

PUBLIC SERVICES ADVISORY COMMITTEE
MINUTES

April 25, 2006

Present: L. Aiken, A. Barrett, L. Bedwell, J. Boxall, G. Brown, I. Colford, J. Duffy (Chair), S. Longard, W. Maes, J. Makani, G. MacNairn, M. Moosberger, F. Nowakowski, G. Pace, M. Paon, J. Riggs, K. Smith, T. Usmiani

Regrets: J. Archibald, H. Powell, T. Nikkel

1. LIBQUAL Feedback
 - a. Members identified an area they are interested in participating in to advance the recommendations from the LIBQUAL survey:
 - i. #1 – focus groups - S. Longard, M. Paon, S. Dwyer, T. Usmiani
 - ii. #2 – comparators - J. Boxall, G. MacNairn, H. Powell, K. Smith
 - iii. #3 – SPSS - A. Barrett, J. Makani, L. Bedwell
 - iv. #4 – evidence-based goals - G. Pace, F. Nowakowski, G. Brown, I. Colford
 - b. W. Maes pointed out that statistics and identified targets are tools he can use to demonstrate the value of the libraries to University administration for ongoing support.
2. New Measures: How are we measuring departmental/unit/individual public service?
 - a. M. Paon – Learning Commons
 - i. Zoomerang surveys, observations, daily user feedback.
 - b. I. Colford – Collections
 - i. CCC board could become on-line tool, counting hits on webpages vs. collecting information on how users use information or how long
 - c. S. Dwyer – Circulation
 - i. Quantitative statistics,
 - ii. Internal assessment from staff members on a team building course without their supervisors. Staff assessed department needs. A report has been written and action items have been developed for change in the department. More courses are planned.
 - d. A. Barrett – Kellogg Library
 - i. Survey done before Learning Commons built and after to determine what equipment was needed and how equipment was being used.
 - e. G. MacNairn – Computer Science POP
 - i. Provides qualitative feedback
 - ii. Resources can be changed immediately to meet needs of users
 - f. G. Pace – combining LIBQUAL and study space survey
 - i. Combining qualitative remarks from LIBQUAL and study space survey
 - ii. Will follow up on requests for designated study spaces, wireless connections, sturdy study tables, etc.
 - g. J. Boxall – GIS and Maps
 - i. Staff held mini retreat to look at new ways to collect qualitative information including why people come to them
 - h. F. Nowakowski – Literacy Information
 - i. Quantitative data available

- ii. Beginning to look at what departments within the Killam Library and other libraries are doing.
 - iii. Will be evaluating progress and effectiveness on students.
 - iv. Professional development day on learning outcomes held recently with L. Taylor, Centre for Learning and Teaching
 - i. S. Longard – Reference
 - i. Currently collect quantitative data. Need qualitative information.
 - j. K. Smith – Special Collections
 - i. Record internal and external reference enquiries
 - ii. Personal interaction with students in classes provides feedback on teaching effectiveness.
 - k. M. Moosberger – Special Collections and Archives
 - i. Usage vs. conservation – Deterioration of holdings occurring in Archives and general collections due to heavy use. Decisions needed soon on preventative measures for some unique material.
 - l. H. Powell – Sexton
 - i. All staff attend yearly retreat to set assess goals set previous year and set new ones.
 - ii. Survey users on several issues, e.g., software, hours.
 - iii. Meet with faculty to discuss goals for teaching classes and conduct follow up assessments.
3. PSAC “debating” events
 - a. Members favour colloquium format which could be 2 tiered with an internal group meeting first and a second meeting including external representatives
 - i. J. Duffy and M. Paon will begin organization and ask for volunteers to work on the project.
 4. Institutional repositories and public services at Dalhousie University Libraries - DSpace
 - a. A colloquium will be held to discuss topic and begin work.
 - b. Assignment of members to the 10 potential roles will be done at the next meeting.
 5. Next Meeting May 16th, 2006, Room G62, 9:15 – 10:45 a.m.