copyright interface that sits over Verde that lets people know what they can and can't copy. It provides a simple green light/red light response for 4 different common categories of use based on the product.
   d. CANRED is a "reading experience database" that is available in the UK, Australia, New Zealand, the Netherlands and now Canada.
      i. There are two visitors (Dr. Shaf Towheed and Carl Cottingham) on campus who will be giving a talk on October 21st from 12:00 – 1:00 pm in Caseroom 1020, Rowe Management Building.
      ii. The Library will be providing the infrastructure for the Canadian database.

   iii. For more information on "RED" please click on the following link: http://can-red-lec.library.dal.ca/UK_RED/

Next meeting: **Wednesday, November 24th**

Meeting adjourned @ 10:45.