Library Council Minutes
Aug 24, 2023
1:00 pm - 3:00 pm

Present: Melissa Belvadi, Katelyn Browne, Rob Drew, Sarah Fisher, Mackenzie Johnson, Rosie Le Faive, Keltie MacPhail, Donald Moses, Noah Mannholland

Regrets: Simon Lloyd, Courtney Matthews, Kim Mears, Nayana Sunila

Meeting Online:
https://upei.zoom.us/j/66416002535?pwd=Ly9UeDRSTHRLazF4Ti9IaE5PZDd5dz09

Land Acknowledgement from the Chair, including an encouragement to read L'nuey's newsletter, which is published approximately twice a month, for updates both within the community and nationally.

Welcome to Noah Mannholland, current VPAX of UPEISU and a third(ish) year Engineering student.

1. **Approval of Agenda**

   The draft agenda distributed prior to the meeting was reviewed. No corrections or additions being noted, it was moved by M. Johnson, seconded by K. MacPhail, that the agenda be adopted as presented.

   CONSENSUS that the agenda be adopted.

2. **Approval of Minutes of Previous Meeting (May 25, 2023)**

   The draft minutes of the previous meeting were reviewed. No corrections or additions being noted, it was moved by K. Browne, seconded by M. Belvadi, that the minutes be adopted as presented.

   CONSENSUS that the minutes be adopted.

3. **Library Council Secretary Election**.

   In accordance with the Collective Agreement, a Secretary for Library Council needs to be elected at the last meeting of the summer. K. Browne has agreed to stand for election.

   CONSENSUS that K. Browne be elected Secretary.

4. **Follow-ups on Pre-submitted Reports.**

   D. Moses added that the Senate Library Committee met in late July; this was the first meeting in some time. The committee discussed the library's strategic plan, the Quality Assurance process and lack of policy about a Library review, fundraising goals, and various other topics and projects related to the Library.

M. Belvadi asked about the humidity report and the industrial dehumidifiers that have been installed in the library. D. Moses responded that the dehumidifiers have been online since Thursday or Friday of the previous week, and that a reduction of at least ten percentage points in the humidity upstairs has been noted. A significant decrease has also been observed on the main floor. M. Belvadi reminded the group that relative humidity levels above 60% are concerning for the preservation of the print collection and for human health, particularly if the humidity leads to a mould outbreak.

K. MacPhail asked whether any visual inspection for mould has been done. D. Moses has done some non-systematic sampling, but can ask Health & Safety if they can engage in that work. M. Belvadi suggested that books that were in the basement during that mould outbreak would be good items to check as indicators.

S. Fisher provided some information about the 2014 basement mould outbreak, including the recovery process. Much of the clear-out project took place in the summer of 2016.

M. Johnson reminded the group that if we have a spreadsheet of items that were in the basement, we can match it against the catalogue by barcode to see which items remain.

5. **Student Reports**

   For the undergraduate students, N. Mannholland added support for mould testing, noting that some students report that parts of the library feel musty. Students who have asked the UPEISU about borrowing laptops have been directed to the Library.

   M. Johnson asked whether students are generally aware that N. Mannholland is their representative to the Library Council, and that students can bring Library questions or concerns to the VPAX. N. Mannholland estimated that 30% of students don't even know that the VPAX position exists, but that the SU has a new communications manager and is working on public relations across the board. D. Moses added that we are all advocates for students and can receive questions/concerns.

   N. Sunila had informed the Chair that she would not be able to attend this meeting on behalf of the graduate students. She expects to attend in September.

6. **Post-Library Council CUPE** (R. Drew, S. Fisher)

   S. Fisher reported that there was nothing from CUPE for this meeting.

7. **Past Items for Discussion or Proposals**
   a. Library Operations
      i. Library website update and migration
         1. M. Belvadi gave a report: Phase 1 of the website update and migration, converting from Drupal 7 to Drupal 10, is complete. As users identify issues, they are being addressed. The next phase, Phase 2, will focus on improving the design and the content, and a starting team is working on this. More details will follow. Members are encouraged to share links to academic library websites that they think are strong examples, with an explanation of its

strengths, with Melissa. Ideas, examples, thoughts, concerns, etc., about the redesign are also welcome.

2. K. Browne asked about a timeline for the launch of a redesign; the tentative plan is for next summer (2024), but it will depend on the scope of the redesign.

ii. Temperature/Humidity/ update

1. D. Moses reiterated that work on the system should be complete by mid-September, at which time the system will need to be re-balanced. Jon Moulins is the Health, Safety, and Environment Officer with Health and Safety. He is taking measurements with his own device and is well aware of the humidity issues.

iii. Transfer of ebook records from Evergreen to EBSCO Holdings Manager

1. M. Belvadi reported that the migration is probably 99% done. S. Fisher has been scheduling staff training opportunities so that M. Belvadi can teach best practices for locating ebooks in OneSearch from both staff and patron perspectives. Students and other patrons will be encouraged to use OneSearch as a "one-stop shop" for library resources. The staff training will also include some information about Publication Finder, which may be better for known-item searching by knowledgeable library staff.

