

Library Council Minutes
March 22, 2012 – 1:00 p.m. – 3:00 p.m.
Library Conference Room

Present: Dawn Hooper (Chair), Melissa Belvadi, Cathy Callaghan, Betty Jeffery, Suzanne Jones, Simon Lloyd (Recorder), Keltie MacPhail, Donald Moses, James Murphy

Regrets: Wendy Collett, Courtney Matthews, Junhui Zhang

Absent: Sara Jones

1. Approval of Agenda

Approved as circulated, with correction to date and addition of one item (4.4 -- Science Fair)

2. Approval of Minutes (February 23, 2012)

Approved, with two corrections.

3. Business Arising

3.1 Learning Commons/Information Desk

M. Belvadi reported that an issue with Firefox not opening some pdf documents was being investigated.

M. Belvadi reported that a request has been made to UPEI ITSS to replace the colour printer in the Learning Commons, in light of recurring problems with this unit, but that the status of the request was not known at present.

Some discussion ensued on other colour printing options for students, but there was general agreement that the Learning Commons should be replaced, if possible.

3.2 Copyright

S. Lloyd noted that Bill C-11 had passed through Legislative Committee without substantial alterations: it will now be debated in the House, though this has not yet been scheduled. There was vigorous lobbying before the Committee to make the Bill much more restrictive, but these efforts appear to have been unsuccessful.

There has been no further news on the Access Copyright/interrogatories situation since the last meeting, at least so far as anyone on Council is aware.

3.3 Health and Safety

S. Lloyd reported that he has not yet had opportunity to convene a meeting of building wardens, but hopes to do so before the end of the month.

3.4 SIFE Fundraiser

S. Jones reported that no significant problems had been encountered with the installation of the coin drop-slots, tubing, etc. She has not heard from the SIFE group yet as to how much money was raised.

3.5 Student Concerns/Issues

K. MacPhail reported that students were asking if the Macs in the Learning Commons, etc., could be set up to show a print account balances or an error message if available print credit is insufficient to process a job. M. Belvadi replied that this had been raised with UPEI ITSS before, and that the system used to manage print credit cannot be configured to display balances on Macs; some sort of error message may be a possibility.

Action/Decision: *M. Belvadi will ask UPEI ITSS whether or not a print credit-related error message can be displayed on the Macs if a student has an insufficient balance to print a job.*

3.6 Post-Library Council CUPE

J. Murphy asked if training could be arranged with UPEI ITSS for Library personnel staffing the Circulation and Information Desks, as these service points were experiencing a high volume of computer trouble-shooting questions. In the ensuing discussion, it was confirmed that Library personnel should not be working with patrons' own computers/mobile devices; any assistance should be confined to Library Macs and UPEI Student Network PCs. It was also suggested that some effort should be made to record and categorize the types of computer-related questions being asked (supported by specific examples, if possible), to more clearly identify issues where UPEI ITSS training may be most useful. In closing this discussion, Council members were reminded of the Library's subscription to *Atomic Learning*, which offers a strong selection of software training tutorials.

J. Murphy asked if it would be possible to adjust the IT students' desk hours to provide more coverage earlier in the day, specifically in the 1pm - 3pm time-slot. It was noted that part of the rationale for scheduling the students later in the afternoon/evening was that the UPEI ITSS Help Desk was open until 4pm every weekday, but the IT students' statistics could be reviewed for the existing 3pm - 4pm time-slot to get a sense of what demand was like in the afternoons. It was noted, however, that there seemed to be considerable inconsistency in the IT students' recording question statistics, with some apparently not recording questions at all; this will have to be rectified before IT student desk data can be considered usable for any decision(s) on scheduling.

Action/Decision: *C. Callaghan will send a message to the IT Desk students to remind them of the procedure for recording statistics; Library personnel on the Information Desk should also remind the IT students about recording stats.*

3.7 Library/UPEI Policies

D. Hooper noted that the Open Access policy has still not been posted, but that this should be done within the next couple of days.

3.8 Staff Updates

D. Hooper reported that UPEI administrative approval has been received to fill the Systems staff position and the term librarian position, and the job postings for both are now up.

4. New Business

4.1 Human Library

B. Jeffery reported that the Human Library concept seemed to be attracting increased interest and attention of late, and that she has received suggestions from 2 UPEI professors for the Robertson Library to consider it. It was explained that a Human Library project was intended to provide an opportunity for patrons to “borrow” (i.e. book meetings with) a range of individual volunteers who had interesting and distinctive life experience and/or knowledge to share.

Several academic libraries in the Atlantic region have piloted Human Library initiatives: Acadia was the first, two years ago, and, more recently, Mount St. Vincent has just completed one and Mt. Allison is launching another this week. It was noted that a Human Library project at UPEI could benefit from partnerships with other events and initiatives on-campus, including internationalization and Diversity Week events; students from one of UPEI’s new leaderships courses (e.g. UNIV 204) might also be interested in helping to launch a Human Library here.

