

Public Services Advisory Committee
Meeting
February 19, 2008

Present: James Boxall, Geoff Brown, Ian Colford, Marc Comeau, Jane Duffy, Mark Lewis, Sharon Longard, Bill Maes, Mike Moosberger, Fran Nowakowski, Helen Powell, Karen Smith

Regrets: Ann Barrett

Guests: Linda Bedwell, Michelle Paon

1. Professional Development Updates

Education Institute Workshops to be held over the next several weeks as follows:

- Trends in Mobile Tools and Applications for Libraries
 - Tuesday, April 1st @ 2:00 p.m.
- Managing Virtual Library Collections with E-Metrics
 - Thursday, April 17th @ 3:00 p.m.
- The Way We Are: technical services today and tomorrow
 - Tuesday, April 22nd @ 3:00 p.m.
- Web Conferencing Systems and How Libraries Can Use Them to Advantage
 - Wednesday, April 30th @ 3:00 p.m.

The above sessions are open to all staff and will take place in room 2616 in the Killam Library.

Human Resources Workshops coming up over the next three months:

- Helping Others Respond to Change – Friday, April 18th, 9:00 am – 12:00 noon, Room 224, SUB
- Work on Purpose: Energize Your Work – Tuesday, April 1st, 8th, 15th and 22nd, 9:00 am – 12:00 noon, Room 307, SUB
- NSGEU Labour Relations: for Managers – Tuesday, April 29th, 9:00 am – 4:00 pm, Room 224, SUB
- Coaching Skill-BUILDER: Redirecting and Refocusing – Thursday, April 3rd, 10:00 – 12:00, Room 307, SUB

For more information on the above workshops and for registration please visit the Human Resources web site at: http://as01.ucis.dal.ca/hrd/hrd_2648.html

2. Emerging Services Update, Instant Messaging Trial (Linda Bedwell, guest)

- Linda reminded the Committee of the upcoming Novanet “Sandbox” on Friday, February 22nd. This is an all-day event which will provide staff from across Novanet the opportunity to share their successes, etc., in emerging services as well as to continue building emerging services.
- IM Trial began the second week of January and will run through April 6th.
 - Linda reported that there have been a few challenges, mainly that the training took place early in December and staff didn’t necessarily remember the training.

There were also a few instances where new staff were recruited to assist with both LiveHelp and IM so these individuals had to be trained.

- Once the trail is over if it is decided to continue the IM a Librarian service Linda hopes that we can find better software to use (we are currently using Pigeon). In addition she hopes that the chat widget can be better positioned on the web site to make it more visible. Linda also indicated that a better position for the *Ask Us* link is desirable. Feedback so far from patrons is very positive. Service providers are settling in and adjusting to providing reference service electronically.
 - Question: has there been any comparisons made between phone service versus IM service? Linda responded that to date no comparisons have been made. She reiterated that patrons have been very appreciative of the online help.
3. DalSpace - database update and "bid for champions" (Michelle Paon, Guest)
 - Michelle distributed a copy of "DalSpace Prototype" (<http://www.library.dal.ca/About/Committees/PublicServiceAdvisory/> -- scroll to bottom of page) and reviewed the list of "tasks completed" and "tasks to be completed, or in progress".
 - Michelle/Mark talked about a problem with DalSpace in creating both English and French records for one document. Unless a file is "born" with 2 records it isn't possible to go back and add the French version.
 - Michelle reported that she has contacted David Patriquin of the Biology Department to see if he would like to be an early "adopter" and donate his personal research papers to be housed on DalSpace. He has agreed to do this.
 4. Bibliographic Control & Access Unit in the Killam Library – benefits for Library Public Services (Geoff Brown)
 - In response to comments received through the LIBQUAL surveys re our lack of information control, Geoff reported that he has combined the Monographs Unit and Cataloguing Departments in the Killam Library to create the Bibliographic Control & Access Unit.
 - A position is currently being advertised for a Specialist C-7 who will act as the Coordinator of the Unit to report directly to Geoff. The deadline for applications is February 22nd. Geoff hopes to have the position filled in the next couple of weeks.
 - Once the position has been filled the next step will be to look at the job descriptions of all staff in the Unit.
 - Further to the "information control" issue Geoff reported that the MSVU Library has not been entering e-journals into the Novanet catalogue.
 - Bill reported that it's not only MSVU that isn't doing this but other Novanet libraries as well. There is a group working at trying to have Resolver link to the Novanet catalogue so that all holdings (both print and electronic) will be available.
 5. Systems Update – ongoing tasks, issues, challenges, priorities (Marc Comeau)
 - Systems staff are still working on updates for Document Delivery.
 - Online booking system for study rooms in the Learning Commons is now available to students at: <http://systems.library.dal.ca/RoomBooking/> Rooms can be booked up to 7 days in advance.

