

Library Council Meeting
Minutes
November 28, 2019
10:00am-11:50am
Room 2902, Killam Library

Present: Donna Bourne-Tyson (Chair), Linda Clark (Secretary), Carol Richardson (Recording Secretary), Ann Barrett, Anne Matthewman, Courtney Bayne, David Michels, Elaine MacInnis, Gail Fraser, Gwen MacNairn, Hannah Steeves, Helen Wojcik, Jackie Phinney, Jan Pelley, Janet Hathaway, Janice Slauenwhite, Joe Wickens, Joyline Makani, Julie Marcoux, Karen Smith, Kirsten Huhn, Lachlan MacLeod, Leah Unicomb, Linda Bedwell, Marlo MacKay, Melissa Helwig, Melissa Rothfus, Michael Moosberger, Michelle Paon, Sandy Dwyer, Sarah Jane Dooley, Sarah Stevenson, Shelley McKibbon

Guest: Guylaine Beaudry, Vice-Provost Digital Strategy and University Librarian

Regrets: Allison Fulford, Amanda Sparks, Creighton Barrett, Dominic Silvio, Erin MacPherson, Geoff Brown, Heather MacFadyen, Lindsay McNiff, Marc Comeau, Mark Lewis, Mick Bottom, Robin Parker, Roger Gillis, Sai Chua

Dalhousie University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. We are all Treaty people.

1. Presentation & Discussion – Guylaine Beaudry, Vice-Provost Digital Planning & University Librarian, Concordia University

A presentation was given on University Digital Strategy: What role for the library?

The PowerPoint presentation is available in Brightspace [November 2019] 20191128_Digital Strategy_DalLibraryCouncil.

Questions:

- Interested in the process as you went through the information gathering and how many times you went back and forth, and each step. It was interesting how you were able to do that and get that type of feedback and have people engaged. Building enough trust with your stakeholders, to let go and know you are representing their best interests. How did you build that trust? Did you feel you had enough trust to begin with that you could take a big risk.

Have a bag with 2/3-3/4 full of good social capital. Felt the community was ready for it and of course we don't always have the choice. Sometimes you cannot wait to consult when someone is waiting on you. When it's something important and a big decision, you may not be able to wait. "Well-being" was the first criteria that came up to prioritize the process. From these experiences, it was understood we needed to go back to the community and it was not always comfortable. We needed to ask what they thought and then organize a lot of activities.

- How did you draw in the students and then bring them back.

One of the youngest colleagues was asked to participate (who looks like a student) to help bring the students in. If they would give 20 minutes of their time, they would get a

gift card to a local campus vendor. One-on-one was affective. Needed three times the number of participants on the list to get the numbers required.

- As you move toward this kind of automated AI future, how would you bring along concepts like equality and labour rights. As you do that, you mentioned Amazon and Uber who are notorious for labour and human rights. Both Uber and Airbnb are hot topics in Montreal as not being profitable or economically sustainable. How would you adjust that framework as you have more automation, more AI; are you are still keeping user well-being and equality top of mind?

I mentioned Uber and Amazon not to apply their framework but to put in our context that they exist. Many colleagues and students use their services, it's what they are used to. We wanted to revisit our processes and what we are doing, taking into account the context in which our students are living, day-to-day (doing their banking, etc). Social justice and equality and involvement in unions in this process are extremely important, 42% of our population in Quebec, are unionized. We can't lose sight of that and the core values at Concordia. We need to understand the context.

What would the strategy be?

Don't know the strategies and the pitfalls. What we've worked on is very pragmatic. What are the questions students are asking and how do we make the process easier and faster. We are asking more of those kinds of questions

- Following up on the conversation about trying to engage students: they had that trust that you were taking them seriously and were going to use their feedback. What was the Jisc survey you referred to and what is that called?

The Student Digital Experience Tracker at Concordia was part of a pilot so no cost to us. The vocabulary was changed slightly and there is room for additional questions. About to launch the faculty and staff survey. It was noted, there isn't another in Canada like it. The response rate of 2000 students was a bit low. [L. Clark's addition: Jisc is a "company providing digital solutions for UK education and research" <https://www.jisc.ac.uk>]

- Can you speak to the value of creating personas. I know it is a lot of work to create them and hope the faculty response can be used in other forms of assessment.

Take time to go through those personas. When you go through the personas, you have a better idea of how the community is composed and you can get a good representation of different types of people in your community. We have users who have to adapt or create new services.

- Regarding the digital competencies that you were looking at: I understand part of that came from the province. It is something the Law School has been talking about as the law students are writing their first legal memo this week. How do you determine what those competencies are going to be in 4 years from now.

We don't have a crystal ball. This type of question is more for faculty members but there is something on the digital skills side. We are lucky enough to have a provincial framework in place. The advantage is, it will be used from kindergarten to PhD. Hoping to have the framework to work with other colleagues. The Jisc framework is very good so please look at it. Some things need not to be pushed to deliver. We need to think about it because it will have huge implications. Then we will know what to put in the RFP. AI is

coming very strong in Academic Advising. With the information we have today, how do we provide for the future and is it relevant for today.

2. Adoption of the agenda

The agenda was adopted as circulated.

3. Approval of the Minutes (from October 2019)

File in Brightspace [October 2019] 20191024_LC_MIN_DRAFT

The October minutes will be approved at the December Library Council meeting.

4. Business Arising (from the Minutes)

Indigenous Services Librarian posting: Donna and Elaine asked for feedback

- Requiring a car and driving in the actual posting doesn't feel like a professional librarian thing. We will have to ask the candidate if they have a car and, if they don't, does that really mean they can't be considered?
 - The intention is to make sure the candidate knows it's a role that will require commuting to the Truro community. It was suggested that the phrase "there will be travel involved" be added to the posting.
- Do we need to start thinking about this more. We still have people driving between towns; it doesn't seem like we are in the 21st century.
 - A relationship has been established with the communities and being physically there was important at the beginning and has a lasting affect.
- Glad there is a copyright component in the description.
- We should look at the other Indigenous postings across the country that have been posted to help us inform.
 - It was noted, we have looked at these in the past but will need to revisit these postings.

Any further feedback, please send to Elaine by Monday, December 2, 2019.

5. Announcements

- Title change for the University Librarian and the Associate University Librarians
The change of name is going to make it easier for fundraising, invitations to events (UL won't be forgotten) and another way to make it known that librarians are faculty.

Why are the Associate Deans tied to the AUL's and not the Heads.

In the Collective Agreement, the Heads are appointed at the Associate Dean level because it was discussed and agreed 2012/13. The UL was equivalent to a Dean and the AUL's were equivalent to an Associate Dean. Each library has an out of scope Head. Kept the title as Head because it was always the norm.

It was noted that, in most faculties, Associate Deans don't manage people, which ours would do. If we followed most academic models, the "department head" would be part of the union and would manage day-to-day operations, including staff.

6. Any Other Business

No other business.