

CARLETON UNIVERSITY LIBRARY

Minutes

LIBRARY COMMITTEE OF SENATE

Date: Friday, January 6, 2006

Time: 10:00 a.m. – 11:40 a.m.

Location: Room 102, Library

Present: Pauline Rankin (Chair) Susan-Marie Aitken (Biology, Science) Pamela Armstrong (Library) Aleksandra Bennett (History, Faculty of Arts and Social Sciences) Heather Matheson (Library) Carl Neumann (Undergraduate Student member) Linda Rossman (Acting University Librarian) Xin Wang (Mechanical and Aerospace Engineering, Faculty of Engineering and Design) Ann Newton (Committee Secretary)

Guest Speakers: Dr. Alan Harrison, Provost and Vice-President (Academic)
Isla Jordan (Systems Department, Library)
Ingrid Draayer (Head, Access Services Library)

Regrets: M.H. Ogilvie (Law, Public Affairs and Management)
Liam Lynch (Graduate Student member)

Observers: Library staff: Flavia Renon, Janice Scammell, Susan Tudin, Kristof Avramsson, Michelle DeVidi, Colleen Neely, Janet Carson, Ernie Boyko, Wendy Watkins, Fatima DaRosa, Callista Kelly, Elizabeth Knight, Ela Kesik, Jeet Atwal, Maureen Leslie, Monica Ferguson, Beth Ray, John Warren, Melody Mastad, Gilles Monast, Wendy Sinclair, Trish O'Flaherty, Heather Britt, Heather Cross, Ene Tikovt, Leslie Firth

Others: Steve Skerlak, CCS and Meg Houghton, Learning Support

Before calling the meeting to order, Dr. Pauline Rankin, the new Chair, welcomed Dr. Alan Harrison, Provost and Vice-President (Academic) who addressed the Committee.

A. Harrison briefed SLC (Senate Library Committee) members and observers about Library governance issues, noting that 1) Margaret Haines had been hired to replace Martin Foss as University Librarian effective May 1, 2006 and 2) Linda Rossman had agreed to accept an assignment as Acting University Librarian for the period January 1, 2006 through April 30, 2006.

A. Harrison then informed members that while L. Rossman was in the acting position a number of Linda's duties as Associate Librarian would be delegated to other Library staff. A. Harrison reported that M. Haines will be in Ottawa for several days in February and again in March, and that Ann Newton and staff in the Office of the Provost and Vice-President (Academic) will arrange briefing meetings during these visits on such issues as the Library Annex, and the Learning Commons. A. Harrison stated that any major decisions to be made during the next 4 months would be made by M. Haines, in consultation with A. Harrison and L. Rossman.

1. Adoption of the Agenda

Motion to accept the agenda as circulated: moved by Armstrong, seconded by Bennett.

Carried.

2. Approval of the Minutes of the Meeting of April 26, 2005

Motion to accept the Minutes as circulated: moved by Armstrong, seconded by Wang.

Carried.

3. Business Arising from the Meeting of April 26, 2005

There was no business arising from the meeting of April 26, 2005.

4. LibQUAL Presentation (Isla Jordan)

Isla Jordan (Library and guest speaker) informed members that the Library planned to run a survey called "LibQUAL." She offered a full briefing on this survey, including its contents, methodologies and

potential applications. The survey will be sent to all faculty, staff (including library staff) and a random selection of students (undergraduate and graduate).

I. Jordan noted that the survey will run from February 6-28, 2006. The Library's last survey occurred in 1982.

Steve Skerlak (CCS) questioned whether provisions were made to customize the survey to Carleton. Jordan responded by stating that there are 27 core questions, including 5 local questions. Local questions are selected from 100 that are provided by the creators of the survey. Members of the Library Senior Staff Council voted on the 5 local questions to be included in the 2006 survey. The consortium-run survey planned for next year may include an option to customize among participating Canadian libraries.

In response to a query from Wendy Watkins (Library), Jordan stated that the Library would receive a copy of the dataset in SPSS.

