

ISS Annual Report

2012

Executive Summary

Information Services and Systems is committed to advancing the learning and scholarship of the students, faculty and staff on the UNBSJ campus by providing integrated and innovative information services, resources and technologies. We are responsible for instructional technologies in the classroom and the labs, for providing library collections both print and online which respond to current and future curricular needs, for assisting users with research challenges and with getting mobile devices smoothly connecting UNB systems, and for a myriad of other diverse and related activities.

In 2012, ISS undertook a Quality Assurance Review¹, a tool designed to measure the performance of our services to the campus community. Our Self-Assessment was completed and external reviewers visited the campus in October 2012 for an intense round of interviews with members of ISS and our users. The overall assessment provided by the external reviewers was encouraging:

“Our overall assessment is that ISS is a high performing, innovative organization that is contributing effectively to the academic mission of UNBSJ and is widely admired by its user community. The dedicated staff and progressive leadership were acknowledged as central to the success of the unit.”

The report included a number of recommendations suggesting ways to hone and enhance our services and we look forward to considering the responding to them fully in 2013. A summary of those recommendations and a response is included in the body of this annual report.

ISS Overview

One word to describe Information Services and Systems is diversity. We have five distinct but entwined units: Library Services, Student Technology Services, Professional Client Services, Educational Technology Services and Networking Services. We have 26 full-time staff in three different employee groups ([CUPE](#), [AUNBT](#) and [APT](#)). We provide services and support for students, faculty and staff that are also



Desire2Learn Kick-off on the Saint John Campus

¹ The full reports, including the external review can be found at: <http://issqareview.unbsj.ca/> username: iss password: review2012

diverse – culturally and in their experience of libraries, IT and teaching. Our services mirror and are intertwined with those of our Fredericton campus counterparts, at times collaborating and relying on each other and at times diverging as the needs of each distinct campus community diverge. We benefit from being part of a larger University and we no doubt have access to greater resources and expertise because we are University of New Brunswick.

Mission and Vision

Mission

We advance learning and scholarship by providing effective, efficient, and well-managed technology and information services to all of our users, whenever and wherever needed.

Vision

We strive to be leaders in the innovative delivery of technology and information, and, through our expertise and collaboration with our colleagues across UNB, to enhance lifelong learning and contribute to the intellectual and cultural life of New Brunswick.

We are building a unique organization that integrates information resources with technology in new ways, and that will ultimately deliver the best information support services anywhere. These services, provided in appropriate facilities, including the new Commons, are provided by expert staff with state-of-the-art-tools, will directly assist UNBSJ by attracting new students, improving student retention, and by actively engaging our communities of users in the academic enterprise.

With the move to the Commons and the integration of circulation and student technology functions at the central Help Desk in the Commons we have reduced the number of students assistants this year.

Other changes included:

- Beth Richardson is on maternity leave until November 2013, Marc Legere is replacing Beth.
- Corinne MacDonald retired in December 2012 after 28 years with UNBSJ.
- We have added two term positions, Assistive Technology Support Specialist Rob Pafford and Classroom and Events Support Specialist, Adam Atwell.
- Pat Black took a temporary position in the Research Services office on campus. Her position was covered first by Stephanie Dempster and then by Tanya Pesklevy.

ISS Teams

Cross-sectional teams continue to work to help us test new ideas and move forward in a number of areas.

Team	Major Accomplishments
Commons Services	<ul style="list-style-type: none"> • Developed and implemented poster policy for Commons • Developing strategies for ensuring quiet areas in the Commons are respected
Innovations	<ul style="list-style-type: none"> • Implementing lab display project so that students can check availability of computers in labs on campus
Scholarly Communications	<ul style="list-style-type: none"> • Moving forward on digitization projects, such as yearbook scanning

Team	Major Accomplishments
Geek	<ul style="list-style-type: none"> • exploring lecture capture options
Teaching, Learning and Training	<ul style="list-style-type: none"> • merged with staff training • organizing faculty workshops
Communications	<ul style="list-style-type: none"> • responds to ISS staff requests for communications support • keeps information on FB site current
Social Team	<ul style="list-style-type: none"> • Organizes Birthday Cake Club, and a number of potlucks and celebrations throughout the year • Setup ISS Gift fund • Organized School Supply Drive, collecting 11 boxes of school supplies for Hazen White School • Collected donations for the Food Bank

The World Around Us

The services provided by ISS all exist in a world that is rapidly changing.

