

**CARLETON UNIVERSITY LIBRARY
LIBRARY COMMITTEE OF SENATE**

Minutes of the Meeting of March 8, 2011

Present:	Stephen Fai (Chair) and Azrieli School of Architecture and Urbanism; Margaret Haines (University Librarian); Gennady Shaikhet (Science); Janet Hempstead (Library); Joanne Cameron (Library); Jaffer Sheyholislami (FASS); André Loiselle (GSRO, FGPA); David Jackson (Sprott School of Business); David Cannon (Graduate student alternate member); Nicolas Osborne represented Jessica Lynch on behalf of the undergraduate students; E. Ann Newton (Executive Assistant to the University Librarian and Reporter, SLC)
Guest Speakers:	Pat Moore (Library); Ingrid Draayer (Library); Lloyd Keane (Library)
Regrets:	Tom Darby (FPA), F. Richard Yu (FED, INFOTECH); Tracey Lauriault (Graduate student member); Jessica Lynch (Undergraduate student member); (Anita Hui, Guest speaker)
Observers:	Library staff: Heather Cross, Fatima DaRosa, Jane Fry, Christine Mullin, Laura Newton Miller, Heather Raine, Robert Smith, Christine Taylor, Wendy Watkins

1. Lunch

A light luncheon was served to members of the Senate Library Committee from 12:30 to 1:00 p.m.

2. Welcome and Introduction of Members (Stephen Fai)

The Chair, Stephen Fai, opened the formal meeting at 1:00 p.m. with a request for introductions around the table.

3. Adoption of the Agenda

It was **MOVED** by (D. Cannon, J. Cameron) that the agenda be accepted as circulated.

Carried.

4. Approval of the Minutes of the Meeting of December 15, 2009

It was **MOVED** by (A. Loiselle, J. Sheyholislami) that the minutes of the meeting of December 15, 2009 be approved as circulated.

Carried.

5. Business Arising from the Minutes of the Meeting of December 15, 2009

5.1 Agenda Item 4.2, December 15, 2009

Haines reported that the <odesi> project, under the direction of the Scholars Portal service, was very active. Membership or the use of the service is about to be extended, for a small fee, to institutions and colleges outside of Ontario. It is a well-used resource. There will be an increase in the data sets that are currently available.

5.2 Agenda Item 4.3, December 15, 2009

The compact shelving project has been successfully completed. Approximately 350 new spaces have been added. Despite this latest round of renovations, the Library is still very, very crowded.

5.3 Agenda Item 4.4, December 15, 2009

Trista Lynch-Black, who provided such excellent assistance to the Library in fundraising initiatives, has left the Library to become the full-time Development Officer for FPA. Haines and staff are currently working with Advancement to find a replacement.

5.4 Agenda Item 5, December 15, 2009

Haines stated that at the meeting today, Draayer, Head, Access Services and Interlibrary Loans, would be discussing a change in Interlibrary Loans policies and the rationale for taking and approving this step.

Haines informed SLC that the regulations on food in the Library will be revised. In the past there have been inconsistencies in application and misinterpretations of the current policy. An Associate University Librarian for Buildings and Services will be hired within the next few months and that individual will be asked to re-write the Library's policy on food.

6. General Library News (Margaret Haines)

Staffing Changes

Haines' contract has been renewed for another five years.

Linda Rossman retired in December 2010 after thirty-four years in the Library.

Rossman will be replaced with a new Associate Librarian whose mandate will include issues relating to the building, operations and facilities.

Leslie Firth, Associate University Librarian, has decided to return to the CUASA Bargaining Unit in a half-time appointment, i.e. 50%. In this position Firth will take the lead on Assessment, continue to chair that Committee, and will examine all aspects of evaluation, quality improvement, and assessment.

Heather Clifford, Technical Services, Library retired last year after completing 34 years of service.

