

Public Services Advisory Committee
January 19, 2010
G62, Killam Library

Present: Jennifer Adams, Ann Barrett, James Boxall, Geoff Brown, Marc Comeau, Sarah Jane Dooley, Sharon Longard, Bill Maes, Gwyn Pace, Michelle Paon, Karen Smith, Tina Usmiani

Regrets: Ian Colford (on leave), Mike Moosberger (on leave), Helen Powell

1. Approval of Agenda
 - a. approved
2. Minutes from November 25 meeting
 - a. approved
3. Business arising
 - a. Electronic thesis:
 - i. testing of depositing e-theses to DalSpace has been successfully completed
 - ii. a mechanism still needs to be put in place on the web for posting e-theses
 - iii. a representative from Graduate Studies has been meeting with faculties to apprise them of the situation
 - iv. effective April 1st Dalhousie will only be accepting e-theses
 - b. Information Literacy
 - i. Bill advised that he would be meeting with Lloyd Fraser (Chair of Senate) this afternoon and that they would be discussing the duties Fran had performed for the Academic Integrity Committee. This committee has apparently gone through some changes and Dr. Fraser wants to discuss with Bill what assistance the Library can offer to the committee.
4. Systems matters (M. Comeau)
 - a. Web team
 - i. Marc advised the Committee that the web team has had a couple of meetings
 - ii. with the situation with web renewal across campus it was decided the team would be called the Web Renewal Team
 - iii. the Team is in agreement that the best strategy is to take a project approach, working with the Dalhousie Renewal team(s) to work on the main web page and the next level down (this work must be completed by September 1st)
 - iv. the Team will re-evaluate the need for a web committee and/or project team on an ongoing basis before bringing this project to a conclusion
 - v. there are representatives from each of the four libraries on the Team and they are working very hard to accomplish their goals
 - vi. Monthly e-mails will inform everyone of what's going on, but additional discussion will be ongoing on Yammer (through the Communications Group) for those interested in what is happening and to solicit feedback
 - vii. there are many decisions that have to be made quickly and some decisions will be dictated by the University

- b. Electronic thesis implementation
 - i. a representative of the Faculty of Graduate Studies has been visiting faculties to inform them of the process for submitting e-theses
 - ii. Marc has offered technical support from Systems staff in setting up a web page of instructions
 - iii. there have been several successful deposits of theses in the testing phase using the instructions
 - iv. Graduate Studies ultimately will decide how the instructions are distributed
5. Public Services matters
- a. Meeting with Science Faculty Council (W. Maes)
 - i. Bill advised the Committee that he had met with Chris Moore, Dean, Faculty of Science to discuss how the Libraries might provide more support to researchers. Bill (along with Mark Leggott) also met with Science Faculty Council last week to discuss means of interaction among researchers.
 - ii. Dan Johnson of the Ocean Tracking Network contacted Bill re exploring what the Libraries can do to add to their endeavours. A meeting will be set up in the next week or two to discuss this.
 - iii. Bill feels we need to stake out new territory for ourselves
 - iv. To date we have been concentrating on undergraduates and we need to expand our focus to include graduates and faculty.
 - b. SOSA (Sociology & Social Anthropology) Majors report (L. Bedwell)
 - i. Linda reported that she has been working with a group of 15 SOSA majors on a socio-ethnographic study of students to help improve library user-experience
 - ii. The students produced a report which has been submitted to Linda who will share it with the Killam Space Planning Committee and also write a summary report. Due to time and course requirement constraints the students are focussing on three specific study components:
 - 1. **participant observation:** over the last three weeks of the Fall term, while studying in the library, the students observed what was taking place around them. Following were just some of their observations:
 - a. noise levels are still too high
 - i. they did note that self-policing is happening but this had a tendency to escalate tempers
 - ii. monitors were not effective – as soon as the monitors made their rounds and left the noise level went back up
 - iii. custodial staff are too loud
 - iv. cell phone use is still a distraction even though patrons moved out to the elevator lobby/stairs
 - v. quiet study areas are in high traffic areas
 - vi. the large group tables are being used by individuals
 - vii. lack of group study space – over-abundance of individual study space
 - viii. tutoring is going on in the quiet study areas
 - ix. there is a lack of study space all over campus
 - x. atrium is working well even though it's noisy
 - xi. South Learning Commons is no longer as quiet as it used to be and there is more food being consumed in this area since the Technical Desk was removed and Navigators are now working out of the Help Desk area