- Will print books still be published in 5 years?
- Will Bring Your Own Device (BYOD) finally be the norm for students? for staff? for faculty?
- Will we still need student computer labs?
- Will online courses and video streaming dominate instructional technology?

All these questions and more challenge us!

Summary of Trends²

2012 Horizon Report

- Mobile Apps
- Tablet Computing
- Game-Based Learning
- Learning Analytics
- Gesture-Based Computing
- Internet of Things

Educause Top Ten

- Updating IT professionals' skills and roles to accommodate emerging technologies and changing IT management and service delivery models
- Supporting the trends toward IT consumerization and bring-your-own device
- Developing an institution-wide cloud strategy

² https://www.zotero.org/groups/iss_qar_environmental_scan/items

- Improving the institution's operational efficiency through information technology
- Using analytics to support critical institutional outcomes
- Integrating information technology into institutional decision-making
- Funding information technology strategically
- Transforming the institution's business with information technology
- Supporting the research mission through high-performance computing, large data, and analytics
- Establishing and implementing IT governance throughout the institution

Redefining Academic Library (Association of Research Libraries)

- Digital Collections: promise and perils of ebooks
- Digital Collections: patron-driven acquisition
- Digital Collections: print-on-demand
- Scholarly Publishing: centralized licensing structure
- Scholarly Publishing: on-demand article access
- Scholarly Publishing: open-access publishing
- Repurposing Library Space: data-driven deselection
- Repurposing Library Space: collaborative collection management
- Repurposing Library Space: building the 21st century library
- Redeploying of Library Staff: externalizing low-impact activity
- Redeploying Library Staff: roles in teaching and learning
- Redeploying Library Staff: roles in research and scholarship

ISS and the University Strategic Plan

The following are some of the activities since 2010 mapped to the Strategic Plan

To provide an exceptional and transformative student experience

- Move to the Hans W. Klohn Commons, increasing collaborative study space and inspiring atmosphere
- With funding from the Student Technology Fee we promote and support the iPad project
- Provide tools for success: implemented ask.unbsj.ca, a crowd-sourced question and answer services hosted by Get Satisfaction
- Provide employment for success (to student assistants)
- Provide environment for success (classrooms, labs, study space), added technology to classrooms, and ever-greening process for student labs
- Learning environment (Inspirational spaces for learning, by chance, conversational exchanges)
- Provide cross-cultural training to ISS staff and student assistants
- Created the UNBSJ Mobile App
- Librarians have been working closely with faculty on integrating information literacy learning outcomes, for example in University 1003

To demonstrate leadership in discovery, innovation and entrepreneurship

- We continue to work with UNB Fredericton Libraries to improve access to information resources, specifically in improving access to the subject guides
- Created space in HH339 for the Teaching and Learning Centre
- Expanded digital media production suite to accommodate all forms for media (archiving of older digital and analog formats)
- Launched the bailiwick conference series, [bailiwick 2012](#) focused on open access publishing

To provide financial resilience and responsibility

- Re-use, reduce, and recycle: improvements could be made in recycling in the Commons and on campus to reduce printing
- We can really help retain international students (friendly, welcoming, respectful of traditions).

