

Dalhousie Libraries Service Point Committee (DLSPC)
Annual Report to Library Council 2021-2022

The committee had 1 regular meeting and 1 Service Enhancement & Evaluation Team meeting between 1 July 2021 and 30 June 2022.

Membership: Sandra Dwyer (Co-Chair), Jan Pelley (Co-Chair), Carol Richardson (Recording Secretary), Sarah Jane Dooley, Gina Coates, Erin MacPherson, Leah Unicomb, Amanda Sparks, David Michels, Mick Bottom, Joe Wickens, Karen Smith, Courtney Bayne, Kellie Hawley, Elaine MacInnis (*ex-officio*)

The committee welcomed new members (Gina Coates, as Manager of Library Services for Sexton, Kellie Hawley, who will be coordinating the feedback received through the Feedback button for the DLSPC, Courtney Bayne and Karen Smith as Archives, Special Collections, Records Management Service Points and Joe Wickens as the Document Delivery Virtual Service Point). The group was enlarged to be more representative of the services we provide at our Service Points and to capture the same group that were giving feedback during COVID known as the Service Enhancement and Evaluation Team (SEET). Gordon Ashley will be joining the committee as well come September 1st.

Key Activities:

1. **Revision of Terms of Reference** – The committee worked on revising the terms of reference. These will be taken to Library Council for final review and approval on September 22, 2022.
2. **SEET** - The Service Evaluation & Enhancement Team (SEET) was created at the request of SLT in October 2020, as a modified Dalhousie Libraries Service Point Committee (DLSPC) with additional representatives from specific areas, including Access Services, Archives, Information Technology Services, Reference Services, Resources, and Document Delivery. SEET was specifically tasked with COVID responses informed by feedback from staff and users. SEET was created when things were beginning to stabilize, and decisions no longer needed to be made by SLT in response to a new and rapidly evolving environment. As the Libraries returned to regular services, we transitioned from SEET and returned to DLSPC activities. Feedback gathered via the webpage or by other means will be filtered to the appropriate members of DLSPC or other Libraries staff as appropriate and, if more general in nature, will be addressed as a standing agenda item at DLSPC.
3. **People Counters** – In addition to the people counters that we had purchased and implemented for WMLC, CHEB, Kellogg, MacRae (level 1) and Law in January 2022 we now have people counters for Killam, Sexton and MacRae (level 2). The new people counters were up and running as of Tuesday, May 1st. These statistics are used for CARL stats as well as in decision making. Daryl Atkinson, at the MacRae Library, is the contact person for any reports we would like pulled from these stats. All the Access Services Managers have access to the statistics folder where this data is stored.
4. **ALMA** – Service point staff had a very busy year testing, training and preparing for the new system and the go live date of May 17th. DLSPC members were on the following Alma Implementation working groups or had significant roles as a member of a Service Group:

Alma Implementation Steering Committee – S. Dwyer

Dal Alma Stakeholders - S. Dwyer coordinated regular meetings of this group mainly for information sharing purposes.

Fulfillment/Access/Resource Sharing working group – no members were directly on this working group but worked with them as members of the Novanet Access Services Group – J. Pelley, A. Sparks, G. Coates, L. Unicomb, D. Michels

Fulfillment Network Working Group – J. Wickens

Letters & Notices Working Group – A. Sparks (coordinating and working with J. Pelley, A. Sparks, G. Coates, L. Unicomb, D. Michels).

Testing (Data Migration) – no members were representatives on this group but J. Pelley, A. Sparks, G. Coates, L. Unicomb, D. Michels, J. Wickens, S. Dwyer and other staff in their areas were involved in testing the data.

Training/Documentation Working Group – S. Dwyer & D. Michels

D. Michels was trained as an Alma trainer and he trained the Access Services Managers in Alma Fulfillment so that they could then train the rest of the Access Services staff not only at Dal but also staff from NSCAD and King's. Training for the trainers took place for Fulfillment on April 4 -5, 2022 and was attended by all the Access Services Managers. Training of the Access Services, Document Delivery and Resources staff took place throughout the month of April. J. Wickens provided the training on the Fulfillment Network.

Many members of this committee participated in Alma Days August 24th – 26th, 2021. Attending the Novanet Alma Remote Workshop from February 14-18, 2022 was mandatory for all steering committee members, working group members, service group members, testers and trainers. The migration from Aleph to Alma was a huge undertaking and various members of the DLSPC along with many other staff were involved in every aspect of the process from completing migration, configuration and permissions forms and spreadsheets, to testing the migrated data, to learning the system themselves and then training others.

Training, getting comfortable with the new Alma system and working out issues is still ongoing.

5. The members elected new Co-Chairs, Gina Coates and Sarah Jane Dooley, who will begin their term as of July 1st. Many thanks to the outgoing Co-Chairs, Jan Pelley and Sandy Dwyer.

Respectfully submitted,

Sandy Dwyer & Jan Pelley
DLSPC Co-Chairs