

**Dalhousie Libraries Service Point Committee (DLSPC)**  
**Annual Report to Library Council 2019-2020**

The committee had 2 regular meetings and 1 special meeting between 1 July 2019 and 30 June 2020.

**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*)

**Key Activities Completed:**

1. **Critical Incident Plans** – Critical incident plans were created or updated for Kellogg, Killam, Law, MacRae, and Sexton as well as the CHEB learning commons sites. Occupational Health & Safety and Security were both consulted in this process. A set of critical incident best practices is currently under development for the Wallace McCain learning commons site.
2. **Elimination of Fines** – A Novenet wide initiative to eliminate overdue fines on materials from the general collection quietly launched on June 8, 2020. This new initiative will be announced more widely come September 2020.
3. **Patron Load from Banner** – The patron load from Banner went live on Tuesday, February 5, 2019. We have continued to identify issues and refine the process. This load has significantly reduced the staff time previously required on registering patrons at the service points and therefore provided them much needed time to work on other more critical work within the libraries.
4. **People Counters** – People counters were installed in the WMLC, the Kellogg Library & Kellogg Library Learning Commons, and the Law Library as of the end of March 2020. The counters will provide us with more complete data for the 2020-2021 reporting year.
5. **Laptop Loans**– In our efforts to stream line services, and meet users needs, across the libraries the Killam and MacRae joined with Kellogg and Sexton in the lending of laptops. The lending of lap tops at Killam and MacRae began in the fall of 2019. During the state of emergency, due to the Covid 19 pandemic, a curbside laptop loan program was run out of the Killam Library. Laptops from all four of the Dal Libraries listed above were deployed to the Killam to be loaned out centrally. In addition to those approximately 40 laptops an additional 20 more were purchased to meet the increased demand from students during the closure of learning commons and computer labs as a result of the pandemic.
6. **Curbside Pickup** – In response to COVID-19, a curbside pickup program that allows Dalhousie and Kings patrons to request material from our collections and borrow it via contactless pick-up at the owning library was developed and launched on Thursday June 11, 2020.
7. **Cochrane Library Training** – In response to the Cochrane Library database being made available to all residents of Atlantic Canada via the Atlantic Health Knowledge Partnership, training was

provided to help prepare staff for increased questions regarding this resource. The training was developed and delivered by Kristy Hancock (YCW Librarian Intern) and Melissa Helwig. Two sessions held on August 20<sup>th</sup> and August 21<sup>st</sup>, 2019. The hands on sessions were attended by 26 staff from across the libraries.

8. **Ereserve Training & Copyright Training and refresher** - In anticipation of an increased number of e-reserve requests in the Fall 2020 term, an e-reserve training session for Dalhousie Libraries was presented by Amanda Sparks and Nancy Melvin on June 11, 2020. It was attended by 14 staff members from across the Dalhousie Libraries. On June 18, 2020 a Copyright training and refresher session was conducted by Cassandra Larose and was attended by 14 Dalhousie Libraries staff members.

Respectfully submitted,

Sandy Dwyer & Jan Pelley  
DLSPC Co-Chairs