

Public Services Advisory Committee
September 21, 2010
G62, Killam Library

Present: Ann Barrett, James Boxall, Marc Comeau, Sharon Longard, Bill Maes, Michael Moosberger, Gwyn Pace, Michelle Paon, Helen Powell, Karen Smith, Tina Usmiani

Regrets: Geoff Brown (on leave), Ian Colford, Mark Lewis

1. Approval of Agenda
 - a. approved
2. Minutes from June 1st meeting
 - a. minutes unavailable at this time
3. Business arising
 - a. none
4. Systems matters (Marc Comeau)
 - a. Web team
 - i. Marc reported that the Web Team that was struck in January has completed its duties and has been disbanded. The team consisted of Marc, Jennifer Adams, Linda Bedwell, Sarah Jane Dooley, Gwendolyn MacNairn, Tim Ruggles and Tina Usmiani. The Team completed a governance plan for the Libraries web site. The web site was released for internal review a couple of weeks ago. Web authors have reviewed pages on the web site and reported any problems found. Systems staff have been working very hard to finish their part in the process for the launch of the web site on September 28th.
 - ii. Bill reported that a staff member has volunteered for the Web Publisher position and that individual's name will be released in due course.
 - b. E-theses
 - i. Marc reported that some students encountered major problems trying to submit their thesis as a PDF/A document. Even with assistance from Systems staff approximately 2% of the theses were not able to be submitted in this format. Discussions with the Faculty of Graduate Studies are needed to determine a alternative/solution. Theses may have to be submitted as pdf documents rather than PDF/A documents. Marc advised that other institutions don't require PDF/A, likely due to similar issues.
 - c. Prowler
 - i. Marc reported that on August 30th some of our databases were not searching properly. Some problems with Novanet were encountered and these have been sorted out. Other issues have been reported to Serials Solutions but to date there has been no response.
5. Public Services matters (Sharon Longard)
 - a. LiveHelp began yesterday and the first shift was very busy. Evening and weekend shifts began September 13th and were also very busy.
 - b. Refworks
 - i. Dominic and Michelle are handling the RefWorks sessions this term. All sessions are heavily booked.

6. Collections matters

- a. Bill reported that he attended the CRKN Annual General meeting last week. Institutions can expect an increase in CRKN fees. Currently 1/3 of the costs are covered by interest but these funds are dwindling; as a result fees will need to increase but it is unknown by how much at this time. (Possibly 5% increase per year over the next 3 years.) This should be resolved in the next month or two.
 - i. DCI (Digital content initiative) project
 - 1. Negotiations are currently being held with Elsevier but have not yet begun with Swets. There is an issue of access/availability with Swets. The Negotiation Resource Team is considering cancelling Swets. The difficulty with this would mean that individual universities would need to negotiate with small presses for some titles.
 - ii. One of the CRKN Board members has resigned. Bill is the CAUL representative on CRKN but is also a CRKN Board member. While he can bring CAUL issues to the attention of CRKN as a Board member he is bound to represent the Board's interests and not CAUL's.
- b. NRC press – full suite available effective January 1, 2011 for 3 years.

7. Physical Plant

- a. Learning incubator update (Bill Maes)
 - i. Bill reported that delivery of materials started yesterday and work should begin tomorrow on the construction of the new learning incubator on the 2nd floor.

8. Strategic Planning and Library Review (Bill Maes)

- a. Complete implementation strategies
 - i. Bill reported that he spoke with a representative from Royer Thompson this morning. They will be contacting Libraries staff the week of October 4th to set up initial meetings.
- b. CAUL agreements
 - i. After 5 years CAUL has been refunded for the unsuccessful ASIN project.
 - ii. the following regional/consortial projects have been proposed and funded
 - 1. Islandora project (Mark Leggott)
 - a. infrastructure in place for this project
 - b. DalSpace and other local repositories could be joined to create a consortial repository
 - c. using content and facilities we have for the region
 - d. 3-year experimental project – will set deliverables
 - 2. Knowledge For All
 - a. UPEI is negotiating with Web of Science for back files
 - b. Knowledge for All is a project to explore if the content and functionality of the Web of Science can be replicated as an open source initiative
 - iii. Bill reported that CAUL is in the process of hiring a Manager/Executive Director.

