

Minutes of Meeting

Project: Queen's University Library & Archives Master Plan
Kingston, Ontario

Project No.: 12035.30

Date: November 5, 2012

Present: Martha Whitehead, Queen's
Shelley King, Queen's
Xiang Li, Queen's
Laurie Scott, Queen's
Mira Dineen, Queen's
Matthew Scribner, Queen's
Kim Bell, Queen's
Suzanne Maranda, Queen's
Jane Philipps, Queen's
Barbara Teatero, Queen's
Sharon Murphy, Queen's
Paul Banfield, Queen's
Nancy Petri, Queen's
Yvonne Holland, Queen's
Paul Cravit, CS&P Architects
Susan Lewin, CS&P
Suzanne Cooke Wooland, CS&P

Re: **Kick-Off Meeting - Rev. 1**

	ITEM	ACTION
1	PURPOSE OF MEETING	
1.1	Introduce Project Team	
1.2	Overview Project	
1.3	Review Project Schedule	
1.4	Establish Communication Protocol	
1.5	Turnover Existing Documentation	
1.6	Discuss Master Plan Co-ordination	
1.7	Develop Stakeholder Meeting Schedule	

Minutes of Meeting

Continued	ITEM	ACTION
2	<p>PROJECT TEAM</p> <p>All team members introduced themselves identifying their role and who they are representing on the Library & Archives Master Plan project.</p>	
2.1	<p>Owner – Queen’s University – Steering Committee</p> <ul style="list-style-type: none">• Martha Whitehead, University Librarian (Chair)• Yvonne Holland, Manager of Campus Planning (Resource)• Nancy Petri, Library Business Officer (Resource)• Paul Banfield, University Archivist• Shelly King, Faculty Member (English)• Xiang Li, Faculty Member (Chemical Engineering)• David Skillicorn, Faculty Member (Computing) –not present @ meeting• Laurie Scott, Associate University Librarian• Mira Dineen, Undergraduate Student (AMS)• Matthew Scribner, Graduate Student (SGPS)• Kim Bell, Library Staff/Librarian• Suzanne Maranda, Library Staff/Librarian• Jane Philipps, Library Collection Development Coordinator• Barbara Teatero, Library Special Collections• Sharon Murphy, Queen's Learning Commons (QLC Executive)	
2.2	<p>Consultant – CS&P Architects Inc.</p> <ul style="list-style-type: none">• Prime Consultant - CS&P Architects Inc. - Paul Cravit - Design Principal in Charge, Susan Lewin – Back-up Principal, Suzanne Cooke Wooland – Project Architect• Collections Specialist – Reich + Petch – Stephen Petri• Library Planning Specialist – Aaron Cohen Associates – Alex Cohen• Structural Consultant – Halsall Associates Ltd.• Mechanical/Electrical/IT Consultant - HH Angus & Associates Ltd.• Cost Consultant – tcm2r• Heritage Consultant – ERA Architects Inc.• AV Consultant – Novita Techne	

Minutes of Meeting

Continued	ITEM	ACTION
3	PROJECT OVERVIEW Architect presented overview of project.	
3.1	Key critical issues identified: <ul style="list-style-type: none">• Engaging stakeholders• Structuring meetings to best solicit ideas and strategies• Communicating effectively (including posting Meeting Minutes on Queen's website)• Organized & rigorous accounting of information heard• Coordinating with Campus Master Plan team (coordination w/Urban Strategies has commenced)	
4	PROJECT SCHEDULE REVIEW Architect distributed copies of project schedule, noting the following:	
4.1	Project Phases <ul style="list-style-type: none">• Phase 1 - <i>Discovery & Analysis</i> (approx. 3 months) including data collection, stakeholder interviews,(scheduled on November 29th - 30th), goals and objectives confirmation and management framework establishment.• Phase 2 - <i>Exploration</i> (approx. 3 ½ months) including needs assessment and concept master plan design option development.• Phase 3 – <i>Final Documentation</i> (approx. 1 ½ months) including selection and development of a final concept draft Library & Archives Master Plan.	
4.2	Meeting Types <ul style="list-style-type: none">• Visioning Sessions - meetings where big picture ideas and images of the desired future are identified explored and vetted in a Queen's community forum.• Workshops Sessions - high level meetings between the Queen's Library & Archives Master Plan Steering Committee and the Consultant Team to discuss project scope and schedule, confirm goals and objectives, exchange pertinent documents, and establish a management framework and communication protocol.	

