

# Wilfrid Laurier University Library Council

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## Approved Minutes - Tuesday, October 26, 2021 Teams Virtual Meeting, 10:00am - 11:30am

- Present: Brooke Abbott (UG Student Rep), Gohar Ashoughian (Chair), Kathy Behrendt (Faculty Rep), Gordon Bertrand, Tarah Brookfield (Faculty Rep), Debbie Chaves, Jenn Dufton (Library Staff Rep), Mona Elayyan, Meredith Fischer, Peter Genzinger, Scott Gillies, Michelle Goodridge, Pegah Jamalof (UG Student Rep), Helene LeBlanc, Yanli Li, Amanda Oliver, Joanne Oud, Jennifer Robertson-Wilson (Faculty Rep), Melanie Ross (Library Staff Rep), Greg Sennema, Michael Steeleworthy, Irene Tencinger.
- Regrets: Pauline Dewan, Charlotte Innerd, Dillon Moore, Matt Rohweder, Fang Wang (Faculty Rep), Blaze Welling (Grad Student Rep).
- Recording: Jennifer Knechtel
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### 1. Welcome and introductions

- Gohar welcomed everyone to the meeting and introduced new Department Heads. Gohar then encouraged new Council members to introduce themselves and share what they are hoping to bring to Council.

### 2. Approval of the agenda

- Motion: Gohar Ashoughian moved to approve the agenda, seconded by Melanie Ross.
- approved by all, no questions or additions

### 3. Approval of the minutes from March 29, 2021

- Motion: Gohar Ashoughian moved to approve the minutes, seconded by Scott Gillies.
- Approved by all, no questions or comments
- Matt Thomas is abstaining

### 4. Business arising from the minutes

- none

### 5. University Librarian Report

Gohar expressed appreciation to everyone in the library for all they do to provide support for academic success and research.

Gohar explained that for the fall term we considered all health and safety protocols for moving forward with library services and building operation. Prior to that access to Collections was provided through use of the bookmobile. Currently the access to Collections is open within the Waterloo library location. Study spaces are also open with the exception of the 3rd floor as staff are on that floor working on providing essential services. Distancing and mask usage is in effect for study spaces as per the applicable protocols. Students need more private types of spaces; for example if taking an online course and also having an onsite course (limited time between the two). To help address we are going to introduce three private study pods. Having three will allow for evaluating how effective these pods are prior to purchasing additional. These pods should be available in the winter term.

Helene asked for clarification of where the pods would be located. Gohar explained they would be on the 7th floor of the library after exiting the elevator.

Mark asked if they are pre-built and installed. Gohar clarified that yes and that they are quite affordable at approximately \$8000 each.

Greg asked if they would still be relevant in January and Gohar clarified that yes they will as they address the demand for private study space.

Gohar then proceeded with the UL update to note that we recently had many retirements, including those of very long-standing valuable employees such as Vera Fesnak. Gohar also expressed her gratitude to Helene for serving as Department Head.

There have been many changes since the last public service review, including, but not limited to the implementation of OMNI.

There has been an effort to realign resources and develop departmental structures to provide services in a very cohesive way. Michelle is one of the new Department Heads, with recruitment of the second Department Head underway. Covid has accelerated this realignment process, but we were already moving in that direction. There has also been a change in Technical Services to reflect the needs.

## 6. New Business

### **Celebrating Laurier Achievements: Meredith Fischer**

Gohar introduced Meredith and expressed her support for this important exciting project.

Collaboration between the Library and Research Services to celebrate Laurier achievements. This is a fully online event this year which will include a few performances and a panel discussion.

This is across campuses and will be happening in February 2022.

There were over 130 submissions which is very exciting; very balanced group of submissions. There will be 25 videos created. This event will be broader in scope than the one that took place in 2017.

Meredith reviewed some of submissions across the various categories.

Helene asked if there was a budget to produce poster boards. Meredith agreed that the posters are an important part of the marketing. There is a commitment from both Gohar and Jonathan to support this project. The committee will be bringing forth suggestions and proposed costs.

### **Service Updates: Gordon Bertrand and Scott Gillies**

These are service updates spanning the last 18 months. We implemented a new system only months before needing to spin out new services. Gord made special note of the Laurier Library team that worked very hard to move services forward.

#### **Services:**

Scan on demand: allowed access to resources when physical access was not possible. Service integrated with OMNI system.

Service is now available to all faculty and students.  
Gord provided a quick walk through of the service.

Mail on demand: recognized there was a large demand of students working at home and would still need access to the Collection. This provides home delivery from a number of participating institutions. Borrowing period is 120 days; prepaid mailing labels are included to facilitate return.

Rapid ILL: enhances the services by relying on partnerships (pods) that have agreed on a 24 hour turn around for items not held in our Collection. Files delivered via secure email in PDF format.

Building and Service Hours: hours are shorter than pre-covid, but we are having active discussions for moving forward.

Liaison Services is mostly remote in Waterloo and fully remote in Brantford as the DLLC is closed. Scott expressed his gratitude for all who have worked hard to support remote service and also moving back on site.

Books to Go was helpful for access to Collections as well as intercampus delivery.

All three campus library locations are open for on site browsing and circulation. Kudos to Gord and his team for getting the 2 new self-check machines up and running.

HathiTrust services has ended. It was only available during lockdown.

Ebook project will be rolled-out; access to hundreds of thousands of titles during project.

Study Spaces: have expanded available spaces; repurposed group study rooms to individual use. Study rooms are well used and can be booked for 2 hours a day.

Archives Research Appointments: can book time through EventBrite system.

## Questions:

Joanne Oud noted that increasing individual study rooms could be at the cost of ALC students. Scott has been monitoring the bookings. To date there has not been an issue for ALC bookings. Scott is also notified of any specific requests to ensure there are no issues.

It was reiterated that it is definitely important to constantly monitor and adjust if there are concerns. Joanne Oud noted it was her understanding the rooms were well used before the pandemic. Joanne noted that it is important that ALC students are not disadvantaged as result of any changes to room booking policy. Gohar assured Council that the library will remain flexible and not make fixed decisions and continue to monitor usage. LibExec will adjust booking policy to ensure that ALC students are not disadvantaged.

Question re: Mail on Demand: are we concerned about not having a current mailing address?

There is a message that is sent out asking for an address verification and opportunity for correction before shipping it out.

Question re: print books: when will they be open for ordering again?

There is no current timeline on this item, but the Information Resources (IR) managers are working on it.

Greg expressed kudos for the services summary.

Question re: Rapid ILL .... what type of messaging should librarians be sharing re: providing in 24 hours. Gord noted it is important to not over promise as the service only works for items that are available from a pod member. Suggested communicating that it could be as short as 24 hours, but could also take up to 2 weeks. Greg suggested that reviewing data down the road would be helpful in terms of future communication.

Mark expressed support to ensure that ALC students have access to the rooms they need. Gohar reiterated that we are doing exactly that, ensuring access.

Scott has committed that we would pivot quickly if there is an increase in ALC demand. Scott will be meeting with ALC to make sure we are not missing anything. Will reach out to students to make sure that we are meeting their needs and adjust as necessary. Gohar assured Council that we have continue to take this very seriously.

## 7. Other Business

- Isabel Cisterna provided an update on a project that the Laurier Library is leading. This is called the Kindness Project. It is a travelling trailer that will visit various areas (12 scheduled stops). It is about bringing kindness, music and healing to the community. Isabel offered to provide more details next week with an evening event on November 12th.

## 8. Next Meeting

- January 27, 2022

## 9. Adjournment

- Motion: Gohar moved to adjourn. Meeting adjourned by consensus at 11:36am.