- xii. North Learning Commons is more quiet than quiet study areas presumably because of the proximity of the Circulation Desk and the Centre for Learning & Teaching
 - b. suggestions include the following:
 - i. when designing individual study spaces put them in a low traffic area
 - ii. when designing quiet study space create a pseudo-panopticon effect, or the appearance of regular surveillance
 - iii. student advisory group would be beneficial to the Library
 - iv. cafeterias are open for study space after the supper hour during exams only – if this could be continued it might alleviate some stress on the library
 - 2. **survey interviews** which will take place in the Student Union Building asking questions such as:
 - a. how do you do your research?
 - b. how did you learn to do research?
 - c. who do you go to for help?
 - 3. Third focus area TBD
 - c. BARA (Borrow Anywhere Return Anywhere) Report – 1st quarter of activity (W. Maes)
 - i. Bill reported some statistics from this report. He will forward the report to Tina Usmiani who will post the it where it will be available to all staff.
 - d. Killam late opening hours (W. Maes)
 - i. Bill advised the Committee that the Vice-President for Student Services has agreed to pay the \$90,000 fee required to provide students with new ID cards that will give them access to the Library once it is open until 3:00 a.m. (This late opening is intended for the Fall and Spring exam periods only.) Bill anticipates it will be March 1st before these extended hours take affect.
 - ii. Commissionaires will be hired to work between 12:00 – 3:00 a.m. and will have a portable swipe machine. Those students wishing to stay in the building after midnight will need to be swiped in so we have a record of who is in the building. Access will be limited to the main floor.
 - iii. Tina advised that she has been in touch with Melanie Farrimond in Student Services about the possibility of offering study skills during this pilot project. Melanie was very receptive to this idea and a schedule has been drawn up. Melanie will now go back to her coaches to make final arrangements.
6. Collections matters
- a. CRKN (Canadian Research Knowledge Network) agreements
 - i. Bill advised that all agreements (14) for 2010 have been finalized although sign off is still required on a few
 - ii. the Atlantic region is paying considerably more for Web of Science and this issued is being pursued with CRKN
 - iii. another set of agreements will be coming in 2011-2012
 - b. eBooks Circulation
 - i. Bill advised that a professor from Religious Studies has assigned an ebook reading to a class of 70+ students. Because of limited numbers of simultaneous users to ebooks attempts by these students to access this particular item was.

Ebooks are not the same as e-journals. Most publishers of ebooks allow only 5 – 10 simultaneous users at a time.

- ii. Subject Specialists were encouraged to advise their faculty about the access restrictions to ebooks.
- iii. Geoff has contacted the vendor of this particular ebook to see if anything can be done to alleviate the situation.

7. Physical Plant (W. Maes)

- a. Bill advised that funds (\$500,000) have been made available by Facilities Management to construct a learning incubator in the Killam Library (possibly on the 2nd floor in the spot currently occupied by Government Documents). Bill has spoken with Phyllis Ross who has arranged weeding of the government documents collection.
- b. The Killam Space Planning Committee will begin looking at this project to ensure we have some input on how the incubator will look.
- c. Bill further advised that \$300,000 has been secured for the creation of a digital production and preservation centre. The Killam Space Planning Committee will also be involved in the plans for this space. It is anticipated this centre will be located on either the 2nd or 4th floor.
 - i. the Centre is not only for the Library but is intended to consolidate our services, encompass the E-text centre and ...
 - ii. the Centre will be the resource hub for all e-publishing on campus (e.g. collecting and distributing)
- d. Bill advised that he is trying to negotiate a deal with the University of Toronto to give us “on demand” access to their print journal collection which would enable us to dispose of the journals currently stored in off site storage.

8. Strategic Planning and Library Review

- a. Meeting with SAPBC (Senate Academic Priorities & Budget Committee)
 - i. A meeting was held late Monday afternoon with the SAPBC to consider the Senate Library review and the Library's response. Both reports were accepted without change.
 - ii. SAPBC recognizes the enormity of our undertaking and will seek to ensure the financial stability of the Library during the process and is prepared to request funds if necessary to support the hiring of an external consultant.
 - iii. We will be assembling a small committee next week to establish initial principles and terms of reference to guide our organizational restructuring process. These principles and terms of reference will be presented to the library as a whole for their consideration and amendment if necessary. These principles and terms will govern the initial selection of a consultant as well.
 - iv. The intent is to hire a consultant by the end of February and to propose a restructuring plan within the next 6 months after that. The consultant will help us create and facilitate the process by which we will engage the restructuring agenda.

9. Round table

- a. Sharon Longard advised the Committee that five basic RefWorks sessions have been setup and these are being advertised on our web page
- b. Michelle Paon reminded the Committee that the DalSpace info page now has links to all the guidelines, policy documents and information regarding how to deposit to DalSpace.
- c. Tina Usmiani reminded the Committee about eBooks day Tuesday, January 26th

- d. Karen Smith encouraged staff to view the Dalhousie exhibit which will be on display at the Art Gallery for the next 2 months
- e. Jennifer Adams advised the Committee that the Law Library is investigating the possibility of purchasing some video conferencing equipment so they can have a video conferencing suite in the Library.
- f. Bill announced that Patrick Ellis has received a CIHR grant of \$800,000 which will be funded over a 3 year period to establish the Canadian Virtual Health Library (CVHL).

10. Other Business

- a. Recommendations for promotion and appointment without term
 - i. Bill announced the following recommendations have been put forward to the Vice President (Academic & Provost)
 - 1. Sarah Jane Dooley – promotion to Librarian 3 and appointment without term
 - 2. Allison Fulford – promotion to Librarian 4
 - 3. Linda Bedwell – appointment without term
 - 4. Dominic Silvio – appointment without term
- b. Proposal for Fall Term Reading Day to go to Senate
 - i. Bill advised that a group of students have submitted a proposal to Senate to have a reading day in the Fall. This proposal will likely be accepted but a date for the reading day has not yet been determined. The Libraries would remain open for this day.

Meeting adjourned @ 11:10 a.m.

Next meeting: Tuesday, February 16th