CARLETON UNIVERSITY LIBRARY
LIBRARY COMMITTEE OF SENATE

Minutes of the Meeting of Tuesday, December 15, 2009

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Present:	Randall Gess (Chair and SLALS), Margaret Haines (University Librarian) Janet Hempstead (Library), Karen March (G.S.R.O.), Joanne Cameron (Library), David Cannon (Graduate student alternate), David Jackson (Sprott School of Business), F. Richard Yu (FED, INFOTECH), Jaffer Sheyholislami (FASS), Tracey Lauriault (Graduate student member), Nick Osborne (Undergraduate student member), E. Ann Newton (Reporter and Executive Assistant to the University Librarian)
Guest Speakers:	Ingrid Draayer, Anita Hui, Pat Moore
Regrets:	Tom Darby (FPA), Vacancy (Science)
Observers:	**Library staff:** Martha Attridge Bufton, Heather Cross, Monica Ferguson, Leslie Firth, Jane Fry, Susan Jackson, Elizabeth Knight, Colleen Neely, Trish O'Flaherty, Janice Scammell, Robert Smith, Wendy Watkins

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1. **Welcome and Introduction of Members (Gess)**

   The Chair welcomed observers and requested introductions around the table.

2. **Adoption of the Agenda**

   The order of the agenda items was changed. It was agreed that items 5 and 6 would be addressed prior to the discussions on item 9, i.e. TRA – Threat Risk Assessment.

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

   Carried.

3. **Approval of the Minutes of the Meeting of June 2, 2009**

   It was **MOVED** by (D. Jackson, D. Cannon) that the minutes from the meeting of June 2 be approved.

   Carried.

4. **Business Arising from the Minutes of the Meeting of June 2, 2009**

   4.1 Agenda Item 2, June 2, 2009 - Adoption of the Agenda (Newton)

   At the meeting of June 2, 2009, Newton agreed to seek clarification on the portion of the TORs (Terms of Reference) of the Senate Library Committee (SLC) concerning the method of selection for the members of the committee, in particular the phrase "usual form". Newton also agreed to ask about the use of "Library contingent" in the statement concerning nominations. At the meeting of December 15, 2009 Newton distributed a document (Appendix I: Library Committee of Senate) that was copied from the Library Forum Handbook for 2006. This document states that elections for the Library contingent are held by the two Library constituencies (CUASA and CUPE). The names of the nominees are then submitted to the University Librarian. The University Librarian chooses one person from each group (CUASA and CUPE) to sit on SLC and sends her/his recommendation to the Executive Committee of Senate for approval.

4.2 Agenda Item 4.1, June 2, 2009 - <odesi> (Haines)

Paula Hurtubise, who was seconded from Statistics Canada (SC) to work on the <odesi> project, has returned to SC. The <odesi> project is now wholly under the direction of the Scholars Portal service, which is managed by the Ontario Council of University Libraries (OCUL). A new Project Manager, Lianne Hymarche, was appointed to run the GIS (Geographic Information Systems) portal and <odesi>.

4.3 Agenda Item 4.2, June 2009 – Renovations and Compact Shelving (Haines)

Update

Locks have been installed on the doors to the stairwells in anticipation of the introduction of lockdowns in January 2010, i.e. after midnight patrons will have access to floors two and three only. This measure will improve personal safety for library users, accommodate student requests for the Library to remain open for longer periods in the evening, and reduce student staffing requirements for the late shifts.

The former Research Desk (red) will be removed from the main floor. Approximately 20 new workstations will be set up in that area. Research assistance is now available at a workstation (2 desks and 2 chairs) that has been set up to the right of the old Research Desk.

With the compact shelving project the Library was able to increase the number of study spaces by about 350, including 6 group study rooms, many new workstations on the 3rd and other floors, and a new laptop counter on the 4th floor.   The latter will allow us to add twenty more spaces.

The CCS Help Desk staff will be moved from the fifth floor to the 3rd floor, Technical Services area. The offices on one side of the building on the fifth floor will be converted into graduate student space, i.e. study rooms, graduate computer rooms, and a seminar room.

A laptop closet will be installed at Circulation. Haines hopes to increase the number of study rooms from 11 to 14.

