Public Services Advisory Committee
Meeting
November 20, 2007

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Marc Comeau, Jane Duffy, Amir
Feridooni, Mark Lewis, Sharon Longard, Bill Maes, Mike Moosberger, Fran Nowakowski, Gwyn Pace,
Helen Powell, Karen Smith

Guests: Linda Bedwell, Michelle Paon

General Announcements (Jane Duffy)

a) Harassment workshops: topics, dates, times
       -   Jane advised that after providing the Committee's feedback to Bonnie Best-Fleming and
           Gaye Wishart that it was determined five workshops would be held for Libraries staff. The
           location for these workshops is TBA. Dates/times are as follows:
              o Monday, December 10th 2:00 – 4:00 p.m. – Supervisors
              o Tuesday, December 11th 9:00 – 11:00 a.m. – Librarians
              o Wednesday, December 12th 9:00 – 11:00 a.m. – Librarians
              o Wednesday, December 12th 2:00 – 3:30 p.m. – Support Staff
              o Thursday, December 13th 9:30 – 11:00 a.m. – Support Staff
       -   Jane further advised the Committee that concerns re managerial direction have been
           addressed in a slightly updated version of the Personal Harassment Policy which is
           available on the University's web site.

b) Microsoft Office Training – proposed syllabus
       -   Jane advised the Committee that as a result of the feedback she received on the syllabus
           distributed to PSAC from Amir, the training sessions will be modified. Rather than a 3
           hour lecture style training session, the sessions will be approximately 1 hour long which
           will include a point-by-point difference between Office 2003 and 2007 and a short hands-
           on session.

c) Accessibility, Disability Services updates
       -   Jane advised the Committee that the Presidential Advisory Committee on Accessibility for
           Students with Disabilities is no longer in existence due to the fact that the University has
           broad policies in place to deal with issues facing students with physical accessibility
           concerns.
       -   Jane would like to propose to Student Services that this Committee (or a form of it) be re-
           instated to assist staff in dealing with users with psychological disabilities. Support for this
           proposal was voiced with the suggestion that concrete examples of the types of issues
           facing staff be forwarded to Jane who will incorporate them into her proposal to Student
           Services.

1. Introduction and welcome to Marc Comeau, Systems Manager
   - Bill introduced Marc Comeau to the Committee and each member in turn introduced themselves to Marc.
   - Marc comes to the Libraries from the Faculty of Computer Science and is looking forward to helping us with various endeavours/projects.
   - Bill indicated that every effort will be made to take Marc to the Kellogg and Law libraries this week for tours and introductions.

2. Emerging Services Regional Update (Linda Bedwell, guest and Jane Duffy)
   - Linda advised the Committee of the following initiatives:
     o The Novanet Emerging Services Committee is creating an "ES Sandbox". Novanet library administrators will be asked to invite ES- and emerging technology-minded staff from their libraries to join this group. This group will meet in an online environment and at an in-person kick-off meeting early next semester.
     o Live Help is submitting a proposal to Novanet Emerging Services and the Board of Directors to pilot an IM reference service in tandem with the current service conducted on the QuestionPoint software. The proposed trail will take place over the winter semester.

3. DalSpace Update and Launch Plans (Michelle Paon, guest and Jane Duffy)
   - Michelle distributed two handouts: "Tasks Completed" and "DalSpace Prototype" home page (http://dalspace.dal.ca/dspace/)
   - Michelle reviewed the list of "Tasks Completed" and as well as the list of tasks the IR Committee is still working on.
   - Jane indicated that the launch of the DalSpace prototype will take place as soon as we have an end product. Jane will be working with the IR Committee and library liaisons to promote DalSpace to various faculties/groups on campus.
   - Michelle was asked how easy it is to upload files to DalSpace and what types of files can be uploaded. Michelle responded that it has been very easy to upload files and to date file types uploaded have been .pdfs and PowerPoint. Recently DalSpace software was updated to a newer version and some staff have been experiencing problems uploading files but it has not been determined if the upgrade has caused this problem.
   - The question of meta data was raised. Geoff responded that there is no plan as yet, it depends on the files and who will be responsible for uploading.
   - Jane reiterated to the Committee that this is a prototype we are rolling out and not a final/finished product. Feedback/input will be solicited on this prototype.

4. Upcoming LibGuides Content and Style Seminar for Subject Specialists (Fran Nowakowski, Ian Colford, Jane Duffy)
   - Fran advised the Committee that she feels there is a need for a content discussion regarding LibGuides to cover the following items:
     o design/style issues and how we're using them
     o administrative issues, e.g. links that don't work, etc.
     o what links should be included?
     o need to establish a process of who to contact

- o possibility of other groups having LibGuides, e.g. Centre for Learning & Teaching, Writing Centre, faculties (course guides)
- o is there a need for LibGuides for newspapers and microforms
- It was noted that some Subject Specialists have a tab in their LibGuides that provides a link to course guides for their particular subject areas.
- It was felt that more promotion of the LibGuides to Faculty members is needed.
- It was noted that some links on our web page still take users to the old subject pages (blue pages). Marc indicated that that these links can be fixed by David with a "re-direct" command.

5. Web-based Public Services: Challenges and Priorities Overview (all)
   - Jane indicated that at the last PSAC meeting it was agreed that technical and services issues were equally important and asked for feedback from each Committee member.
   - Archives & Special Collections
     - o Will continue to work on digital collections.
     - o Would like to use LibGuides to make researchers more aware of our collections.
     - o It was noted that some users are still having problems finding information on our web pages.
   - Law Library
     - o Too much "white space" on the template for Dalhousie's web pages.
     - o Need to pull site together (LibGuides, DalSpace, etc.)
   - Collections
     - o Would like to see more collections content on the web site, e.g. Collections Policy Statement, list of products by vendor, information re donating gifts-in-kind and/or money to the libraries, would like to have a form online for recommending books to be purchased by the libraries
   - Maps & GIS
     - o Also concerned with the amount of "white space" on the web pages.
   - Information Literacy
     - o Need to do more work on usage statistics (how are people using our site) and need the information in a timely manner.
     - o Marc advised that the University has recently purchased a license for Google Analytics that will enable the Libraries to retrieve statistics on the library.dal.ca server. Further breakdown of statistics will need to be investigated.
   - Sexton Library
     - o Sexton staff would like to have clarification on whom to contact re web site issues.
     - o Communication still remains a key issue.
     - o Clarification of the role of the ticket system and what other lines of communication are available to us are needed.
   - Kellogg Library
     - o Off-campus/distance users are still having problems accessing the Kellogg web site.
     - o It is felt that better communication between the Libraries' IT staff and the IT staff at the various hospitals is needed to alleviate these access problems.
     - o Getting information to off-campus/distance users regarding username and password expiration is a problem.

- Circulation/Document Delivery
  - o Could there be a page for Circulation and Document Delivery in LibGuides – a service guide as opposed to a collections guide?
  - o We need to move towards seamless access to document delivery forms. Once a user has been authenticated there should be no need for them to log-in again to access forms.
- Technical Services
  - o Need to pull web site together.
- Reference & Research Services
  - o Response time slows down this time of year and users get very frustrated.
  - o Fran noted that LibGuides sits on the Springshare server not the Libraries' server. If we were to move LibGuides to the Libraries server this may improve response time.

6. Other Business
   - None

Meeting adjourned at 10:35 a.m. Next meeting January 15, 2008