Action/Decision: *S. Jones offered to contact other libraries that have undertaken Human Library initiatives to get advice of set-up/first steps, budget, etc.*

4.2 Budget (Library/UPEI)

D. Hooper advised Council of the recently-announced decision by the Province to cut UPEI’s operating grant by 3%; the University, in turn, has asked all campus units, including the Library, to make a 3% cut in their expenditures or find 3% in additional revenue. In the ensuing discussion, it was noted that the Library has some opportunities to both trim costs or increase revenues, either as a unit, or as part of broader campus initiatives (e.g. building energy efficiency).

Action/Decision: *Council members should e-mail suggestions for spending cuts or revenue generation to D. Hooper, and should encourage other Library personnel to do likewise. These will be reviewed at the next Council meeting.*

4.3 Ebsco Discovery Service (EDS)

M. Belvadi reported that the liaison librarians have agreed to an EDS subscription as a one-year pilot project. For the benefit of those Council members not involved in the EDS discussions to date, it was explained that discovery services were a new type of application being offered by a number of library vendors that plan to provide true “one-stop” searching across library catalogues and multiple database platforms (including local digital collections); discovery services should be able to offer improved functionality over federated search products, because discovery services actually build,

and search on, their own databases. It was also noted that the EDS single search functionality can be made available to the community at large, though full-text availability will, of course, be restricted to UPEI users.

M. Belvadi advised that substantial set-up time is required, working with Ebsco to tailor UPEI's EDS implementation for our needs, so we will likely be looking at a summer rollout, with an official launch for the Fall 2012 semester. The Library Web Committee will be the lead group on front-end customization choices, while the Library Systems unit will be working on the back-end, in consultation/cooperation with others in the Library.

4.4 Science Fair

M. Belvadi reported that UPEI is hosting the Canada-Wide Science Fair, May 12 - 19. The Library will be working with the Faculty of Education to provide three offerings of a 50-minute educational activity for Fair attendees, age-appropriate to junior high students. The Library will provide the venue for the activity on the afternoon of May 14, and a couple of volunteers.

Action/Decision: *D. Moses and S. Lloyd volunteered to assist with this event.*

4.5 Roundtable

- S. Lloyd
- Will be presenting at APLA 2012 Conference in May (panel presentation on Access Copyright situation and co-presentation, with D. Moses, on islandnewspapers.ca project)
 - Travelled to Halifax this week to attend Atlantic Book Awards Society AGM and assist with Book Awards short-list announcement fundraiser. There are tentative plans to bring the Book Awards to PEI in 2014.
- D. Moses
- Is coordinating a new Seniors College course, "The Island Heritage Road Show": 8 sessions through April and May on PEI heritage research resources, including archives and digital collections; being offered in partnership with the Public Archives and Records Office and the PEI Museum and Heritage Foundation, but most of the classes will likely be held at the Library.
 - Friday, May 4th is booked for the Evergreen upgrade; there may be a bit of system downtime during the upgrade, but this can hopefully be kept to a minimum.
 - New OJS journal is being hosted by Library, Climate Adaptation and Impact Factors, edited by UPEI climatologist Adam Fenich. This is the fourth OJS title hosted by the Library.
 - MARC records for *CredoReference* e-book titles have been added to the catalogue.
- S. Jones
- The Library will again be hosting the relaxation massage stations offered by the Student Alumni Association during April exams.

- Worked with C. Matthews to convene the Library's March 9th "Conversations With International Students" event; response was positive and hopes to offer a similar event in future.

- Is looking at adding sound to the Library's Screenscapes display.

- The quantity of new book covers being added to Library Web site and Screenscapes is increasing; there has been a good response to this display, and there is some evidence it is boosting circulation of featured titles.

There was some discussion of adding staff/student "picks" and which venue(s) -- Website, Facebook, etc. -- would be most appropriate for displaying these. It was noted that the Library's staff Twitter account was not being used much, and Council members were asked to forward suggestions to S. Jones or C. Matthews for increasing the usage of this feed.

M. Belvadi - *CredoReference Premium* e-reference collection has been purchased, and is now up and running.

- *Academic Search Premier* has been upgraded to *Academic Search Complete*; the Library Web site database listing has been updated accordingly, but work is still underway updating CUFTS.

- Gale literary databases (*Contemporary Authors*, etc.) are being cancelled, in favour of EBSCO's *Literary Reference Center Plus*.

- Library Web site News crawl has been abandoned in favour of a faster-cycling news block.

- M. Belvadi is incoming Vice-President for PEI on APLA Executive.

- Dave Cormier from UPEI Integrated Communications is coming to next Library Web Committee to speak to the University's new Visual Identity policy.

D. Hooper - As noted above, UPEI has a new Visual Identify policy; she circulated poster and pamphlet depicting authorized graphics, fonts, etc. for Council review.

- International Open Repositories annual conference will be coming to PEI in July, 2013.

- UPEI Senate recently heard a presentation re: the Global Issues program, which is being reviewed this year; D. Hooper can send the review report/documentation to interested Library personnel for internal reference/consultation.

- UPEI Senate also recently hear a presentation from V-P Research and Development outlining concerns about the tracking and reporting of UPEI scholarly publication activity; favourable reference was made to the IslandScholar institutional repository in the context of this presentation.