Library Council Meeting
Minutes
December 14, 2023
1330- 1530hrs
Microsoft Teams

Present: Jaclyn Chambers Page (Chair), Courtney Bayne (Vice-Chair), Carol Richardson (Secretary), Allison Fulford, Amanda Sparks, Creighton Barrett, Dominic Silvio, Elaine MacInnis, Erin MacPherson, Geoff Brown, Gina Coates, Hannah Rosborough, Hershan Fernando, Jackie Phinney, Jan Pelley, Jason Flynn, Jennifer Adams, Joe Wickens, Julie Marcoux, Karen Smith, Katie McCaskill, Kirsten Huhn, Kristy Read, Leah Unicomb, Linda Bedwell, Lindsay McNiff, Louise Gillis, Marc Comeau, Melissa Rothfus, Melissa Helwig, Melissa Rothfus, Michael Vandenburg, Mick Bottom, Nicole Marcoux, Ratna Dhaliwal, Robin Bishop, Robin Parker, Roger Gillis, Sai Chua, Samantha Adema, Sandy Dwyer, Sarah Jane Dooley, Scott MacPherson, Shelley McKibbon

Regrets: Anne Matthewman, Carlina Gillis, David Michels, James Boxall, Joyline Makani, Louise Spiteri, Mark Lewis, Sarah Stevenson, Tracy Lenfesty

Guest: Angela Scammell

1. Territorial Acknowledgement

    The Territorial Acknowledgement was read by Jaclyn Chambers Page.

2. Approval of Agenda

    Motion: To approve the Agenda as circulated.
    N. Marcoux / J. Adams
    Carried

3. Introductions

    Welcome to Jennifer Adams. Jennifer is joining Library Council as the Collections and Access Librarian from the Law Library.

    Welcome to Angela Scammell. Angela is the Senior Director for the UniForum Program at Dalhousie.

4. Approval of Minutes from meeting November 9, 2023

    Motion: To approve the Minutes from the November 9, 2023 meeting.
    C. Barrett / K. McCaskill
    Carried

    - Business arising from the Minutes of November 9, 2023
      No business arising.

5. UniForum update – Angela Scammell

    Thank you Angela for coming to Library Council to give members an update and answer any questions they have about UniForum.
    - The activity coding exercise as it pertains to libraries applies to all employees of the libraries including student assistants. The Dean is the university lead for the activities that are related to the libraries. For some of the other functional areas, the Senior Leadership Team (SLT) are responsible to respond (staff who report to them). It was activity based, not direct reports. It was noted, the SLT made sure the coding was applied consistently

for all staff. Final approval by the Dean was given for any area/unit that were coded with Library related activities.

Questions/Comments:

▪ *In the absence of a MOU regarding DFA librarian work, that work was coded?*
The University of Toronto's MOU stated that the university would not use UniForum information for performance management purposes for the librarian community and there would not be an intention to do that here at Dalhousie. Just looking at processes not people. There is nothing about quality or dedication or any personal Information of anyone doing the work. UniForum looks at how the activities make you review the processes.

▪ *You can say words but if you don't put those words in writing and have it signed, it makes no sense. The Librarians were asking for an MOU. If you agree with the MOU from University of Toronto, why don't you have it in writing so it can calm the librarians down. We need something in writing that says the MOU is binding. There is a grievance on it for quite a long time and everything is silent, everything is being ignored.*
There was a rumor that a grievance might be coming a number of months ago but Angela didn't know a grievance had been submitted. Angela takes guidance from Gitta Kulczycki, Vice-President Finance and Frank Harvey, Acting Provost and Vice President Academic. Once she hears from Human Resources, she is happy to work with anyone to figure this out. The Dean also found some communication about the grievance and apologizes for the oversight and will follow-up on his end.

▪ *Are you aware of any other employee groups with an MOU.*
Angela only knows of Librarians in Canada that have asked for an MOU. It was noted, the library situation is unique in Canada.

▪ *You explained earlier that we should understand "In person" to mean "Personal". Was that at all explained to people that were answering the survey?*
No, not the definitions or languages that were provided in the survey itself. There were staff who reached out for clarification. There was no attempt to push additional information outside of the survey contents to respondents (it's the same at all universities that used UniForum) so there could be a difference in interpretation about the survey and this is one of the downsides about doing a written survey. It was noted, one of the sets of results that is received is written comments from people who participate in services and who say that the library service in particular is one of their three most important services they use regularly and its either one of the three they are most satisfied or one of the three they are least satisfied. When reviewing the comments, it is shown that someone may have misinterpreted something and we can see more of the nature of their concern. The personal service does mean either over the phone, Teams, in person but it does mean that someone is providing assistance and the SLT member would have coded the activities to the appropriate codes. The satisfaction survey however, would show the experience of the service to respond. Only people that use the service regularly respond to that.

