

Public Services Advisory Committee  
November 18, 2008  
G62, Killam Library

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

Regrets: Jennifer Adams, Gwyn Pace

Before starting with the agenda Jane asked Mike to provide an update on digital initiatives. Mike reported that:

- Bill has provided resources this year (\$100,000) to be spent by the end of March.
- Projects that had been reviewed and approved by the Digital Initiatives Group in October have been confirmed for digitization by the end of March. The amount of time and money needed to complete each project has been determined and three students have been hired to work on these projects which include:
  - Cobb postcard collection (Sexton)
  - Kipling variations of the poem "If"
  - Steven Parrish collection
  - Women's diaries – two women (one from South Africa and one from Nova Scotia) who both kept diaries during World War I
  - University calendars
  - Archibald MacMechan's report on the Halifax explosion
  - Nova Scotian Institute of Science (NSIS) project – Reference interns worked on the digitization of this collection over the summer and more work will be done in December
- \$40,000 will be spent on new equipment
  - 2 scanners – one for the Killam and one for Sexton
  - upgrade software
  - adding 4 terabytes to the server
- proposals for digitizing projects for 2009-2010 are due by November 28<sup>th</sup>. Any proposals submitted will be reviewed early in December.

Helen reported on the following digitization projects being undertaken at Sexton:

- Cobb postcard collection
- senior design projects for Mechanical Engineering students
- Architecture – digitization and meta data creation for the Journal of the Society for the Study of Architecture in Canada
- Documentation & Conservation of the Modern Movement (built environment)
  - catalogue of industrial buildings
- original research done by scholars in Architecture (various mediums, e.g. video, audio, written)

1. Reconfiguring the Library Systems Environment – Lorcan Dempsey article
  - Bill
    - content is elsewhere (being deposited on the web rather than print material in the library)
    - how do we deliver services
    - how do we engage users
    - IT – do we supply or supply through others
    - how do we use technology to change things in our own environment
    - WorldCat Local – outsourcing our ILS
    - how do we reconfigure ourselves to reduce our emphasis on how we used to do things
    - avoid fragmentation wherever possible
  - James
    - From the perspective of GIS, maps, geography and the Centre, the trends are clear and have been for some time – perhaps longer than other areas in libraries?
      - Content is not “king” – it is everywhere, online, cheap or free. It is data, but also software (open source) and services (help from colleagues or online services from private sector or government).
      - The most important factor influencing our current and future services (and our systems infrastructure) is the web 2.0 paradigm.
      - Users wish to be in contact with producers, services providers and other users anytime and all the time.
      - Data is not what we are or will be about. Data is going to be user created, user generated, user defined, user described and user delivered. The peer-to-peer world is fast becoming the means of service delivery in the geospatial world (imagine users defining the OPAC and generating catalog records).
      - We have for some time used international standards (from ISO, DC, FGDC, LoF (MARC) and others). These have allowed all within the system to share data and resources online, via the web and in ways that seamlessly integrate resources without concern for formats and vendors and sources.
      - The application and model building – creating solutions – is what is becoming the driver of the geospatial community. The “stuff” is being given away to generate the “ideas” needed by all which are web 2.0 creations and free, and then this gets turned into value added applications that are intellectual property. Much of this will become CC – creative commons.
      - The money is being made in providing services to peers faster and better, and more accurately and adaptable. Training and analysis and interpretation of results are “where it is at”.
      - The volume of data that will come online is going to increase 10 fold as the data added comes directly from users through such things as cell phones with GPS and cameras that tag information based upon location (Microsoft does this already and uses pictures “gleaned” from Facebook).
      - What does this mean for us? Two things: We have to be positioned to help users move from one generation model (paper) to another (web 2.0 or web 3.0), and we also have to provide the value added services in terms of model verification, application building, educational programs, and building the high-end and very large computing infrastructure to handle this period, and to spur on the growth and use of “cloud computing” within geospatial communities locally.
      - We cannot (have not been for some time really) develop or work within isolation. One very significant feature of our future is to be able to support a very large part of the community in need of geospatial data and services who cannot work with it because of staffing or community size. We will be involved in a great deal of outreach to the NGO and small scale

government and academic communities. And this (and as much as we can do) will be funded by research grants and any strategic funds we can fund on campus or through partnerships and donations.

