

Dalhousie Libraries' Service Point Committee (DLSPC)

Terms of Reference

Revised SEPTEMBER 2022

ESTABLISHMENT OF THE COMMITTEE

- 1.1 There is hereby established and constituted a committee to be known as the [Dalhousie Libraries' Service Point Committee], to exercise the duties and powers and to perform the functions hereafter described:
- 1.2 The Committee shall be composed of the following membership:
 - 1.2.1 Manager/Supervisor of Access/Library Services from each library and Archives & Special Collections (ex-officio)
 - 1.2.2 Reference Services Librarian from each library and Archives & Special Collections
 - 1.2.3 Director of Access Services (ex-officio)
 - 1.2.4 Associate Dean Library Services (ex-officio- non-voting)
 - 1.2.5 Manager of Services, Support and Training (ex-officio)
 - 1.2.6 Reference & Research Services Librarian (ex-officio)
 - 1.2.7 Manager, Document Delivery Services (ex-officio)
- 1.3 All Reference Services representatives will serve a two (2) year renewable term.
- 1.4 Reference Services representation from individual libraries and Archives & Special Collections will be determined by their library and forwarded to the Co-chair(s).
- 1.5 Members may be appointed by the Associate Dean Library Services on the basis of their specific expertise or portfolio.
- 1.6 When a member is unable to fulfill their term, they shall notify the Co-chair(s) of their resignation. The Co-chair(s) will invite the affected library to recommend another candidate.
- 1.7 The Committee will review their Terms of Reference every two (2) years, and will submit any revisions or additions to Library Council.
- 1.8 The Co-chairs shall consist of two elected representatives from the committee.
- 1.9 The Committee will provide an Annual Report to Library Council.

2. DUTIES AND RESPONSIBILITIES

2.1 The Dalhousie Libraries' Service Point Committee's (DLSPC) purpose is to coordinate, streamline, monitor and develop guidelines for the Service Points, to consider emerging trends in public service point delivery and to recommend changes as required, to the Associate Dean Library Services. The Committee will establish core competencies, create and maintain training documents, and ensure that an appropriate level of service is provided consistently across the libraries.

2.2 Primary objectives:

- Monitor the service standards of the Service Points for consistency across the libraries
- To develop core competencies and training documents to enable staff to provide the appropriate level of service
- To promote the development and management of the Libraries' service desk and services through:
 - the sharing of information on unit initiatives
 - discussion of emerging trends and services
 - the review and analysis of appropriate data collection and statistics
 - the review of feedback to seek opportunities for service enhancement
- To coordinate the development and maintenance of guidelines to ensure that library users have consistent access to materials and information, while recognizing unique practices where clients, geography or resources dictate.
- To identify professional development needs and opportunities in the area of public services and to recommend or facilitate appropriate workshops, seminars or conferences.

3. MEETINGS

3.1 The Committee will meet twice per academic year or as required. The Committee will determine dates and times of the committee meetings.

3.2 The Co-chair(s) may call a special meeting at any time or by request of a majority of the committee.

3.3 The Co-chair(s) shall appoint a secretary to keep minutes of the meetings of the committee.

4. DOCUMENTATION

4.1 The Committee will retain meeting agendas, minutes, and other documentation and make these available to Library Council.

4.2 The Committee Co-chair(s) will be responsible for retaining records in compliance with the University's Records Management Policy and program.