A. Bennett raised the issue of privacy and requested clarification on the following:

- who will have access to information of a personal nature (negative comments about a staff member) that might appear in the comments section of the survey
- what measures have been taken to ensure that this information remains confidential.

Jordan informed Bennett that concern about these issues was also raised at the Canadian Association of University Teachers' Librarians' conference.

Members agreed that the Ethics Committee should be consulted again and asked to provide a clear policy on what should happen with responses that may contain personal information about specific individuals and how to handle information provided in the comments section.

Janet Carson (Library and observer) provided details about how this matter was addressed in 1982.

5. Cell Phones/Noise in the Library (Ingrid Draayer/Linda Rossman)

Ingrid Draayer (Library and guest speaker) reported that this year there has been a significant increase in the number of complaints received about cell phones, and noise in general. (See Appendix A for statistics that were compiled from complaints received via Dear Library.)

I. Draayer reported that students are frustrated by the noise levels. They want quiet spaces in which to study. As a result of the establishment of the Learning Commons, the 3rd Floor is no longer a noise-free area. Increased cell phone use throughout the building has affected noise levels on all floors of the Library.

In an attempt to address student concerns, an “awareness campaign” was initiated in the fall. The names and student numbers of individuals who received more than one warning were recorded by Stacks Staff. There was one repeat offender, and that Library user was charged.

Current library regulations allow the Library to withhold borrowing privileges for individuals who repeatedly engage in noisy behaviours. To re-instate their privileges these individuals are charged \$50.00.

The Library introduced a fine of \$15.00 for users who did not adhere to the rules on cell phone use, but that measure was very swiftly vetoed as the Library was advised that fines could not be assigned in this way.

Discussion ensued about the cell phone issue. I. Draayer stated that there is some uncertainty about how to proceed. I. Draayer admitted that the Library is just one public place where cell phones are intruding in our lives. Until we have some quiet space we need to be more assertive in dealing with individuals who create noise in the Library.

L. Rossman informed members that despite the outcome the Library had received compliments about its efforts to crackdown on cell phone use. L. Rossman stated that this issue was being brought before the Senate Library Committee to ask for guidance and input on the best way to handle the matter, i.e. continue with current regulation or introduce a specific regulation which, in Rossman’s opinion, would make it easier for the Library to administer. I. Draayer stressed that the Library was reluctant to introduce the \$15.00 fine for cell phone users, but did so, in response to requests from the students.

The Chair informed Members that a review of all non-academic disciplinary measures was underway at Carleton, and a report would be delivered to the Board of Governors by February. The Chair questioned

whether this item would be considered as part of that review. Janice Scammell (Library staff) stated that she was on the committee that was conducting this review. The Chair encouraged Scammell to bring this issue to the attention of the committee.

Heather Matheson (SLC member) commended Stacks and other staff in the Library who have tried to enforce this policy.

6. Library Building (Aleksandra Bennett)

In a report to SLC, A. Bennett (SLC member) expressed concern about building safety and funding for the upkeep of the building - the old section in particular.

Bennett then read into the record the contents of three documents:

- letter dated September 12, 2005 from Y. A. Bennett to Martin Foss, University Librarian
- memorandum dated October 21, 2005 from Darryl K. Boyce to Y. A. Bennett
- memorandum dated November 5, 2005 from Y. Aleksandra Bennett to Darryl K. Boyce.

Bennett asked the Senate Library Committee to consider a proposal to the authorities concerning the introduction of strain gauges. Also, it would be useful for the Committee to obtain 1) the construction permit number for the changes that were made on the fourth floor 2) the final inspection report from the City of Ottawa - these reports become public documents when inspectors sign off on work that has been done and 3) the structural engineer's report.

A. Bennett's remarks were followed by a slide presentation that included photographs of the staff lounge, the entrance to the freight elevator, the storage area for books, the basement, the staining overhead, the three-carpet corner, the cracks, a door that can't be closed, extra electrical outlets, unfinished plaster work, the stairs, etc.

A. Bennett reiterated that that today's presentation was made in a spirit of friendship and support and to draw attention to 1) safety issues and 2) the fact that funding is required for building upkeep.

