

Public Services Advisory Committee
Meeting
July 15, 2008

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Marc Comeau, Jane Duffy, Sharon Longard, Mike Moosberger, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell

Guest: Sarah Stevenson

Regrets: Bill Maes, Karen Smith

Absent: Mark Lewis

1. OPAC sub-committee task force

- Jane advised the Committee that Bill Maes would like to proceed with the purchase of WorldCat Local and has recommended that a sub-committee be struck to pursue/investigate issues surrounding the implementation of this purchase, e.g.
 - should it be a Dalhousie only initiative
 - should it be a Novanet-wide initiative
- Jane asked the Committee for feedback regarding the purchase of WorldCat Local

Ann Barrett

- Ann liked the WorldCat Local presentation and was pleased with the knowledge Marion Carney has regarding Aleph and thinks that further investigation is warranted

Helen Powell

- was unable to attend the WorldCat Local presentation but received very positive feedback from Sarah Jane Dooley and Allison Fulford. The both liked the product and would recommend further investigation.

Geoff Brown

- expressed concern how WorldCat Local would handle electronic products (if at all).
- thinks Dalhousie would need to become more active in OCLC participation.

Sharon Longard

- noted that OCLC numbers need to be indexed in OPAC
- feels WorldCat Local would be an enhanced OPAC tool
- good first step if databases could be added later

Fran Nowakowski

- impressed with WorldCat Local and Primo and feels it should be further investigated.

Ian Colford

- as a discovery tool WorldCat Local looked good
- interested to know how serial holdings would lead people to electronic holdings

Gwyn Pace

- impressed – seems to be a lot of potential with system over the next 12 months
- do we get a “get it at Dal” button or a “get it at Novanet” button for Document Delivery purposes
- can it send to multiple resolvers

Michelle Paon

- appears that WorldCat Local can harvest records from many spots and that it would be helpful to our users (e.g. DalSpace, Content DM)

Marc Comeau

- would solve some of the issues that Systems staff have been facing
- question: how frequently would they be indexing to provide as up-to-date information as possible

James Boxall

- need a development team that would be open to working with GIS staff to ensure GIS information readily available
 - ability to bring link into OPAC from outside sources
 - open thumbnails in OPAC

Jane asked Committee members who might like to be part of a 4-person sub-committee to review/investigate the following questions:

- when would be the best time to launch WorldCat Local
- what collections / resources should be included
- who should participate – Dalhousie only? Novanet? Province-wide?
- priorities – what kinds of access / services must it enhance
- research and development musts (indexing?)
- systems inter-operability

The following individuals agreed to serve on the sub-committee: Ann Barrett, Geoff Brown, Marc Comeau, and Gwyn Pace. As Chair of the Novanet OPAC, Sarah Stevenson will also participate on the sub-committee to provide a Novanet perspective.

The initial recommendation of the sub-committee will be presented at the September PSAC meeting.

2. Statistics Task Force Report

- Jane thanked Sarah for Chairing the Task Force and for the Report produced by the Group. Sarah acknowledged help from many individuals (and in particular Gwyn) who assisted with the writing/editing of the Report.
- Jane advised the Committee that she would like the group to go through the recommendations contained in the Report and determine if PSAC agrees with the recommendations and if so what needs to be done to make them fact.

Circulation Recommendations (page 2)

- *Continue to record and save Circulation statistics in Excel, but also have this information feed into a webpage for general viewing*
 - Agreed
- *Check that the Aleph reports include ones which provide information by call number range and library of circulating items/non-circulating items/holds to assist in collection evaluation and development. Use these reports to provide the information needed.*
 - Agreed. The following points were raised:
 - time to accomplish this task will be an impediment
 - Ann reported that report production has been contracted out to Oracle
 - Questions: could the Novanet IT Committee (Chaired by Marc Comeau) possibly take on the responsibility of some of these reports
 - Could the reports be made available on the web? Yes, once the reports have been made available by Novanet.
 - Next steps: Marc will check on the status of the Aleph reports. He will then meet with the other members of the Systems team to determine how much time would be needed to set this up.

Collections Recommendations (page 4)

- *Statistics related to new acquisitions should be **automatically** harvested from Aleph and fed to a website or spreadsheet, where they can be viewed and massaged and become part of the day-to-day acquisition decision-making process. It is recommended that the Dalhousie Library System staff implement such a harvesting option.*
 - Discussion ensued on this recommendation with the Committee agreeing it would be beneficial to have this recommendation put in place. The question was raised as to whether in fact it could happen (how would the harvesting of the information from Aleph be done?)
 - Marc advised that if the harvesting could be done the information could be made available on the web.

Document Delivery Recommendations (page 5)

- *Document Delivery Librarian to continue to work with Relais International and Dalhousie Libraries document delivery staff, subject specialists and administration to develop and make accessible all necessary Document Delivery statistics.*
 - Gwyn advised the staff member from Relais International that she has been dealing with has recently had a baby but is now beginning to work from home. Gwyn will continue working with this individual and hopefully have something finalized by the Fall.

Novanet Express Recommendations (page 6)

- *The following Novanet Express statistics be kept by each Dalhousie Library and reported annually to the Document Delivery Librarian for cumulating with the CARL Document Delivery / Circulation Statistics*
 - *number of Novanet Express loan/copy requests received by each library*
 - *number of loan/copy requests filled by each library*
 - *number of loan/copy requests cancelled by each library*
 - *number of incoming Novanet Express items for pickup at each library*
 - *number of items not picked up at each library*
 - These recommendations can easily be implemented.
- *A standard form be developed for use by each site to report NE statistics*
 - Gwyn to develop the form and distribute to other libraries who will complete and submit to Gwyn on a monthly basis.

