

Public Services Advisory Committee
April 19, 2011
G62, Killam Library

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Sharon Longard, Bill Maes, Michael Moosberger, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: Jennifer Adams, Marc Comeau

Before the meeting began Bill indicated that two additional items would be added to the agenda. Specifically:

- The Communication Officer's communications strategy for the organizational renewal.
- The current term position held by Michael Steeleworthy which is due to expire June 30th. Should this term position be extended for another year?

Discussion for today's meeting focussed on Royer Thompson's interim report on the Libraries' Organizational Development Project. Bill asked the group for their thoughts on the report. The following observations were brought forth:

- Building a Respectful Workplace
 - Staff expressed surprise and concern regarding the incidents of bullying/intimidation that were touched on at the Royer Thompson presentation on April 18th.
 - It was felt these issues must be dealt with in a timely manner. Bill will contact the University's Human Resources Unit to request assistance in providing guidance to all staff in fostering a respectful work environment.
 - Following is the URL to the Personal Harassment statement on the University's Human Rights & Equity web site:
http://hrehp.dal.ca/Harassment/Personal_Harassment%20%28Bullying%29/
 - Bill was asked if staff from Royer Thompson had met with staff from Dalhousie's Human Resources unit over the course of their deliberations. Bill advised that they had not.
 - Staff who are bullying/intimidating other staff must be dealt with on an individual basis and not just expected to attend a respectful workplace workshop.
 - Individuals who are being bullied need to have the skills to deal with bullying as a first step, and to know the reporting process in the event they are not able to resolve the issue on their own.
 - Supervisors need to be able to recognize when individuals are under stress and know how to deal with it.
 - Bill was asked if it would be the responsibility of a Director of Organizational Development to deal with these issues. Bill responded that we need to start dealing with these issues now. If the decision is made to create a Director of Organizational Development position then certainly once the position is filled this individual would be able to assist with these types of issues.
- Proposed organizational structure
 - A suggestion was brought forth to not only have a Librarians' Council but also a Support Staff Council rather than have the Libraries Council meet with support staff on a quarterly basis as suggested in the report.

- As regards the Librarians' Council, Bill suggested that if such a Council be formed, initially it would not include librarians from the Law Library. If the Council is formed than perhaps after a period of a few months the membership could be expanded to include them. It would be important to have the Council functioning smoothly before expanding the membership.
 - It was noted that all members of the Council would be expected to abide by all rules formed by the Council.
- It was suggested that if there is a good support/reporting structure in place a Librarians' Council may not be necessary.
- Head, Public Services; Head, Technical Services
 - would there continue to be a Head of Circulation, Head of Reference, etc., at each of the three libraries?
- Who will do the analyzing and clarifying of functions and responsibilities of roles?
 - Director of Organizational Development or we would with input from Dalhousie's Human Resources Unit.
 - Individuals want clarification of their roles and who they report to.
- Committee structure
 - need to establish the roles and reporting process for the various libraries committees
- Reporting process for the Chief Technical Officer – would/should this individual report to the Operations Committee rather than the University Librarian?
- Would the Head of the Killam Library assume responsibility for collections?
- Would the Collections Librarian continue to exist and maintain budgets for all three libraries and report to the Operations Committee?
 - Currently the Collections Librarian works with the Heads of Kellogg and Sexton in determining collections budgets for the libraries.
- Next steps:
 - Bill will discuss the report with the University Librarian's Council at its meeting next week.
 - Deliberations need to begin on how to proceed.
 - Bill will solicit feedback from the office of the Vice President (Academic & Provost).
 - Need to define the roles of the Heads of Public Services and Technical Services
 - what do they do?
 - who reports to them?
 - permanent positions or term positions?
 - First task needs to be examining current staff's roles and responsibilities.
 - Need to establish a time table of what needs to be done and when.
- Bill expects to receive an implementation plan from Royer Thompson next week.
- Term position held by Michael Steeleworthy
 - Bill asked the Committee for feedback on whether this position should be extended for another year.
 - It was felt that Michael has been doing important work that should continue. If this position is not extended who would assume these responsibilities?
 - Bill has a draft position description on hand which he will forward to PSAC for feedback.
 - The extension of this position may have to go through the libraries appointments committees. Bill will confirm this.

- Tina distributed a draft communications plan for the organizational renewal.
 - Tina feels that we need to address the issue of anonymity for staff feedback throughout the process.
 - A FAQ document will be developed and posted where it can be quickly and easily updated and accessed by staff.
 - The Royer Thompson presentation will be posted on Yammer (in the Royer Thompson community).
 - Tina has been reviewing the various features available on Yammer and has discovered that you can post a question as well as conduct polls.

Other Business

Bill advised that CRKN has lost 3 full-time staff in the last 3 weeks. There are currently still four staff members in the office. This is a concern as we have several renewals coming up in the next few months.

Meeting adjourned @ 10:20.