- We have been encountering some disk space issues on “S”. John has been able to free up some space. We have some previously purchased space from UCIS that has been allocated to us which will give us a bit more space on the S drive. We currently have 30 gigs and will be adding 150 gigs.
 - The second floor Learning Commons is heavily used and Systems staff have been receiving very positive feedback from patrons on the addition of this quiet computer space.
 - Michelle Francis is currently covering the vacant Technical Lead position in the Learning Commons. Marc is currently reviewing staffing issues in Systems and hopes to have the Technical Lead position advertised in the near future.
 - Marc reported that Grad Studies had built an interface to deal with “up front” issues before being added to DalSpace. Unfortunately the interface has been lost. Systems staff are working with UCIS in an attempt to find this interface. **UPDATE:** Marc reported late Tuesday afternoon that UCIS has found the interface.
6. LibGuides – update on widgets – “inside the Blackboard Course” (Fran Nowakowski)
- Fran reported that she has been trying to get more of an interface with Blackboard. When LibGuides widgets came along Fran felt this would be an appropriate tool to use.
 - There is a space in Blackboard that allows Professors to create new courses. When they do this they now have the option of including “pre-packaged” widgets in their course.
 - Subject Specialists can change guides with widgets.
 - If a Professor wants more customized widgets they can contact the appropriate subject specialist.
 - Fran has provided a list to subject specialists of those Professors who currently have courses on Blackboard and has suggested the subject specialists contact the appropriate Faculty member to advise them the widgets are available.
 - Dominic is doing a session today in 2616 at noon re “Information Literacy Paradigm”.
7. Update on Statistics Task Force and LIBQUAL focus groups (Jane Duffy)
- Statistics Task Force
 - Jane reported that an Ad Hoc Committee on Statistics has been formed. The Committee will be chaired by Sarah Stevenson. Other members of the Committee are Ann Barrett, Ian Colford, Sarah Jane Dooley, Sandy Dwyer, and Gwyn Pace.
 - The Committee is tasked with:
 - Determining what statistics we currently gather
 - What do we need to gather
 - What format are statistics collection in and with whom are they shared
 - The Committee’s report is expected by the end of April.
 - LIBQUAL focus
 - Focus Group #1 – Jane will be Chairing the group with the following membership: Sandy Dwyer, Sharon Longard, Gwyn Pace, Michelle Paon, and Tina Usmiani.
8. Other Business
- Before leaving the meeting Michelle Paon reported that she has been asked to the Dalhousie’s representative on the ASIN Content Management Working Group for a 2-year term.
 - The Group generally has 4-6 teleconferences per year.

- Rita Campbell from St. Francis Xavier University is the Chair.
- The Group's mandate is "to oversee the communication and collaboration around content creation and management initiatives of CAUL member libraries".
- Bill reported that Dalhousie has accepted a request to host a Library School student (Helen Schneider) from Media University in Stuttgart, Germany for 3 months beginning next week. Ms. Schneider's background is cataloguing and indexing but is also interested in new technologies.
- James reported that the GIS Lunchless Learn sessions have been very popular. There is a session today being taught by Peter Bush from SRES.

Meeting adjourned at 10:35 a.m.

Next meeting: Tuesday, March 18th.