Information Technology Services

Looking Back — Looking Ahead

Library Council
January 20, 2010
Looking Back

- User Focus
  - New look
  - New tools
  - New content

- Web site redesign

New look
New Look

- Web site redesign
- Based on new University standards
- Consistent navigation
- Promotion of resources

Promotion of Resources

<table>
<thead>
<tr>
<th>Cover</th>
<th>Views</th>
<th>Rank</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>67</td>
<td>3</td>
<td>3</td>
<td>The moral force of Indigenous politics: critical liberalism and the Zapatistas / Courtney Jung</td>
</tr>
<tr>
<td>9</td>
<td>27</td>
<td>2</td>
<td>A companion to Greek and Roman political thought / edited by Ryan K. Balot</td>
</tr>
<tr>
<td>27</td>
<td>2</td>
<td>2</td>
<td>Business and the state in Africa: economic policy-making in the neo-liberal era / Antonette Hundleby</td>
</tr>
<tr>
<td>38</td>
<td>6</td>
<td>6</td>
<td>Bringing the passions back in: the emotions in political philosophy / edited by Rebecca Rington and Leonard Perry</td>
</tr>
<tr>
<td>47</td>
<td>4</td>
<td>4</td>
<td>The comparative turn in Canadian political science / edited by Linda A.</td>
</tr>
</tbody>
</table>

In one week highlighted Political Science titles were the 2nd, 3rd, 4th & 6th most frequently clicked-on full records
Endeca

New tools

Endeca

- New navigation
- New presentation
- New capabilities

New tools
New content

Looking Ahead
Looking Ahead

- Focal Points
  - Cooperation
  - Data collection
  - Reporting & Analysis
  - Expansion of Endeca
  - Mobile access

Cooperation

- 3 Campus
- Other universities
  - Provincial
  - National
  - International
Data Collection

- MINES Survey
- LibQual
- Counting Opinions
  - LibPAS
  - LibSat
  - Sushi / Counter

Data Reporting & Analysis

- Ulrich’s Serials Analysis System
- SIRSI Director’s Station
- Endeca Data Analysis
Expansion of Endeca

- Enhanced Content
- Library Web
- Scholars Portal Data

Mobile Access

- Now the expected norm
- Device independent
- Ubiquitous network
Smartphones on Campus

- Student ownership of smartphones
  - 43% at UC-Davis
  - 39% at Ball State
- Michigan State: “On campus, smartphones are the Holy Grail”

UTL Mobile Site

- Initial mobile version available for several months
UTL Mobile Site

Handcrafted pages render well.
Traditional pages do not render well

UTL Mobile Site

DC Public Library

Mobile Applications
Mad cow disease (Bovine Spongiform Encephalopathy)

by Ferreiro, Carmen.

Call Number: 616.83 F383

Place Hold

Copies Available at

Martin Luther King Jr....

Summary

BSE is becoming an increasing concern as tainted beef has caused deadly outbreaks of the disease around the world.

Mobile Applications
Mobile Applications
Post-ALA Observations

Observations & Comments

Mobile computing
Observations & Comments

Emerging Technologies
- RFID
- Book vending
- Streaming of AV

Declining Technologies
- Index & abstract databases
- Binding
Eagerly anticipated
New Apple tablet?
Next steps in e-book readers

Questions
Library Council
University of Toronto Central Library System

Annual Report of the Resource Sharing Services Committee
for the period October 2008-September 2009.

Date of submission, January 18, 2010
Submitted by - Alison Campbell, Chair, September 2009-& Jane Lynch, Chair, September 2008

Membership
The Resource Sharing Service Committee is a Standing Committee of Library Council, with members appointed by department heads to serve as long as they are in the position. Membership includes staff from Central and campus libraries with direct responsibilities for Intercampus Delivery and Interlibrary Loan. Chair is elected by members.