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Continued	ITEM	ACTION
	<p>4.3 Campus Master Plan Integration –Master Plan sessions will be combined with key visioning and workshop sessions. Architect to attend Campus Master Plan meetings. April 2013 noted as target date for the Draft Main Campus Vision Plan, which coincides well with Library & Archives Master Plan schedule, i.e. during preferred design option development.</p> <p>4.4 Queen’s Prison Study – Study by CS&P Architects underway, may or may not have relevance to Library & Archives Master Plan, will be relevant to Campus Master Plan. Draft Report scheduled for early 2013.</p>	
5	COMMUNICATION PROTOCOL	
	<p>5.1 Project Communication Protocol – Owner requested all communication for project to be sent to Martha Whitehead, and copied to Yvonne Holland and Nancy Petri. Architect requested all communication for project to be sent to Suzanne Cooke Wooland and copied to Paul Cravit and Susan Lewin.</p> <p>5.2 Queen’s Scope of Work - Owner noted that an electronic communication strategy will be developed in consultation with Queen’s Library & Archives, Queen’s Marketing & Communications, Queen’s Planning & Budgeting, and the Consultant, including the Architect, and IT Consultant. It was proposed that the Campus Master Plan online tools might include opportunities for Library & Archives Master Plan feedback and the Campus Master Plan website would link to the Library & Archives Master Plan website.</p> <p>5.3 Architect Scope of Work – Owner noted that Architect responsible for content.</p> <p>5.4 Stakeholder Engagement - Owner noted that there are many social networking services appropriate for soliciting stakeholder engagement such as Facebook and Twitter; as it would be impossible to meet with all stakeholders. Owner noted that</p>	

Minutes of Meeting

Continued	ITEM	ACTION
	Advancement has a dynamic website dedicated to alumni, and that a capital campaign is underway. Owner noted alumni population of 10,000-15,000, many of which are recent graduates.	
6	EXISTING DOCUMENTATION TURNOVER Architect requested update on existing documentation turnover.	
6.1	Documents Provided Owner noted that the following documents have been loaded on the CS&P ftp site: <ul style="list-style-type: none"> • LAMP Academic Partners • LAMP Stakeholders • Restructuring Action Plan – Queen’s University Library, July 2010 • Organizational Design & Staffing Plan, March 2011 • Consultant’s Final Report, Queen’s University Library Organizational Structure Review – AUL & Division Heads • Circulation Statistics/Reserves/ILL Transactions, 1999-2000 to 2011-12 Year End 	
6.2	Documents/Information Requested Architect requested the following information: <ul style="list-style-type: none"> • Circulation Statistics – Circulation statistics by selected weeks, location, day, & hour. Owner agreed to provide information. • Training Programs – Reference Questions: Basic, Complex, Consultative. Reference Questions by Email/Virtual: Basic, Complex Consultative. Number of loanable items – provide 2009 laptop lending report. Owner agreed to provide information. • Physical & Virtual Collections including, number of shelves (each shelf should be 3 feet or .9 meters), in categories of regular, compact, storage or closed stacks for: <ul style="list-style-type: none"> ○ the general collection; periodicals and special collections; ○ map, microfiche and microfilm cabinets; ○ kits (e.g. Education); ○ archival storage (e.g. boxes not on standard shelves). Note number of completely empty shelves. Note any suboptimal layout of collections. (Architect to develop template regarding what is to be counted) Total item counts. Criteria for keeping/discarding 	<p>Owner</p> <p>Owner</p> <p>CS&P/AC</p>