Ela Kesik (Library, observer) recommended a complete refurbishment of the building – from the ground up – and stated that a cosmetic solution was not the answer.

Melody Mastad (Library, observer) advised members that she and Colleen Neely were on the University's Health and Safety Committee, which conducts annual building inspections. The problem with the stairwells has been reported every year to the University Building Committee. Mastad stated that the downsizing of the Building and Grounds Department has had a major impact on all the old buildings on campus. Previously there were staff in that department who were responsible for plastering, carpet repairs, etc. They have been replaced by contractors who are only brought in when there is a significant amount of work to be done.

In response to concerns raised by Wendy Watkins (Library, observer), A. Bennett stated that it was highly unlikely that the building would collapse on staff and patrons. The point that she wished to make was that creep is a dynamic situation, and that it can be addressed, in a large part, by the introduction of strain gauges.

Steve Skerlak (Computing and Communications Services) recommended that the electrical system be checked. Unlike creep, the electrical system could explode and that would be disastrous. There have been a number of incidents with the circuit breaker. The Chair, as a point of clarification, asked if a safety evaluation was done before the new outlets were added. Leslie Firth understood that the addition of these outlets was done according to code – very strictly and within what was allowable and supportable. Mastad stated that the old building was upgraded about five years ago. The circuits that are blowing are located in areas where there is a high concentration of printers. A. Bennett reiterated concerns previously expressed about the electrical system and suggested that an investigation is necessary.

I. Draayer (Library, observer) recommended that the elevator be added to the list of safety concerns. It is ancient, overburdened, and it is the only one that is available for carting books to the fourth and fifth levels. Also, students with disabilities are seriously affected.

The Chair queried the relationship between the Library Health and Safety Committee and the Senate Library Committee and asked if it was the role of the SLC to support the work that needs to be done in the Library on behalf of the Library Health and Safety Committee. Colleen Neely (Library, observer) stated that building inspections are conducted by Neely and Mastad, as part of a Joint Health and Safety Committee

requirement. The Library does not have its own Health and Safety Committee.

L. Rossman complimented Bennett on an excellent presentation on the Library's physical appearance and the health and safety issues. Rossman stated that "the support of this committee would be fantastic in terms of Library Management taking this onward and upwards." The Chair did not want the Senate Library Committee to overstep its mandate with respect to existing committees within the Library. Rossman said that SLC would not be overstepping its mandate and referred Rankin to the terms of reference of the Senate Library Committee. Bennett reiterated her request for a copy of the construction permit and number, the final inspection report from the City of Ottawa, and the structural engineer's report. It was **agreed that the Chair would pursue these documents on behalf of the Senate Library Committee.**

7. Learning Commons – Phase I (Update)

L. Rossman reported that since the Committee met in April 2005, the Library has undergone a tremendous transformation. [Copies of a brochure on the Learning Commons were then distributed to members.] She then reviewed the establishment of the Learning Commons and its official opening on October 6. L. Rossman then reported on the major physical changes to the Library that were designed to promote group learning and a learning atmosphere for students.

L. Rossman also surveyed the organizational changes that have accompanied the Learning Commons, including on the main floor, three stations - one for research help, one for IT help, and one for Learning Support Services. She also reported on the laptop loan service which was introduced on October 30. There are 40 laptops that are on loan every day. In the building we now have 38 eons (library-specific catalogue workstations), 186 workstations for student use, 775 study spaces, and a number of new signs. L. Rossman stated that the cost of the Learning Commons project was \$75.00 per square foot. She reported that a request was submitted to Physical Plant for statistics on the number of square feet but Physical Plant had not yet responded to this query.

There are two Learning Commons' committees. The first is the Learning Commons Steering Committee which meets on an occasional basis and its role is to oversee the development of policies for the Learning Commons, i.e. direction and budgets. Membership includes Ann Tierney, Linda, as Acting University Librarian, Ralph Michaelis, Elizabeth Roscoe, and Jacques Sauve. The second is the Learning Commons Operations Committee, a working group in the Library that includes

Leslie Firth, as chair, Meg Houghton, Steve Skerlak and Elizabeth Knight. Meg, Steve and Elizabeth represent the three partners in the Learning Commons – Learning Support, CCS, and the Research and Reference librarians.

