

Public Services Advisory Committee
May 19, 2009
G62, Killam Library

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

Regrets: Sharon Longard

1. Jane made some introductory remarks about the agenda.
2. Library Strategic Planning Days
 - Bill Maes provided a handout and reviewed same with PSAC. This handout is Bill's interpretation on the strategic planning outcomes.
 - Bill requested PSAC look at the draft document and discuss with colleagues. Dates will be set at a future time for staff to get together to further discuss and make recommendations for a final version.
 - Bill encouraged PSAC members to read the article *Always on: libraries in a world of permanent connectivity* by Lorcan Dempsey which was distributed.
 - Bill also provided a chart entitled *Library Organization May 2009* which he asked PSAC members to think about and provide feedback to him. Bill likened the category Learning & Research Support to what is currently Public Services; Access Support to what is currently Systems; and Information Access to what is currently Technical Services & Collections. Bill made the following observations:
 - the Libraries need to look at students as users not learners
 - at least one librarian should be involved in the e-Science (oceanography) and e-Humanities initiatives to determine what role the libraries can play in the process.
 - Jane congratulated Bill on the time and effort he had put in on Appreciative Inquiry and noted that the 83% feedback received was all positive. Jane further noted that the organization chart provided by Bill was initially presented at the Novanet Planning Day and was described by some attendees as the best part of the day.

GIS collaboration

- James reported:
 - In connection with the COINAtlantic project we are partners on, the Ocean Technology Network has been working with the management Committee to seek ways to (a) connect data from OTN to COIN and (b) come up with better tools to generate metadata. This comes under the heading of e-Science as the volume of data is enormous and the speed of collection and access is designed to be very fast.
 - The GIS Centre is partnering with Capital District Health to see how our researchers and theirs (often the same) can use GIS for spatial analysis of services, facilities and health indicators. The size and scope of this project requires a number of partners from the research community, government(s) and the private sector. We are giving them the conceptual basis and infrastructure models, as well as the location/infrastructure to test the applications which will range from patient location and records, to facilities and equipment. They have stated that the key is to find ways to measure health and not illness and that anything which has a location to that formula is our business. There is a significant budget line established for this and there is a meeting coming up shortly with the Centre and the

CEO and executive of CDHA. (PSAC members will enjoy the fact that one of the key contacts on this project is Ashwin Kutty).

3. Gift Books and Donations Management

- Ian spoke to the draft *Proposal for selling donated books to the Killam Library* which had been sent out with the agenda.
- Discussion ensued on this proposal with some ideas being put forth. PSAC members are asked to provide feedback to Ian by May 31st as Ian would like to have a resolution on this issue by the end of summer.
- Ian reported that there is approximately \$3,700 from the last book sale that he is willing to use to set up a “cozy corner” if this is what the final decision is.

4. WorldCat Local Implementation Project

- Ann reported that staff are endeavouring to get WorldCat to work with the divergent systems within our web site, e.g. Novanet catalogue, LiveHelp, etc.
- OCLC completed a major WorldCat configuration over the weekend which has solved some of these problems.
- Ann reported that plans are afoot to hold WorldCat orientation sessions for staff over the next couple of weeks. The WorldCat Local sub-committee is meeting this afternoon and decisions will be made regarding the orientation sessions as well as a date for the soft launch of WorldCat. (Anticipated date is June 1st.)
- Ann reported that the problems Dalhousie is having with the configuration are Novanet wide and not unique to us. Tom Miller from OCLC and Bill Slauenwhite from Novanet are working on solutions to the problems.
- Staff are encouraged to check out dal.worldcat.org and advise Ann if they encounter any broken links or other problems with the site.