To build a better university

- Fostering professional growth and supporting attendance at conferences and training
- Recognition: Both [Gail Correia](#) and [Steve Gamblin](#) received a Distinguished Service Award in 2012
- Cohesive ISS group, working towards this with improved formal and informal communications and ISS Teams

To build a better province

- Become a partner (for example with New Brunswick Museum Archives and Library) and leader in digitizing Saint John historical material. This has begun in [UNBSJ Cairn](#) and with preliminary discussions
- We offer a free open WIFI to the general public (community@UNBSJ)
- We offer free borrowing cards to citizens of New Brunswick

Technology Roadmap

We are developing a technology roadmap which will have the following elements:

IP based telephony

We are upgrading equipment with the goal of implementing VOIP in 2014.

WIFI

Our goal is to create a network that is fast, reliable and supports most devices with the minimal amount of configuration and fuss.

Desktop Management

Our goal is to implement a system of managing staff, faculty, classroom and lab computers that is robust and agile.

HWK Commons / Student Computer Lab Survey

The ISS department conducted a brief survey in March and April 2012 in which we approached students working in public computer labs, and in the Hans W. Klohn Commons, and asked them to rate various services offered in both locations (n=40).

Almost all of respondents had visited the Commons before (87.2%) and the majority visit many times per week. The main reason for visiting the Commons, for 30% of respondents, is to “Study Alone” while the second reason for visiting the commons is to socialize (18.4%).

Students consistently rated “Study space for individual study” as being important to them with a rating of 83.3%. Students also responded, at a rate of 71.4%, that they were dis-satisfied with the noise level in the Commons.

The survey also briefly questioned students on a number of aspects regarding public computer labs. Nearly 70% of students responding visited these labs either daily or several times per week. In general, students are satisfied that computers are working properly and are accessible.

The survey found that students are aware, and satisfied, with the the support services provided to them in both the general access computer labs and within the HWK Commons. Detailed results are on the ISS QAR website.

Acquisitions (Book) Budget

We implemented a formula for the 2012/13 fiscal year based on the number of courses in a department and the number of faculty. Previous to that the budget had been based on historical allocations.

Commons Services Desk

After one year in the Commons we are moving closer to a "Commons Services Desk" including traditional circulation services and the student technology services. This area has four full-time library assistants, one APT position and 10 student assistants. As demand for traditional services has declined we have included new services, for example managing the iPad Project. A vital part of the service is helping students with IT issues (setting up wireless and troubleshooting account problems are major issues). A major challenge over the last year has been combining the service desks and combining our pool of student assistants.

Transition to OCLC WorldShare

We are preparing for the move from the SIRSI Integrated Library System to OCLC WorldShare in the Spring of 2013.

“The OCLC WorldShare Platform is a global, interconnected Web architecture that supports OCLC's Webscale services and applications, and provides flexible, open access to library data through APIs and other Web services. Libraries, developers and partners can use this data to innovate together to build and share apps that streamline and enhance their local library workflows.”



Hans W. Klohn,
Anna-Liisa Klohn,
Karen Keiller,
Robert MacKinnon
at the Tree Lighting
Ceremony in the Hans
W. Klohn Commons on
December 5, 2012.

iPad Project

The Student Technology Fee funded the purchase of 60 iPads in 2011/12. Since the Fall 2011 term they have been lent for the term to students enrolled in courses in Nursing, Business and Education. In the Fall 2012 term the iPads were used by students enrolled in Greg Fleet's Business Research Methods course.

ConnectEd Project

The Saint John campus participated in the University-wide ConnectEd project. This was a major undertaking for the staff in Professional Client Services, as well as others within ISS. Over 500 computers were migrated by the staff. All faculty and staff felt the impact of the migration and their patience throughout the project is appreciated. Training for faculty and staff continues as we transition to online calendar scheduling.

Supporting Wireless

In 2012 we have over 5423 unique users sign-in to our wireless network on the UNBSJ campus. This includes guests to the university, students, faculty and staff. We also had 11,798 unique devices connect to our wireless network. This is up from 7562 devices in 2011, an increase of 56 percent. These numbers reflect the reality of people connecting with multiple devices (smartphones, tablets and laptops).

We had 1600 wired devices on our network, this includes workstations that would have been decommissioned and new devices purchased throughout the year.

