SENATE LIBRARY COMMITTEE MEETING
MINUTES
Thursday 17 December 2020 2:32-3:25 p.m. via Zoom

Attendees

Senators
Alex Scott
Francis Andrew
Eshana Bhangu
Janette Bulkan
Julia Burnham
Lawrence Burr (Vice-Chair)
Alex Gonzalez
Maura MacPhee
Shigenori Matsui (Chair)
Nick Pang

Colin Godwin
George Tsiakos
Richard Topping

Ex Officio
Erik Kwakkel
Susan Parker
Pam Ratner

Senate Staff
Emma Clarke
Jessica Iverson

Regrets
Gage Averill

Guests
Julie Mitchell

Call to Order
The meeting of the Senate Library Committee (the “Committee”) was called to order at 2:32 p.m. on 17 December 2020 by J. Iverson, Academic Governance Officer.

Agenda
THAT THE Senate Library Committee adopt the 17 December 2020 agenda as presented.

Moved: A. Scott
Seconded: M. MacPhee
Carried.

Committee Leadership Update
Further to the last meeting, J. Iverson provided the Committee with an update on the group’s leadership. She explained that while there is no rule prohibiting a librarian from being either Chair or Vice-Chair, it does put the Committee in a challenging position. J. Iverson spoke to S. Parker and G. Tsiakos separately about the matter, and both agreed there is a possible conflict of interest. J. Iverson further consulted with C. Eaton, and with the support of S. Parker and G. Tsiakos, it was decided that it would not be appropriate for G. Tsiakos to chair the Committee. G. Tsiakos ultimately stepped down as Vice-Chair, noting the same conflict of interest. Decisions were made in the best interest of the Committee, its members and its operations. S. Parker thanked G. Tsiakos for his willingness to serve.

Election of Chair
S. Matsui was acclaimed as elected to the role of Senate Library Committee Chair.
Election of Vice-Chair
L. Burr was acclaimed as elected to the role of Senate Library Committee Vice-Chair.

University Librarian Update
S. Parker provided an update of the following:

- The Library’s physical book pickup service has been successful with robust circulation requiring staff working in different branches to fulfil the requests. An option to request on order/in process items was added to the service. As of November, the pace was approximately 12,000 books/month.
- The HathiTrust agreement, which allows access to digital versions of physical books in the Library’s collection, was slow to begin with about 12 requests/day. That has since increased to around 57 daily requests.
- Eugene Barsky, head of the Research Commons, received the Canadian Association of Research Libraries Award of Merit last month. The award recognizes the Canadian Librarians who have done important work on a national stage. E. Barsky has been involved in the creation of research data management theories and infrastructure. He is now part of an emerging organization called the New Digital Research Infrastructure Organization (NDRIO).
- Two Library staff members who are wellness ambassadors are introducing various wellness programs and activities to the Library.
- In collaboration with the Learning Exchange, the Library has engaged with the Downtown Eastside Research Access Portal. The initiative allows the Library to offer a resource that improves access to academic and community-generated research relevant to the Downtown Eastside. The ultimate goal is to make it easier to access research.

Questions
- F. Andrew asked what sort of services the Library offers to support students whose first language is not English. J. Mitchell said the Centre for Writing and Scholarly Communications continues to offer writing services online, both synchronous and asynchronous. Students were hired to run one-on-one sessions and workshops. The Library can accommodate students globally due to variation in the hours of operation.

IKBLC Study Space Update
J. Mitchell provided an overview of study spaces in the Irving K. Barber Learning Centre within a COVID-19 context.

Highlights of the presentation included:
- Protocols are updated almost weekly depending on the public health order.
- Students must book study spaces online. Many reserve spots at the front door to Barber using a QR code/system. They are asked to self-assess the day they visit and to follow advice provided, and they must have completed the COVID-19 safety training. The requirements for masks, social distancing, etc. are reiterated during the booking process.
• Visitors are greeted by student staff at the front door, which has had a positive impact. When they check-in their self-assessment is confirmed and then they receive a wristband, which ensures students have completed the self-assessment. There is campus security presence at the front door and throughout the building, but there have been no issues.
• Masks and social distancing notices are posted throughout the building.
• Printing services posed a challenge because students want to be able to print without having to follow the protocols for actually using the space. Barber has since introduced a pickup service whereby students print remotely and collect their documents at the front door. There is also a computer station at the front door for this same service.
• Student staff at the front desk have been helping other students with learning technologies, and they are now working on some instructional videos for simple tasks (in partnership with the Centre for Teaching, Learning and Technology).
• Seats near power outlets and in the heritage core are the most popular spaces.
• The majority of students bring laptops, and the Library’s own computers are being used less. Still, they have keyboard covers at all computers with sanitation stations throughout the building.
• Students are both attending class and writing exams while in the Library. A survey of approximately 500 students indicated many would be using the Library to write exams, which the Library had not anticipated.
• In September study space booking limits were increased from 2/week to 3/week. At that point occupancy was 250 seats. More seats opened on Level 2 in early-October, and the booking limit was raised to 5/week. Level 1 was opened last week, which increased occupancy to 460, and there is a plan in place to eventually accommodate approximately 1,400 students.
• Beginning in January, bookings will be cancelled if vacant after a couple of hours.
• The busiest day thus far was December 9 with 421 bookings (92% capacity). For context, pre-COVID around 10,000 students visited Barber daily, with an average occupancy rate of 47%.
• A lot of repeat users are visiting the building, the majority of which are undergraduate students. Over half of the users live off-campus. The Faculties of Arts and Science are key users (55% between the two).
• Key messages of the presentation: 1. Barber is making data-driven decisions; 2. responsive to student feedback; 3. meeting space demand with room to grow.

P. Ratner confirmed her office has reviewed these plans to make sure they are robust and aligned with provincial guidelines. She added the Library is lucky to have J. Mitchell lead these creative, supportive and flexible initiatives. J. Burnham echoed those comments and passed on her sincere thanks to J. Mitchell and her team. S. Parker supported the previous comments, noting caring about students is at the heart of J. Mitchell’s data, and it has been great to be able to respond in these ways.
Questions
- F. Andrew asked how students are travelling to campus. J. Mitchell said some students are taking the bus, but she does not have the data on how far they are travelling. She trusts Translink’s safety protocols.
- G. Tsiakos asked if there have been any issues with mask compliance and how the Library accommodates those who cannot wear masks. To the latter, J. Mitchell said it was a problem in September, but Barber now offers private bookable spaces. Posting clear guidelines online has meant fewer people breaking the rules. In general, people have been cooperative.
- S. Parker asked how many staff are required to enact these initiatives. J. Mitchell said the work has been completed by the Chapman Learning Commons team (6 people), 16 student staff members, campus security and 25 custodial staff members. The Provost’s Office has funded some of the extra staffing, including an additional security guard and the Library’s internal expert on reservations software. The Library could not be operating at the level it is without the Provost’s Office support. S. Parker and J. Mitchell thank A. Szeri and P. Ratner for the additional resources.

Next Meeting
- The next meeting of the Committee will be held on 21 January 2021 2:30-4 p.m.

Adjournment
- The meeting adjourned at 3:25 p.m.