

Library Council Meeting

Minutes

December 17, 2020

1000-1200 hrs

Microsoft Teams

Present: Sarah Stevenson (Chair), Leah Unicomb (Secretary), Carol Richardson (Recording Secretary), Amanda Sparks, Ann Barrett, Courtney Bayne, Creighton Barrett, Dominic Silvio, Donna Bourne-Tyson, Elaine MacInnis, Erin MacPherson, Gail Fraser, Gwen MacNairn, Helen Wojcik, Jackie Phinney, Janet Hathaway, Janice Slauenwhite, Jason Flynn, Joyline Makani, Julie Marcoux, Karen Smith, Lachlan MacLeod, Linda Bedwell, Linda Clark, Louise Gillis, Marc Comeau, Mark Lewis, Marlo MacKay, Melissa Rothfus, Michelle Paon, Michael Moosberger, Robin Parker, Sai Chua, Samantha Adema, Sarah Jane Dooley, Shelley McKibbin

Regrets: Allison Fulford, Anne Matthewman, David Michels, Deborah Hemming, Geoff Brown, Hannah Steeves, Heather MacFadyen, James Boxall, Jan Pelley, Joe Wickens, Kirsten Huhn, Lindsay McNiff, Melissa Helwig, Roger Gillis, Sandy Dwyer

Absent: Mick Bottom

1. Territorial Acknowledgement

Dalhousie University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. We are all Treaty people.

2. Adoption of Agenda

Motion: to adopt the Agenda as circulated.

SJ. Dooley / M. Rothfus

3. Approval of the Minutes (from November 26th)

File in Brightspace [November 26 2020] 20201126_LC_MINS_Draft

Amendment to the November 26, 2020 meeting:

10. Round table reports: Highlights from Allison Fulford, Deborah Hemming, Gwen MacNairn, Kirsten Huhn and Louise Gillis

Louise Gillis

- Officially, ~~taken over the role~~ acting in the role of Data Management Librarian ~~from Julie Marcoux~~ as of November 1. Working closely with Erin MacPherson with lots of reading, listening and watching to get ready for the position.

Motion: To approve the minutes of the November 26, 2020 as amended.

L. Clark / L. Macleod

Carried

4. Business Arising from the Minutes

- Research Commons Group
Thank you for all the suggestions and comments received for this group. These suggestions were discussed at the most recent meeting of the Research Commons Group.
- Digital Strategy update

There were approximately 32 focus group meetings held in the last month. The areas of focus were: Academics, Enrolment and Student Experience, Research, Infrastructure, Administration and Supports and Governance. Five of the six Accessibility Sub Committees also considered the Digital Strategy questions. There are now massive amounts of data because of using a product called Slido. It was noted, we have a license for the library now and this product will be very useful for teaching.

Cassandra Larose has been tracking the data and managed to get it started to go towards strategies which will be taken out in January for consultation at Senate and various other groups. This initiative is still on schedule and it's really encouraging how much time people have given to this and how engaged they are in the discussions. It was noted, this is really good for the libraries to be leading this.

Congratulations to Cassandra and Donna for their work on this initiative.

5. Microsoft Bookings presentation

The PowerPoint slides for this presentation can be found in Brightspace [December 2020] Microsoft Bookings Presentation to LC. The presentation was given by Julie Marcoux.

Some highlights from the presentation:

- Microsoft Bookings Implementation Team: Deborah Hemming (2021), Elaine MacInnis, Gwen MacNairn until end of 2020), Jason Flynn, Julie Marcoux, Marlo MacKay.
- In January 2021, the Dal Libraries plan to offer our users and library staff the option of booking consultations online using Microsoft Bookings.
- There are many benefits to the user eg. ability to pick their timeslot, book their consultation outside of office hours across different time zones, modify or cancel appointments and reminder emails.
- There are many benefits to library staff eg. integration with Outlook, creates a calendar appointment with easy follow-up, helps avoid conflicts during busy periods.
- LibCal, which is the LipApp version of an online booking service is not yet available at Dalhousie due to an impact assessment, a risk assessment and a contract review process. In the Spring 2021 the libraries will have a choice between this service and Microsoft Bookings.
- Using other online booking services that is not authorized by Dalhousie is being discouraged.
- It is recommended to put a box at the time of your Research Guide(s) with a link to "Want to schedule an appointment?". A link can also be put in other locations such as next to the librarian's email signature. The link will take the user to a short form to book their appointment. Once the booking is complete, the user will receive a confirmation email with all the important information attached plus a link with an option to cancel or reschedule. If the meeting will be online, a link will be provided. The librarian will also receive an email with the information about the appointment and the calendar appointment is auto-accepted.
- Promotions will be through the blog, social media and the libraries website.
- Please contact Julie if you want to get help with setting up the process or if you run into any problems or have ideas on how Microsoft Bookings could work better for your needs. Also spread the word to faculties and departments.