- And this is the final point. We differ from Lorcan in that the Centre views the need to gain real dollars for projects and real external support or collaboration with vendors as essential to our work. We are no longer on the “us VS. them” path. We are now all working together from different viewpoints but with similar interest and along a “all together” path.
- GIS is, by nature, a very high tech effort and it has been from day one! GIS is also an area that is growing by 10% per year, for the last 25 years. GIS requires massive quantities of data, the best computing resources and infrastructure possible, and staff who are highly trained in both their chosen disciplines and in the technical and practical areas of GIS. Many areas within libraries and library systems (and changes in library management systems and information management infrastructures) altered years ago in GIS before they were seen in the library world.
- All this is to say that the universe has changed for libraries and how we connect to clients. Our systems have evolved and continue to, sometimes too quickly, and sometimes at a snail’s pace. GIS is an oddity in that, generally speaking (and this is never to brag as it is our downfall too!) we are normally ahead of the curve. Our work is on the web and it will be more and more, and our model for GIS is the web 2.0 paradigm – actually moving to the web 3.0 realm more quickly than most.
- Michelle
  - we have so many places to look for information our users are not aware of all the places they can look for information (e.g. databases, LibGuides, etc.)
- Fran
  - different systems to navigate through
  - different hardware (MAC vs PC)
- Sharon
  - different ways to provide help (e-mail, LiveHelp, desk, etc.)
- Geoff
  - challenge what we do with ILS – we still have to have some sort of system in place to manage what we purchase but from a staffing perspective we need staff who can communicate on an applications level
  - we can’t force our standards on other departments/institutions
- Helen
  - Sexton trying to re-define/re-invent themselves to meet public service mandate
  - staff have been attending training sessions/workshops to learn software, etc., that’s needed to assist Sexton users
- Marc
  - supports what Geoff was speaking about re staff specialists needed (e.g. WorldCat)
  - we are not making the most effective use of our systems due to the lack of staff specialists
- Bill
  - requires larger partnerships to bring together and focus on larger issues
  - we are all unwilling to give up control
  - Atlantic solutions needed not individual institutional solutions
- Ian
  - trying to eliminate silo – pieces of organizations not talking to each other
  - publishers delivering content without communicating with each other – we end up with duplication information

- funnel everything through Google Scholar?
  - it would be nice if we could buy all our content and have it delivered through one platform (e.g. ProQuest, ScienceDirect, etc.)
  - Mike
    - resources created locally/regionally that we are asked to manage/house
      - how do we standardize
      - where does funding come from
      - staffing implications
      - need to engage with researchers at the beginning of their project not at the end
2. LibGuides Seminar update and discussion
- Fran reminded the group that the LibGuides seminar will take place on Friday, November 28<sup>th</sup> from 9:00 am – 12:00 pm. The seminar will be held in room 430 of the Computer Science Building. The tentative schedule is:
    - Welcome
    - Administration
      - how to report problems; add, delete and modify guides; upload files, etc.
    - Break
    - Tools
      - springshare support; statistics; link checker; add videos, RSS feeds; widgets, etc.
    - Discussion
      - Outstanding issues
        - search > internal and Google
        - what is the scope/purpose? – replace, enhance, supplement
        - where do we go from here?
      - Standards
        - more consistent look
        - layout, tabs, colours, photos
        - widgets > livehelp vs personal
        - discovery tools > Novanet search, etc.
        - special purpose LibGuides, other units
    - Summary
  - Marc
    - Top three goals hope to achieve:
      - everybody leave knowing where to go for help
      - everybody knowing what is already available
      - how are we going to move forward – everybody working together
3. Electronic reserve update and discussion
- Jane advised the group that the proposed document provided by Gwyn at October's meeting has been reviewed and approved by the University's Legal Counsel and is now available on the web at <http://www.library.dal.ca/Services/Reserves/eReserve/>
4. Other Business
- Marc reported that the Library has completed its component of the e-thesis and dissertations for DalSpace and Grad Studies is now testing it out. As long as everything tests ok students can begin submitting their thesis/dissertation electronically effective January 1, 2009.
    - Grad Studies will be responsible for providing instruction to students on how to do this.

- Sharon queried whether honours thesis would be able to be deposited electronically. Marc advised that to date this has not been discussed.
- Ann asked Bill for an update on the status of WorldCat Local. Bill will be attending a meeting on Friday and will request an update which he will pass along to PSAC.
- Bill reported that he has been advised that the release of the Senate Review of the Libraries has been postponed until early in the New Year.

Meeting adjourned at 10:40 a.m.

Next meeting: December 16, 2008