Library Instruction Recommendations (page 6)

- *All libraries follow the Kellogg example and count the number of students enrolled and the number of students in attendance.* This would give a better measure of our 'success rate' in terms of reaching students, particularly with high-enrolment classes.
 - Fran to manage.
 - Excel spreadsheets to be set up for all librarians to enter appropriate data in a timely fashion.
 - All teaching librarians should be made aware they should be keeping track of and reporting this information on the spreadsheets.
- *Preparation time for the class.* This would be particularly helpful for new librarians to help them schedule appropriate preparation time, as well as evaluating workload for individual librarians. In addition, it will give an indication of the human resource requirements of an expanded Information Literacy programme.
 - Preparation time is a time management issue that the individual staff member is responsible for.
 - It was noted that information to be collected should include the number of hours each librarian spends teaching and how many hours per Faculty. This will help

determine if some subject specialists have far more demands placed on their time than others.

Reference Recommendations (page 8)

- *Standardize practice of reporting Live Help, and 'off-desk' questions through all libraries and librarians for accurate reporting*
 - Agreed
- *Include Live Help, Instant Messaging, and 'off-desk' questions in the reference statistics compilations. Breaking down reference statistics by service type (reference desk, in-person, phone, e-mail, Live Help and Instant Messaging outside of Novanet) may assist in identifying trends in reference service.*
 - Agreed
- *Maps/GIS statistical reporting procedures need some clarification as to what is being recorded where, and for what purpose.*
 -

It was agreed that Ann will send to PSAC members a “snapshot” of the statistics form used at the Kellogg Library by staff for ‘off-desk’ statistics.

Sharon suggested that the Heads of Public Services get together to review statistics forms used in each Library and to create standardized versions to be used by all Libraries. **Agreed**

Website & Related Statistics Recommendations (page 9)

- *Ensure that all LibGuides creators are aware of the availability of usage statistics and how to access them.*
 - Marc suggested that a podcast be made of the LibGuide statistics.
 - Fran advised that she is planning to set up a meeting to make people aware of what’s available in LibGuides.
- *That staff be made aware of Google Analytics reports and how to obtain copies*
 - Marc reported this can be set up for anybody who is interested. He agreed that more promotion of this feature is necessary. Statistics are provided on a monthly basis but historical data does exist.
- *LITS needs better server statistics (usage, connections, hacking attempts, etc.) to assist with equipment upgrades/maintenance.* David Miffen is currently working on ways to provide better server management information in between development work.
 - With the staffing situation improving in the Systems Unit David will be able to devote more time on server statistics. Marc reported on the following staffing issues:
 - Technical Lead has been hired (Michael Bottom) and will begin work on July 28th

- He has received several applications for the T-7 position that has been posted
 - In November he hopes to be able to advertise and fill a T-9 position
- *The LITS manager would like to see current plans move forward.* Those plans include more staffing to free David Mifflen from development projects to work full-time on systems administration tasks.

Learning Commons Recommendations (page 10)

- *Central repository so that all Killam LC stats can easily be gathered in one spreadsheet*
 - Committee members did not feel that this recommendation was feasible.
- *Better PC usage/availability statistics*

Other institutions (Durham UK, University of Toronto) are able to display current workstation availability on their in-house television monitors. This would be particularly helpful at the Killam Library where the Learning Commons Scholar stations are divided into three locations on two separate floors. The Technical Lead was to implement a known, available solution for this. Due to staff turnover, this project will be delayed. UCIS provides MRTG graphs for overall lab usage, however there are some concerns that the data may not be complete or otherwise accurate. In either case, they are correct when looked at from a broad perspective. <http://myweb.dal.ca/labusage/>

 - Marc advised Committee members that this will be a priority for the new Technical Lead when he begins working on July 28th.
- *LITS must further investigate concerns over the accuracy of UCIS stats.* Once clarified, LITS must either resolve the accuracy problems or use the technology that will be in place to show availability of workstations to tabulate accurate data
 - Marc advised that the UCIS statistics are not accurate because they are not receiving updated statistics from the individual departments/labs
- *LITS Manager or designate consider the usefulness and feasibility of collecting usage information for the various Learning Commons, but particularly at Killam.*
 - improved statistics on PC usage will need to be done in-house

General Comments Recommendations (page 11)

1. The University Libraries produce an internal statistical report on an annual basis which includes pertinent statistics from the individual sections above.
 - Jane has agreed to produce an annual report as long as the statistics are provided as necessary.
2. Implement a public website similar to the University of Saskatchewan.

<https://library.usask.ca/info/basicfacts>

 - Agreed
3. Establish an archival electronic storage area for documents which will be needed on a permanent basis.
 - to be explored further

4. *Standardize the directory structure on S to make it easier for anyone to find statistical (and other kinds of) information which they require.*
 - Mike Moosberger has agreed to undertake the cleaning up and organizing of the S drive
 5. All groups and individuals with files on S assess the usefulness of their files, delete irrelevant or outdated material, and re-organize their files according to the standardized directory.
 -
 6. Individuals responsible for collecting statistics in the categories listed above review the wish lists and recommendations and update their policies and procedures to include this information wherever possible.
 - Heads of Public Services to meet and standardize public service statistics forms.
3. Other Business
- Marc advised that the new PCs have been ordered and should arrive early August and installed before September.

Meeting adjourned at 11:10 a.m.