Minutes of Meeting

Continued	ITEM	ACTION
	<p>hardcopy materials. Background on digital collection – a short narrative or list of academic resources. Plans on digitization of existing materials. Background on the overall collections – What is the 21st century academic collection? What are some unique titles or areas of focus? Volumes added annually, by location, from Voyager (currently available stats don't provide separate numbers for Engineering & Science, Documents, Stauffer), if feasible. Owner agreed to provide information.</p>	Owner
	<ul style="list-style-type: none"> • Seating – Number of seats in each area of the libraries and archives, including the number of group rooms and open seating areas. Issues associated with seating, eg. lack of power, poor lighting, etc. Owner agreed to provide information. 	Owner
	<ul style="list-style-type: none"> • Staff – Organizational framework chart. Organizational charts for each division/unit, Part-time and evening/weekend staff. Short narrative about changing priorities for staff resources. (from 2013-14 budget submission) Short narrative about how each location is staffed: service roles of regular staff and casual assistants, shifting model of information services, security, how accessibility services are provided, etc. Owner agreed to provide information. 	Owner
	<ul style="list-style-type: none"> • Technology – Queen's technology plan. How the library interfaces with IT. Technology tools that will constrain or enable the library to expand virtual services. Datacom or IT infrastructure projects that will affect the library buildings' infrastructure.(panels that cannot be moved, etc.) Owner agreed to provide information. 	Owner
	<ul style="list-style-type: none"> • Preservation Requirements – Preservation storage areas in each building that is temp/humidity controlled. (include this detail in shelving counts) Capacity for compact shelving (floor loading) Narrative about storage options, on campus or off-site. Owner agreed to provide information. 	Owner
	<ul style="list-style-type: none"> • Strategic Planning – Most recent library strategic plan. Strategic plan strategies that cover on-line learning, information systems, and student research services. Owner agreed to provide Strategic Plan scheduled to be issued November 20/2012. 	Owner
	<ul style="list-style-type: none"> • Innovation – Types of innovative product/service concepts that the library staff has been concentrating on. New products or services, eg. VizWall or MediaScape for collaboration. Owner agreed to provide information. 	Owner

Minutes of Meeting

Continued	ITEM	ACTION
	<ul style="list-style-type: none"> • Hours of Operation – For all libraries and archives. Owner agreed to provide information. • Building/Site Survey Work – All survey work commissioned by Queen’s University (drawings, site plans, building plans, elevations, sections, etc.) Owner agreed to provide information. • Operating Costs – Existing physical buildings & staffing and servicing costs. Owner agreed to provide information. 	<p>Owner</p> <p>Owner</p> <p>Owner</p>
7	STAKEHOLDER MEETING SCHEDULE	
7.1	Schedule -Architect noted that stakeholder meetings are scheduled to be held at Queen’s on the 29th & 30th of November 2012. Each session to be 1 to 1 ½ hours in length.	
7.2	Format - Architect noted that a consistent format for the stakeholder meetings be designed to best elicit ideas and concerns, and promote spontaneous discussion. Appropriate participant numbers for each meeting and consolidation of related groups was proposed. Regarding how to elicit feedback from people not attending the stakeholder meetings, Owner requested that Architect provide a brief project overview and set of questions to encourage stakeholders to provide feedback through online mechanisms.	CS&P
7.3	<p>Proposed Groups – Owner and Architect proposed the following meeting groups:</p> <ul style="list-style-type: none"> • Archives • QLC Partners (Student Affairs/Centre Teaching/Educ.Tech./ International, Distance Learning) • Students – Undergraduate • Students – Graduate • 5 Libraries/Academic Services • Collections/Technical Services • Faculty/Research Services • Operations (Accessibility/Security/Operations/Equity/ Event/ Hospitality/Planning) <p>Architect to submit proposed detailed time schedule for stakeholder meetings to Owner for approval.</p>	CS&P

CS&PArchitects

Minutes of Meeting

Continued **Prepared by:**
Suzanne Cooke Wooland

Distribution:
Martha Whitehead, Queen's
Yvonne Holland, Queen's
Nancy Petri, Queen's
Paul Cravit, CS&P
Susan Lewin, CS&P