Network Infrastructure Upgrades

We embarked on a three-year project to upgrade network infrastructure, specifically to replace end of life switches and to make the system VOIP ready.

Canada Games Stadium WIFI

We installed wireless access in the Canada Games Stadium.

Qualtrics (unb.qualtrics.com)

The ISS Senate Committee requested that we consider software to support online surveys used for research and teaching. We began a pilot a subscription to Qualtrics (unb.qualtrics.com) in the Fall 2012. By the end of the year 81 surveys had been developed, we have 70 users of the system (students, faculty and staff) and 1635 responses to the surveys that have been developed.

Technology Upgrades in Classrooms

While many faculty bring laptops or tablets to class for teaching, we have found that the fully equipped rooms with computers, projectors, speakers, et cetera are more popular. Four classrooms were converted to full technology rooms in the Summer of 2012 (IH104, OH103, HH239 and WCL136). The Teaching Computer Lab IH102 was equipped with 4 large displays and instructor's podium. This bring the

number of full technology classrooms on campus to 16, with 14 classrooms equipped with basic equipment (a projector and connections for laptops).

Bailiwick 2012: Focus on Open Access **bailiwick.unbsj.ca**

On October 24, 2012 we hosted the first annual Bailiwick Conference (bailiwick.unbsj.ca). The purpose of the conference is to highlight the realized and potential impact of technology on the access and delivery of information and learning. In 2012 the theme was Open Access and we held Bailiwick during Open Access Week. We had an excellent slate of speakers and panelists and the conference was well attended by ISS staff. Participants also included faculty and staff from both campuses, as well members of the community.



BMO Financial Group Smart Classroom

In the Fall 2012 we completed work on the BMO Financial Group Classroom in the Hans W. Klohn Commons. This is a unique room on campus designed with collaborative teaching and technology as key components. The room has 7 student pods, each with a large screen display, a touch-screen Smart Podium, and plenty of ways to attach devices such as laptops and tablets. The room has capacity for 42 students.

University 1003

In the second year of University 1003, librarians played a key role, with information literacy learning outcomes integrated throughout the course.

School Supply Drive

The ISS Social Committee organized a campus school supply drive. During July and August supplies were collected throughout campus. Eleven boxes of supplies were appreciated by the students at Hazen White St. Francis School.

Yearbook Scanning

The Scholarly Communications Team (SCT) continued to develop and add material in 2012 to the UNB Saint John CAUL Atlantic Islandora Repository Network (CAIRN) online database (<http://unbsj.cairnrepo.org>). The CAIRN database contains digital reproductions of documents of interest to researchers at UNB Saint John and throughout Atlantic Canada, with a special focus on the history of Saint John and the history of the University of New Brunswick Saint John. Anyone can access these documents freely online.

Among the documents added to the database in 2012 are four UNB Saint John student yearbooks. The SCT plans to digitize the rest of the yearbooks, which cover the years from 1976 to the last issue published (2009). The SCT is also currently working on a project to digitize hundreds of slides of photos from the early history of UNB Saint John and also hopes to identify and digitize other documents related to the history of UNB Saint John in the coming year. The SCT's goal is to have a substantial amount of documents and photos about UNB Saint John ready to share as part of the celebrations of the 40th anniversary of the university in 2014.

The Scholarly Communications Team was also responsible for several displays in the Hans W. Klohn Commons this year that brought attention to special parts of the library's collection, such as the Science Fiction & Fantasy Collection, and to special events, such as International Education Week and AIDS Awareness Week.

Continuing Support for Dalhousie Medicine New Brunswick

Now in its third year, the Dalhousie Medicine New Brunswick (DMNB) program on the University of New Brunswick Saint John campus is demonstrating a successful integration between both institutions. For the first time, one group of DMNB students no longer study on the campus, but are distributed throughout the province on their third year clerkship rotations. Next year, the program will see half of its students on third and fourth year distributed rotations, while the other half remain on campus for first and second year studies. As of September 2013, ISS will be providing services to approximately 120 DMNB students, both near and far.

