Reference Services Committee Meeting Minutes
10 September, 2014 9:30-11:00am
Alice Moulton Room – Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts Reference); Agatha Barc (Victoria); Allison Bell (Gerstein); Heather Buchansky (Faculty & Student Engagement); Chad Crichton (UTSC); Heather Cunningham (Gerstein); Margaret Fulford (Laidlaw); Lucy Gan (East Asian); Patricia Bellamy (for Debbie Green); Helen He (Dentistry); Angela Henshilwood (Engineering); Holly Inglis (Rotman); Sooin Kim (Bora Laskin); Vanessa Kitchin (UTM); Marc Lalonde (ITS); Erica Lenton (Gerstein); Joan Links (Media Commons); Courtney Lundrigan (Trinity); Vincci Lui (Gerstein); Anne McGillivray (Knox); Tim Neufeldt (Minutes, Music); Irene Puchalski (Architecture); Natalya Rattan (Fisher); Kim Silk (Rotman); Nalini Singh (Inforum); Christina Tooulias-Santolin (Robarts Reference); Jacqueline Whyte Appleby (Scholars Portal); Karen Wishart (Emmanuel/TST); Dawn Wong (Canada Hong Kong/East Asian); Nich Worby (Robarts Reference)

Regrets: Richard Carter (SMC); Klara Maidenberg (Scholars Portal), Gail Nichol (Gerstein); Mary Reynolds (Regis), Rita Vine (Faculty & Student Engagement)

1. Selection of a minutes-taker
   - Tim Neufeldt volunteered

2. Minutes of last meeting
   - Accepted with no changes

3. Business arising from the minutes
   - Libguides revised guide for authors almost ready and will be sent out.

4. Report from ITS – Marc Lalonde
   - Still working on services that will go live and be in the catalogue shortly
     - E.g. Rush catalogue request form, which will show up under the “request item” link. If the book is already on order then patrons can request it be sped up.
     - Currently a problem with on-order books in Endeca showing up; working with Alastair Boyd in Cataloguing to resolve the issue
   - Also continuing library home page redesign. Received good feedback.
     - Starting to development “mega menus” which will look nicer than in current demo version
     - Framework, Headers, Footers to be consistent across various pages and is responsive
     -hoping to have a working beta site in a couple of weeks
     - Looking for early adopters in October; contact Lisa if you’re interested
   - Question from Lisa about how the new layout will work for individual library pages (e.g. central library, dentistry, UTSC, UTM, etc). Marc will meet with individual libraries after the framework
is running to establish similar pages; individual libraries come up with what they want to see/have and Marc will "help make it come true"

5. RefWorks Update – Jaqueline Whyte-Appleby and Christina Tooulia-Santolin

- Changes coming to Refworks
- Background: Scholars Portal started locally hosting Refworks last year for all of OCUL;
  - other schools in Canada asked to join and are paying a hosting fee
  - SP revised needs, based on analysis and put out RFP: no winner
- Extra year left on Refworks, but SP needed a decision. Result:
  - SP not supporting Refworks starting Aug 2015; will move to US server
- UofT will still support Refworks, but it will be on US server
- End user impact minimal from practical perspective
- Export citations for use in other citation management applications not a problem; attachments are an issue as they can’t be exported.

Question about whether the libguide related to Refworks will remain actively supported.
- Jacqueline says that student groups still use and maintain it, though it will be modified to reflect changes. At a future point its ownership will move to somewhere else.

Question: Any recommendations for new users regarding what to use?
- This decision is not made on school level?
- People who continue to use Refworks on the US server will also have access to Flow (another Proquest citation management application)

- When plans about move become concrete there will be an announcement

- Refworks in terms of use:
  - heavy use in Sep/Oct/Nov, then a little decline
    - statistics are based on individual visits, not total users
    - Unfortunately the stats cannot be sorted based on user groups
    - Can determine who has logged in, in the past year
    - Therefore can determine who is going to be impacted
      - UofT users with 100+ citations will be contacted directly
    - Accts never get deleted so everyone who ever started one still has one
  - Snapshot of usage:
    - in previous 24 hours: 48 users logged in;
    - 337 users in last week;
    - 942 users in last month;
    - 6476 users for 6 months;
    - 10507 in last year
  - A total of 66458 UofT accounts (includes active and inactive)

Question: For people with accounts originally started in other institutions, can they delete these accounts?
- Any admin at any school can delete your account.

