Public Services Advisory Committee
October 22, 2008
G62, Killam Library

Present: Jennifer Adams, Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Marc Comeau, Jane
          Duffy, Sharon Longard, Bill Maes, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell,
          Karen Smith

Regrets: Mike Moosberger

Guest: Sandra Dwyer

1. Electronic reserve update – Gwyn Pace
    - Gwyn reported that she, Ann and Helen had met to discuss electronic reserve and had agreed
      on what should be included on the web site. A handout was provided to PSAC members
      outlining the proposed content for the site.
    - Basically the content is a re-vamped version of the University of Calgary's e-reserve web site
      attempting to clarify the information being provided.
    - Information has been added to assist faculty in finding a persistent or durable URL. Ann has also
      produced a Libcast to assist faculty in this endeavour.
    - Gwyn advised PSAC that it is not the role of the University's Copyright Officer to provide
      copyright clearance for faculty who want to post material to e-reserve or to the blackboard.
    - Sandra Dwyer will be the Libraries' contact person for e-reserve.
    - For general copyright assistance faculty will be referred to the Copyright Office web site
      (http://copyrightoffice.dal.ca/dalcopy.html) and if further assistance is required they may
      contact the Copyright Officer through this site.
    - Links to our licensed material will now appear in the Novanet catalogue.
    - Scanned print material can only be posted to the blackboard not to our Reserve module.
    - This proposal needs to be reviewed and approved by the University's Legal Counsel (John Hope).
      Jane hopes to meet with Mr. Hope later this week and will bring this matter to his attention. In
      particular, Jane will bring to his attention to wording in the *Scanning Print Material* section "no
      more than **a small portion** of a collective work ....

2. Nova Scotia Library "one card" committee update – Sandra Dwyer
    - Sandy reported on a Nova Scotia Library Association pre-conference session that she and Ann
      Barrett attended on October 3rd. The session was hosted by Marie DeYoung (St. Mary's
      University) and Jennifer Evans (Nova Scotia Provincial Library) co-chairs of the Nova Scotia
      Library (NSL) Steering Committee.
    - "The NSL is a shared initiative led by university, college and public libraries in the province who
      mission is to contribute to the development of sustainable communities in Nova Scotia through
      providing all Nova Scotians with seamless, barrier-free access to the world's information. The
      NSL is led by a steering committee comprised of appointed members of the Council of Regional
      Librarians, the Nova Scotia Provincial Library and the Novanet Board of Directors."
    - The One Card Committee gave an overview of the report they had submitted to the NSL Steering
      Committee. The One Card Committee had been formed at the request of the NSL Steering

Committee to investigate policy implications and best practices of a one library card program for Nova Scotians.
- Key recommendations of this report are:
  - that the home library card be used as the One Card
  - that a 2 year pilot be implemented among all libraries during which costs, usage and uptake are measured
  - that the NSLI steering committee consider resources to develop a communications plan for marketing the program to staff and the public
  - that the NSLI steering committee consider striking a policy development and implementation committee
  - that the NSLI secure funding to assist with the increases in shipping, lost materials, staff time, marketing and ILS programming
- The afternoon session consisted of rotating builder sessions which gave everyone the opportunity to provide ideas and input into other NSLI outcomes such as the One card; One Place to Look; Collaborative Virtual Reference and Readers' Advisory Service; Staff Training and Continuing Education Plan; Shared Licensing; and Digital Projects Plan
- The session concluded with the opportunity to vote for the name of the NSL.
- Sandy further reported that at a Novanet Lending Committee meeting held on October 20th that a sub-committee consisting of herself, Ken Clare (SMU), Mary Macdonald (Kellogg) and Bill Slauenwhite (Novanet) was formed to look at policies and practices of the Novanet libraries to prepare for a "one card" program.
- Q & A period followed.