Members during reporting period:
Ex-Officio
Susan Stone                                          (Robarts, Assistant Head, Resource Sharing)
Helen Michael                                       (Gerstein, Coordinator, Resource Sharing)

Appointed
Jane Lynch                                                        (Robarts- Chairperson)
Anne-Marie Crotty                                            (Robarts)
Bonnie Horne                                                    (Gerstein)
Neil Allen                                                    (Engineering/Computer Sciences)
Susan Bond                                                    (Trinity)
Bev Branton                                                       (Victoria- Pratt)
Margot Froud                                                     (Dentistry)
Teresa Pietropaolo-De Marco                            (OISE)
Valerie Downs                                               (OISE)
Suzanne Meyers Sawa                                        (Music)
Manda Vrkljan                                                   (St. Michael’s-Kelly)
Sufei Xu                                                          (Law)
Anna Oh                                                            (INFORUM)
Lisa Andrews-Attwater                                        (Rotman)
Graeme Donaldson                                               (Trinity)
Jack Howard                                                         (ROM)
Lari Langford                                                       (Robarts- Access & Info Services)
Kent Weaver                                                   (Robarts-ITS)
Elizabeth Seres                                                    (UTSC)
Mary Ann Vernon                                                (UTSC)
Catherine Devion                                         (UTSC)
Alison Campbell                                                    (UTM)
Summary
This has been a year of refining and enhancement of the ILL/ICD services, rather than one of major developments. The RSSC committee met bi-monthly, approximately 5 times. A subcommittee called “The Resource Sharing Full Services Working Group”, which was formed about 4 years ago to deal with issues on the borrowing side, met on a monthly basis. The members from the RSSC committee who work at the Robarts, Gerstein, O.I.S.E., UTSC and UTM libraries are members of this subcommittee.

OCLC: There have not been any new lenders added to the original supplying group of the central library and UTM. A major problem was the converting of OCLC credits to payments to the libraries. It was suggested to use OCLC credits against Robarts OCLC cataloguing charges. This was handed off to the Business Office for satisfactory resolution.

ODYSSEY: Adopted by Robarts, this new, free scanning software is used by many U.S. libraries, particularly a number of SHARES partners who prefer it to ARIEL, its more sophisticated competitor. Robarts is currently running both.

SFX: The ILL button on SFX was up and down in the fall of 2008. Most problems were generating a 30% error rate e.g. Serials UTL did own in print form, failure to link to fulltext version of dissertations, bringing over into RACER incomplete citations of book chapter and conference proceedings. This created more verifying work for staff and some confusion among users. The button is ‘up’ again with some of the same problems, but Marc Lalonde and Amy Greenberg are trying to resolve them.

AMICUS: In the spring and summer of 2009, U of T library records were stripped from AMICUS and have now been replaced with the correct LAC symbol for the specific owning library—very helpful to our borrowers and to our own staff at all U of T Libraries.

ROM: There is still no solution for the St. George campus students who wish delivery of ROM material to Gerstein, Robarts or OISE. We have suggested to ROM that we place these requests in RACER as ILL requests and ROM could fill them, as they filled ILL requests from us in the past. We hope this matter will receive favourable consideration. UTSC and UTM receive delivery from ROM.

DOWNSVIEW: ILL/ICD services greatly affected by changes at Downsview. Lari Langford regularly attended our meetings to keep us up to date. Early problems with new Downsview barcodes on the back of the books led to some not being properly discharged. Also, there were problems for patrons wishing to use the ICD service to request loans from multiple volume titles with holdings split between St. George and Downsview. These requests needed to be placed through RACER ILL. Placing holds on Downsview
material, which cannot be done online by patrons. With Lari’s assistance we tried to find solutions or work-arounds to all the above problems.

**OISE:** In the summer of 2009, OISE took over ILL borrowing for their distance education patrons and shortly after, became a full service library once again.

**RACER:** CARL libraries added to RACER’s rota is increasing all the time. Active ILL requests have been limited to 50 per patron at any one time at Robarts. Bureau Administrator training was given to staff at full services libraries to help track requests that were “unfindable” in the past, except by SPOT staff. SPOT demonstrated some of the new Jasper (statistics) reports available through ScholarsPortal. Data can now be broken out by ILL, ICD, requester, responder, location and a comprehensive OCUL netting out report could now be made available. There are still some deficiencies in these reports, but they are improving and we can certainly predict their use in the near future.

All U of T borrowing libraries joined UTM in unmediated requesting of monographs, in those instances where Docfind could locate and create a rota. This seems to cover about 10-15% of requests. Not perfect—does miss items in our catalogue where there is no ISBN in record or those titles that are part of large series and not catalogued individually. Also fails to block those patrons whose library privileges are ‘blocked’ in SIRSI. Thinking was that the usefulness of this overrode a few missed requests. This saves time for the patrons and the staff who do the requesting.

