

Dalhousie Libraries Service Point Committee (DLSPC)
Annual Report to Library Council 2017-2018

The committee had 3 meetings between 1 July 2017 and 30 June 2018.

Membership: Sandra Dwyer (Co-Chair), Jan Pelley (Co-Chair), Carol Richardson (Recording Secretary), Sarah Jane Dooley, Erin MacPherson, Leah Unicomb, Helen Wojcik, Amanda Sparks, David Michels, Anne-Marie White, Roger Gillis, Melissa Helwig, Mick Bottom, Elaine MacInnis (*ex-officio*)

Key Activities Completed:

1. **DLSPC Terms of Reference**

The committee members reviewed the Terms of Reference and made revisions. These changes were approved at Library Council on June 15, 2017.

2. **LibAnalytics to LibInsight Lite**

The Service Point dataset was migrated from LibAnalytics to LibInsight Lite on June 26, 2017.

3. **Paging System**

The Novanet Access Services Group requested a change to the Novanet Express Service, to allow a patron to select a pickup library of their choosing. A pilot paging service was approved and began on February 7, 2017. User response to the service has been positive and the service will continue to be offered.

4. **Assessment Plan - Service Point Survey**

Sandy Dwyer and Leah Unicomb coded the data with assistance from Linda Bedwell. Sarah Davis took the coded data and drafted the final report. The report was circulated to members for discussion at the June 19th meeting. Action items were determined. The final report will be shared with all Access Services staff after that meeting.

5. **Alumni Borrowing**

A web page was created for Alumni borrowing. In cooperation with the department of Alumni Engagement barcodes were determined for the new alumni borrower's card, they will begin with 21818, and working with Novanet a new status was created in Aleph for these borrower's. Heather MacFadyen is working on a list of electronic resources that are openly available as well.

6. **ARES**

Access Services Managers, along with Sandy Dwyer, and Elaine MacInnis took part in a demo from the vendor on the ereserve management tool ARES. This is a tool the group was considering for copyright to help manage the work flow around ereserves and copyright. The

tool was investigated but it was decided not to pursue at this time. Another tool, developed by ExLibris that works with ALMA (Ex Libris' next generation LMS), needs to also be considered.

7. **Referral Document – Evening/Weekends**

An evening and weekend referral document was created by the Access Services Managers so that student assistants working without a supervisor on site could easily determine whether to get in touch with the Killam Evening or Weekend Supervisor for assistance or if it was something that they could leave a message for their supervisor to follow up the next day or if a call to their supervisor was warranted.

8. **Group Study Room Feedback**

The committee discussed user feedback about the group study rooms, which was gathered during the 2017 CHEB space assessment. As a result of the discussion it was suggested that the terminology used to refer to these rooms be changed from “group study room” to “bookable study space”. This change in terminology will better reflect the variety of different spaces available across all Dalhousie Libraries sites and the way that the spaces are used.

9. **Patron Load from Banner**

ATS staff, in consultation with Novanet staff, have been working on loading patron information into Aleph directly from Banner.

10. **People Counters**

Not all library sites have people counters installed and this has led to a loss of data and incomplete statistics. Two different types of people counting systems are being investigated for installation at the sites that do not currently have a working people counter.

11. **Lost & Found Flashdrives**

A new procedure for handling USB flash drives that are turned in to the library's lost and found has been developed. The purpose of the procedure is to protect user privacy and safeguard the library's staff computer workstations from exposure to malware and viruses.

12. **Novanet Access Services Group**

Amanda Sparks has replaced Helen Wojcik as the Dalhousie Libraries rep for the coming 2 years. Thank you to both for their service on this committee.

Respectfully submitted,

Sandy Dwyer & Jan Pelley
DLSPC Co-Chairs