3. LiveHelp
- In light of Bill's announcement at the September PSAC meeting that Novanet has voted to make the LiveHelp a regular, i.e. fully integrated Novanet service, discussion took place regarding shared implications, particularly of staffing for this change.
  - Sharon advised that she had spoken with Linda Bedwell who had reported that currently there are 21 LiveHelp service providers of which 7 come from Dalhousie (5 from Killam; 2 from Kellogg).
  - LiveHelp is currently staffed during the following times:
    - Monday – Thursday: 9:00 am – 9:00 pm
    - Friday: 9:00 am – 5:00 pm
    - Saturday: no hours
    - Sunday: 3:00 – 9:00 pm
- It was suggested that to increase participation LiveHelp sessions be counted as a reference desk shift.
- So far this year LiveHelp has answered as many questions as had been received in all of last year.
- Jane asked PSAC members for their thoughts on why more people don't assist with LiveHelp:
  - Sharon pointed out that LiveHelp shifts don't jive with the scheduled shifts on the Reference Desk.
- Jane reported that she had spoken with Ann Morrison at the Law Library regarding participation of Law Library staff members. Jane will provide additional information to Ann through Jennifer Adams (Law Library's PSAC representative).
- Jane asked Bill if he knew if the Novanet Board is expecting more involvement from Dalhousie. Bill does not think so at this point.

- Jane queried if PSAC felt 7 volunteers from Dalhousie was sufficient. Staff who currently participate in LiveHelp feel that depending on the particular shift you were scheduled for it would be helpful to have two people per shift rather than one.
- It was suggested that consideration be given to hiring Library School students to assist with LiveHelp. Michelle reported that this has been tried in the past with little success due to conflicts with student schedules.
- Helen asked what types of questions are received via LiveHelp. Some examples given were:
    - I'm using the Novanet catalogue, what do I do now? where do I go to find the information I'm looking for?
    - I have to write a paper, how do I find a book to help me?
    - how do I renew a book?
- Participating members were asked if there is any way to determine if people are trying to use LiveHelp during the hours it is not staffed. The answer is no but anyone trying to reach LiveHelp during off hours are able to send an e-mail which is answered during the next scheduled session.
- Discussion ensued on whether further participation was needed from staff at Dalhousie
    - Sharon feels that the Killam Reference Department will be short staffed trying to cope with desk shifts and LiveHelp sessions.
    - Ann reported that staff at Kellogg who participate in LiveHelp are doing so in addition to their regular desk shifts. The Kellogg Library has 2 librarians participating in LiveHelp at all times on a rotational basis. Ann feels that staff would not be willing to take on additional responsibilities due to workload and staff numbers.
    - Helen reported that currently there are no Sexton Library staff participating in LiveHelp. She will discuss this with Reference staff with the hopes of being able to contribute 1 staff member on a rotational basis.
    - The opinion was offered that if LiveHelp is being offered as a reference service then should not all staff working on the reference desk be doing shifts on LiveHelp in addition to the reference desk shifts.

4. LibGuides seminar
    - At a meeting on October 14th Jane, Marc and Fran came up with the following list of proposed topics for a LibGuides seminar:
    - administration? who deals with maintenance, developing issues
        - who do we ask for what
    - process for adding new LibGuides
        - who does this?
    - development, updates, etc., issues? clearinghouse
        - where do we go from here?
        - how else can we use LibGuides
    - standards? colours, tabs, pictures, databases, journals, links
        - more consistent look needed to make it easier for our users to find what they're looking for
        - add LiveHelp widget?
    - search boxes, like Acadia, when internal data links to each
    - special purpose LibGuides? other users of LibGuides? Doc Delivery, Circulation, Special Collections, Archiives, Writing Centre, Newspapers, Professional Development, another means of access to Research Guides
        - how to handle; do we encourage participation from departments outside the Library?

- what is the philosophy guiding LibGuides – what do we want it to do?
- can navigation to LibGuides be simplified?
- can LibGuide template be imbedded into web page (can LibGuides replace existing web pages while still remaining in the template)
- new Web 2.0 features compatible with LibGuides statistics, broken links, widgets
- It was decided that a ½ day seminar will be planned for late November with a follow-up session planned if necessary.
- Jane requested that PSAC members advise Janice (by Friday) of which mornings are best for them the week of November 24th.

NOTES:

- Michelle advised the Committee that Reach for Dalhousie will be held in the library on Saturday, November 15th.

- Jane advised the Committee that due to time constraints item #4 on the original agenda *Reconfiguring the Library Systems Environment* will be deferred to November's meeting.

Meeting adjourned @ 10:45.

Next meeting: November 18, 2008.