

Public Services Advisory Committee
Meeting
October 16, 2007

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Jane Duffy, Amir Feridooni, Sharon Longard, Bill Maes, Fran Nowakowski, Gwyn Pace, Helen Powell, Karen Smith

Regrets: Mark Lewis, Mike Moosberger

1. Feedback on discussion points for Harassment workshops

- Jane reported that she had communicated with Bonnie Best-Fleming and Gaye Wishart after September's PSAC meeting regarding possible topics of discussion for the workshops. Bonnie and Gaye both feel a broader series of workshops dealing with what constitutes a respectful workplace (how to foster/maintain/preserve) would be beneficial.

It was generally felt that the workshops were a good idea and that different ones should be offered for different staffing groups. In particular, it was hoped that much greater clarity would be provided to the policy's definitions, particularly regarding "appropriate" managerial directions.

2. Web page service issues

- Jane announced that the old (blue) web pages were officially retired on September 30, 2007 and solicited feedback from PSAC members on the functionality of the new web pages.
- Feedback from Kellogg:
 - Kellogg users have a difficult time finding the link to the Kellogg Library on the Libraries home page. This link (as well as links to the other libraries) is located at the bottom of the page.
- Feedback from Sexton:
 - Sexton staff would like clarification re service issues, e.g. who is responsible for what. Jane reminded them that they need to make use of the ticket system. Updates regarding "News" should be made directly to Tina Usmiani.
- It was noted that there is no contact information on any of the web pages. Fran reported that when the University changed the branding for the web pages the decision was made not to include contact information on the pages.
- Ann reported that staff at the Kellogg Library have been working on adding contact information to all of their web pages.
- Karen reported that she has been having problems with some of the links on her LibGuides pages not always working. Fran reported that nothing has been done globally that would cause the specific problems Karen outlined. LibGuide problems should continue to be reported directly to Fran.
- Gwyn feels that better labels are needed in the drop down menus to make it more apparent what page the specific label will take you. She feels the "related links" are very useful and more clear than the drop down menus.
- When evaluating the web site three things need to be taken into consideration:

- currency - how many dead links are there?
- objective - did we achieve our goal?
- coverage - is the page well sited?
- It was queried whether the search site could be upgraded to improve key words.
- It was felt that students who go to instruction sessions can generally find what they are looking for on our web pages. Students who don't attend any instruction sessions have a very hard time finding the information they are looking for.

3. Web page technical issues

- Subject guides are very useful to students.
- Subject guides box should be made larger.
- A new template for the home page is being worked on by David and Amir. The switch over to this new template is schedule for the end of term.
- LibGuides are starting to be used by many students and are becoming the gateway to our web site. It was queried whether it would be possible to have search boxes within the LibGuides.
- Subject Specialists would like to have a meeting to discuss LibGuides, specifically
 - how to deliver content
 - how they can be used
- Deli (database) search - is it possible to have a search function on each result page
 - this is a question for David
- Ticket system – we need to decide how we want the system to work
 - as a help desk?
 - for project management?
- Web pages - it was felt more people needed editing privileges.
 - When editing web pages is it possible to do this in a “technical back-up” mode so that changes can be viewed before they go live on our web site?
- Proxy - OPAC is considering changing how to connect to Novanet
 - propose global change so that each link has proxy
 - switch over proposed to take place a Christmas time
 - down side – links to the Novanet catalogue on web pages (including LibGuides) may need to be changed
 - this proposed change would mean that patrons would only need to login once per session
 - proposed change would effect the way Technical Services staff would catalogue material – staff are willing to make this change
 - Blackberries cannot be used with our web site
 - Geoff queried how many old (blue) pages might still be hanging around. Fran responded that there shouldn't be any as the server they had been sitting on was de-activated September 30th. Apparently the SerialSolutions web page may still contain some of these old links. SerialSolutions staff are attempting to find a way to correct this problem.

4. IB programme feedback

- Jane reported that a couple of weeks ago a link to the IB web page was sent re access issues, policies, and space issues and been sent. This also included a link regarding information literacy and an online tutorial to the Novanet database.
- Four hundred students and 100 faculty are involved with the IB programme.
- Gwyn reported that to date 1 faculty member and 3 students from Prince Andrew High School have registered with the Library.
- We are currently waiting for a list of participants from Citadel High.
- No other feedback was received.