Comments/questions:

- Will this service work for external users?
Yes. There is an option to not make it external but this is not recommended.
- Is it possible to run reports or get statistics of what is booked for you.
Not sure, but would have to record in LibInsight. Joyline has it on her Libguide and it is a good way to track, make sure it's recorded in LibInsight.
- Keeping the wording consistent for our students is important, simplicity would be the key.

Feedback requested:

The consensus of the members is to keep the following fields in the booking form for patrons to fill in:

- Email [Default wording provided by Bookings]
- Briefly outline your meeting topic

6. Highlights from the Senate Report

Highlights from the Senate Report can be found in Brightspace [December 2020] 20201217_LC_RPT_SEN.

Questions:

Is the policy for Academic Unit Consolidation, Renaming, Establishment, Termination, or Transfer (also known as AUCRETT) a new initiative, or is Senate making changes to an existing document?

[**update:** This policy is new and still in the draft phase. Presently, these requests are considered on an ad hoc basis, and the goal is to provide greater clarity and guidance to the university through the creation of this document.]

What is the timeline on the hiring of the new Provost/VP Academic?

[**update:** "Right now the search consultants are using all the notes and materials from the consultations and survey to draft a position brief and an advertisement. They will be sharing those materials with the committee the week of January 4th for feedback and discussion so we are hoping to "go to market" and advertise the role the second week of January. The brief and ad will also be available to anyone in the community who are interested at that point as well. The interviews would be expected to take place over March and April with the desired start date being July 1, 2021". (This is from Laura Godsoe in HR)]

7. Round table reports (All Members): One highlight of the semester, and one hope for the Winter semester

Ann Barrett

- Looking back and seeing how well staff have met this challenge. The liaison staff are pretty flexible but the Access Services staff have taken the brunt with the CHEB having some issues. Congratulations to all.
- Received a SIFT grant for Open Education Resources to offer in the New Year.
- The Research Commons initiative has a lot of potential.
- Technical aspects of UNIWEB are starting to come together.
- Looking forward to Digital Strategies.

Courtney Bayne

- My team are extremely resilient and were amazing in all of this.
- Hope to embrace the digital strategy and governance and include the data and information retentions and be able to transfer the records to archives electronically.

Creighton Barrett

- Getting started on some grant projects that normally ramp up this time of year.
- The hope for next year is it is easier than 2020.

Dominic Silvio

- The highlight was the ability to learn fast because you get comfortable with what you already know so you have to learn how to adapt quickly.
- Hope for next semester would be to be more prepared for dealing with students online because it was such a sudden transition. Hoping by next year to be an expert.

Elaine MacInnis

- The resilience and flexibility of the team over the term. Proud of all the hard work people have done. Thanks to SEET for doing great work over the past month, in responding to staff and students requests and feedback.
- Looking forward to next term and hoping for a healthier world.

Erin MacPherson

- Finally accepting where we are. Getting the home office setup and accepting it.
- Will continue trying to enjoy working from home and creating a new routine.

Gail Fraser

- Staff response and resiliency with having 11 people who never worked from home before and getting them comfortable working from home.
- Hope everyone stays well in the coming year.

Gwen MacNairn

- Having the bookings form helped reached people on all campuses to extend our services to researchers in agriculture, more research projects with desktop sharing and used student hours for GIS service in the evenings which helped to offer the service in different time zones. Will continue the service in the winter term from 7:00pm-10:00pm on Monday and Thursdays.
- Offering GIS Lunchless Learn series for the first time in the winter term and for the first time ever, a Data Literacy Lunchless Learn series will be offered. This is an opportunity to be exposed to what GIS does for those who don't have to be in a course that requires it. Embracing the virtual online opportunity.

Helen Wojcik

- Had a meeting with the Killam Access Team and asked them today's question.
 - The staff realised how much they are appreciated by our patrons for what they do for them. The staff have learned to multitask and focussed on time management. Everyone has learned a lot more of what they do at the Killam and appreciate it.
 - Staff want to continue with the same level of service.

Jackie Phinney

- Was exciting to take old content and spruce it up for the online world, positive feedback from students.
- Looking forward to already being more comfortable with all of this and hoping some normalcy can resume.