It should be noted that that the Campus Master Space Plan includes a suggestion for adding two more floors to the Library, as well as an extension to the front of the building.

4.4 Agenda Item 4.3, June 2009 – Fundraising (Haines)

Since the last SLC meeting, the Library has received donations from the following institutions/individuals:

- The Institute of Ismaili Studies
- Heritage Canada Foundation collection on Heritage Conservation
- Marsden Collection – Spanish materials donated by Professor Marsden, retired faculty member
- School of Music - cds
- Barry Wilson Collection on Canadian Prime Ministers – includes flags, photographs, busts, documents, posters, wall hanging, etc.

Bids were also submitted for the collections of the libraries of CIDA (Canadian International Development Agency) and the Canadian Policy Research Network.

Although the Library has definitely stepped up its search for new collections, we cannot always accept material that would benefit our students and faculty. Decisions may be taken - based on space constraints and/or established collection policies - rather than on the intrinsic value of the items.

A private donor recently offered the Library his collection of vinyl records, i.e. 20,000 items. A decision as to whether or not we have the space to accept this material is pending.

4.5 Agenda Item 4.5, June 2009 – E-theses (Moore)

The electronic theses and dissertation project is part of the Library's overall project for institutional repositories, which has been named CURVE (Carleton University Research Virtual Environment). The electronic theses and dissertation portion is the pilot project. It is essentially modeling what is now being done with paper and expanding on that service. Currently we receive on deposit a copy of every thesis and dissertation that is completed at Carleton. We are now modeling that into an electronic environment format.

5. **Library Regulations (Ingrid Draayer)**

See Appendix A for the December 8 draft of the Library Regulations.

Motion to approve the Library Regulations as circulated: Moved by March, seconded by Cameron.

Carried.

6. **Changes in Access Services (Ingrid Draayer)**

See Appendix B for details about changes that have occurred in Access Services since the last SLC meeting.

7. **Collections (Anita Hui)**

The Collections unit is wrapping up a cancellation project on print serials and online databases. Print serials which duplicate online versions are candidates for cancellation. Online journal and reference databases are reviewed based on usage. Savings achieved through cancellations will help pay for annual price increases for existing products and new resources to support new programs. This year a book budget allocation scheme based on student and faculty FTE, average book price and circulation data was implemented. A monograph approval plan with YBP was also adopted.

With the exception of Scopus, all our licenses with Canadian Research Knowledge Network (CRKN) were renewed. We will not be able to continue with our Scopus subscription unless the publisher agrees to CRKN's demand for a substantial price cut. Carleton actively participates in consortial license agreements which provide advantages, in terms of price and preferential license terms. Next year, when CRKN changes its cost share arrangement, several of our CRKN products will increase in price. This increase will be offset by large discounts which we will receive for the other products. We have also benefited from the growing strength of the Canadian dollar. We receive a suite of free e-resources from Knowledge Ontario, a provincially-funded program. Many of these e-resources are available to alumni. Knowledge Ontario is currently seeking funding to sustain its 2011 programs. Without this funding, free access to the e-resources will cease.

In response to a query about the archiving of electronic resources, it was noted that the Library has purchased permanent online access to the backfiles of many core journals. In addition to direct access from the publishers' platforms, these backfiles are also available on Scholars Portal. For online journal subscriptions, it is standard practice for institutions to receive archival rights to the subscribed content, i.e. the years for which we have paid a subscription fee.

There was a discussion about the need to better understand cost-benefit and cost-effectiveness of e-resources. It was suggested that the Canadian Association of Research Libraries (CARL) be approached with a request to consider undertaking a leadership role in this research and analysis.

8. **Strategic Planning (Haines)**

The Library's strategic plan will be re-written when the University's Academic Plan has been published. Next year one of the Library's major initiatives will be in the area of scholarly communication, i.e. the institutional repository, research data management, and leadership in open access. The Library will demonstrate leadership in scholarly communications by:
- providing support to students and faculty in publishing;
- determining alternative ways to make their research findings available; and
- helping students and faculty to manage their research data and preserve that data for future use.

A secondary benefit of this initiative is that there should be an increase in the visibility of the Library.

