

Committee Annual Report to Library Council Dalhousie University Libraries

Period Covered: July 1, 2022 to June 30, 2023

Committee: Dalhousie Libraries Service Point Committee (DLSPC)

Co-Chairs: Gina Coates and Sarah Jane Dooley

Recording Secretary: Carol Richardson

The committee had two regular meetings on September 14 and February 13.

Membership: Courtney Bayne, Mick Bottom, Sandra Dwyer, Kellie Hawley, Elaine MacInnis (*ex-officio*), Erin MacPherson, David Michels, Jan Pelley, Gordon Rookwood, Karen Smith, Amanda Sparks, Leah Unicom, Joe Wickens

Key Activities:

New Members

This year, the committee extended a warm welcome to its newest member, Gordon Rookwood.

Terms of Reference

In September 2022, the Terms of Reference underwent a revision process. The final draft was presented to the Library Council on September 22 and received approval. Subsequently, the revised Terms of Reference were added to the Library Council Committee's webpage.

Annual Report 2021-22

The final draft of the Annual Report 2021-22 was presented and approved during the Library Council meeting on September 22. Following approval, the document was added to the Library Council Committee's webpage.

ALMA – Document Delivery Integration

With the implementation of Alma, Relais has been able to achieve closer integration with Novanet Requests that go into Novanet that can't be filled go directly into Relais without intervention. Furthermore, Alma has enforced the use of patron NetID login, thereby discontinuing the barcode authentication method previously utilized with Aleph.

Laptop Loan Program

The laptop loan program shared across Sexton, Killam and Kellogg Libraries is very successful benefiting many students. Dal Student Life recently featured, "Free Laptop Rentals at Dal Library!" on Facebook and Instagram.

Led by Coordinator of Assessment, Linda Bedwell, the Access Services team at Sexton, Killam, Kellogg and MacRae Libraries conducted a guerrilla assessment of the laptop program by interviewing students upon laptop return. The results of this assessment are forthcoming.

New Feedback

In October 2022, the feedback button underwent a renaming process, and the form was reconfigured to enable patrons to provide more concise comments and concerns specific to services and locations. Additionally, patrons were given the option to request a follow-up email from a specialist in the relevant area of expertise. These changes have not only enhanced customer service but also provided more accurate data on patrons' concerns and attitudes towards various products and services offered by the Libraries.

From July 1, 2022, to June 30, 2023, 162 comments were received through the "Help Us Improve" button, indicating a slight increase compared to the previous period. While a sizable portion of these comments revolved around Brightspace, suggestions for improving services, such as the online booking system, study spaces, laptop loan, and extending operating hours at Killam and MacRae Libraries, were also recorded.

Respectfully submitted,

Sarah Jane Dooley and Gina Coates
DLSPC Co-Chairs