

Public Services Advisory Committee
Meeting
October 17, 2006

Present: Jane Archibald, Ann Barrett, James Boxall, Ian Colford, Jane Duffy, Sandy Dwyer, Sharon Longard, Gwendolyn MacNairn, Mike Moosberger, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmani

1. Communications update

- Creation of new listservs
 - Jane advised the group that two new listservs have been created – one for Public Services and one for Collections Management.
 - Staff will be advised when the listservs have been activated.
- “We Hear You” Campaign
 - Tina provided an update on the “We Hear You” campaign
 - An article has been published in the October 1st edition of *Dalhousie News*. It can be found online at <http://www.dal.ca/news/2006/10/05/libraries.html>
 - Ads have started appearing in the *Dalhousie Gazette*
 - Four radio ads will be starting to run on CKDU 4 times a day for 8 weeks. Anyone interested in listening to the ads (4 mp3 files) can find them at S:\Library\Share\LibQUAL+\PR Group\Radio Ads
 - Two bus shelter ads should be out this week - one at the corner of Coburg and LeMarchant and the other by St. Andrews Church on Robie Street.

2. Discussion of public services “best practices” listed in document produced by LIBQUAL Research Group #2 - posted on PSAC web page (page 4 best practices for Information Control and page 7 best practices for Library As Place)

- Page 4 – best practices for Information Control
 - #3 Empower Subject Specialists to create and maintain high-quality Subject Guides ...
 - Subject Specialists worked on this project over the summer and will continue work as time permits
 - #4 Launch the new federated search tool, Prowler ...
 - Prowler has been launched
 - #5 Develop Collections Initiative(s) to examine the integrity of our backfiles
 - Ian pointed out that the storage project has pushed us to look at gaps in backfiles
 - Gwyn indicated that through the use of Document Delivery statistics we should be able to identify journals being requested that will indicate gaps in our backfiles
 - In addition to paper copies of the above information currently being provided to Subject Specialists a question was raised regarding the consideration of posting to the web as well.
 - It was suggested that our paper holdings of journals be added to SerialsSolutions.
 - It was also suggested that there be a link from SerialsSolutions to “all locations” in Novanet catalogue.
- #1 Make it easier for our users to tell us what they would like added to our collection

- A suggestion was made that a form be created and made available on our web site for users to submit their recommendations. The following points were raised:
 - who would the request forms go to?
 - we would have to be very careful with the wording on the form re the materials we have available and what we are willing to consider for purchase
 - Fran indicated that work on this web request form could begin as soon as possible. She will talk to John MacDonald regarding this.
- #6 Ensure that we have provided a technique to collect feedback from our users ...
 - Fran was asked if there would be a link at the bottom of the Collage web pages which would provide an avenue for feedback. She indicated that at present there was no such link available.
 - It was agreed that we need to work out an obvious avenue for feedback once we launch the new web site.
- #2 Encourage Subject Specialists to modify their collection policies and usage monitoring techniques ...
 - Most subject specialists have begun modifying their collection policies.
 - Overall revision of the collection policy is on Ian's "to do" list.
- Page 7 – best practices for Library As Place
 - #1 Establish formal and regular venues to receive user group feedback ...
 - Killam Library has CCC Board
 - Libraries have participated in first LIBQUAL survey
 - Need to provide feedback form on web site
 - Killam has conducted informal survey (Zoomerang) of Learning Commons users
 - Killam has conducted informal survey of users re study space
 - Karen clarified practices carried out at Cornell. Specifically the Library staff hold separate formal meetings, on a monthly basis, with the Student Union group and the Faculty Board..
 - #2 Ensure that there is an appropriate mix of quality study space and suitable social space ...
 - the 4th and 5th floors of the Killam Library have been designated as quiet study
 - the Public Services group meeting being held October 18th will be considering/discussing space issues and will include this issue in their deliberations
 - question was raised as to whether the Library should be campaigning for funding to create space for students for collaborative study space
 - Helen reported that the Sexton Library has inadequate space for both quiet and group study space. They have attempted to provide group study space by lobbying to have classrooms left unlocked for students to use as group study space.
 - Ann reported that the Kellogg Library has a quiet study room on the main level which works to some extent. Kellogg staff are considering doing walk throughs in other areas of the Library to enforce the quiet study policy.
 - #3 Provide positive, creative and clear signage ...
 - it was noted that the Killam floor plans need to be updated.
 - Tina advised that she has provided updated floor plans to Carol Richardson who will replace existing floor plans posted throughout the building.
 - It was noted that signage is required in the stairwells to indicate which floor you're on.
 - Directory signs outside the elevators need to be updated.