Rossman informed Members that the Library's feedback mechanism is Dear Library, which is an anonymous online suggestion box. These suggestions are posted on the Web. The Library has also received the results of a survey that was conducted by University Communications. Results indicate that students are very supportive of the Learning Commons.

The Learning Commons Operations Committee has dealt with various issues: noise, hours, line-ups, and the need for assessments. Michelle DeVidi (Library, observer) asked if an ergonomic assessment could be done on the Learning Commons Desk. L. Rossman stated that an assessment was done by the campus authority and the information taken to the Steering Committee. It was L. Rossman's understanding that the minutes, when available, will indicate that a request was sent to the Physical Plant for the architect to be called back to re-assess the desk.

L. Rossman informed Monica Ferguson (Library, observer) that discussions on Phase II of the Learning Commons would be deferred until the arrival of Margaret Haines, the new University Librarian. Through the activities of the Campus Master Plan committee, L. Rossman will be documenting current and immediate needs.

8. Space Studies and/or Plans for Library Renovations/Expansion

Carl Neumann (member) wished to know the results of the investigation that was initiated last year on the issue of space. Motions were passed at Senate and Neumann questioned whether any progress had been made with respect to those motions. L. Rossman had no knowledge of what had transpired at the meeting of the Board of Governors but she did brief the Committee on the activities of the Campus Master Space Plan Committee. ECS, a consulting company from Toronto, has been hired to examine current and future needs of all buildings on campus. In terms of the Library, Rossman has been asked to provide a current assessment. The future of the Library and its space plans, etc. will await the arrival of the new University Librarian. Matheson informed members that at the Board of Governors meeting, following the Senate meeting at which the motion was passed, this issue was raised as an item, but it was deferred, pending Margaret Haines' arrival. P. Rankin informed SLC that the committee has divided its work into two phases, and the Library will be considered in the second phase.

Bennett questioned how the Senate Library Committee, the broader Library Committee and users could increase the Library's visibility on campus. Bennett stated that it might be useful for the Senate Library Committee to attach the pictures from today's slide show to the brief that will be presented by Rossman to the Campus Master Space Plan Committee.

Members and observers engaged in discussions on various issues:

- the need for consultation with staff on proposed renovations (Kristof Avramsson, Library, observer) and
- moving "crisis issues" to the forefront, i.e. the elevator, stairs, and electrical system (Trish O'Flaherty, Library, observer).

The Chair recommended that the Committee meet in February to continue discussion of these issues.

9. Closed Session

There was no closed session.

H. Matheson asked for and received confirmation that the Chair would pursue additional documentation to investigate the issues raised in A. Bennett's report on the Library building.

A. Bennett offered a vote of thanks to P. Rankin for the splendid way in which the meeting had been chaired.

10. Adjournment

At 11:40 a.m. Bennett, seconded by Aitken, moved that the meeting be adjourned.

APPENDIX A

Complaints to “Dear Library” about Cell phones and Noise in General during the fall of 2004 and 2005

Number of complaints regarding noise in general:

September – December 2004	2
September – December 2005	23

Number of complaints regarding cell phone use:

September – December 2004	1
September – December 2005	23

Number of complaints about Library policies regarding cell phones

September – December 2005	2
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Number of compliments about Library policies regarding cell phones

September – December 2005	7
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Number of complaints regarding lack of quiet study space

September – December 2005	7
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For the Senate Library Committee to consider:

Do we keep the Library Regulations as they are: Charge the \$50 reinstatement fee which must be paid to restore borrowing privileges?

Do we introduce a specific fine (of \$15.00) for noise infractions including cell phones?

Statistics on cell phones in Canada:

According to Statistics Canada, there are 15.5 million cell phone subscribers, up 12.6% from the same period last year.