5. Sexton Digitization Hub

- Helen reported that there are currently four digitization projects underway:
 - Society of the Study of Architecture in Canada
 - scanning of the material we have has been completed and Dalhousie’s representative at the Society is attempting to find copies of the issues we are missing that can be borrowed and scanned
 - a memorandum agreement has been signed to make the contents available
 - work continues on cleaning up the images
 - meta data – Sexton staff have found that minimal meta data for this journal has already been added to the Avery Index which is providing a good foundation for the work still needing to be done
 - still need to get everything in web space
 - a LibGuide has been set up and is being maintained at <http://libguides.library.dal.ca/ssacjournalproject>
 - Green sheets
 - students writing spec sheets on green products for the use of building contractors, etc.
 - a web site is being designed
 - Cobb postcards
 - tifs have been completed and loaded to the digi server
 - meta data still needs to be designed and added
 - Mechanical engineering senior design project

- Running into some problems with this project, e.g. Dalspace is unsuitable and the access database can't be used. Helen reported that they are going to try to create a ContentDM database.
- Allison Fulford has been working with senior design coordinator to see what they might be able to get to work.
- ContentDM – Sexton has a license for this product but not web server space. Helen will explore the possibility of the Faculty of Engineering having some web space that can be used.
- Tina asked if there was a timeline for the completion of these projects. Helen advised there is no way to determine completion dates as all projects hinge on the availability of web space.

6. ITS Help Desk in the Learning Commons

- Feedback from students regarding the merger of the Help Desk and the navigators has been very popular.
- Marc reported that our navigators generally get most feedback when they are doing their walks through the Learning Commons. With the move of the Help Desk to the main floor it is hoped the navigators will be able to spend more time walking through the Learning Commons assisting patrons as the need arises.

7. Communications/Publicity Update

- Tina reported on the following:
 - The PR team's major current project is planning student and faculty focus groups for next fall, to find out how we can communicate with them most effectively. Tina met with Lynn Taylor from CLT and she has agreed to facilitate the focus groups for us.
 - Our blog the LibVine is up and running.
 - The Carole Langille book launch on April 30th was a great success.
 - Karen Neves has been asked to get the Kellogg Library on Twitter as a pilot project for the Libraries as Twitter is used heavily by health professionals.
 - Michelle Paon and Tina attended the President's Scholarship Reception on May 8th and Tina sees the reception as a prime opportunity to promote the libraries. Tina plans to make this an annual event. ***
 - Creative Services has done a logo and preliminary artwork for the Live Help marketing campaign. Tina is working with them, Elaine MacLean and Linda Bedwell on this project.
 - Bill Maes, Michelle Paon and Tina met with Rochelle Owen, Director of the Dalhousie Sustainability Office, to discuss getting the Libraries involved in their ReThink program which will be launched in the fall. They're hoping to set up a Libraries team or teams to focus on ways of making the Libraries "greener."
 - Bill and Tina discussed having the Killam host an annual Faculty Appreciation Day/Week to highlight the research being done on campus. Bill will present this idea to the deans.
 - Tina is planning to have Context set up for next year as a subscribable e-mail newsletter, using the Dalhousie Sticky Notes as a model. Tina will get advice on this (e.g. distribution lists) with reps from Communications & Marketing.
 - Tina is pursuing with the Art Gallery the possibility of exchanging the art work currently on display in the Learning Commons.
 - *** related note: Fran reported that she will be participating in an orientation session on May 20th at the Rowe Building for new students and their parents.

8. Other Business

- Jennifer reported:
 - that the Law Library is expecting 200 business students today and tomorrow for orientation sessions and that 300 law librarians are coming this weekend for a conference.
 - the Law Library is getting new computers for their Learning Commons
 - librarians still working on their LibGuides

- Gwyn reported:
 - Due to a sick leave in the Killam Library, Christine Hatton from the Sexton Library has joined the Document Delivery staff in the Killam Library effective today.
 - The ASIN group will be meeting in early June. Université Ste Anne is the last university in the group to join Relais and configuration is almost complete.

Next meeting: June 16th

Meeting adjourned @ 10:40 am