

Public Services Advisory Committee  
Meeting  
November 21, 2006

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Jane Duffy, Sandy Dwyer, Mark Lewis, Sharon Longard, Gwendolyn MacNairn, Bill Maes, Mike Moosberger, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell, Tina Usmiani

1. “Professional Development Topics for Public Services Professionals”: a discussion of various submissions from PSAC members

- Jane distributed a list of potential professional development topics and spoke briefly to each item on the list.

The topics were categorized as follows:

<b>Lunch &amp; Learn</b>	<b>Human Resources</b>	<b>Peer Support</b>	<b>Committees</b>	<b>Web-based</b>	<b>Academic Resources</b>	<b>Retreats</b>
social networking	project management	leveraging skills	distance education	practical pointers	research orientation/time management	one week wonder
special services	time/priority management	new technologies - special groups		concrete help	user survey design	row in the same direction
	Meyers-Briggs	leap frogging				how to make the most of Aleph
		making time for research				
		effective web-based research				
		outreach to departments and faculties				
		evidence-based research for Libraries				

- Bill suggested that other institutions could be invited to participate in events where there are some common issues facing them. Possible cost sharing of these events could be investigated.
- James suggested that as individuals attend professional development seminars that a lunch and learn be held after the fact for these individuals to share their insights regarding the events.
- Fran advised that the next morning madness session (December 12<sup>th</sup> at the Law Library) will focus on RSS feeds. It is hoped that we can bring all staff to the same level of

understanding RSS feeds and possibly at a later date invite someone with more expertise in this area to come in for a further session.

- Gwendolyn suggested that we identify those staff members who already have project management expertise which would allow other staff who are assigned project management responsibilities to draw upon those more experienced for assistance (e.g. internal partnering).
- With regards to project management Mike suggested that once staff have some project management experience that further support in the form of software, etc., be provided.
- Tina suggested that as these professional development initiatives proceed a section be created on the “Resources for Staff” web page to provide documentation on the sessions with a view to providing helpful information/pointers for other staff.

## 2. LIBQUAL 2007 planning committee nominations

- Bill advised the Committee:
  - that there were 70 institutions (of which 27 are CARL members) participating in the survey this time around.
  - there is a growing need to compare ourselves with other institutions to get a sense of where we stand
  - CARL statistics are based on numbers, e.g. collection holdings, etc., not the general information included in the LIBQUAL survey
  - Paul Wiens at Queen’s University has seconded Sam Calb to work with the data and the creation of the survey.
- Jane nominated Geoff and Tina to be members of the LIBQUAL 2007 planning committee (both accepted the nomination).
- The planning committee should consist of representatives from each library. Anyone interested in participating should contact Jane directly.
- Terms of Reference for the planning committee to consist of:
  - communications
  - access
  - promotion
  - deciding which local questions to include on survey
- Jane will draft complete Terms of Reference and distribute to PSAC for comment.

## 3. “Growing New and Extended Public Services in the Learning Commons”

### 1) Navigator/Reference Librarian pilot project

- Sharon reported that this project began two weeks ago and takes place on Tuesday evenings between 6:00 and 8:00. There is a navigator and a reference librarian sitting at the reference desk during this time. These first two weeks have found the reference librarian very busy with reference questions so she hasn’t been able to spend quite as much time with the navigator as she would have liked. The navigator has received a couple of queries during this time.

## 2) Patron-to-service-provider instant messaging

- Jane reported that this initiative will allow users to directly ask questions of the reference desk staff without having to leave their computer stations
  - This is a work in progress and more information will follow.
- Mark reported that the Law Library doesn't really have any new services but did report that they have gone with the UCIS model for printing in their learning commons. They have reduced their printing costs to 5¢ per page and have noticed a considerable increase in the usage of their learning commons. Mark also noted that provided new computers and having natural light also contributes to the popularity of their commons.
- Mark raised the issue of support for MAC users. The Law Library has noted an increasing number of students are using MAC laptops. With this increase it is presumed the demand for technical support for these students will need to be dealt with at some point in the future.
- Helen reported that the Sexton Library also charges 5¢ per page for printing. This coupled with the ability for duplex printing has attracted more students to their learning commons as well.
- Ann reported that Kellogg has noted a dramatic decrease in photocopying over the past year - printing however has not decreased. The Kellogg Library added new computers to its learning commons this past summer and it is very busy. Ann noted that there are no UCIS computer labs at that end of campus which puts more pressure on the Kellogg commons.
- Suggestions for new and/or extended services for the various learning commons
  - Michelle suggested the possibility of an electronic board to notify users when a workstation becomes available
  - James - it is probably an excellent time to look at combining data and GIS services as data requests and the demands of clients is both increasing in volume and in complexity of requests and value-added work. We need to look at other models and see what might work here, and this will require looking at online delivery, project management, analysis and data evaluation/cleaning, teaching, research projects and grants and (of course) staffing issues and the adequate or effective deployment of resources to meet increasing demands. Much of this effort will have to be directed towards new areas of growth in health, engineering and management
  - Ann noted that it would be very helpful to Kellogg Library users to have a satellite site for both GIS and the Writing Centre. This wouldn't necessarily need to be full-time but possibly a shared space on a part-time basis.

## 4. Data Services and Chuck Humphries

- James - having an intensive workshop from Chuck, as well as his advice with regard to new areas to extend data and GIS services would do well for the staff involved and for others who wish to know what can and cannot be done through data and GIS services - obviously, the GIS Centre would be at Chuck's disposal for the workshops.
- Ann reported that there is a need for data services at the Kellogg Library. Specifically the need is there to have an individual with data experience working in the Library to assist users. Ann recommended that "statistical and data literacy" be added to the list of professional development topics.

- Helen indicated that the need for an individual with data experience would be of use to the Sexton Library as well.
- Mark indicated that the Law Library's need lies in Statistics Canada.

5. Collections updates and "big buys"

- Ian reported that there have been no "big buys" since the purchase of the last three EBSCO databases.
- Geoff reported on the following:
  - staff continue to work on adding the holdings for these databases to Novanet. The holdings are also being added to the proxy as they are entered in Novanet and are already in SerialsSolutions.
  - IPSA has moved from SilverPlatter to Ebsco
  - an electronic version of CICA (Canadian Institute of Chartered Accountants Handbook) has been purchased.
- Ann reported that Patrick has completed negotiations for province-wide access to the Cochrane Library database. Access to this database will be available through the public libraries and will be launched in January.
- James reported that the GIS Centre will be the conduit for other universities in the area to access geo-spatial information from Service Nova Scotia, HRM, Natural Resources Canada, Service Nova Scotia, Dept. of Nat. Resources (NS), DMTI, Agriculture Canada, and others.

6. Other Business

- none

7. Next Meeting: Tuesday, January 16th.