Modifying the service model to accommodate the distributed class of third year clerks proved challenging this year, but steps were taken to overcome these obstacles. One such step was forming a reciprocal relationship with the hospital libraries distributed throughout the Horizon Health Network, thereby allowing library staff to mail the students their requested books and have them returned in the same fashion.

The DMNB collection continues to grow, and as of December 2012 there are currently 1066 titles at the Hans W. Klohn Commons to support this program. Jackie Phinney, the DMNB Medical Education librarian strives to keep this collection comparable to the Dalhousie Libraries acquisitions, and encourages faculty, staff, and students from any demographic to contribute suggestions for purchase. Library services in support of DMNB also encompass instruction, and a large portion of Jackie's time is spent teaching students, as well as creating faculty development sessions/online tutorials. These endeavors promote ISS' services not only to the students who visit the library, but to the physicians and professors on campus as well as next door at the Saint John Regional Hospital. Dalhousie Medicine plans to launch a new initiative in Fall 2013, with the intent on increasing the research capabilities of its graduates. ISS' services will play a large role in this, which will encourage further collaboration between UNBSJ and DMNB.

IT Service Quality: Faculty and Staff

"I don't want to have to go out of my way to say that IT services managed to solve my issue because I was dogged and stuck it out. I want it to be because IT services was dogged and wanted to make my experience great."

Comment from Faculty / Staff IT Service Quality Survey³

As part of the Quality Assurance Review we focused on the services provided by Professional Client Services and Networking Services. Information Technology Services (Fredericton) also underwent a Quality Assurance Review in 2012. ITS Fredericton conducted [five separate surveys](#) and ISS Saint John used two of those surveys for our review:

- survey to students
- survey to Faculty and Staff

Areas identified for improvement (ISS Saint John)

- email support
- requests resolved on the first try
- requests responded to promptly
- responses give confidence of efficient and effective request resolution
- phone support
- phone is answered promptly
- generally satisfied with service quality
- wired internet
- information needed to initially access the service is readily available
- wireless internet
- service is easy to access
- service is always available
- it is easy to find information needed to access and use the service
- service is provided where needed
- generally satisfied with service quality
- Windows software delivery and maintenance
- system and software upgrades doesn't disrupt user work

Comments from survey

There was a mix of negative and positive comments from faculty and staff, but even the positive comments may be indicative of structural problems with how IT is supported on this campus, for example "At UNBSJ, the problem is not the quality of service, but rather that there are not enough technicians to provide that service."

A few comments mentioned inconsistency of service "The quality depended on the person handling the issue. There are too few in the area who seem to have a sincere interest in resolving issues", for example.

Another area of frustration identified is not being to solve the problem in Saint John, and needing to refer to problem to Fredericton and wait.

Many commented on reaching voice mail instead of the phone being answered.

³ We would like to thank and acknowledge that the bulk of the effort on these surveys was completed by Janice El-Bayoumi, Director of Quality Assurance and Process Management, ITS Fredericton. The full results shown on the ITS web pages (<http://www.unb.ca/its/about-its/it-services-quality/index.html>).

While comments in a survey like this tend to be negative, several were positive:

"The IT staff at UNBSJ have been enormously helpful over the years. They have always provided me with excellent service and typically go above and beyond to make sure that my issues are addressed"

IT Service Quality: Students

This section discusses the results of the Quality Assurance Survey to Saint John students.

The table below summarizes the data displayed on the ITS web site and an analysis of the student comments. Since the vast majority of the comments made by students were negative, the percent of students leaving comments is an indicator of dis-satisfaction. The potential for improvement is the percent of respondents who indicated the quality was 2 steps or lower than their service expectations. The areas of particular concern are wireless access, general labs (including the Commons) and printing.

The following table is a summary of the top 5 major issues from the comments section.