Next year, there may be a 5% budget cut. Given this scenario the Library will need to look at more cost-efficient ways in which to deliver the services that are currently provided to patrons. For example, the Web site redesign will result in the promotion of our resources, which could, in turn, encourage more remote access to material. Lock-downs to the 2nd and 3rd floors will generate student salary savings, thus creating funding for other initiatives.   Leslie Firth is the lead on a Quality Initiatives Committee which was established to find ways to determine the Library's success or shortcomings in terms of delivery of service, i.e. feedback from users, etc.

The Library's third major initiative during the coming year will relate to fundraising. The Library, with the assistance of University Advancement, will continue to explore opportunities in this area and that of donor development.   We will continue to investigate alternatives to collections development – through the acquisition of donations tailored to specific research areas and by partnering with other institutions and/or organizations.

9.   TRA – Threat Risk Assessment (Pat Moore)

This semester, the Library Systems Department partnered with instructors in the Information Security and Systems Graduate Certificate Program at Algonquin College. Algonquin offers a course on Threat Risk Management. Our Library became a study site for two separate student projects on: 1) how the Library is handling user identity, identity management authentication and 2) how we are modeling our electronic theses and dissertation project. It was an interesting exercise and other than a little leg work, there were no costs attached to this initiative. As a rule, a Threat Risk Assessment (TRA) costs between $60,000 and $70,000.   Presentations by the Algonquin students will be given on December 16, 2010 between 5:00 and 7:00 p.m. in Room 102 of the Library.

10.   Any Other Business

There was no other business.

11.   Adjournment

Karen March moved that the meeting be adjourned at 11:00 a.m. The date of the next meeting is to be determined. [The meeting was subsequently scheduled for Tuesday March 8, 2011. Members will meet for a light luncheon at 12:30 p.m. in the Library, Room 360k. The formal meeting will begin at 1:00 p.m. in the same location.]

Appendix A

LIBRARY REGULATIONS (Draft December 8, 2009)

I. BORROWERS

The following categories of persons are entitled to full Library privileges including access to all Library resources, services, and facilities:

a) Members of the academic, research, administrative and non-academic staffs of the University;

b) All registered graduate and undergraduate students and special students.

Limited borrowing privileges will be extended to the following:

a) Retired faculty and staff, on presentation of a Carleton University Retiree card;

b) Alumni of Carleton University, on presentation of a Carleton University Alumni card and an additional photo identification card;

c) Students, faculty and staff members in good standing from institutions participating in the Canadian University Reciprocal Borrowing Agreement on presentation of a valid university identification card with proof of current registration;

d) Students, faculty and staff of other universities on presentation of a current university identification card and an additional photo identification card at the discretion of the University Librarian;

e) Students from Ottawa-area colleges including, Cité Collégiale and Kemptville Agricultural College with a letter of introduction from their home library and a current student card with photo identification. Faculty members may show a valid institutional identification card; Algonquin College students and faculty may borrow through the SmartLibrary Borrowing Project;

f) Residents of the City of Ottawa and environs on payment of the appropriate fee and presentation of a photo identification card;

g) Members of all libraries participating in the SmartLibrary Borrowing Project, including Ottawa Public Library and Algonquin College;

h) Grade 12 students from high schools belonging to the Partnership in Education Program, with a letter of introduction from their school library and a current student card with photo identification;

i) Staff from Statistics Canada as well as staff of the National Wildlife Research Centre, of Canadian Wildlife Services, Environment Canada, with a letter of introduction from their library and additional photo identification;

j) Faculty members from institutions belonging to the OCLC Reciprocal Faculty Borrowing Program on presentation of a card of introduction issued by their home library and a current university identification card;

k) Employees of the Library's local business partners, with a letter of introduction and an additional photo identification card;

l) All others by special permission and at the discretion of the University Librarian.

