Reference Services Committee
Minutes of the meeting of February 8, 2006, Alice Moulton Room,
Gerstein Science Information Centre, 9:30-11:30 a.m.

Present: Laura Anderson (Rotman), Patricia Bellamy (Robarts Ref), Alastair Boyd (Robarts/CAUG), Richard Carter (St. Michael’s), Elsie Del Bianco (Trinity), Shauna Dorskind (Media Commons), Margaret Fulford (Dentistry), Barbara Geiger (Regis), Renata Holder (Gerstein Circ) Warren Holder (ITS), Marc Lalonde (IT3), Sam-Chin Li (DMGIS), Jenny Mendelsohn (Robarts Ref), Gail Nichol (Engineering), Marian Press (OISE/UT), Elena Prigoda (Gerstein), Irene Puchalski (Architecture), Nalini Singh (FIS Inforum), Vicki Skelton (CIRHR), Mary-Jo Stevenson (Robarts CDD), Susanne Tabur (Gerstein), Warren Holder (ITS), Marc Lalonde (ITS), Sam-Chin Li (DMGIS), Jenny Mendelsohn (Robarts Ref), Gail Nichol (Engineering), Marian Press (OISE/UT), Elena Prigoda (Gerstein), Irene Puchalski (Architecture), Nalini Singh (FIS Inforum), Vicki Skelton (CIRHR), Mary-Jo Stevenson (Robarts CDD), Susanne Tabur (Gerstein), Elaine Tamura (UTSC), Jennifer Toews (Fisher), Gabbi Zaldin (Victoria)

Regrets: Sian Meikle (IT3), Sandra Langlands (Gerstein), Sara McDowell (Robarts CDD), Ian Whyte (ITM), Rea Devakos

Minutes of previous meeting:
The minutes of January 11th were approved with the following amendment:
  o page 3: last sentence in par. #5 - change “anonymous author” to “collective author”

Business arising:
- The Committee thanked Patricia Bellamy for all her work on the new library catalogue brochure.
- The group discussed the e-mail from Alan Darnell announcing that Proquest has been added to Scholars Portal Search (SPS) in an incomplete state. It is not known at this point how far back in time it will eventually go. It has been discovered that groupings, e.g., Education are not possible.
- Jenny said that because the SPS concept is that of a huge database containing many other databases, this can skew the search, giving the example of attempting to search for scholarly articles in political science SPS and retrieving many articles in Proquest database. The results of this search in SPS would fall short from a scholarly point of view.
- Basic search in SP is now a keyword search. “and” is understood between search terms à la Google.

Reports and/or Announcements
a) Marc Lalonde reported on the new UTL homepage on Sian’s behalf.
- The new version of our current homepage is an attempt to help students find at least some articles on their subject. The usability studies carried out in 2005 demonstrated that many library users have little success in finding journal articles. Because the most common search strategy was to plug in keywords in the search box on the home page there are now 4 options on the UTL homepage.
- A long discussion ensued to try and make the fact that there are 4 options clearer to the user, as Jenny and others thought that at present there appear to be only 2 options. Barbara Geiger suggested that the wording for the 4 options should be parallel/similar. Susanne suggested having 4 “GO” buttons along with either a stronger outline or different colours to differentiate between the 4 search options.
- Nalini pointed out that the UTL homepage looks different on a MAC on Mozilla.
- Scopus appears as the default in the "Frequently used article databases" window. A suggestion was made that this be changed to “choose a database” instead of showing Scopus (or any other database name) in the window.
- It was generally agreed that SPS should be first on the list under “choose a database” as the Humanities students would find it a problem to have Scopus at the top.
- It was suggested that ‘Search for articles on your topic’ should read: ‘Search for articles on your topic in Scholars Portal’. Patricia pointed out that we should be promoting SPS, as eventually practically all the databases will be mounted on it.
- Elsie would like to go back to SPS as a choice on its own with the advanced search being the default.
- It was agreed that the default for SPS should be an ‘advanced’ search with the boxes on the right defaulting to ‘keyword’.
- Jenny feels there is a conflict between giving the student what she/he is used to (and finds the simplest), i.e., a Google-like search, and showing the student a better way to search. Marc agreed but said that studies have shown that the students know what a catalogue is but they do not know what a database is.
- Richard wants to see in the ‘catalogue’ box at the top of the page the “starting with” radio button along with “title” as the default. Marian pointed out that if you use the ‘catalogue’ button on the bottom left as opposed to the one on the top left, you can limit by library.
- Jenny asked whether when we make it easy for students by giving them an obvious place to enter their search, the usability study showed that when they get results, they actually could tell which are relevant.