The Library contributed to its population with the births of three babies: Michelle Atkin gave birth to Elizabeth in April; Aleksandra Bennett had a baby boy named Adam in March; and Joel Rivard and his wife welcomed their daughter, Emma, in February.

Awards

Heather Britt and Pearl Jacobson were the recipients of the 2010 Professional Achievement Awards. Patti Harper and Anita Hui received this award in 2011. Haines expressed appreciation to these individuals for their contributions to the Library.

New Developments

Last year, the AODA (Accessibility for Ontarians Disability Act) created considerable demands on both staff time and attention. Heather Cross, Library, is a member of the AODA Working Group. Haines was on a Senior Task Force and chairing a group on Information and Communication Standards. Various draft standards were received from the Ontario government and participants were asked to comment on them. The first draft standards, in relation to library issues which are covered under Information and Communication Standards, were quite challenging in terms of the time frame within which to make changes and what was required. The original standard required that we make everything available in accessible format by 2011, which was absolutely impossible. The revised standard, which came out last year, is much more forgiving. It treats existing library collections as archives in the sense of not being required to be in accessible format. It does encourage us to purchase as much as possible in digital format. We are required to convert resources on demand into digital format and charge the same as we would for any other format requested by students or faculty at the university. To assist in this endeavour the Library made a budget bid last year for a high-speed scanner, i.e. 2400 pages per hour. This scanner is now installed in the Graphics unit on the first floor of the Library.

Library Expansion

Haines spoke briefly about the Library expansion. A brochure "You're your Library... How would you like it to be?" was circulated to members of the committee. This brochure has been posted and students are encouraged to sign up for a focus group and to share their thoughts about the expansion. The poster includes a picture of the proposed changes to the building.

Scholarly Communication

The Library has always had a mandate to be involved in scholarly communication and Open Access. In January 2011 a Scholarly Communications Committee was established. Haines co-chairs this committee with Mark Forbes, Office of the Vice-President (Research). Kim Matheson, Vice-President, Research International is the sponsor. The committee is examining a number of issues, notably scholarly communications strategy overall, policies and open access publishing, support for open access publishing and various measures to improve the visibility and impact of Carleton research. The committee has had two meetings. The first meeting was a general introduction. The focus of the second meeting was on the joint award between the Graduate Students' Association, the Library, and the Office of the VP (Research) which is to support graduate students' publishing in open access journals and the other discussion was about the open access policy.

Web Site Re-design

One of the librarians in the Systems department has consulted with staff throughout the Library on issues relating to the re-design of the Library Web site. Considerable progress has been made on this initiative. The tentative date for the launch of the new site is May 2011. The Library is working with the department of University Communications on a marketing and promotions strategy for the new Web site.

Copyright

Haines reported that copyright issues were very much in the forefront during the past year. Ingrid Draayer (Head, Circulation and Interlibrary Loans) Pat Moore (Head, Systems and Associate University Librarian) and Carol Miles (EDC) have been reviewing faculty practices for posting materials to WebCT and assessing the implications for the University while operating outside the Access Copyright Tariff. The University initially chose not to participate but has now decided to sign the agreement for the period March through August. This should allow sufficient time to set up our own procedures and processes for managing copyright clearance. As of today, it is anticipated that Carleton, like many other universities, will withdraw from Access Copyright in August.

FPGA

The Library has been working with FPGA on training for graduate students in a number of areas. Janice Scammell is on this committee. Haines and Wendy Watkins have held discussions about offering research data management training. This year's Library budget includes a proposal for staff release time to conduct a suite of workshops on information management, literacy, copyright, intellectual copyright, and writing skills, etc.

Wendy Watkins (Library) spoke briefly about the Data Site International Programme - housed in Canada by CISTI.