Aspect	Major Issues	Number of Comments
UNB general computer labs are comfortable and provide a good study environment	Noise in Commons and other labs	57
UNB's wireless service always works	Dropped signal, spotty coverage and slow speed	49
It is easy to pay for self-serve printing	Cost of printing is too high and lost print credits because of glitches, printers running out of paper	45
It is easy to access and use UNB's wireless service	Difficult to connect and stops working when password changes, doesn't work on all devices (e.g. Android and Blackberry)	44
UNB general computer labs are open when I need them	Major frustration with labs being booked for classes, not knowing about bookings and needing to be open longer hours at night	43

The area that stood out for poor service quality for students (as well as faculty and staff) is wireless access. We know we get many students frustrated with the setup of wireless on their laptops and mobile devices. For example, each year we ask students, faculty and staff to change their passwords, which means all wifi profiles and setup have to be re-installed and configured.

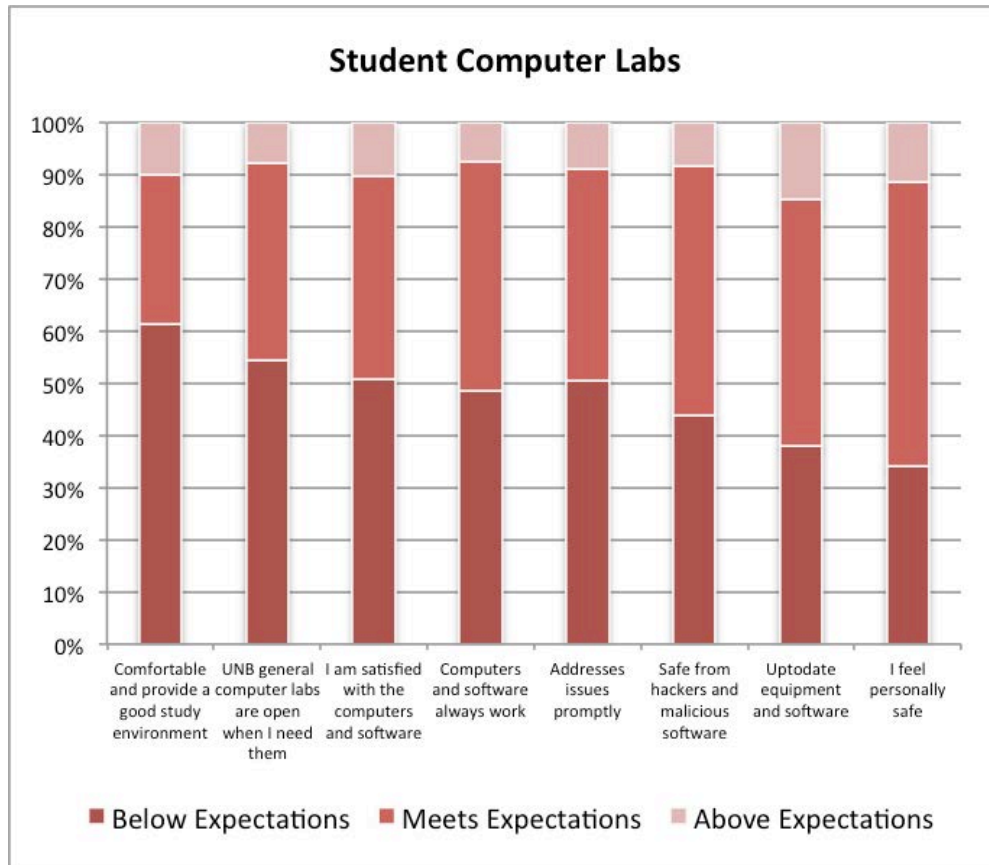
When looking at the data for student computer labs in more detail we can see that just over 60 percent of respondents had expectations below their ideal service quality, and judging from the comments the main areas of concern are noise levels, in addition to quality of the chairs in labs outside of the Commons. Also

high is the level of satisfaction with the hours of labs, with many of the comments asking for longer hours over night.

