

Wilfrid Laurier University Library Council

Draft Minutes - Tuesday, March 22, 2022 Teams Virtual Meeting, 10:00am - 11:30am

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

2. Approval of the agenda

- Motion: Gohar Ashoughian moved to approve the agenda, seconded by Jennifer Robertson-Wilson.
- Milton presentation was removed from the agenda; this will be rescheduled for a later time.

3. Approval of the minutes from October 26, 2021

- Motion: Gohar Ashoughian moved to approve the minutes, seconded by Kathy Behrendt.
- Approved by all, no questions or comments

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. Congratulations and thanks were expressed to all.

Gohar explained from a Covid perspective we are now almost completely back to the physical space; all study spaces are fully available. We have put back all individual and group study rooms which are available for booking.

Gohar expressed thanks to those that have been working on the details to bring these services back.

It was noted that we have repair work that needs to be done to fix previous leaks on the main floor; plan is for replacement in May. Following that point we will be moving back to that space as the main desk for User Services. This transition will happen during the spring and summer.

Gohar provided an update on the work that has taken place for developing the Laurier Brantford Library. Most recently there have been planning meetings with the Architect (Gow Hastings) that was awarded the contract. The University is funding this architectural design process which is very much appreciated. Gohar commented that we are definitely moving in the right direction.

We had scheduled a more wholesome discuss regarding Milton, but as previously mentioned that presentation has been postponed.

There had been various Milton presentations today, including those at Senate. It is a natural step in the multi-campus environment. One of the visions of the Milton campus is it is going to have a clear academic identity. Location (103 acres with 70 being part of green belt which will lend itself to research) will be in Milton education village; this is going to involve creation of a neighborhood in collaboration with the City of Milton.

The big element will be STEAM based design with emphasis on engineering programming to start in the fall 2024. Initial stage will be delivery of existing programs. Masters of Education started there in 2020.

There are also potential programs in Landscape architecture which will require changes to resources that need to be brought in. Charlotte Innerd as Head of Collection Development and Acquisitions has been involved in the planning and discussions.

We will need to think about Library services in Milton from the perspective of phasing and moving from the temporary location to more permanent locations. More formal planning will start soon in a collaborative manner. Gohar noted she is part of the University planning committee for Milton.

6. New Business

Archives and Special Collections Update: Amanda Oliver

Amanda provided a link for the Ipsos Canada and Laurier Library:

<https://give.wlu.ca/news/2022/winter/ipsos.html>
Antarctica by Pat and Rosemarie Keough - https://www.keough-art.com/antarctica_for_connoisseurs.php

Amanda explained that to date she has been reviewing policies and procedures for possible updates. No major changes have been made. The most significant change was to include EDI when obtaining collections.

New and upcoming acquisitions in negotiations with donors:

- Canadian Lutheran world relief will be arriving in the next couple weeks. It will include approximately 180 boxes and will support research and compliments other current holdings In the Archives Collection. It will take the spring and summer to process this large donation.
- Recently renewed relationship with Laurier Archives and IPSOS. Very excited to have a renewed agreement with this donation.
- New volume arrived last week re: Antarctica by Pat and Rosemarie Keough

The Archives is co-hosting an Open house event in May with the Gallery and the Press and will be following all safety protocols.

In June, the Archives is hosting the annual spring lecture. This event will take place on Zoom with more information being shared closer to the event.

The first week of April is Archives awareness; there will be daily posts to highlight items In the Archives.

Any questions?

"Faculty have taken retirements and have asked for the Library to take collections. Have you in the Archives also received these requests?" Amanda offered to share the Archives acquisition policy. So far two requests have been received.

Gohar highlighted that Daryl Bricker is the CEO of IPSOS and an WLU Alum, the relationship has always been quite strong. Previously data would come to lispop and then be provided to Laurier Archives.