II. LOANS

1. Books may normally be borrowed by undergraduates for two weeks from the date of issue, and four weeks by fourth year students; graduate students, teaching and research staff, and non-academic staff, for 120 days subject to recall.
2. Carleton University students, faculty, and staff may have a maximum of 100 items on loan at any one time. Most external borrower groups may have a maximum of 4 to10 items on loan at any one time.
3. All items are subject to recall after the patron has had a two week loan period. Requests to have items recalled may be made at the Circulation Desk and will be accepted if the book is overdue or if the current loan is for a duration of more than two weeks.
4. Periodicals except for duplicate copies may not be borrowed, except in special circumstances at the discretion of Reference Services Subject Specialists.
5. Course reserve books may be borrowed for periods of 2 hours, 4 hours, 24 hours, or 5 days. Books stamped "For Reference Only" may not be borrowed from the Library.
6. A patron must present each item to be borrowed at the Circulation Desk together with a current university I.D. card or Library card.
7. Any patron who has borrowed an item from the Library will be held responsible for the item until its return has been noted in the Library system.
8. Books may be renewed to all borrowers providing there are no holds on the books and they are not overdue.
9. Patrons in good standing may use the self-renew feature in the Library's online catalogue five times per item in order to renew materials without bringing them back to the Library. Patrons with 120-day loan extended loan period may renew once.
10. Materials may be presented at the Circulation Desk for renewal.
11. Materials may not be renewed by telephone.
12. Course reserve items and special loan materials may not be renewed.

NOTE: The preceding loan regulations apply to the general collections of the Library. Special collections shall be administered by specific regulations.

III. REGULATIONS GOVERNING THE USE OF LIBRARY MATERIALS

Borrowers are responsible for all Library materials in their care and should make every effort to protect them from damage through careless handling such as spillage, destruction by pets and other accidents.

The following are forbidden:

a) removal or attempted removal of material from the Library without carrying out proper procedures as prescribed by the Library staff;

b) mutilation or destruction of Library materials;

c) willful misplacement of Library materials;

d) marking or underlining Library materials;

e) use of post-it notes, adhesive tape, or paper clips on Library materials.

A patron found responsible for the destruction or damage of any Library materials will be fined accordingly. Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

IV. REGULATIONS GOVERNING LATE RETURN FINES AND OTHER LIBRARY CHARGES

a) Late return fines may be imposed, according to scales determined by the Senate Library Committee, for late or non-return of Library materials after the date due or due notice of recall by the Library.

b) Late return fines may be paid at the Circulation Desk at the time the book is returned

c) Late return fines of $0.50 cents per day per item go into effect the day following the due date to a maximum of $30.00 per item.

d) When an overdue item has a hold on it, and is recalled the late return fine increases to $1.00 per day.

e) Unpaid fines and charges incurred by students are transferred to the Business Office in December, April and August.

f) All Library charges over $10.00 must be paid for borrowing privileges to be reinstated and the patron's account will not be regarded as clear until all such charges have been paid.

g) External borrowers must pay any accrued late return fines for borrowing privileges to be reinstated.

h) The replacement charge for a book, in addition to any late return fine incurred, will normally be the actual cost of an item or a standard charge of $75.00, except in the case of more expensive items when the patron may be required to pay such sum of money as the University Librarian may consider necessary toward replacement or compensation.

i) In addition to replacement or damage charges there will be a non-refundable processing charge of $20.00 added for each replacement item.

Unresolved disputes concerning fines, replacement or other Library charges may be appealed in writing to progressively higher levels. Please see Section VII: The Appeals Process.

V. REGULATIONS GOVERNING THE USE OF THE LIBRARY

Please see Library Code of Conduct for Regulations governing personal behaviour while in the Library

a) No area of the Library may be used for display or other purposes by individuals or organizations without the permission of the University Librarian.

b) Books being used in the stack reading areas should not be returned to the shelves by patrons; they will be returned by the Library staff.

c) Private papers and materials should not be left unattended on tables or in carrels and group study rooms.

d) Individuals are responsible for any and all of their personal property brought into or in use on the Library premises, and the University shall not accept any responsibility for loss, damage, or the destruction of personal property on the premises of the Library.

e) Dogs and other pets may not be brought into the Library with the exception of Service Dogs.

f) Canvassing, posting, photographing, filming or video/audio recording are permitted only with the permission of the University Librarian.

Failure to observe these regulations will be reported and may lead to an official reprimand, suspension of borrowing privileges, suspension of Library privileges, suspension from the University, or all of these.