Making Improvements and Recommendations

Out of the IT Survey to students, the following areas have been identified in the self-evaluation as potential areas for improvements:

1. Investigate ways to reduce the noise in the Commons.
2. Designate one of the computer labs (for example OH260) as quiet work only.
3. Monitor equipment in computer labs more frequently (to fix printer problems and enforce quiet zones).
4. Improve wireless access. Some of this work is happening in the Summer 2012 by reducing the need for installation on devices. Improvements in the wireless infrastructure will be proposed in the upcoming budget year (2013/14).
5. Continue to improve training and supervision of student assistants, who provide the bulk of the IT support to students.
6. Continue to make improvements in the printing experience for students. We have recently added a colour printer to the Commons. Other potential improvements include better naming of printers, better process for receiving print credits. It should be possible to add network printers to the study hall on the ground floor of Ward Chipman and in the cafeteria.



7. We are implementing a Student Technology Fee funding project to provide a display outside of labs (LabStats) to indicate when they are booked, this should help with some of the frustration of not being able to use computer labs when they are used for classes. We can work with the Registrar's office on how often these labs should be booked for classes.
 8. We can ask the VP Saint John to consider the issue of opening hours for campus buildings, including computer labs.
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Looking Forward: Response to External Review Summary

A major focus of 2013 will be responding to the Quality Assurance Review, both what we learned out of the self-assessment and the recommendations from the External Review. This work has already started. The following table is the summary of recommendations and some preliminary remarks.⁴

Recommendation	Comments	Actions
1. Bi-Campus Issue		
1a. Continue to be unique and responsive, and collaborate with UNBF where practical and pragmatic		<ul style="list-style-type: none"> • we will!
1b. Deliberate engagement	<ul style="list-style-type: none"> • ISS staff are now attending ITS Fredericton monthly meetings • Librarians are continuing to participate on UNBF Library committees • Educational technology staff continue to work closely with UNBF counterparts 	<ul style="list-style-type: none"> • Schedule regular meetings between ISS Director and Director, UNBF Library, AVP ITS, Director CETL • Nominate librarian for UNBF Collections Committee (Linda Hansen has been nominated by the UNBSJ Library Board)
1c. Join UNBF Management Teams	<ul style="list-style-type: none"> • may not be practical 	<ul style="list-style-type: none"> • will discuss with UNBF counterparts • exchange minutes
2. Engagement with Users and Assessment Activities		
2a. Service Level Agreements		<ul style="list-style-type: none"> • we will be identifying and drafting SLAs that should be negotiated and documented • internal service agreements (e.g. service expectations for PCS services)
2b. Feedback form and suggestion box	<ul style="list-style-type: none"> • A suggestion box had been ordered and is now installed 	<ul style="list-style-type: none"> • find ways of promoting "ask.unbsj.ca" • make comment and suggestion forms easier to find

⁴ The full reports, including the external review can be found at: <http://issqareview.unbsj.ca/> username: iss password: review2012

Recommendation	Comments	Actions
2c. Be more accountable		<ul style="list-style-type: none"> • annual visits to faculty councils • find other avenues to measure outcomes, assess and communicate program effectiveness, and engage in a continuous improvement process. • Teaching, Learning and Training team will develop a schedule of workshops
2d. Security gate / and or people counter	<ul style="list-style-type: none"> • Capital Planning and Projects have been asked to purchase a people counter 	<ul style="list-style-type: none"> • we are investigating security options and cost-effectiveness
2e. Assess reference services		<ul style="list-style-type: none"> • libraryh3lp has been implemented in January 2013 • this will be part of the LibQual exercise and will be discussed at Library Board
2f. Acoustic study		<ul style="list-style-type: none"> • a proposal for VP Saint John will be developed • space for quiet study will also be considered in the Ward Chipman renovation
3. Commons as academic space		
3a. Communicating design principles		<ul style="list-style-type: none"> • host Learning Commons symposium for UNBSJ community • use opportunities from Ward Chipman renovation discussions to communicate purpose of Commons
3b. Promote Commons as academic space		<ul style="list-style-type: none"> • communicate and monitor existing noise policy • encourage students to send message through libraryh3lp
3c. Acquire additional furniture		<ul style="list-style-type: none"> • requested (Feb 2013) Capital Planning and Projects consider more furniture and Acoustic study