5. Microsoft 2007 training

- Jane advised the Committee that Amir has been working on a training programme for staff (who require it) for Microsoft 2007. It was noted that very few staff have this version of Office on their computers.
- Ann reported that it came as a surprise to them to find Office 2007 installed on the public machines in the Kellogg Library in September. As a result of this staff at the Kellogg Library have had it installed on their computers. The Reference Desk has been receiving questions from patrons asking for assistance with Office 2007.
- Helen reported that Office 2007 has not been installed on the computers in their lab yet (these machines are the responsibility of UCIS) however students are using it on their laptops and have been asking for assistance at the Sexton Library reference desk. Staff are interested in having Office 2007 installed on their machines but would want the installation to coincide with training.
- Jane asked Committee members for numbers from their areas of staff who would be interested in training. Following was the response:
 - Kellogg – 10-15 people
 - Sexton – 12 people
 - Archives & Special Collections – 4 people
 - Reference – 10 people
 - Administration – 5 people
 - Document Delivery/Circulation – 25 people
 - Technical Services – 21 people
- Office 2007 suite includes:
 - Word
 - Excel
 - PowerPoint
 - Publisher
 - Outlook
 - Access
- Amir indicated the training sessions would concentrate on the differences in Word, Excel, and PowerPoint with other topics being covered if time allowed.
- Amir indicated that he would use G70 in the Killam Library as the training room for these sessions.
- It was suggested that Amir might consider two difference types of training sessions:
 - A larger session in room 2616 for those staff who would prefer a non-hands-on approach to training.
 - Smaller sessions in G70 for those staff who do prefer hands-on training.

- A handout would be provided for whatever type of training session is held.
- It was queried whether the session could be recorded (e.g. Podcast) and made available to staff to refer back to as they begin to use Office 2007 on their own machines.

6. Students with disabilities

- Sharon reported that she had recently received a phone call from Student Services regarding a student who required assistance with a History assignment (the student in question was autistic). Phyllis, as History subject specialist, spent approximately 6 hours total with the student assisting him with this assignment.
- Jane queried Committee members on their thoughts on the usefulness of a workshop that would be designed to assist staff in dealing with individuals with disabilities. Discussion ensued with the following points being raised:
 - What would the workshop entail? Would it include participation by staff from Student Services? (It was noted that we are not just dealing with students with disabilities but also faculty and members of the general public.)
 - It was noted that a discussion with Student Services should take place first before any workshops are set up.
 - The range of disabilities and the numbers of students affected needs to be identified. Would Student Services be able to provide this information?
 - We should ask for the assistance of Student Services in developing any workshops.
 - What services does Student Services currently offer that we could refer students to them for assistance?
 - General strategies for working with people with disabilities.
- It was noted that if a student self-identifies as a person with a disability, Student Services gets very involved in helping that student, (e.g. contacting faculty members to advise them of particular needs of such students in the classroom, etc.)
- It was noted that the University used to have a committee re accessibility. It was decided that we need to determine if this committee still exists and if so, who is the Libraries' representative.

7. Emerging services labs

- Jane noted that the goal of the ESLL was to encourage peer-to-peer learning. She expressed concern over the numbers of staff who have been attending these sessions and solicited input on topics that might be covered in future ESLLs.
- Jane noted that Linda was creating a Wiki on LibGuides for September's ESLL.
- Committee members noted that the timing of a session in September was problematic as September is typically an extremely busy month for staff.
- Jane then asked Committee members for suggestions for future ESLL sessions. The following topics were brought forth as possibilities:
 - Podcast - technology, what's out there and how to use it (e.g. SNAPCAST, CAMTASIA)
 - Fran indicated she would like to have a Podcast tour of the Killam as well as a 3-4 minute instructional Podcast

- Ann suggested a session on how to develop your own online electronic journal. Apparently the School of Nursing is developing an online electronic journal and have been contacting Ann asking for advice.
- It was suggested that a one day workshop as a starting off point would be helpful.
- “Mash up” Learning Lab (to be facilitated by GIS)
 - how to use GoogleEarth
 - what can you do with it?
 - everything you were afraid to ask about online mapping
- It was suggested that if possible this learning lab be held as a net meeting
- It was suggested that a Wiki be created that staff could post to suggestions to and any staff who might have knowledge regarding the topic would be encouraged to post a response on the Wiki.
- It was noted that an Emerging Services Wiki currently exists and maybe the purpose of it could be expanded.
- Timing of learning labs – Friday afternoons from 1:00 - 3:00.

8. Other Business

- Ann queried whether there would be any further follow-up meetings in the near future regarding the LibQual 2007 report. Kellogg would like to give a report to the student community. Jane indicated to Ann that Kellogg was free to report on any service improvements.

Meeting adjourned at 10:55 a.m.

Next meeting: November 20th in Killam G62.