b) Web Advisory Group/Heather Cunningham
The WAG group has been working with Sian and Marc:
  - Journal abbreviations link has been added to ‘Tools’
  - All the tabs and their wording have been changed in order not to confuse
  - The ‘catalogue’ at the very top of the eResources page is still being discussed as to whether ‘containing’ or ‘starting with’ will be the default – waiting for more data from the study.

c) Scholars Portal Search Subcommittee/Elena Prigoda
- Elena Prigoda, the new chair of this subcommittee, read the terms of reference and listed the names of those people who are participating in this group: Gail Nichol, Heather Cunningham, Julie Hannaford, Marc Lalonde, Ken Lavin, Marian Press, Elena Prigoda, Barbara Chu, Dana Kuszelewski, Jenny Mendelsohn, Sara McDowell, and Patricia Bellamy.
- Gerstein, Robarts, Engineering, ITS, OISE and Physics are all represented
- Meetings are open to all
- All questions/suggestions are to be directed to elena.prigoda@utoronto.ca

d) The Catalogue / Marc Lalonde reported on Sian's behalf
In the OPAC the Online box beneath the Detail box causes confusion when the only part of the item that is online is the something like a Table of Contents. In order not to confuse the user, this Online box has been removed in the test server (for now) and the 856 field will allow a description e.g. “Online: Connect to resource” for e-resources and “Online: Table of contents”. All agreed that this would be an improvement.

e) CORIL Update / Marian Press
- Marian spoke about CORIL. O-space is paid for by OCUL and resides in OZone. She pointed out that UTL does not have any material up on this site, and she encouraged us to submit any of our learning materials (“learning objects”) to CORIL in any format.
- There is a lot of material dealing with RefWorks in the “Creative Commons” that may be used with attribution, as well as some good handouts and a PowerPoint about plagiarism.
- Those who submit do their own metadata.
- It was mentioned that Jeff Newman’s “captivate” modules would be good candidates for the CORIL site.
f) **Reporting of OLA Super Conference**
Marian reported that it was a “great conference” with “tons of sessions”. Sessions she attended dealt with Web2.0, the semiotic Web, the communicative Web, where people collaborate using: Social Bookmarking Tools, the tagging of Web sites, Wikis, blogs, RSS feeds and podcasts

Elaine attended a session that dealt with roving librarian service that she found compelling. This involves “mentor group training” to get the library set up for this service and to maintain it. This entails a lot of training for the how, when and where, as well as follow-up. The Angus Glen Library in Markham offers “roving information service” without an actual reference desk (an interesting read at [http://www.markham.ca/mpl/pdf/roving.pdf](http://www.markham.ca/mpl/pdf/roving.pdf)).

○ Elaine also attended a workshop about how managers and staff communicate differently.

Elena attended the session called Combining Forces on Campus: The Four C's of Faculty Liaison (Connect, Collaborate, Create, and Cooperate).

Nalini reported on a session called Instant Messaging as the New Virtual Reference. Many libraries use this already. Transactions are mostly around 10 minutes in length. This process could be carried out while at the Reference Desk and the calls would be considered part of the normal Reference Desk lineup. Logs are kept of all the chats. Users would have to be advised of this for privacy reasons. There is no co-browsing, just instructions for what to do. FIS will be testing this software in the summer.

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**g) Other Business**
Nalini announced that FIS will be initiating a Records Management pilot project. Nalini will be attending a Records Management course and will report further on this.

Meeting adjourned.