- #4 Implement a phased-in renewal program me that both systematically improves ...
 - What do people feel are the important items to start renewing
 - We need to look at the impact of renewal to try to prioritize renewal issues
 - We need to solicit timely feedback on renewal items.
3. LIBQUAL Research Group #3 update on data mining: informing public services planning (presented by Ann Barrett)
 - Ann reported that the group felt there was a need for a formal pre-planning group to assist in planning for LIBQUAL 2007 survey.
 - She further reported that the main area of focus for group 3 was looking at the comments on the survey
 - the group derived a code book and assigned code to each response that come in
 - 53% of respondents included comments
 - the group felt that we need to look at the local questions included on the survey and be more exact to get better responses (Jane advised that the survey questions are all pre-set and we cannot customize the survey to our needs)
 - the group recommended (recommendation #4) that the library purchase copies of MatLab and NVivo7 (NUD*IST). Ian reported that a license for MatLab has been purchased.
 4. Novanet update from OPAC chair (led by Ann Barrett)
 - Ann advised that she is the Chair of OPAC and Sarah is the proxy.
 - Ann reported that an Indexing Supergroup has been created of which Judith Coughlan-Lambly is the Chair.
 - Anyone having comments re indexing issues should forward them to Doug Vaisey at SMU as soon as possible. (Of special note: anything that could be done in GEAC that can't be done in Aleph should be reported.)
 - Re-indexing of the test region will take place in November with re-indexing of the live region taking place in December. Some down time will be necessary during the re-indexing.
 - Ann reported that an Emerging Services Committee has been established. The membership consists of Donna Bourne-Tyson from MSVU and Joyce Thompson from AST. They are looking for a third person to join the committee. Anyone interested should contact Donna.
 - Ann reported that Version 18 of Aleph is coming next summer. This upgrade will require several days of downtime. The upgrade will provide improved authority control and new NCIP standards for both Relais and ASIN.
 5. Latest databases and "big buys" (led by Ian Colford)
 - Ian reported that the Library has subscribed to three Ebsco databases that were offered as a package:
 - Academic Search Premier: comprehensive multi-disciplinary database that provides full text for more than 3,600 peer-reviewed titles.
 - Business Source Complete: provides full text for more than 1,150 peer-reviewed business publications as well as a range of other publications.
 - The above databases run side by side with Proquest's ABI Inform and Research Library. We will be able to compare usage statistics down the road and make renewal or cancellation decisions based on the hard data.

- International Security and Counter-Terrorism Reference Center: provides information on most dimensions of security and counter-terrorism and is designed to inform the analysis process, as well as enhance the general understanding of security and terrorism-related issues. Includes hundreds of full-text journals and periodicals, thousands of selected articles, new feeds, reports, speeches, books.
 - These databases have been advertised on e-search and have been added to Prowler.
 - Technical Services staff are working to add Dalhousie holdings to Novanet for all the full-text content for these databases.
6. The Yankee Book Peddler GOBI pilot (led by Ian Colford)
- Ian reported that we are going to be initiating a pilot project using YBP Library Services, specifically, their GOBI database.
 - For those who are not familiar with YBP or GOBI, YBP, which originally went by the name Yankee Book Peddler, is a full service book vendor that provides library materials to, among others, University of Alberta and McGill University. GOBI is their database of materials that they can provide to their customers. It provides users with a method of initiating an order online directly with the vendor. GOBI will debit a specified fund, and YBP will place an on-order record in our Aleph database. At the time the book is delivered, YBP will provide a complete record for Aleph. YBP also offers approval plan and shelf-ready services, which we also hope to explore.
 - This pilot is part of an on-going effort to modernize our acquisitions processes. One subject specialist from Killam will order a number of books, and we will closely track delivery times and record any problems.
 - As part of this trial, YBP will be providing accounts for everyone involved in the selection and ordering process. This way we can look at GOBI and test its usability. YBP will send its Canadian representative to Dalhousie in November to provide training and to answer questions.
7. Professional Development seminars for Public Services professionals: suggestions wanted for system-wide events
- Due to time constraints this issue was not discussed. Jane gave a brief overview of her thoughts and will send an e-mail to PSAC soliciting suggestions for professional development seminars.
8. Other Business
- none
9. Next meeting: November 21, 2006.

Meeting adjourned at 10:40 a.m.