2. With the exception of PEI materials, the general dividing line is that things with barcodes that need to be checked out are in Evergreen, and everything else is based in the EBSCO Holdings Manager (colloquially known as HLM). The Evergreen materials are not held in HLM but are discoverable through OneSearch because we upload the records every Saturday. M. Belvadi has partially loaded a snapshot of print book holdings in HLM but it is not yet decided if this will be continued/maintained going forward.

3. M. Belvadi acknowledged that Cindy MacDonald and James Murphy have picked up a lot of the work on this project over the summer, which has been much appreciated.

b. Library Planning / Future Directions

i. Strategic Plan

1. D. Moses has shared the plan with Marketing & Communications, who have done some copyediting and are formatting the document to be shared with stakeholders. D. Moses will share the formatted documents with Council members once has received it, which will likely be next week.

8. **Items for Discussion or Proposals**

a. Library Operations

i. Health and Safety Building Inspection followup

1. D. Moses reported: at the end of May, the Library received the results of a Health and Safety inspection. Members of the team included Wendy Collett and Andrea Caza from the Library. After a thorough inspection, over 160 issues were identified. Good progress has been made in addressing those issues and many work orders have been both placed and resolved by Facilities. Likewise, Dorothy Peters, S. Fisher, and Pauline MacPherson have done a lot of work to resolve safety issues.

ii. LINC / Language Lab switch

1. P. MacPherson has sent out messages about this switch, which is nearly complete. Signage and the Salto access pad are forthcoming. The rooms have been switched in 25Live.
2. K. Browne has taught in both spaces since the switch and reports that they are working well.

iii. New Student Orientation
1. K. Browne worked with Design Services and Central Printing to create bookmarks with an overview of library services for new students. All NSO participants will receive a bookmark in their bags. Additional bookmarks are available at the service desk, at the UPEI bookstore, and for use at the Service Fair.
2. NSO participants will be completing a scavenger hunt during the first week of September. They will be asking for a signature at the Library service desk, and the person at the service desk should also show them how to identify their liaison librarian(s). They will also be taking a selfie in a study area in the Library. Students will be submitting photos from around campus with their scavenger hunt; they also have the option to upload their library selfie for our use in the physical building and on social media. K. Browne will share details with the service desk staff.
3. K. Browne will be presenting a brief update to the Library in a Zoom program for NSO students next Tuesday.
4. The Library will be tabling at the Service Fair next week. Volunteers are welcome.

iv. [Updated library floor plan](#) and noise zone questions
1. K. Browne shared the updated floor plan and brought forward questions from a discussion between the University Librarian and the Librarians:
   a. Should any part of the Learning Commons be a green zone? S. Fisher recommended keeping the entire Learning Commons yellow; there have been noise issues in the past but staff will remind patrons to keep their noise to a "yellow" level, rather than changing the expectation of the space. M. Johnson suggested that signage could also help communicate our expectations.
   b. Should study rooms 341 and 342 be changed to a quieter noise level to avoid noise overflow into the sunroom and the silent study carrels? D. Moses asked whether 341 and 342 should be changed to individual study rooms. Room 330 has already been a "yellow" group study room; S. Fisher was unsure when it was changed to yellow, but it does set a precedent for a yellow group room in a quiet area of the library. If 341 and 342 become yellow, S. Fisher suggested that room 344 (currently yellow) could become green, as the soundproof booth now provides a noise buffer between that room and the study carrels.
   c. Should the LINC and Language Lab be green zones? Are we concerned about complaints from patrons in the Collaboratory if a class in one of these rooms is noisier than the yellow baseline? S. Fisher reported that she has not received complaints about classes, but that the

Language Lab should stay yellow as that is the expectation during non-class, open lab time.

    d. Should some or all of the Stacks be red to avoid noise spillover into the silent zones around the perimeter? M. Belvadi wondered whether the design of the Stacks space makes it impossible to hold a "yellow" conversation without upsetting people in a red zone. S. Fisher does not recall complaints about conversations in the Stacks, other than issues with students lingering outside of their study rooms. R. Le Faive suggested that the books might also absorb some of the noise, and that Library staff need to be able to give tours.

