Public Services Advisory Committee
Meeting
March 20, 2007

Present: Ann Barrett, Geoff Brown, Ian Colford, Jane Duffy, Sandy Dwyer, Mark Lewis,
           Sharon Longard, Gwendolyn MacNairn, Bill Maes, Fran Nowakowski, Gwyn Pace,
           Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: James Boxall, Mike Moosberger

1. LIBQUAL - the final week update
   - Geoff reported that to date there have been 1,023 respondents to the survey. (Our target
     goal is to have 1,300 respondents.) Most other institutions participating in LIBQUAL have
     completed the survey and have had between 1,000 - 1,500 total respondents.
   - Tina reported that as of Wednesday (tomorrow) a pop-up box will appear on the Libraries
     home page asking patrons if they want to complete the survey. If they click "yes" they will
     be taken directly to the survey and if they click "no" the pop-up box will close. It is
     intended to have this pop-up box on the web page through Friday, March 23rd.
   - Jane asked for feedback on how we could push publicity to increase the number of
     participants in the survey over the final few days.
     Reported that:
     - Architecture faculty/students have already been reminded by the Department of
       Architecture about the survey
     - Notice Digest allowed us to post only one reminder about the survey (this reminder has
       already been posted)
     Following suggestions were put forth:
     - ask subject specialists to contact their departments with a reminder of the survey and ask
       that they in turn remind their students
     - ask Karen Neves about sending a message to all Dalhousie students who have an account
       on *Facebook* encouraging their participation in the survey (if they have not already
       completed it)
     - have a computer set up at the old Circulation satellite desk in the Killam lobby strictly for
       the purpose of providing students with dedicated station for participating in the survey
     - Sharon will e-mail the Faculty of Science list requesting that they in turn pass along the
       message to students
     - Likewise, Ian will contact the FASS listserv
     - Fran indicated that the Faculty of Graduate Studies also has a listserv of Graduate
       students. She will provide the contact information in Grad Studies to Jane who will
       contact them re sending a message to grad students.
     - change the signs in the lobby in the attempt to attract attention to them
     - it was suggested that Joyline be asked to contact the Faculty of Management and
       Gwendolyn the Faculty of Computer Science to get the word out about the survey
   - Discussion ensued on the pop-up that will appear on the home page. It was agreed that
     having it appear on the page over the next three days would be too much and the decision
     was made to have it appear on Thursday and Friday only.
   - Tina requested that any communications to the various faculties/listservs be copied to the
     LIBQUAL group so they can track any results arising from these increased
     communications

2. Web Implementation and Public Service Issues Arising
   - Update: Nothing new yet
   - Fran advised that John MacDonald has begun assigning access rights to the web pages and training of web editors. He is also continuing work on moving pages from the old "blue" site to the new web site. She further reported that David is continuing to work on the subject manager which will eventually allow subject specialists to access/revise their own subject pages.
   - The following people currently have limited access to the web pages: Fran Nowakowski, Mark Lewis, Tina Usmiani, and Tim Ruggles.
   - Jane asked for feedback on priorities for the web page. Following suggestions put forth:
     - It was recommended that the following people be given access to web editing as soon as possible: Killam - Carol Richardson, Janice Slauenwhite; Sexton - Pam Chase-Mobus.
     - At a future date to be determined, the following individuals need to be given editing rights: Kellogg - subject specialists; Killam - Sandy Dwyer, subject specialists; Sexton - Emily Kasuto, Amanda Sparks, subject specialists (Sarah Jane Dooley, Allison Fulford, Helen Powell).
   - Mark indicated that creating internal links in JOOMLA is problematic and that creating new web pages is only possible if you have administrative rights.
   - It was pointed out that having one individual responsible for web editing, etc. is not ideal and that a back-up plan is needed.
   - Question asked whether we will look at the home page with the aim to simplify it and make it easier for patrons to find the information they are looking for.
   - Jane indicated that long term planning and management discussions re the web site would happen at a later date.

3. Plagiarism Policy for Public Services Professionals
   - Jane referred to the e-mail she had sent to PSAC on March 7th and asked for feedback.
   - It was suggested that action verbs be used in the policy to make it sound more dynamic and less like a statement.
   - It was felt the policy was a good basic statement which would allow librarians to work with their faculty as they like.
   - Jane is planning to have the policy posted on the PSAC web site as well as distributed to Libraries department heads.
   - Fran announced there will be a webcast sponsored by ACRL on April 16th on "The Role of the Librarian in Combating Student Paganism". This announcement will be distributed to PSAC members.
   - Fran further reported that the report to Senate on recommended changes to the University's policy on Paganism has been postponed. This report is in the hands of the President's Advisory Council.

4. Emerging Services Learning Lab feedback and discussion
   - An overview of emerging technologies and how they might be used in an academic library was held on Friday, March 16th.
   - Linda Bedwell and Karen Neves demonstrated how they have adapted *Face book* and *MySpace* as reference tools.
   - Gwendolyn MacNairn did a presentation on *Connotea* a product that can be used for social bookmarking in a scholarly context. More information can be found at www.connotea.org
   - It was suggested that possibly smaller sessions on *Face book* could be set up to allow people to sit down with their laptops and be walked through the process of setting up an account on *Face book*.

- Session on RSS feeds was found to be very useful. It was suggested that the Libraries consider developing an RSS feed to keep faculty/students informed of what's going on in the Libraries.
- WIKIs
  - Fran has developed a WIKI of instructional material
  - Phyllis has been working on developing a WIKI of reference material
  - Sandy informed the Committee that the Circulation Department has developed a WIKI designed for use by Circulation staff and student assistants which contains the Circulation manual and links to other relevant documentation.
  - It was suggested that developing a WIKI for possible use as part of the subject guide suite on the Libraries web site may be useful.
- Tina announced she will be doing a presentation on the *Manitoba Virtual Learning Commons* at a future emerging services session.

5. Killam Learning Commons Reference Librarian / Navigator Pilot Project
    - Sharon reported that the purpose of this pilot project was to determine if co-locating technical and reference service providers at a single desk location would enhance service to users.
    - The pilot project ran from March 5th - 18th between 12:00 and 6:00 p.m. Monday to Friday and between 1:00 and 4:00 p.m. on Saturday and Sunday.
    - At the end of each shift each service provider completed a questionnaire and each user who came to the desk for service was asked to complete a questionnaire.
    - Amir Feridooni and Michelle Paon worked with Sharon in setting up this pilot project and in the design of the questionnaires.
    - The results of the surveys are currently being tabulated and will be sent to PSAC once they are finalized.

6) Other Business
    - none

Meeting adjourned at 10:30 a.m.

Next meeting: April 17, 2007