7. Update on Strategic Planning and Budget (Margaret Haines)

Budget

Haines informed SLC that the Library only took a 2.36% cut last year. The main cuts came out of Collections, but we also gave up two positions. This year the Library was asked to propose a 3% cut (\$419,000). We took \$300,000 out of Collections and the remainder came out of staffing and our operations budget. Haines assumes that the Library will not be asked to make the full 3% cut. At the same time the Library was allowed to put in a request for \$1,000,000 base funding which was for the whole university. The Library submitted four bids: one to enhance CURVE; the second to enhance our integrated Library system, Millennium, to make it accessible for mobile phones, and add special features; the third for the Copyright Clearance Centre; and the fourth for enhanced services to graduate students, renovations to some rooms on the third floor, and additions to collections to support programs and training.

Strategic Planning

Our priorities this year and over the next 3 or 4 years are:

- Research and scholarship;
- The Learning experience;
- Accessing information as opposed to purchasing collections;
- Organizational readiness.

8. BCP – Business Continuity Planning (Pat Moore)

Through the use of a PowerPoint presentation, Pat Moore provided background on the Library's Business Continuity Plan and the IT Continuity Plan. Moore emphasized the importance of being able to continue to provide support and services during an emergency. Thirty-nine Library staff were able to participate in a tabletop exercise on December 17, 2010. In addition to staff there were two consultants on site, and three outside observers. The latter were students from a hybrid course. The PowerPoint presentation may be obtained from Pat Moore, Systems, Library.

9. Changes to Interlibrary Loan Policies (Ingrid Draayer)

Draayer discussed changes to Interlibrary Loan policies. See attachment A.

10. Update on New Acquisitions (Lloyd Keane)

Lloyd Keane (Library, Archives and Research) provided an update on new Library acquisitions.

Jacob Siskind Collection

Jacob Siskind spent a half century collecting and catalogued in detail his extensive collection.

LPs

- 18,000 LP's
- Siskind's Collection is known for having multiple examples of pieces by different artists, composers, orchestras from the 40s through the 60s

CDs

- 8000 CDs with some duplication to the current collection in the Library

78s acetates and shellacs and 45's

- the 78s are the rarest form of media within this music collection

*Also cassettes and laser disks

Reel-to-reel dubbings of CBC broadcasts (1970s and 1980s) - some cassettes
100s of programs - Siskind kept programs from performances he attended.

Scores (Mini-scores) - Operatic and orchestral scores that Siskind studied or brought to performances – some with annotation

Sheet Music, libretti - Boxes of sheet music

Thomas Archer and Rueben Herlinger Music Scores - Vocal Scores with annotations

Archival Documents

- Correspondence, photographs, clippings, and miscellaneous material that document the personal life, journalist and love of music of Jacob Siskind
- Approximately 20 boxes

Hardware to play his music and high end speakers – inventoried as of last week by Music Department where it is being stored.

Work done to date:

Work plan created for the department of Music that breaks down archival, cataloguing, re-housing, descriptive work to be done on the collection and potential projects for undergraduates, and graduate students. Determined the long-term projects and goals for creating listening stations and a Jacob Siskind reading room or reference room...both will require financial resources. Working with Advancement Officer and James Wright on these proposals as well as securing funding for a couple of summer students and staff.

Douglas Cardinal Collection

- 285 archival boxes of material
- Over 30,000 architectural drawings and plans (plans for Canadian Museum of Civilization, Edmonton Space & Science Centre, Saskatchewan Indian Federated College now known as First Nations University of Canada and so on)
- 12 3-D models
- Multidisciplinary applications for the collection including Architecture, Political Science, Public Policy, Engineering, and Art and Architecture
- Mr. Cardinal has indicated from the beginning that he will be an accessible component of the collection.
- While the collection will be integrated into research at CU it will need to be processed before grants can be applied for though other avenues of funding and others can be actively pursued.
- David Dean and Patti Harper met with Katherine Graham, Public Policy and she indicated that the Cardinal collection could be the type of project that is on par with the Batawa project. An interdisciplinary working group to discuss an initiative of this nature is currently being discussed.
- Funds were secured from Dean Osborne for the hiring of a Master's of Public History Practicum this summer who will begin the processing. Processing and finding aid creation will also be integrated into some courses in Public History and History as well as Architecture. By offering such practical components in archival processing/finding aid creation the students become better researchers.
- Staff from ARC will coordinate all archival work.