Janet Hathaway

- Restrictions that governed how the library operated and how any change in our operations required us to review the libraries Covid safety plan and ensure everyone understood any little change in operations. Had to be careful to make sure we were all safe.
- Hope it will be the last term with these rigid restrictions and can relax and open access a little more.

Janice Slauenwhite

- Appreciated the efforts staff have put in and the huge adjustment that had to be made. And to those staff that came in and kept services going for the libraries.
- Hoping no one gets sick and can't wait to burn every mask she owns.

Jason Flynn

- Transitioning online and getting the RFP for proctoring.
- Hoping in the new year to put more tools in place to help online teaching.

Karen Smith

- Meeting a wonderful donor who presented the libraries with 1664 edition of Sir Francis Bacon.
- Hope for next term to be on site and work with real books and people in a healthy happy environment.

Lachlan MacLeod

- Seeing all the video resources up and running.
- Looking forward to the two bigger non-copyright projects: finishing the data website with Gwen and RDM is standardizing guides and policies and procedures.

Leah Unicomb

- Opening for students for the first time.
- Being able to maintain or improve what we are doing, staying safe and positive.

Linda Bedwell

- Working with so many people who are trying to do things in different ways. Glad to be a member of SEET and be able to bring feedback directing from, mostly students, to the table to discuss and act upon right away.
- Looking forward to planning the future, planning what things will look like in the fall semester which may involve returning to data that was collected prior to Covid. Nice to have that data come back and be discussed.

Linda Clark

- Impressed with the staff she works with, both at the Law Library and Document Delivery, especially those who have never worked from home before.
- Hoping things improve and life gets back to normal.

Louise Gillis

- Getting more comfortable with the subject areas and means of delivering service, seeing things work more smoothly.
- Looking forward to moving into Robin Parker's role and getting more involved with RDM. Looking forward to the Scholarship series which Melissa Helwig is leading.

Marc Comeau

- The support pieces that were put in place held up and worked and generally speaking were well received by faculty. Incredible amount of work from ATS staff.
- Looking forward to the Digital Strategy and the University Strategy. Looking forward to the road map for the university.

Mark Lewis

- Some of Hannah's students came to her from LRW and told her they appreciated the approach Law took to LRW this year with planning classes online.
- Accomplish things in the winter term that didn't get accomplished in the fall term.

Marlo MacKay

- Being involved in the LGBT launch was a highlight as well as the Resources Team managing to get an unlimited simultaneous borrowing arrangement for the eBook copy of “The Marrow Thieves”.
- Doing promotions arounds events in the winter term eg. FASS faculty panel on January 7 with members who are teaching using “The Marrow Thieves” eBook. On January 20 a graduate student from Acadia who is writing her thesis on themes of Indigenous horror, apocalyptic narratives surviving trauma is looking at our eBook. On January 27, the author for this eBook, Cherie Dimaline will be our guest so please read the eBook over the holidays.

Melissa Rothfus

- School of Nursing is in the preliminary stages of developing their mental health and addictions clinical nurse specialist program and helped the nurse seconded from the health authority navigate the resources and the kinds of things she needed to fulfill her responsibilities.
- Hope that everyone has a good semester.

Michael Moosberger

- Launching a major initiative LGBTQ Archives was a major accomplishment during a pandemic. The adaptability of staff and the ability to process materials off site. Thanks to Sarah, Courtney and Creighton’s for their leadership during my leave. The great success is contributed to the staff.
- Hope we are able to come back to normal and to finish some of the projects that have been started.

Michelle Paon

- Working with two groups of people with such fortitude and patience over the fall when we went into fully teaching online. There were other adversities eg. Sexton library couldn’t open and had to do a workaround for that and under pressure to make it work. The Resources Team had pressures on them to help faculty and staff in the online environment. Staff had to multitask. Thanks to the Teams for their persistence with the many challenges they faced.
- Hoping to have a Resource Licensing Manager in the New Year.

Robin Parker

- Having the flexibility in the workplace and colleagues picking up the slack.
- Thankful to Louise for covering her responsibilities while on leave. And there is lots of hopes and ambitions and hope to accomplish them.

Shelley McKibbon

- How well our students adapted to receiving reference services online. They seem happy with the service they have been receiving.
- Hoping things continue to go well and we get to open up a little more and we can see each other more in person.

Samantha Adema

- Starting the job at Dalhousie and getting to know everyone.
- Hoping to engage more with students and do more reference work.