Recommendation	Comments	Actions
3d. Quiet study space in Ward Chipman		<ul style="list-style-type: none"> • is being discussed with architects looking at Ward Chipman
4. ISS Senate Committee		
4a. Disband ISS Senate Committee	<ul style="list-style-type: none"> • Committee fulfills a useful purpose, but could be improved 	<ul style="list-style-type: none"> • ISS Senate Committee is considering the recommendation
4b. Other Senate Committees	<ul style="list-style-type: none"> • ISS is represented on Academic Planning and Resource Committee, and the Student Life and Support Services Committee 	<ul style="list-style-type: none"> • Include information about activities in other committees in ISS Leadership Team meetings, reports and other venues • Teaching Excellence Policy Committee
5. Role Clarification		
5a. Position descriptions		<ul style="list-style-type: none"> • will be completed by August 2013
5b. Balancing Act		<ul style="list-style-type: none"> • will be discussed as a group and with individuals in annual reviews
5c. Librarian Assignments	<ul style="list-style-type: none"> • Article 53C outlines review process and suggests every 2 years 	<ul style="list-style-type: none"> • will be discussed at Library Board and with individual librarians
5d. Opportunities for outsourcing	<ul style="list-style-type: none"> • Changes in processes with the implementation of OCLC WorldShare need to happen first 	<ul style="list-style-type: none"> • will be examined Fall 2013, after OCLC WorldShare implementation
6. Science Fiction and Fantasy Collection		

Recommendation	Comments	Actions
6a. Sell SFF Collection		<ul style="list-style-type: none"> • we are planning a symposium about the collection to gauge potential interest and concerns on campus • we are planning a One Book One Campus project featuring a Fantasy novel • we will complete an inventory of the Fanzines, looking at a joint digitization project with the University of Calgary
7. Information Technology: Operations and Innovation		
7a. IT Roadmap to Innovation		<ul style="list-style-type: none"> • will work on the map!
8. UNBSJ Website: "It just sucks"		
8a. User experience study of UNB web site	<ul style="list-style-type: none"> • The reviewers said that "almost everyone . . . (we) spoke with bemoaned the UNBSJ website 	<ul style="list-style-type: none"> • Associate Vice-President (Saint John) and Director of Information Services and Systems are co-sponsoring a usability study to be presented on campus in Feb 2013.
9. Educational Technology		
9a. Permanent evening and weekend position to support classroom technology	<ul style="list-style-type: none"> • Position is now funded through priority funding 	<ul style="list-style-type: none"> • it is not likely that a position will be added to our base budget, however it may be possible to use our Student Assistants more effectively and creatively
9b. D2L email issue		<ul style="list-style-type: none"> • training may help to explain how the d2l email works
9c. ePortfolio	<ul style="list-style-type: none"> • we had a trial of the D2L portfolio, but not enough interest at the time 	<ul style="list-style-type: none"> • will try again
9d. D2L Effectiveness		<ul style="list-style-type: none"> • will develop a strategy in cooperation with the Teaching Excellence Policy Committee
9e. Lecture Capture	<ul style="list-style-type: none"> • we have discussed, but need to get moving! 	<ul style="list-style-type: none"> • need to coordinate with Fredericton

Recommendation	Comments	Actions
10. Partnerships		
10a. Involvement in Planning of Partnerships		<ul style="list-style-type: none"> • will be discussed with VP Saint John
11. Library / Librarian Integration in Curriculum		
11a. University 1003		<ul style="list-style-type: none"> • Librarians are well embedded into this course
11b. Librarians involved with Curriculum Development	<ul style="list-style-type: none"> • We also need to do a better job of measuring and communicating what we do already 	<ul style="list-style-type: none"> • will be discussed at Library Board and with individual librarians • needs to be discussed with Deans and Faculty Councils