Amanda and Michael have been working on a process for transferring the records. They are working with ICT to create a shared folder so that donors can upload directly in the folder. Conversations are ongoing; hope to receive first donation in the next couple of weeks.

Michael Steeleworthy noted it is a pleasure to work with Amanda and her experience is very helpful. Conversations had just popped up with the donor. Michael explained that we have an agreement with IPSOS to make sure that the files we receive are usable. Recent calls have been very positive.

ICT Update: ICT Team

The ICT introduced themselves and shared their agenda.

Classroom Support

ICT provides after hours classroom support. Currently working on infrared microphone system; advantage is that It can be used In any classroom.

Documentation and videos have been created for all things Zoom related; also happy to provide one on one instruction.

Reviewing OWL - all in one device; currently in proof of concept phase. Need to ensure that technology is meeting the requirements of faculty. Currently there is no funding to distribute to all classrooms.

Julie Topic walked through the steps for how a faculty member is able to get classroom support.

Question - how will Librarians get support in the evening?

There are different pods across Waterloo campus that have a Specialist (I.e., one In Bricker, one In Lazaridis etc.). During the daytime they are all available. There are technicians working until 7 or 10pm and can be dispatched by the Service Desk.

Digital Strategy

Focus on how we use technology to improve and thrive.

Kyle walked through the process that was followed for developing Laurier's digital strategy. This process started in Winter 2021 and is still continuing. ICT worked on drafting a digital strategy in January and February of 2022. Currently working to finalizing the strategy.

Cyber Security

All employees are required to use MFA (mandatory since summer 2021).

Scott explained that student mandatory enrollment will occur May 17th.

The most important step to reducing cyber threats is to have a well-trained workforce.

Another measure is how we connect to VPN; the point is to make sure it only those that should have ability connect to VPN will be given access.

Question was asked If ICT would be running spoofing emails. Taking courses was not a requirement at that time. The main point is to educate people.

Question - when a colleague returns to onsite work how do they update the software (ATP)? Answer, ATP should be there. There is a separate process for when you first return.

Cloud Solutions and PSIA's

Solutions hosted in cloud environment such as ChromeRiver.

PSIA = Privacy and Security Impact Assessment; mitigates risk for privacy and security breaches.

Jennifer F reviewed the process that ICT follows when looking for solutions.

First define the issue, then look at what currently exists (engage with ICT). Next would be ICT consulting services, followed by PSIA submission and then finally the legal review.

The existing repository of cloud solutions was referenced as well as location on Connect.

Questions:

What would require us to apply type 1 (public) Information?

Often just creating an email is fine, but this would be better discussed offline for the specific details.

Who should be notified if there are persistent accessibility issues?

PSIA process includes accessibility; for Qualtrics specific there is follow-up currently taking place. For Microsoft we have to rely on vendor and not use the pieces of software that are not accessible. It is an ongoing issue as vendors keep changing the software and it can be difficult to stay caught up.

For classrooms that are not fully web-fitted. Faculty are working in classes and Librarians work remotely. Is there any consideration for classrooms that are not fully web set-up?

There is a 2 year plan and budget request to set-up more of the classrooms for web-conferencing. A work around would be to submit an ICT ticket in advance.

How will the digital strategy impact the library and what does it mean, will there be an increase in machines?

The library has been quite involved and will continue to be.

The high level strategy that is going to complete our vision is almost ready.

Gohar noted a number of people from the library have been identified to participate in the next stage of discussions.

A student is blind and having issues accessing resources. Can we work with ICT to trouble shoot this issue. Who would be the best contact?

Please place a ticket and ICT will support as best as possible. Nela suggested connecting with Julie offline.

ICT provided a game on cyber security ... Dillon won the game.

Gohar wished Holly all the best in her new endeavors and also thanked her for all the work she has done.

7. Next Meeting

- Fall 2022

8. Adjournment

- Motion: Gohar moved to adjourn. Meeting adjourned by consensus at 11:58am.