**IUTS:** COU decided to cease IUTS service on Aug. 14, 2009, without any advance notice to the libraries involved. We have switched to Purolator for all of the deliveries to Ontario and Quebec universities, and the federal government libraries in Ottawa. The greatest effect was felt by the mailroom staff with increased workload due to the protocols of this new system. It is felt that deliveries of material that once took 2 days is now averaging 4 days.

Respectfully submitted,

Alison Campbell, incoming Chair & Jane Lynch, outgoing Chair
To: Sharon Dyas-Correia, Chair, Library Council

From: Mary Ruscillo, Chair, Theses Committee

Annual Report of the Theses Committee
2009

The Theses Committee met only once during the year. In addition the members shared and communicated information via e-mail.

The electronic submission of theses is now mandatory and has been in full force since September of 2009. The Committee continued to concern itself with this new development and its inherent ramifications.

The new format and the ensuing procedural changes brought about a fair amount of uncertainty and aroused many questions. At the instigation of the Committee, representatives of SGS (School of Graduate Studies) and ITS (Information Technology Services) attended the May 2009 Library Council meeting and answered many of the questions put to them.

We learned that ideally, two weeks after convocation the SGS releases the ETDs (Electronic Theses and Dissertations) in PDF format into T-Space. In turn, ITS notifies ProQuest and FTPs the files to them so that the theses can be listed and also appear as full-text documents in their site. Once that takes place catalogue records are originated and downloaded into Sirsi by the Metadata Librarian with links to both the T-Space and ProQuest records. An item record for the microfiche copy that ProQuest is said to still produce will also be added to the catalogue record. These records, which will be “discoverable” by Endeca, can then be upgraded at will by individual libraries and supplemented with the addition of controlled subject headings and other local information as needed.

This would be, as I mentioned, the ideal situation and hopefully “the standard” once procedures are smoothened out and streamlined. However, certain unexplained delays have occurred and it has taken some investigative work to determine what exactly prevented the up-to-that-point electronically submitted theses, that were sent to ProQuest by ITS in the middle of August, from appearing in the ProQuest database. Apparently, even though ProQuest did receive the FTP files for the theses on time they were not able to publish them unless they also received the license agreements signed by the students themselves from the SGS. Formerly the license agreement was always part of the thesis in paper copy, and later when the paper copy was eliminated staff did not know what to do or where to send these licenses. My latest communications with them confirmed that they would be sending them off by the end of this month.
The Committee is looking forward to seeing these records in Sirsi soon so that a mechanism can be established that would ensure the timeliness and prompt accessibility of the important research that theses represent to the user.

There is still the pending question whether LAC (Library Archives Canada) will renew its contract with ProQuest and whether LAC has harvested any of our T-Space records. We are told that LAC follows its own timetable, necessary for mandated preservation purposes.

It is important to point out that all the paper copy theses that were housed in ROBARTS have now been moved to UTL at Downsview.

In addition, the C.L.A.M. 16, concerned with the Acquisition, Cataloguing, Dissemination and Preservation of Theses which was painstakingly revised by the Committee and re-issued two years ago, will have to be either revisited or declared obsolete.

Finally, the Committee believes that once a routine procedure has been established regarding the handling and accessibility of the ETDs, perhaps the need for the Theses Committee along with its long standing tradition, having served for over twenty years, will cease to exist. Circumstances will dictate our actions.

**Membership of the Theses Committee**

Anne-Marie Crotty  (*Robarts, Resource Sharing*)
David Eden  (*Robarts, Access and Information, presently serving at New College Library*)
Barbara Edwards  (*Archives*)
Bonnie Horne  (*Gerstein, Access and information*)
Helen Michael  (*Gerstein, Resource Sharing*)
Felicity Pickup  (*Robarts Reference*)
Mary Ruscillo, Chair  (*Materials Processing, Cataloguing*)
Susan Stone  (*Robarts, Resource Sharing*)
Stephanie Swift  (*OISE*)
John Toyonaga  (*Preservation*)
Karen Turko  (*Library Administration/Theses coordinator*)