

Annual Report

Dalhousie Libraries

Student Advisory Group

Academic Year 2012-2013

Members

Students: Treasure Daniels, Harith Al-Bayati, Melwyn Neelankavil, Elliott Windfeld, Sudhir Rajana, Kude Feegalo, Prabahar Ravichandran, Bridget Wilson

Staff: Jennifer Adams (Dunn) Linda Bedwell (Killam), Donna Bourne-Tyson (system-wide), Sarah Jane Dooley (Sexton), Elaine MacInnis (MacRae), Marlo MacKay (chair, system-wide), Shelley McKibbon (Kellogg)

Meetings

There were two meetings held during the 2012-13 academic year, one on November 23, 2012 and one on March 26, 2013. This report gives a summary of those meetings, results of the meetings, and future direction of the team.

On November 23, 2012, the group met for the first time with the new chair, Communications Coordinator Marlo MacKay. This meeting was an opportunity for Marlo to learn what issues the students were concerned about, as well as to get some feedback on the LibQUAL+ promotion plan.

There was discussion about where the documentation of the Student Advisory Group should be held. Shelley McKibbon suggested PB Works, free software that keeps documents in one location for easy access.

With regards to the LibQUAL+ promotions plan, specifics about how to reach students on the Agricultural Campus were discussed, as well as options to reach students who live in residence. The students responded very positively to the cash and iPad mini prize incentives.

During March 26, 2013 meeting, the group heard a presentation from Shelley McKibbon about PB works and how the wiki for the Student Advisory Group will work, with regards to accessing agendas and minutes for all group members. Shelley later set up the wiki as a result of the discussion in November's meeting about how best to share documentation with the group.

Linda gave a presentation about some preliminary LibQUAL+ survey results. She started with a demonstration about how zones of tolerance are determined by using the theatre popcorn example. This demonstration prepared the group to understand the charts on each slide. Some good discussion and questions came from students about the survey. The following slides were chosen to complement the areas of study for each student present at the meeting:

- MacRae students
- Undergrads (minus MacRae and first year students)
- Masters students
- Science students
- Engineering students
- Management students

- Slide showing zones of tolerance and perceived level of service for all five libraries in the “libraries as Place category”

Then there was a general discussion about concerns and issues the students have with the libraries. In general, the students feel that maintenance in the Killam takes too long. For example, if something is broken in the bathroom, it can take two or three days for it to be fixed. The students also observed that maintenance seems to be better in the Rowe building and they wondered why this was so.

There was also a discussion about the South Learning Commons and a general feeling that the rules are not being enforced with enough authority. They also expressed a desire for 24 hour library service.

There was a discussion around the swiping of DalCards during Night Owls. The students said that the cards are not being adequately swiped, so that there is not an accurate count of how many people are in the building and no way to know who those people are. Some students stated they don't feel safe staying in the building after midnight because of this. Another student, who works as a building attendant in the Killam from 6 p.m.-12 a.m., says that it is very difficult to get people to vacate the upper floors at midnight and he is frustrated with the inefficient system that is currently in place. He would like us to consider employing other methods to help clear the building.

One of the students said they felt the quiet rules are not being enforced strongly enough at the Sexton.

The concerns from the students have been shared with the staff at each library responsible for those areas.

Future plans for the Student Advisory Group

Promotions to recruit new members for the group will start in late August 2013 and will continue into September. The first meeting of the year will be scheduled for October, where the team will talk about the promotions plan for 2013-2014, as well as whatever issues or concerns that students may have.

Subsequent meetings will be scheduled later in the year.