- HRDC grant has been applied for and the search for funding to make this collection accessible is an ongoing priority. We would like to make as much of this collection as possible accessible by the end of the summer so that we can begin coordinating research grants and projects through an interdisciplinary working group. There has been significant research interest in the Cardinal collection and there is a high level of confidence that funds will come from the research community to support projects revolving around this collection for many years to come.

Jacques Dalibard Collection

- A further accrual was received for the Jacques Dalibard Collection. This addition is concerned with background research and drafts of the UNESCO Cyprus heritage report.

[Notes for this agenda item were provided by Lloyd Keane.]

11. Any Other Business

There was no other business.

12. Adjournment

It was **MOVED** by (J. Cameron) that the meeting be adjourned at 2:35 p.m.

The High Costs of Doing Business: Interlibrary Loans Today

A Presentation to the
Library Committee of Senate
March 8, 2011

What does it cost when a patron requests a book?

- Most Canadian libraries do not charge each other loan fees
- Any loan fees and associated charges (e.g. shipping) are fully subsidized by our Library for all loans *within* Canada
- These loan fees range from \$5.00 to \$20.00
- If we need to go outside Canada, Interlibrary Loan staff always try to find a library without loan fees but when we can't, paying loan fees is the responsibility of the patron.
- Loan fees outside Canada range from \$10.00 to \$45.00

And then there are the shipping costs...

- Canada Post's book rates range from 80 cents for Ottawa locations to \$3.12 outside Ottawa
- We use I.U.T.S. (CanPar courier) for all shipments to OCUL locations - around \$4.00 one way
- Shipping a book from the United States costs a minimum of \$6.00 (postal rate) but the lending library may request courier service (around \$20.00) one way.
- Some university libraries pass these charges on to the patron

What does it cost us to get a copy for a patron?

Articles and other copies

- Most Canadian libraries charge a flat rate of \$5.00 per article
- Other Canadian libraries charge from \$10.00 to \$20.00 per article
- Articles from CISTI (now through Infotrieve) cost \$11.30 each - OCUL schools were given the choice of either removing CISTI from their RACER rotas or placing it at the bottom of the list (last resort)
- Articles supplied by Ingenta cost \$23.00 and up (we only use Ingenta now when the material is unavailable elsewhere or needed quickly)

Netting Out: how it works

- OCUL partners pay the difference after reciprocal amounts have been subtracted. Netting Out reporting is always one year behind. For example:
- In 2008-2009 (latest figures available) Carleton received 3,354 copies from other OCUL partner libraries
- Carleton supplied 1,097 copies to OCUL partner libraries
- Carleton paid the difference:
 $3,354 - 1,097 = 2,257$ copies = \$11,285 (!)

The partnership of CISTI and Infotrieve: Another “friendly take-over”?

- Announcing the joining of CISTI Document Delivery and library services with Infotrieve:

Infotrieve in the News

Outsell *Insights*: [“Infotrieve takes over CISTI's Document Delivery”](#) / October 23, 2009: This public-private partnership has the potential to transform the once quiet field of document delivery and it should serve as a wake up call to participants in that market. But there are also broader implications here.”

Infotrieve has been described as “aggressive”, involved in “friendly take-overs” and “on a tear”; it has formed many partnerships over the past few years (Harvard Business School Press, University of Chicago Press, GenSys Software, to name a few).

Requesting copies from CISTI

- In the first few weeks of this new arrangement when newly-minted Infotrieve Canada, operating out of CISTI, started to fill document delivery requests, we noticed an alarming change...
- When CISTI did not hold a journal title, auto-mediated requests bounced into Infotrieve's Article Finder database, and we received bills... big bills!
 - 1 ½ page article \$58.68
 - 6- page article \$98.00
- A graduate student in engineering who thought he was still using CISTISource ordered 12 articles in June and we received an invoice for \$709.92! (most articles were \$73.55 each!)
- We have now arranged for a “conditional” response before filling any requests over \$20.00 and we are not obliged to pay for the ones that slipped through...