Sarah Stevenson

- The Streaming Video Team started with no knowledge of streaming video or very little and been able to provide tremendous service to the faculty and students. Very grateful to everyone who helped work on this project.
- Hope for next semester is to clear out the reference room and getting ready for the Indigenous Community room and vaccine safety for people.

8. Adjournment

On behalf of the Senior Leadership Team, thank you to everyone for your tremendous efforts in the past 8 months and wish you all a very restful and happy Christmas. See you all in January.

Next Meeting: Thursday January 28th, 1000-1200 hrs on Microsoft Teams.

Report to Library Council
Sandy Dwyer
Director, Libraries HR & Access Services
December 2020

Libraries HR Highlights

Staffing

- David Ryan was the successful candidate for the Library Services Supervisor term position at the Sexton Library. David has been working with us over the past three years in various temporary positions.
- We are currently in the process of checking references for the Library Services Assistant term position at the Kellogg Library.
- The posting for the six month temporary position to be shared between the Faculty of Management and ATS closed on November 23, 2020. Candidates have been shortlisted and we are interviewing the week of Dec. 14-18.
- The posting for the Classroom Technologies Technician (T6) 9 month term position closes on December 18, 2020. Search Committee members are still to be determined.
- The Resource Licensing Manager 12 month term position has been posted internal to Dalhousie University and the posting will close on January 14, 2021. Search Committee members still to be determined.
- Ann Terese MacDonald was the successful candidate for the eighteen week Archival position (Young Canada Works Program). She began in this position on November 30, 2020 and will be with us until March 31, 2021.
- The recently vacant Library and GIS Developer position has been posted until January 14, 2021. Search committee members are Jason Flynn, Sandy Dwyer, Krishna Sirivuri and Gwen MacNairn.

Service Evaluation and Enhancement Team (SEET) - updates

- The Appointment Booking System can link to both Google and IOS calendars and it can link to Outlook calendars but not as easily.
- Feedback on the booking system is now being reported separately from other feedback via the feedback button located in the booking system.
- The scrolling issue in appointment system will be fixed once exams are finished since downtime will be necessary to make the fix.
- Hours for curbside pick-up are now on the libraries' website
- Managers have been receiving positive feedback from students regarding our policy to not allow food in our spaces and the requirement for masks to be kept on at all times.
- Communication document regarding current services, practices and protocols is now being shared on the General Teams site.
- COVID 19 protocols to scale back services (if needed); the Team has started thinking about this.

Equity, Diversity and Inclusion

On Friday, December 11, 2020, I attended the first meeting of the Dalhousie University EDI Committee. This Committee is made up of representatives from EDI Committees from across the University. This committee is

led by Theresa Rajack-Talley. Overall role of the committee is to collaborate, communicate, share information, experiences, challenges, barriers and working practices, and to build bridges.

Alma Steering Committee

The December meeting was cancelled due to lack of any new business. The next meeting will be on January 20, 2021.

Senate Representative Report to Library Council

December 2020

The most recent meetings of the Dalhousie University Senate took place on December 7th, 2020 and December 14th, 2020 via Microsoft Teams. The following is a report that highlights events from these meetings:

Budget Advisory Committee (BAC) Final Operation Budget Report

Presented by Senator Frank Harvey. He began by noting that the budget process was halted in March due to Covid-19. He described that scenario exercises were conducted by the U15 including Dal. In June 2020 BAC submitted fiscal update which forecasted significant declines in enrolment. Overall tuition revenues in October 2020 were 3 million over last February's plan, but there has still been a 19 million deficit. Senator Harvey noted that they have come to a balanced budget cut of 1.5%. Discussion ensued.

At the December 14th meeting, Senators were given further opportunity to have open discussion about the BAC report. During this discussion, Senator Harvey noted that things that were novel expenses due to Covid-19 will likely be permanent fixtures going forward as classes and other services take place more so online.

Candidate Profile for the Position of Provost and VP Academic

During the December 7th meeting, Senators were given the chance to discuss the candidate profile for the position of Provost and VP Academic.

President Saini gave background on the position and its responsibilities. Senators then broke into small groups to discuss priorities surrounding this position.

Policy on Academic Unit Consolidation, Renaming, Establishment, Termination and Transfer

At the December 14th meeting, Senators broke into small groups to discuss a forthcoming policy on the above title. Feedback from groups was shared and a new draft of the policy will be edited moving forward.

Other

Additional events at the Senate meetings took place in camera, and leadership reports were given at the December 14th meeting (not documented due to my absence).

Respectfully submitted by Jackie Phinney

December 15th, 2020