- In terms of migration to a US server:
  - A test case/first school was migrated already
  - Downtime was only about 1 hour
  - No real problems since coming back online (though it was a small school)
  - 5 more schools migrating this December
- U of T will be in the 4th wave [of migrations] so hopefully kinks will be sorted out by then

**Question:** is there no Canadian solution?
- There might be some European servers but no one has come forward to create a solution with a Canadian server

### 6. BlackBoard Library Resources – Heather Buchansky and Marc Lalonde

- Working group established to improve instructor/student/library access & use
- Thanks everyone for feedback
- Comments about functionality of admin side; nothing has changed from previous admin app
- We were asked to make the interface similar; librarians can create & customize the boxes
- Some functions not working in old site still not working in new site so removed
- Most of main functionality is there
- Follow-up to previous question regarding relevancy of resources to particular faculties/campuses:
  - Research help links & quick links needed changing depending on what campus you're coming from; this is possible
  - Cannot customize based on college/faculty because not enough data to do so
- For instructors: the information hasn't changed; Instructor links are the same and appear first
- The site is responsive, though not responsive within BB (which is NOT responsive)
- If instructor has asked for reading list to be added; it will appear in a box

- Other news: ITS working on syllabus service app for Bobby's copyright office and Lari Langford's STL office
  - Will work together to scan/make avail material as part of syllabus service
  - BB pulls in reading list
- Library resources feed on BB will change on Friday or first thing on Monday

**Question:** are we still calling it Fixit?
- Yes; not been told to calling it anything else
- Tool still available through usual methods

**Question:** So when we log in to fix it, will it look the same as it did?
- No, it will look different [Marc demonstrates]
- All content there, just in a different look

### 7. Techstreet– Angela Henshilwood

- New subscription service
- Allows direct access to standards online
- Includes 8 different associations and their standards as well as standards that are within various associations
- Choices based on most heavily used standards; but can be augmented, based on suggestions/use/recommendations
- Can search by keyword or title or doc number, or browse
- Standards are findable in the OPAC
- Associations also cross-listed in OPAC so findable that way
- Also findable via the engineering homepage links
8. Science Literacy Week (September 22-28) – Heather Cunningham, Vincci Lui, Erica Lenton

- Student initiated event from A&S
- Promote a sense of wonder and scepticism related to science literacy
- Starts in 2 weeks’ time
- Many UoT libraries and TPL and MPL and YUL libraries; pan-libraries events and displays across the city
- Lecture series included as well; no fee but asked to register
- List of participating libraries on website: guides.library.utoronto.ca/scienceliteracy
- twitter tag #SciLitTO
- Started promoting the event via social media; please promote on library & personal accounts
- Bookmarks to hand out
- Also promoted during clubs fair, streetfest; gradfair; UofT bulletin, etc
- Digital signage available along with posters
- Generic as well as individual events; space to add your own library’s content
- Internal communication also going out this week so people are aware
- Information will be sent out via ref listserv as well other internal methods
- Also advertised on City of Toronto site;
- Possibly turning it into an annual event
- Questions or comments? [None]
- People can take bookmarks for their libraries

9. Updates from Head, Faculty and Student Engagement – Rita Vine Heather Buchansky

- Two new websites: new library workshops site & new Academic integrity site; both gone live
- [live demonstration given]
- Will re-send links so people know where to go to register
- Libcal being used
- Old course registration will be decommissioned
- Anyone who wants to put up open registration for a library event call Rita for a library account
- Contact Rita if any questions

Question: Does it have waiting list functionality? Yes

- New Academic Integrity site
  o from AI office
  o Includes "smart strategies" and list of resources;
  o academicintegrity.utoronto.ca
  o Very detailed site; rich in information

Question: How is it being used?
- still unclear; maybe BB?
10. **Updates from Student Engagement Librarian – Heather Buchansky**

Personal Librarian programme update:
- third year students will be checked in on;
- Able to take on all 1st year A&S students this year
- 45 librarians participating (thank you!)
- Engineering will be taking on all of their students as a pilot programme (1300)
- OISE & iSchool also running programme
- For those who couldn't make the PL training, Heather will send out the slides later today

*Question:* Should we Email Heather to find out what to do if we already feel like a PL?
- Training sessions are done;
- Contact Heather if you want to run it next year

11. **Collection Development and YBP – Dan D’Agostino**

- Moving from Coutts to YPB
- Implications for those of you on the reference desk
- Really big job to switch
- All work flow is currently integrated with Coutts so long un-coupling
- Order system / payment, etc all complicated
- Shelf-ready records coming from YPB
- More complex = more potential for failure
- Doing very best to make sure no hiccups, though it will take time to get up to speed; not the same number of new books coming in at first
- Going live in October
- Collection Development Department still wants to know if we don’t have something, so it’s important for patrons/faculty/staff to suggest titles
- We still want to know what we don’t have
- YPB much more selective than Coutts so missing smaller research institute publications; need to isolate the publishers not being picked up so can add them to the list; US and UK pub’s not picked up sent directly to Dan

12. **Other business – Judith Logan**

- Updated [ref services website](#)
  - You should now see all agendas together
  - Judith will add new agendas as they become available

- Many Ask-a-Librarian promotional materials
  - They want to get rid of a bunch because they will change the logo for next year.
  - Contact Judith to request posters or stand-up signs

*Closing statements*