What do other OCUL schools charge their patrons for copies? From a survey recently conducted by York University (February 2011)

- Copies are “free” (read: “fully subsidized”) at most Ontario university libraries
- 18 universities do not charge their patrons for articles
- 5 universities charge from \$2.00 to \$5.00 for each article requested – you must pay before the article is sent to you via email
- 4 others partially charge: they charge for amounts exceeding \$5.00 or charge fees for some patron categories, or charge for material from outside Canada that exceeds certain \$ amounts, etc.
- 2 others give faculty and graduate students 40 and 50 “free” articles per year
- Carleton allows all students, staff, and faculty up to 100 “free” articles per calendar year (changed from 150); articles are subsidized up to \$25.00

Charges for loans not picked up

- Most Ontario universities charge a non-pick-up fee of \$5.00 per item
- At other universities non-pick-up charges range from \$2.00 to \$10.00
- In the past year we began charging \$2.00 for non-pick-ups but this has now changed to \$5.00 per item
- Most universities have a non-pickup rate of 7 to 8% but on one list serve one library had a rate of 33%!
- Staff time (\$\$) other associated costs have been spent locating, shipping and handling material not picked up; this is discouraging to the staff who sometimes go to the ends of the earth to fill a request!

Role of Interlibrary Loans

- To supplement the print and electronic resources available at Carleton University Library by obtaining materials from other libraries. *This service is intended to support the study and research needs of current Carleton students, faculty and staff.*
- While this has always been our mandate, we have strengthened the language in our policies to emphasize our role in supporting teaching and research at Carleton
- Most university libraries have wording to this effect, some specify that material ordered for recreational or other personal use will not be supplied.

New Policies: Types of material not supplied

- Material listed in Carleton's catalogue, available as an electronic resource, or free on the Web
- This includes material checked out – patrons are advised to place a hold - the Library will recall the requested item
- material on course reserve - there are times when books on reserve can be borrowed for a longer loan period
- Exceptions are made only when a book is missing from our collection, verified through a “trace” or the status is “lost”
- Material available at Ottawa Public Library
- Material of personal interest, rather than for research or professional development purposes (except if the patron is willing to pay all associated costs)
- Material requested on behalf of friends or relatives

...more on material not supplied

- If we have the material available in electronic form we would not order a print copy unless the patron is willing to pay all associated costs; or if the patron has an extenuating circumstance for needing a print copy: patrons can appeal for an exception.
- Textbooks: students will frequently request textbooks which are very difficult to find and borrow and need to be returned after 3 weeks. We do try to supply them but try to discourage students from requesting them (there is new wording for the Website)

If I wanted to order a novel for my book club, what would it cost me?

- If you are willing to pay all our costs, we can try to borrow a novel for you from our lending partners.
- If we find a location *without a lending fee* you would have to pay only the shipping charges, within Canada this ranges from around \$2.00 to \$4.00
- If we have to borrow the book from a U.S. library the shipping charges will range from \$6.00 to \$10.00
- Recently a patron wanted us to get a book from the United States – it will cost us \$6.00 to \$7.00 for postage and the book is available for purchase on Amazon for \$5.33 CDN.

In conclusion...the main reasons for these policy changes...

- Much concern among OCUL ILL departments on costs and discussion about policies
- In revising our Webpages, we looked to other Canadian especially OCUL schools – our new policies are consistent with other Ontario universities
- Policy revisions strengthen our mandate to supplement materials in Carleton's collection for research and study
- In 2007 there was a staff of 8 and now there are 6 but the number of requests has not decreased significantly, so staff time needs to be used judiciously
- Costs continue to increase but our budget does not!