

Dalhousie Libraries Service Point Committee (DLSPC)
Annual Report to Library Council 2018-2019

The committee had 2 regular meetings and 2 special meetings between 1 July 2018 and 30 June 2019.

Membership: Sandra Dwyer (Co-Chair), Jan Pelley (Co-Chair), Carol Richardson (Recording Secretary), Sarah Jane Dooley, Erin MacPherson, Leah Unicomb, Helen Wojcik, Amanda Sparks, David Michels, Anne-Marie White, Roger Gillis, Dominic Silvio, Melissa Helwig, Mick Bottom, Elaine MacInnis (*ex-officio*)

**As of May 2019 Roger Gillis finished his term on the DLSPC and Dominic Silvio joined the committee.*

Key Activities Completed:

1. **Service Point Survey** – Held a special meeting, on October 25, 2018, with all who work on the Service Point to discuss and get their input on the service point survey recommendations. Recommendations were then put in place over the next several months. Reported back on the completion of these recommendations at our May 21, 2019 meeting. (*Recommendations and responses are listed at the end of this report*).
2. **Alumni Borrowing** – Launched in May 2018. The **Dalhousie Libraries** extended borrowing to all alumni with an alumni card regardless of where they live. For those living within Nova Scotia borrowing is also available at all Novanet Libraries.
3. **Patron Load from Banner** – Held a special meeting with Bill Slauenwhite (Novanet), David Miffen (ATS), Marc Comeau (ATS) and Mick Bottom (ATS) and Joe Wickens (DocDel) to discuss technical needs required to move forward with the Banner load on September 24, 2018. Moved forward with making necessary adjustments and then went to the testing phase. Managers tested the data load. Once we were confident all was working we went live on Tuesday, February 5, 2019.
4. **People Counters** – Options for people counters and reporting software were evaluated over the course of the year and a decision on a supplier should be finalized during Summer 2019. These people counters will be installed in the WMLC, the Kellogg Library & Kellogg Library Learning Commons, as well as the Law Library.
5. **Critical Incident Plans** – MacRae Library staff and Kellogg Library staff will be putting together critical incident plans over the summer for review at a fall DLSPC meeting. Killam, Law, and Sexton will review their plans to determine if any revisions are required.
6. **Laptop Loan** – Laptops are currently loaned at Kellogg and Sexton Libraries. Laptop loans will be piloted at the MacRae and Killam Fall/Winter 2019/20 term.

Respectfully submitted,

Sandy Dwyer & Jan Pelley
DLSPC Co-Chairs

Recommendations and Responses from the Service Point Survey

Recommendation 1

- ▶ Additional service point employee training should be offered in the areas of eResources, Document Delivery, Novanet Express and customer service.
- ▶ **Response – System Wide Access Services meeting to be held on April 23 will involve training in E-books; Records Management; Software, IT related items and DocDel/Relais. Customer service courses to be offered Fall 2019.**

Recommendation 2

- ▶ More live promotional demonstrations (in class presentations, “lunch-and-learn” workshops and orientation-day demonstrations) highlighting the service points and their available services should be presented.
- ▶ **Response – Elaine is looking at where the online tutorials are available on our website and determining if there is a better way to direct users to them. Revising the Killam based handout “5 tips you should know about the Library” for each library.**

Recommendation 3

- ▶ Service points whose physical spaces and layouts have not been recently assessed for visibility, accessibility and ergonomic performance should be assessed.
- ▶ **Response – Ergonomic assessment on Kellogg Library Service Point chair completed. As a result, new chairs have been ordered for Kellogg (1), Killam (2) and Sexton (1). MacRae and Law recently purchased new chairs for their Service Points. Adjustable monitor arms were set up on the Service Point computer monitors where needed.**

Recommendation 4

- ▶ Service points that have not recently assessed their current signage systems should do so in the near future.
- ▶ **Response – Discussion was had with Marlo regarding Library signage. Killam book bin sign replaced. Elaine investigating need for signage for wireless printing with Mick and determining if this is something we should be promoting. Templates for in house signs for items that are “out of order” or “library hours” have been created by Marlo and shared with the Managers who can now produce them in-house.**

Recommendation 5

- ▶ Smaller physical additions to work areas that have been suggested to improve their viability as workspaces, including standing mats and improved monitor stands, should be considered for sooner implementation.
- ▶ **Response – Standing mats have been purchased for 4 Libraries (Law did not require a mat). Monitor arms have been put in place where needed.**

Recommendation 6

- ▶ Service point hours of service during the evening and weekends and during the summer months should be examined. Patterns of over-or under-served hours during these times could be used to suggest possible schedule adjustments.
- ▶ **Response – New people counters are coming and this will help provide much needed data. Linda Bedwell and Sarah Davis will be digging deeper into our LibInsight Lite data (will bring their findings to a DLSPC meeting). This data is consulted when reviewing library hours each year. Data from Insync survey may also help inform required opening hours.**

Recommendation 7

- ▶ All-staff meetings and activities specifically designed to address the importance of consistency between service point locations should be developed in the near future.
- ▶ **Response – Amanda Sparks, with assistance from David Ryan, is working on streamlining access services procedures. There are generally two system-wide Access Services Staff meetings held each year where consistency across the service points can be discussed and reinforced.**

Recommendation 8

- ▶ Some general library services that have been highly successful at some locations, but are currently unavailable at others (such as laptop and other equipment loans and free earplugs) should be considered for implementation at all locations.
- ▶ **Response - Access Services Managers discussed ensuring consistency with equipment loans such as laptops and will pilot loaning these items at the libraries that have not been doing so to date.**

Recommendation 9

- ▶ An additional service point staff survey to determine which types of tasks can be most effectively assigned as service point multitasks should be performed in the near future. This supplemental survey could help make improvements to service point employees' on-desk multitasking capacity.
- ▶ **Response – Managers at each Library have addressed (or will if they have not yet done so) this issue through discussion with the staff in their respective areas.**

Recommendation 10

- ▶ A patron/student survey to gauge patron's opinions on quality of service at the service points should be developed and distributed in the near future.
- ▶ **Response – Insync survey has been completed. Analysis of this data is underway. The next phase of the Service Point assessment is in development.**