

Public Services Advisory Committee  
October 20, 2009  
G62, Killam Library

Present: Jennifer Adams, Ann Barrett, James Boxall, Geoff Brown, Marc Comeau, Sharon Longard, Bill Maes, Fran Nowakowski, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: Ian Colford (on leave), Mike Moosberger (on leave)

Minutes from September 23<sup>rd</sup> meeting – following corrections needed on Sharon’s report under item 1:

- page 2, #5: reference staff have already taught 25 sessions to 590 students
- page 2, #7: Fran and Michelle are teaching the bulk of the RefWorks sessions

Bill made the following announcements:

- reminder to staff about the workshops taking place on November 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> dealing with harassment. These workshops are designed to give staff a better understanding of how to deal with reported cases of harassment
- CRKN has finalized negotiations of 15 licences (2010 – 2012) with vendors of electronic products

1. Library web page(s)

- a. Bill advised the group that Fran had come to him expressing concern that the Libraries no longer have a committee to deal with web related issues. Systems staff have been doing their best in revising our web site as recommended by various staff.
  - i. Bill pointed out that currently our web page has 59 entry points
  - ii. consideration needs to be given to what information should be on our home page
  - iii. we need to bear in mind that the University is in the process of re-vamping the University web site and how will/should this affect the look of the Libraries web site
- b. Fran reiterated her concern that staff don’t have any place to bring up issues relating to the web site such as new tools, problems, etc.
- c. Fran feels the Libraries are not doing enough to evaluate the use of our web pages
- d. We think about what we want on the web site but we don’t do usability studies to see what our users want
- e. we need to pursue giving students more avenues to find what they’re looking for
- f. Marc and his staff are currently looking after the web site and revisions are made ad-hoc as suggestions come forward
- g. University is taking the stand that their web site be aimed externally to potential students and their parents
- h. should Libraries web site be aimed at staff or students?
- i. external users – how do they use our site? how do they find us – through Google?

- j. we have a small portion of students who are familiar with our site and know how to find what they need while the larger portion of users don't know how to use our site
- k. Bill indicated that a small committee (of 3 or 4) should be struck to deal with web site issues and that staff need to trust the committee members and that the committee be given the authority to do what needs to be done. The committee would put forward a set of principles and distribute to staff for feedback.
  - i. volunteers and suggested names for this committee: Tim Ruggles, Kellogg Library; Marc Comeau, Killam Library; Sarah Jane Dooley, Sexton Library; Jennifer Adams, Law Library; Bill Maes
  - ii. Bill will put out a call for volunteers from Killam and one individual will be appointed to sit on the committee

## 2. Internal communications

- a. Tina presented a proposal on internal communications
- b. Why?
  - i. Strategic Initiative 2009-2012: "To help library staff perform at their best" (1. Build staff community; 2. Improve internal communications)
  - ii. goal – "Effective organizational communication can greatly increase our productivity, morale, and our cohesion as an organization"
- c. What?
  - i. information sharing across the system (downwards and upwards) – need to actively engage all staff
  - ii. feedback (soliciting and encouraging) open exchange of ideas
- d. How?
  - i. actively engage all staff – offer a variety of venues:
    - 1. staff blog (Yammer)
      - a. Dalhousie is already using Yammer (you just need your NetID and password to log on)
      - b. a blog for library staff can be set up on Yammer which would be accessible by library staff only (our groups and names would not be visible to non-library staff)
      - c. Tina plans to hold brief workshops at each library to show staff how to get set up on Yammer
      - d. Bill suggested that each group on Yammer have a "follower" who could send out alerts to staff on interesting topics
      - e. it was acknowledged that once a group is set up information needs to be posted on a regular basis (need to keep it relevant)
    - 2. open forum ULC meetings (issue-based, e.g. library review)
    - 3. staff job-shadowing program
    - 4. coordinated document sharing system (intranet?)
    - 5. recognition of staff achievements

## 3. Strategic initiatives

- a. Bill still requires volunteers to work on the strategic directions.
  - i. #1 Provide the support, tools and resources required to create the library as a "learning organization" and a flexible environment that supports change and innovation.
  - ii. #2 Deliver resources and services that engage the student as a learner and fulfill researcher and student information needs
  - iii. #3 Optimize resources access and dissemination

- iv. #4 Improve learning engagement and the learning experience through renewed library environments
4. Review PSAC Terms of Reference
- a. Bill recommended postponing the review of the TOR until after the distribution and review of the Senate Library Review
  - b. ultimately a better definition of what PSAC does is required
  - c. need to determine what should be handled by PSAC and what should be handled by other groups
5. Round table
- a. Jennifer
    - i. Jennifer talked about the gift of \$20 million dollars to the Law School by Seymour Schulich. The Law Library has not yet heard if it will benefit from this gift.
  - b. Bill
    - i. advised the Committee that the Graduate Student Centre will hopefully be open to grad student use next week
    - ii. the official opening of the Centre will be held on November 20<sup>th</sup>
  - c. Marc
    - i. due to work needing completion (e.g. installation of security system and cameras) the HelpDesk staff will not likely be moving to the Learning Commons until January
  - d. Fran
    - i. reported statistics for the last eight months on the use of libcasts and tutorials
      - 1. July was the lowest downloads at 1,146
      - 2. September's downloads totalled over 5,000
6. Other Business
- a. none

Next meeting: Wednesday, November 25<sup>th</sup>

Meeting adjourned @ 10:30