Annual Report of the Reference Services Committee
(May 2013 – April 2014)

Reference Services Committee is a Standing Committee of Library Council, with members appointed by the heads of libraries or units. The committee serves as an information-sharing forum on activities, resources and services related to reference services that are of use to all U of T Libraries.

1. Membership during reporting period:

Ex-officio
- Head, Reference Department, Robarts: Debbie Green
- Coordinator, Reference and Research, Gerstein: Allison Bell/Heather Cunningham
- Web Services Coordinator: Marc Lalonde
- Digital Services Librarian: Sian Meikle
- Head, Faculty & Student Engagement: Rita Vine

Appointed
- Circulation Services: Neil Allen/Susan Bond
- Canada-Hong Kong Library: Dawn Wong
- Cataloguing and Authorities Users Group: Juliya Borie
- Cheng Yu Tung East Asian Library: Lucy Gan
- Dentistry Library: Helen He/Maria Buda
- Engineering and Computer Science Library: Michelle Spence/Angela Henshilwood
- Gerstein Science Information Centre: Heather Cunningham/Patricia Ayala
- Media Commons: Joan Links
- OISE/UT Library: Monique Flaccavento/Patricia Serafini
- Reference Department, Robarts: Sara McDowell
- Scholars Portal: Jacqueline Whyte-Appleby
- Thomas Fisher Rare Book Library: Jennifer Toews
- University of Toronto at Mississauga Library: Joanna Szurmak
- University of Toronto at Scarborough Library: Chad Crichton
- Web Advisory Committee: Judith Logan
- Laidlaw Library: Margaret Fulford/Amber Allen
- Victoria College Library: Agatha Barc
- Architecture: Irene Puchalski/Effie Patelos
- Trinity: Courtney Lundrigan
Art: Margaret English
Innis: Len Ferstman
ROM: Jack Howard
Chemistry: Patricia Meindl
Music: Suzanne Meyers Sawa
Knox: Joan Pries/Anne McGillivray
Regis: Mary Reynolds
Criminology: Andrea Shier
Inforum: Nalini Singh
CIRHR: Victoria Skelton
Rotman: Holly Inglis
Bora Laskin: John Bolan

2. Chair and Secretary
Michelle Spence chaired the committee from February 2012 to January 2014. Judith Logan assumed chairing duties in February 2014. The committee rotates secretarial duties.

3. Meetings
Reference Services met 9 times between May 2013 and April 2014. Meetings are open to all interested library staff and are publicized through the Refinfo listserv.

4. Presentations and discussions
- **MaRS Reference Services**, Xuefei Mao, Helen Kula, Christina Kim, Hyun-Duck Chung, May 2013: MaRS librarians explained their roles and MaRS’ relationship to UTL.
- **Government documents update**, Sherry Smugler and Sam-chin Li, July 2013: Changes to distribution of Canadian government publications and digital preservation initiatives at U of T were discussed.
- **Comparing use of Ask a Librarian and LibAnswers at UTL**, Klara Maidenberg and Michelle Spence, July 2013: Report of recent research findings comparing Ask a Librarian and LibAnswers user data were shared.
- **Report from the Mobile Working Group**, Judith Logan, September 2014 and February 2013: UTL subscribed to a new journal-browsing app called Browzine which members are encouraged to use and promote to patrons. Members were encouraged to attend an all day virtual conference about mobile devices in libraries.
- **Reference desk discussion**, October 2013: Members shared their library’s current reference desk configurations and plans.
• **Personal Librarian Update**, Jacqueline Whyte Appleby, October 2013: The expansion of the Personal Librarian program to 2,500 students and findings from last year’s pilot were shared.

• **Cataloguing Updates**, Alastair Boyd, November 2013: Progress on RDA cataloguing changes was shared. A new Electronic Resources Management group has been established.

• **LibGuides 2.0**, Michelle Spence, November 2013 and April 2014: An advisory group was created to oversee the transition to the newest version of LibGuides and support LibGuides content creators.

• **OISE resources**, Pat Serafini, January 2014: An overview of the many special collections housed at OISE.

• **Presentation Practice Room in Gerstein**, Vincci Lui, January 2014: Gerstein created a new space for students to practice their multimedia presentations. Promotional materials included a video created with PowToon which members were very impressed with.

• **Taking the Drama out of Data**, Berenica Vejvoda, February 2014: A new group was formed to increase staff competence with data products and services.

• **U of T's Ask A Librarian Usage**, Klara Maidenberg, March 2014: U of T usage of Ask a Librarian has grown as a result of last year’s promotional campaign. There is a problem with U of T operators missing a high number of assigned shifts.

• **Copyright Transition**, Bobby Glushko, March 2014: UTL transitioned out of the Access Copyright agreement in December and the Copyright Office continues to support research and teaching at U of T. A new service that analyzes course syllabi was announced.

• **Accessibility Toolkit**, Katya Pereyaslavska, April 2014: OCUL’s Accessibility Toolkit is now available and members are invited to join OCUL’s Accessibility Community.

5. **Report from ITS**

An ITS staff member, usually the Web Services Coordinator, reports on the department’s activities and plans at each Reference Services Committee meeting. This year, the updates focused on the new responsive catalogue. They provided committee members with a forum to share their experiences with it and for ITS staff to receive valuable feedback from public service staff. Other topics included the following:

- Revision of the Serial Solutions 360 link resolver menu
- ITS’ new team project management model
- Plans for the redesigning the library’s main website
- Accessibility upgrades to the library’s website
- Insights from Google Analytics
- Changes to digital rights information in the library catalogue and Summon
6. Report from Faculty and Student Engagement office
In winter 2014, the committee added a report from the Faculty and Student Engagement Office as a standing agenda item. The Head, Faculty and Student Engagement and the Student Engagement Librarian both regularly report on their activities and priorities, and seek feedback from committee members.

7. Projects
- **Centralized YouTube channel**: Heather Buchansky and Kate Johnson proposed the creation of a centralized University of Toronto Libraries YouTube channel with consistent metadata. This project is ongoing.
- **Group study room inventory**: Three members from Robarts Library created a searchable list of all of the group study spaces—with applicable policies and booking procedures—available at all U of T libraries. The final result was added to the library website: [http://onesearch.library.utoronto.ca/group-study-rooms](http://onesearch.library.utoronto.ca/group-study-rooms)

8. REFINFO
The mailing list continues to be a valuable communication tool for the members of the Reference Services Committee and those involved with reference services.

9. Remote attendance
In March 2014, the chair was approached to investigate the possibility of using web conferencing technology to allow members to attend meetings remotely. A small working group determined that UTL’s Skype Premium account would facilitate this best. The April 2014 meeting was webcast successfully. This option will continue on a trial basis at future meetings.

*This document is respectfully submitted by Judith Logan (current chair) and Michelle Spence (former chair) on behalf of the Reference Services Committee.*