

**Dalhousie Libraries Service Point Committee
Annual Report to Library Council 2015-2016**

The committee had several meetings between 1 July 2015 and 30 June 2016.

Membership: Ann Barrett (Co-Chair), Sandra Dwyer (Co-Chair), Jan Pelley, Erin MacPherson, Jolene Reid, Helen Wojcik, Gwendolyn MacNairn, Sarah Jane Dooley, Amanda Sparks, David Michels, Anne-Marie White, Elaine MacInnis (*ex-officio*)

Key Activities Completed:

Access Services Procedures and Policies

An application was submitted to request a 100 hour practicum student from SIM to help with the procedures/policies project. We did not get approved for a SIM student so the project was assigned to an Access Services staff member for completion over the summer.

Critical Incident Working Group

Members of the Critical Incident Working Group drafted Critical Incident Response Plans for each library. These were approved by SMT and shared with all staff. Training was provided at each Library on how to respond/react should a critical incident happen.

Ereserve

The move to BrightSpace and its implications for ereserve were discussed. Rollout and training dates were determined.

Training

Training of staff continued to be a focus of discussion. Relevant SkillSoft modules were recommended to Access Services and Resources staff as well as modules for managers and supervisors.

Date Due Slips

As a result of the move to shelf ready alternatives to placing date due slips in the back of each book was investigated. Loan receipts can be emailed directly to patrons at the time of check out. Testing, in consultation, with the Novanet Office has been taking place and it is hoped to have this method in place for September.

Future Plans / In Progress:

The Committee is working with the Assessment Librarian to develop an assessment plan for the service points.

Respectfully submitted,

Sandy Dwyer & Ann Barrett
DLSPC Co-Chairs