▪ *If the survey said in-person, if I were taking that survey as familiar as I am with library services, I would only respond with respect to those services that I received in person. I would not be thinking about those additional services that are not in person because the survey said in-person.*
There is opportunity for misinterpretation. Every year the wording in the surveys are agreed to by the universities. The university can point out parts of the survey and the coding dictionaries that are not clear. Angela represents the university to suggest alternative wording to the questions. It was noted, Angela would be willing to put wording on the annual agenda for Cubane Consulting Group to see if there is an agreement within other universities to make the change. There are two satisfaction surveys and Angela can send a text copy of the survey for member(s) of Library Council to review and come back with alternative wording. The intention is to do these surveys every 2 years so the next one would either be 2025 or 2026.

▪ *Would the questions be the same every cycle.*
The universities agree on the text of the coding dictionaries.

Action: Angela will send the text wording of the survey(s) to Jaclyn and Jaclyn will create a working group to review the text and send Angela any recommendations.

- *We have been doing library assessment for years as an established area of professional practice within librarianship. We do extensive surveys that do a far better job of evaluating services than can be covered by the limited questions in the survey. What efforts were made to consider these efforts?*
The questions that are asked and codes that are used are standardized for all universities across the world. The UniForum program does not ask what else are you doing but Dalhousie's brand new integrated planning process does ask this question. It's a new process to bring together all the different planning that needs to be done at the university eg. Strategic Planning, Human Resources planning, budget planning etc. It's trying to give the university a broader perspective on where the university is going to provide better guidance. There is a step by step process to work your way through the integrated planning. Embedded in that is a lot of different data sources from the planning and analytics office and you would also be asked to use your own benchmark results or other sources of data that come to you outside of central university processes. The plans going forward comes through the integrated planning process. The UniForum dataset is not a highly privileged dataset, its one that is "in our faces" because of the way the data is collected. Also benchmarking to show our satisfaction with services versus other universities satisfaction with services and benchmark results. The plans that you make and the analysis in the decision making is not just UniForum. It's a widely useful dataset. Its not meant to be used in isolation. You need human context conversations to make sense of it. It would be useful to know what we are doing differently compared to other universities to make changes in our decision making. The UniForum program does not consider other forms of data use but hope and expect you may in our decision making process.

  UniForum dataset will tell you about some of the things going on within your library team eg. how you are dividing up your activities, what portion of time you are spending on each activity but also who else outside of the library team believes that they are also doing these kinds of activities. If there is that activity happening, how do you connect to it to ensure libraries focus best practices, professional development, opportunities are appropriately extended to others who may be doing that work. If they are, how could you include them in terms of a community of practice or as users of you processes in a meaningful way to help improve the quality of service for everyone.

- *When will the first survey results be available to the Dalhousie community.*
Dalhousie just received its first set of results launched into UFAnalytics software system. The data was put in there on November 1. On November 21, Cubane Consulting Group came to Dalhousie and presented to the Presidents Executive plus some Senior Leaders including the Dean of Libraries. It was noted, the Dean of Libraries can share anything he learned during that meeting but will use an anonymized version of the slide deck so other universities results are not identified. You can see the data points from each university, you just don't know which university it is. It was noted, Angela is willing to go to each unit and walk through the results and present them live.

- *Data itself, both the survey responses as well as data that came from the coding exercises whether that is owned by Cubane Consulting Group and if Dalhousie has access to it.*
The university has eight licenses to go into the UFAnalytic system. That's where you can see all of the data from the different universities. We can't see the same degree of granularity on their data but we can see for example on the Dalhousie data a position title and the data associated with that as well as the benchmark data. Dalhousie owns all Dalhousie data. We can extract the data, share it and use it in whatever way we want as long as we are using it appropriately and protecting employee privacy. Will be creating two sets of data packages, one will go out in February and another one in March or April and will be inviting Deans and their senior teams to attend that meeting to better understand and interpret the result of your data.

- *The Report you presented to the Senior Leadership Team. Is that the report between universities?*
A summary report was created specifically for Dalhousie (the key information they feel Dalhousie should see).

The data shows how we compare to other Canadian universities and other universities world wide so there is a starting point.

- *Dalhousie can have Dalhousie data but in terms of generating the report you mentioned this software to get the result. What is so special about this software to generate the results when anyone at Dalhousie could do the same thing. Is the whole thing for Dalhousie Analytics to be the custodian of the data and then to generate faculty or each department reports. Is that the game plan?*
  The tool itself is a standard analytics tool but it's been customized. The only special thing about it is Cubane Consulting Group has created a set of about one hundred different standard templates to view the data. That is why there is special software dedicated to it for analytics to fast tract their ability to get meaning out of the data. The second reason, its kept private because there are other universities data in there and each university commits to keep the other universities data private.

- *Will you be making same presentation to NSGEU locals.*
  If labor relations and the union reps wanted a presentation, Angela would be happy to meet with them.

