Reference Services Committee Meeting Minutes  
Feb. 11, 2015 9:30–10:40am  
Alice Moulton Room—Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts Reference), Agatha Barc (Victoria), Jesse Carliner (Robarts), Lucy Gan (East Asian), Debbie Green (Robarts Reference), Helen He (Dentistry, minutes), Holly Inglis (Rotman), Vanessa Kitchin (UTM), Lorissa Kinna (Laidlaw), Marc Lalonde (ITS), Greg Luciani (St. Augustine Seminary), Vincci Lui (Gerstein), Tim Neufeldt (Music), Stephanie Orfano (Scholarly Communications & Copyright Office), Irene Puchalski (Architecture), Natalya Rattan (Fisher), Pat Serafini (OISE), Vicki Skelton (Newman), Nalini K. Singh (iSchool), Graeme Slaght (Copyright Office), Michelle Spence (Engineering), Jennifer Toews (Fisher), Karen Wishart (Emmanuel/TST), Dawn Wong (Canada Hong Kong/East Asian Library)

Regrets: Heather Buchansky (Library admin), Chad Crichton (UTSC), Angela Henshilwood (Engineering), Courtney Lundrigan (Trinity), Rita Vine (Library admin)

1. Selection of a minutes-taker

Helen He

2. Minutes of last meeting

Dawn Wong (EAL) in Present section should be changed to Dawn Wong (Canada Hong Kong/East Asian Library).

3. Report from ITS

Marc Lalonde reported the web site redesign project

- Positive feedback has been received from all three campuses: St. George, Scarborough and Mississauga
- User testing is scheduled on Feb. 11 and Feb. 12
- Content updates on the library homepage:
  - The wording has been simplified
  - Hours for major central library has been added
- Most of the pages have passed the accessibility test
- Real function search will be added soon for testing
- More tests are scheduled in March. The new website will be launched in May
- Individual library introduction webpage – the goal is to simplify the information on this page and lead the users to the individual library website
  - Please make sure the information is accurate and it is what you want your user to see
  - Note field is for any restrictions about your collection or access you want the users to know
  - Request for adding links to your library’s social media account can be sent to Marc
Anyone who is interested in testing, please contact Lisa or through the “Share your feedback” link on the test site or complete the guide on the side online test tool (http://tutorial.library.utoronto.ca/tutorial/library-website-redesign1) or email them web@library.utoronto.ca

Please put your suggestions for where to put the link to the WorldCat or other library catalogue in “Shared your feedback” on the test site

4. LibGuides - Michelle Spence

- Migration is scheduled in May
- Thank you to everyone who updates their guides. A reminder will soon be sent to the guide owners who haven’t update their guides in more than a year
  - 157 guides haven’t been updated for one year
  - 75 guides haven’t been updated for two years
  - 25 guides haven’t been updated for three or more years
- An informal workshop (LibGuides Authors Circle) was scheduled in Mar.27, which will provide us an opportunity to show changes in the new LibGuides platform, examine our current guides according to Lori Mestre’s learning object rubric, and assess the usability and accessibility based on the standards.
- Judith mentioned that with the implementation of the new website, some guides may also need to be updated accordingly.

5. Reference service point check in: OISE – Pat Serafini

Judith mentioned that “Reference service point check in” is supposed to better address our terms of reference and share what’s happening in each library. Pat from OISE is the first presenter for this series. People who want to volunteer for next meeting or future meetings, please let Judith know.

Pat reported

- The Reference desk is at the same counter as the Circulation Desk. Staffing at present: 4 librarians, 2 reference specialists, 5 GSLAs, 1 TALInt—each person does a 2-hour shift alone and helps Circulation staff when not needed for reference consultations and there are lineups at the Circulation desk. There are many reference-type activities that do not happen at the desk: teaching and orientation (trying to do it for each student cohort group), individual consultations, email reference etc. In the meantime the number of in-depth questions being asked at the desk has decreased. The hours for OISE reference desk are Monday – Thursday: 10:00am – 7:00 pm; Friday: 10:00 am – 5:00 pm; Saturday: 1:00 pm – 5:00 pm.
- Knowing that there will be staff retirements and wanting to up-date and streamline reference services, the library advertised and took on a practicum student to analyze our present reference services and develop and run a survey to elicit feedback from our stakeholder groups. This student will also review best practices and trends in Reference Services in Academic libraries. She will write a brief report and incorporate recommendations for going forward. It is hoped that this report will be a significant tool we can use in planning improved Reference Services for the immediate and long term future.
6. Academic Toolbox Renewal Initiative (http://toolboxrenewal.act.utoronto.ca) – Avi Hyman

Avi mentioned that since most of our current technologies are up for renewal next year (2015), it provides us a unique opportunity to systematically create an ‘Academic Toolbox’. This can help us provide a flexible and integrated environment that supports the teaching and learning needs at UofT while ensuring some basic needs are met (like protecting private data and intellectual property, etc.).

The phase I is identifying the common criteria which form the basis of what core learning management system or tools available can be included for consideration. The objective is to create a check list for instructors when they are requesting tools or even developing tools of their own, to make sure these tools are complying with our criteria. Collaboration among department is also very important, because it is much more cost effective to get the tools as an institution rather than individual department.

Avi asked everyone to read over the Proposed Criteria section, and then, using the Feedback Form (http://toolboxrenewal.act.utoronto.ca/feedback-form/) to provide comments or suggestions. You can also suggest tools. Please also share this information with anyone who you think might be interested in.

7. Other business

- Debbie was asking Mac about pulling individual titles from the big package for library catalogue. Mac suggested contacting Weijing.
- Judith mentioned that Caitlin was not able to come to this meeting. She may come for next meeting.
- Nalini K. Singh mentioned that Dr. David Lankes is going to give a lecture on March 11th about Radical Librarianship at iSchool. Detailed information can be found in Margaret Wall’s email.

Next meeting: March 11, 2015