VI. SANCTIONS AND THE REINSTATEMENT OF LIBRARY PRIVILEGES

Library borrowing privileges will be suspended under any one of the following circumstances:

a) a patron owes more than $10.00;

b) a patron has any book overdue for which a hold request is pending;

c) a patron has Course Reserve material overdue;

d) an external borrower has any unpaid fines or replacement charges outstanding;

e) a patron is delinquent in return of Interlibrary Loan materials. In addition, the Library will not process Interlibrary Loan requests for patrons who have had their Library borrowing privileges suspended;

f) a patron has been placed in sanction after a $50.00 reinstatement fee has been imposed at the discretion of the University Librarian

Borrowing privileges will be reinstated when ALL overdue materials are returned and applicable charges are paid.

VII. THE APPEALS PROCESS

Unresolved disputes regarding overdue fines or other Library charges may be appealed, in writing, to progressively higher levels:

Appeal Stage 1: Head of Access Services

Appeal Stage 2: The University Librarian

Appeal Stage 3: Chair of the Library Senate Committee

Appeals against decisions of the University Librarian under sections III, IV, and V may be made in writing to the Senate Library Committee. On receipt of such an appeal, the Chair of the Senate Library Committee will establish a subcommittee to consider the appeal, consisting of one student member and one faculty member of the Committee, presided over by the Chair.

The decision of the Committee shall be final.

Appendix B

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Report to Library Senate Committee
December 15, 2009

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Access to University of Ottawa e-resources by Carleton Faculty teaching in a Joint Program
For many years Carleton graduate students in an Ottawa-Carleton Graduate Joint Program have had access to University of Ottawa e-resources but Carleton faculty did not. Now after much negotiation, we have secured access for Carleton Faculty and confirmed our commitment to offer reciprocal access for University of Ottawa joint program faculty. If a faculty member wishes to have access and was not included in the first list sent from Graduate Studies, contact either your departmental administrator or Crystal French in Graduate Studies.

Extended Loan period for Faculty, graduate students and staff of 120 days with a guaranteed 28 days before a book can be recalled. There is one renewal of a second 120 day period.

Laptops
We now have around 100 laptops available for loan, although it is nearly time to replace our original 50. Now that we have more laptops available we will be increasing the loan period to 4 hours rather than 3.

50 Cent Overdue Fine
A few years ago we thought that increasing the daily overdue charge from 50 cents to $1.00 a day when an item is 30 days overdue would add pressure so that books would be returned. This proved not to be the case and many students were facing a maximum fine of $45.00 per book. If they had several books overdue, they often were charged for large fines they could not afford to pay. Knowing that students had tight financial constraints, I often had to reduce their fines to something they could afford. For this reason, we decided to return to the 50 cent fine for a maximum of $30.00 per book.

Relais Express
Last January we implemented Relais Express for RACER requests for articles on interlibrary loan. Rather than printing articles for pick-up or delivery, we send a link via email so that the article can be opened and printed once to comply with copyright guidelines. This has allowed us to go paper-less for our article requests. We also scan print materials and use the email link to send requested articles to other libraries, which eliminates sending paper copies by mail or faxing print copies. Carleton University is the first Ontario university to adopt this electronic form of "posting to Web" and OCUL is looking at a consortial purchase of Relais Express.

Ingenta and CISTI Source
Articles requested by registered users of our two document delivery sources, Ingenta and CISTI-Source, declined consistently by half every year for the past 3 to 4 years. Last year we only had 121 Ingenta articles ordered but had to pay hefty subscription prices and over $30 per article, so it no longer made sense when we had reduced budgets for our other collections. CISTI Source was terminated by CISTI last August. Again our use went from 645 in 2007-08 to 215 last year. They have a new product called Discover which allows clients to request and pay for articles directly. Those Carleton patrons registered for email alerts in CISTI Source were moved over to Discover so that this valuable free service could continue. We felt that we could supply articles almost as quickly using RACER and then sending them out via email link using Relais Express.

Library Regulations
Our official regulations were revised in the summer of 2009, so that all behavioural sections, which belonged more properly in our Code of Conduct were removed. The rest of the content was re-organized and brought up-to-date in our new draft document.

Ingrid Draayer
Head, Access Services and Interlibrary Loans