

Public Services Advisory Committee
October 18, 2011
G62, Killam Library

Present: Ann Barrett, James Boxall, Geoff Brown, Ian Colford, Marc Comeau, Sharon Longard, Bill Maes, Michael Moosberger, Michelle Paon, Gwyn Pace, Karen Smith, Tina Usmiani

Regrets: Jennifer Adams, Helen Powell

1. Approval of the agenda
 - a. approved
2. Minutes from September 20th meeting
 - a. approved
3. Business arising
 - a. none
4. Public Services matters
 - a. Update: Critical Thinking Initiative, Reference & Research Services for the Killam Library (S. Longard)
 - i. Sharon reported there is now a working phone line at the Research Assistance Desk.
 - ii. A survey was sent out to the service providers working at the Information and Research Assistance desks. It was comprised of three basic open-ended questions.
 1. In response to question #1, "In your opinion how is the new service model working" - 19 of the 22 respondents thought the service was going well. The 3 other replies were not negative, they just didn't say either way.
 2. The Assessment Team comprised of Sandy Dwyer, Linda Bedwell and Sharon are still processing the comments, and there will be a meeting of all service providers to discuss any themes that emerge.
 - iii. A student survey will be conducted in January.
 1. As an aside, Tina reported that a comment was received in the suggestion box asking why the hours posted at the Research Assistance Desk were the building hours not the hours for the Desk itself. Sharon will have the Desk hours posted as well.
5. Collections matters (I. Colford)
 - a. Ian reported that Serials staff are busy with subscription renewals. There have been a number of large price increases that Ian will be keeping an eye on.
 - b. There has been a lot of positive feedback regarding the SCOPUS trial.
 - c. Bill advised that NSAC subscribes to SCOPUS and it is yet unknown how the subscription will be handled once the partnership has been finalized.
6. Administrative matters (W. Maes)
 - a. Bill reported that he has one more faculty interview to conduct this afternoon and that most written reports are completed. He will then make a recommendation to V.P. Waters regarding CDI entitlements.

7. NSAC partnership (W. Maes)
 - a. Bill reported that Elaine MacInnis attended CRKN meetings with him earlier in the month. Elaine met with and provided Deb deBruijn with a list of CRKN databases currently subscribed to by NSAC. CRKN will be staggering the NSAC renewals with the Dalhousie renewals. Negotiations re pricing still need to take place in terms of how pricing will be affected by the merger.
8. Physical Plant up-date (W. Maes)
 - a. Construction updates
 - i. Subway – is now open. Many complaints have been received about smells from the outlet circulating through the building’s ventilation system.
 - ii. LINC washrooms – still not completed. Waiting on the installation of partitions.
 - iii. Emergency exit off McNab Reading Room – now operational and ready for use. Some glass panels are still needed as barriers in the handrail system but as a temporary measure there are planks of wood acting as barriers.
 - iv. Carleton Campus Library – Bill reported that meetings are still ongoing. The plans still include an atrium in the building and a new Health Sciences library. No firm date on when construction might begin on this project but possibly may begin in early 2012 with completion by the end of 2013.
9. Communications update (T. Usmiani)
 - a. Tina advised the group that many complaints are coming through the suggestion box from students regarding the loss of study space in the atrium due to the construction of the Subway outlet.
 - b. The Libraries had a booth at the Open House EXPO in the SUB on October 14. Approximately a dozen students stopped by to pick up brochures.
 - c. Two readings are coming up at the Killam this fall: Norman Ravvin (*The Joyful Child*) October 20; Kathleen Winter, winner of the Thomas Head Raddall Fiction Prize for *Annabel*, November 17. We are bringing in Rebecca Kraatz, graphic novelist and wife of Joel Plaskett, to do a reading during the winter term.
 - d. There has not been time to organize a panel discussion for Open Access Week (Oct. 24-30) as we had planned. Instead Tina set up a blog post for the Featured News with links to pertinent resources, including our Open Access subject guide and the videos from Tim Ruggles’ and Michelle Paon’s OA presentations from Dal Libraries UnZipped.
 - e. Louise Spiteri contacted Tina suggesting they co-present at the May 2012 CLA conference in Ottawa, on how libraries use social media. They have put together and submitted a proposal.
 - f. Tina will be sending out a reminder to submit abstracts of presentations for the Killam/Kellogg UnZipped event planned for January 2012.
 - g.
10. Round table
 - a. Marc (Systems):
 - i. The Help Desk is now fully integrated with the Libraries Systems Team. This includes the two Help Desk staff members Graham Perkins and Gino Ranieri.
 - ii. Mick Bottom is the official supervisor for the Help Desk.
 - iii. Hardware Services remains under the jurisdiction of ITS.
 - iv. Background work with ITS is ongoing and this behind-the-scenes work should clear up some issues the Libraries has been facing.

- b. James (GIS)
 - i. GIS day is November 16th and it is expected events will take place in the Student Union Building.

11. Other business

- a. Knowledge for All
 - i. Bill reported that Mark Leggot is still working on this initiative and has completed a report on Phase I.
 - ii. Mike reported there is a two day Islandora workshop being held at Mount Saint Vincent University on November 3rd and 4th. Please contact Mike if you are interested in attending this workshop.
- b. CARL Canadian Data Infrastructure
 - i. Bill reported that the Vice Presidents (Research) of the U-15 universities, some of whom originally recommended this initiative, will not support an application for funding to CFI at this time.
- c. Workplace Survey 2011 is now available on the Human Resources web site at:
<http://humanresources.dal.ca/>

Meeting adjourned at 9:50 a.m.