9. Communications update (Tina Usmiani)

- a. Tina met with the Residence Academic Cluster leaders for a tour and presentation. She is getting a very good response from them so far, in helping convey library news to their groups and post stuff on their bulletin boards
- b. Tina set up a library table with handouts at the Residence Life Resource Fair (Sherriff Hall) and the International Students Orientation Fair (McInnis Room).
- c. Tina has to wait to promote the new web site until Communications & Marketing put out their own announcement. In the meantime she is working with them on images for the "slider" carousel. She will arrange for Nick Pearce to do another photo shoot in the Killam.
- d. Two SIM students will be reading in Special Collections on September 30. Both have won awards for their creative writing.
- e. The October issue of Context is being prepared for printing.
- f. Tina is recruiting volunteers to appear in our librarian profile videos. Jordan Urquhart, MedIT Digital Media Support, is standing by to do the shoot.
- g. Tina has been working with Michael Steeleworthy to coordinate messaging in all videos. They have fixed on "Work smarter" as the theme for all our marketing/instructional materials. Tina intends to use this over two years.
- h. To draw attention to our blog and engage students Tina has posted "Should Facebook be allowed on library computers?" This has generated lively discussion

10. Round table

- a. Gwyn reported that she is still doing some testing with Rapid ILL but thinks it will work well with Relais.
- b. James
 - i. The GIS Centre and Map Collection is working with Mark Leggott and his staff at UPEI under the Islandora project to add in spatial data and create spatial metadata records for existing content. Maps will be digitized at both locations, and the goal is to add unique content which can be linked to another project under development - the Atlas of Atlantic Canada. That project is a collaboration with ESRI and others and will be both online and in print, with the main goal of making the online content enabled for mobile applications. To help support this, James Boxall is applying for a grant with "geographers" on and off campus to obtain funds to both offset student pay and to establish a workshop in the Spring. The fund is under the NiCHE (Network in Canadian History and Environment) program created through SSHRC. <http://niche-canada.org/>
 - ii. Also, Alex Miller, President of ESRI Canada, visited the GIS Centre and was briefed on these projects, and the fact that his company's regional office and the GIS Centre created the first iPhone application to be put into the iTunes/iPhone store for free download - the first ESRI applications in the World!. He is also supporting the above projects, and future support is being looked at for the next year to 18 months. This will also fit into the project work with HRM and Capital Health in the creation of customized applications for their needs. Two new students have been hired to work on this effort, as well as to transfer and translate Facilities Management data for inclusion in our GIS Server environment so that they can use their data on mobile devices and update files "on the fly" through our server. This will help support projects with Dalplex and Senior Administration to "follow" students and determine "where" services are

offered and the "market" for students and the potential broader Dalhousie Community.

- iii. While these numerous projects seem to be an overload and a bit widely dispersed, they are actually leveraging one against the other because the technology needed to do on fits in with the other, and funding for one helps the funding for others.
- c. Ann reported
 - i. the single service point at Kellogg is up and running
 - ii. Kellogg now has an ITS staff member working on site
 - iii. the LIBQUAL team worked over the summer to being pulling together statistics from out latest survey. Work will continue through the Fall.
- d. Karen reported that the music program is doing very well. The program has 2 new faculty, 5 new instructors, and 8 new masters students this year.
- e. Helen reported that Sexton had a very successful orientation week and their RefWorks sessions will be starting soon.

11. Other business

- a. Access Copyright update
 - i. Bill suggested members take the opportunity to read an article appearing on page 23 in the August-September 2010 issue of *University Affairs*, [Nota bene / Universities in dispute with copyright collective over fees.](#)
 - ii. Bill reported that he has been appointed to an AUCC Committee to advise how to approach the proposed copyright tariff - AUCC will be challenging the tariff. The Committee will also be discussing how to deal with bill C-32.
- b. ULC agenda
 - i. Bill discussed the ULC agenda included with the PSAC agenda. ULC will be discussing these issues and providing guidance on how to proceed. PSAC also needs to get involved:
 - 1. review list of items and provide feedback to Bill on how they should be approached
 - 2. start thinking about jobs we currently have and how they should work; think about staff complement – currently have 3 vacant librarian positions; don't just think about librarian jobs but consider support staff jobs as well
 - 3. need to re-think how we have been doing things
 - a. Ann suggested as a follow-up on the "Perfect Job" day that Bill ask staff for a list of 5 tasks they currently do in their job that they feel they need to continue to do, 5 tasks they can let go, and 5 tasks that could be assigned elsewhere.
- c. General interest
 - i. Bill reported that the Acting Vice-President (Academic) has charged the Libraries (in conjunction with CLT and ITS) to discuss how services can be better integrated.
 - ii. There is a new video conferencing facility available in the basement of the Killam (B271). For information about the facility please see: http://its.dal.ca/services/other_services/ILO/Video_Conferencing/ A similar facility is also available in the Law Library.

Next meeting: October 19th.

Meeting adjourned @ 10:30 a.m.