2. Test for agreement: K. Browne asked the group to indicate their level of consensus for changing 341 and 342 from green to yellow and changing 344 from yellow to green. **Consensus was reached.**

3. R. Drew will make those changes on the floor plan.

v. Upcoming changes to web browser privacy options and impact on on-campus access to library resources

1. M. Belvadi reports: all web browser companies are making major changes to privacy/security settings in order to comply with government regulations. The change that will impact us most quickly will be an opt-in setting allowing users to hide their IP address, which is expected to roll out in November. Currently, users on campus (using UPEI internet or wifi) do not have to log in to access our subscription resources. Users who choose to hide their IP addresses will need to log in as if they are off-campus. We cannot control who will choose to use this setting, but we do have options:

    a. We can set our proxy server to *always* require login, so that patrons always have the same experience regardless of their physical location and staff do not have to figure out their exact situation to troubleshoot.

    b. We can leave our proxy server settings the same, but prepare service desk staff to field a new set of questions and concerns.

2. R. Le Faive notes that as a proxy user, the experience is already inconsistent: sometimes patrons don't have to log in because their browser has stored a cookie, and sometimes someone has to log in several times in a short period. The service desk may not experience a significant uptick in questions.

3. R. Le Faive asked whether a patron who has hidden their IP address will be perceived as coming from our proxy server (by the database), or whether the proxy server will be hidden as well. M. Belvadi clarified that our EZProxy server is not a traditional proxy server, it's a URL rewriting server, so this will not be an issue (and OCLC would be highly motivated to solve it if it were).

4. M. Belvadi noted one other issue that will arise: if someone has bookmarked a resource on a campus computer and their bookmarked link does not have the proxy prefix, and then they hide their IP address, their bookmark will not work as expected. R.

Le Faive suggested using Campus Notices to communicate about this. M. Belvadi will also work with C. Matthews to communicate with ITSS about their communication plans.

5. D. Moses suggested that using Azure Active Directory for our EZProxy authentication might work better than Shibboleth and shared a link from a library that has made this change. M. Belvadi has been working with vendors who use true SSO (Single Sign-On) to set up authentication for our users without going through a proxied link. Accessing those vendors from off-campus can also be done using the "Log in via your institution" link.

vi. First Year Experience instructional switch away from OneSearch Lite

1. K. Browne explained that the liaison librarians are planning to teach OneSearch Full (the regular/red OneSearch) in the First Year Experience classes (English 1010, UPEI 1020, UPEI 1030) this fall. Because the ebooks are no longer in the Evergreen catalogue, librarians will need to teach limiters in OneSearch more actively for classes that use books. Students also do not always fully understand or retain the difference between OneSearch, which is easy to access across our website, and OneSearch Lite. K. Browne has communicated this plan to many of the First Year Experience instructors; one has expressed concern, and K. Browne is in communication with them to make sure their concerns are addressed.

2. M. Belvadi has been working on retiring OneSearch Lite on the EBSCO/website side of things. The two major differences between Lite and Full were that Lite limited searches initially to "Available in the Library Collection," and that Lite pulled from a smaller set of databases, omitting those that do not contain full text. EBSCO is mostly, but not always, accurate about identifying full text and item types, so we may see an uptick in people thinking we have access to things we do not actually have full-text access to. Please let her know when these things come up so that she can troubleshoot.

3. K. Browne would like to receive suggestions for online tutorials or instructions, or things to emphasize in our instruction in First Year Experience classes.

4. M. Belvadi asked whether we are ready to remove all references to Lite from the website. D. Moses suggested adding language about this change to https://library.upei.ca/about_onesearch_lite. With the assurance that there would be a newsblock item and other communication about these changes, Council members had no blocking concerns about moving ahead.

b. Library Planning / Future Directions

i. Library Fundraising campaign literature

1. D. Moses has draft text for a brochure from Development & Alumni. Sometime next week, he should receive an update about the finance estimates for the proposed renovation pieces.

9. Roundtable

a. K. Browne – nothing to add

b. S. Fisher – The service desk schedule for fall is published up to the exam period. There may be movement in staff which will impact the schedule. D. Moses noted

that S. Fisher presented at the MacPhail Homestead "Lunch and Lecutre" series about BookLives, which was a great way to get information out about that project

c. K. MacPhail – nothing to add
d. M. Belvadi – collaborating with a Psychology faculty member planning an assignment incorporating ChatGPT for a course this winter, including a component on fact-checking. K. Browne recommends attending tomorrow's Let's Talk Teaching in the Teaching & Learning Centre to hear a variety of faculty concerns and ideas about generative AI.
e. R. Drew – nothing to add
f. M. Johnson – Presented at ALA and NeuroGLAM over the summer.
g. R. Le Faive – nothing to add

Meeting adjourned at 2:51 PM