Angela is very happy to come back to Library Council at any time to answer more questions.

6. Libraries Survey 2024

   The Libraries Insync Survey 2024 will be conducted by the library for the library.

   Highlights:
   - The survey will run from Jan. 29- February 18.
   - This will be the first year for potential peer comparisons (CARL Insync survey consortium) and longitudinal comparisons (how 2019 compares to 2024).
   - The survey will be a benchmark survey and uses the gap model for service (scores of importance with performance).
   - There will be an opportunity to measure impact. Each question is rated 1-7 for importance and performance.
   - The survey will tell us if there are areas we need to improve on.
   - Waiting on the approval from the Senior Leadership Team and then Kristy Read will work on the promotions.
   - Email updates will be sent to staff regarding responses.
   - A report will be send from Insync in mid March.
   - Past survey results are https://libraries.dal.ca/about/library-assessment/past-assessment-projects/dal-libraries-surveys.html.
   - Paper copies of the survey may be available.

7. Brainstorm part II: What changes would help LC meetings achieve these goals?

   This item has been deferred to the January Library Council meeting.

8. Announcements

   Scott MacPherson was the successful candidate for the Copyright Services Specialist position. Congratulations Scott.

   The Archives just finished finalizing the itemized descriptions of Sheila Percy fonds? Sheila was a former faculty member and an opera singer who graduated from Dalhousie. Part of her legacy was to have all of her recordings that she wanted to listen digitized. The recordings will be uploaded and available to the public in January.

Senate Meeting 27 November 2023

1. Approval of Agenda
   Indigenous land acknowledgement statement
2. Consent Agenda
   2.1 Approval of Draft Minutes of October 23, 2023 Senate Meeting*
   2.2 Approval of Draft Minutes of November 6, 2023 Senate Special Meeting*
3. Matters Arising from October 23, 2023 Meeting:
   3.1 Proposed Revisions to Student Rating of Course Content Aspects of the Student Feedback on Learning Experiences Policy—Have gone to the Board of Governors and have been approved.
4. Steps to Make Diversity and Inclusion a Reality
   Presenter: Kevin Hewitt, Professor, Faculty of Science and NSERC Atlantic Chair for Inclusion in Science and Engineering
   Title: *NSERC Chairs for Inclusion in Science and Engineering in Atlantic Canada - Overview of Programs*
   Follows after the original program to encourage women in STEM (WISE: Women In Science and Engineering). Pilot, Atlantic Canada was part of the pilot group. Plans to expand nationally. Expanding to a wider array of underrepresented groups. Plans to work with youth 9K-12) as well as academic settings.
5. Reports:
   5.1 Chair of Senate's Report* (L. Spiteri) – Session with BAC will include questions from Senate, individual senators may submit questions.
   5.2 Provost's Report* (F. Harvey) – Accessibility Week planned for December, for International Day for Persons with Disabilities.
   5.3 VPRI Bi-Annual Report (A. Aiken) – Inclusive Impact (Dal's Research and Innovation Strategic Direction.) Refreshed research clusters as well, to reflect emerging areas of focus at Dal.
   5.4 Questions for Reports

FOR DISCUSSION
6. Senate Consultation on Holistic Review of Cyclical Academic Quality Assurance* --

Next meeting: 11 December 2023

Respectfully submitted,
Shelley McKibbon

Senate Meeting 11 December 2023

1. Approval of Agenda
      Indigenous land acknowledgement statement
2. Consent Agenda
      2.1 Approval of Draft Minutes of November 27, 2023 Senate Meeting*
      2.2 Senate Nominating Committee: Senate Standing Committee Nominations*
3. Matters Arising from October 23, 2023 Meeting:
      None
4. Steps to Make Diversity and Inclusion a Reality
      Steps to Make Diversity and Inclusion a Reality
      Presenter: Quenta Adams and Chris Hattie
      Title: Progress Report – Dalhousie Accessibility Plan
5. Reports:
      5.1 Chair of Senate's Report*
      5.2 President's Report*
      5.3 Questions for Reports
FOR APPROVAL
6. Senate Academic Programs and Research Committee (SAPRC)
Proposed Termination of the Nuclear Magnetic Resonance Research Resource (NMR3) as a Dalhousie Research Centre*
Presenter: Jamie Blustein, Chair of SAPRC
Department has requested termination of the NMR3 as a named Dalhousie research centre. Faculty of Science says there will be no repercussions, as the resources will still exist.
Motion CARRIES.

FOR DISCUSSION
7. Presentation on Academic Misconduct
Presenter: Bob Mann, Manager, Discipline and Appeals

8. Presentation of Understanding our Roots Report of the Taskforce on Settler Misappropriation of Indigenous Identity*
Presenters: Brent Young and Catherine Martin, Members, Taskforce on Settler Misappropriation of Indigenous Identity

Next meeting: 08 **January 2024**

Respectfully submitted,
Shelley McKibbon