Reference Services Committee
Minutes of the meeting of July 13, 2005
Alice Moulton Room, Gerstein Science Information Centre

Present: Jennifer Toews (Fisher); Richard Carter (St. Mikes); Laura Anderson (Rotman); Chad Crichton (UTSC); Alastair Boyd (Cataloguing); Lorna Young (Regis); Shauna Dorskind (Media Commons); Gábbi Zaldin (Victoria); Mary-Jo Stevenson (Robarts/CDD); Heather Cunningham (Gerstein); Stephanie Swift (OISE/UT); Gail Nichol (Engineering & Computer Science, Chair); Margaret Fulford (Dentistry); Sandra Langlands (Gerstein); Susanne Tabur (Gerstein); Suzanne Meyers-Sawa (Music); Sam-chin Li (DMGIS); Patricia Bellamy (Robarts)

Regrets: Sara McDowell, Jenny Mendelsohn, Ian Whyte

1. Minutes of last meeting (June 8, 2005):
Approved

2. Business arising:
a) Page 2 – clarification was asked regarding Peter Clinton’s comment (on page 2) of “guiding search results.” Nobody remembered for certain what this meant.

b) Follow-up on ProQuest theses
Libraries have separate agreements with Proquest regarding their theses. The fee paid to ProQuest includes digitization, creation of a MARC record, and a microform version of the thesis. Robarts made arrangements that they download MARC records from an FTP site but other libraries can have the MARC records emailed to them or sent on CD. If a library is not covered under the central library agreement, then they need to explore the issue and decide if they want records for their theses in the catalogue – they are entitled to this at no extra cost. It was clarified that ProQuest uses a school code as a way to send theses to UofT and Nursing and Emmanuel probably have same school code as central libraries. Some college libraries catalogue their theses records before these get sent back from ProQuest and there had been concern that the ProQuest theses record would over-ride the one they created. The ProQuest record would not over-ride their record but it would result in two records for one thesis in the catalogue. It is up to the individual library to decide if they want to merge the two records together. College libraries may want to contact Karen Turko to discuss if they can have their school codes changed to the central UofT school code or added.

c) Email reference web form
(http://www.library.utoronto.ca/services/reference/reference.html) for the Humanities and Social Sciences have had the changes incorporated into it that were suggested by the Email Reference Form Sub-group. If anyone would like to use this form or adapt it to their own library’s website, please let Gail Nichol know.

d) The References Services document compiling the services offered at the different UofT Libraries was passed around to see if there were any final corrections needed.
e) Discussion opportunity for past presentations
The opportunity was given for any discussion regarding presentations given at earlier Reference Services Meetings, specifically Ken Lavin’s on integrated portals and Peter Clinton’s on federated searching. These can be discussed at future meetings as well.

f) Catalogue load time
The issue was raised about the amount of time it takes the library catalogue to load and the question was asked if it will still take as long with the new webpage design? Perhaps Sian can comment on this at a future meeting. It was suggested that the slow catalogue load time may cause a problem or delay in results of a federated search. A suggestion was made that Reference Services make an official statement that the response time of the catalogue is too slow.

3 Reports
a) Scholars Portal Working Group (SPWG)
Sandra Langlands reported that the SPWG has met several times since it was formed and has collected comments and concerns about the search interface and functionality from librarians from seven Ontario institutions. These concerns were sent out to the refinfo listerv several months ago but Sandra will re-send. This compiled list of concerns was submitted to CSA and CSA has not followed up on any. They have asked Hana Alston to report back on this and they are still waiting.

The SPWG will shortly conduct usability studies on the Scholars Portal Search as it exists. The participants will perform a search on a topic of their choice in three different scenarios: all databases chosen; subject area chosen; and a single database chosen (participant chooses database). The participants will be asked a series of questions which focus on the results list of the three scenarios. Each university participating in this usability study will test between two to five users. All the data gathered (from approx. 20-30 users) will be amalgamated and the SPWG will look for commonalities in the search experience. Perhaps by September the results will be collated and a report issued.

b) Web Advisory Group report
Patricia Bellamy reported that the WAG is making progress on new web pages such as a subject list of U of T libraries for the new redesign. WAG is playing a supportive role in the redesign.
4. Questions from the Cataloguing Authorities Group

Alastair Boyd had some questions to ask the Reference Services Committee.

a) Robarts Library cataloguers would like to reconsider the policy of adding an ISBN in the 020 field for every volume in a series which is catalogued as a multi-volume set. Some of these items have over 100 ISBNs in their record. These volumes are sometimes co-published (e.g. in New York and Berlin) and as a result have two ISBNs per volume. This many 020 fields in a record causes system problems in Sirsi. Lorna Young had suggested moving the ISBN from the 020 field to a non-public note field so you can still search the ISBN in the general keyword index but it would only display if you change the display to "all" instead of using the default display. The implications for this is that you will no longer be able to search for the ISBN using a {020} field search, only a general keyword search. This would affect approximately a couple of dozen records.

There was agreement on this suggestion and no objections.

b) Should cataloguers change the author name to the standardized form of the name for T-Space records? Currently the author names in T-Space records are tagged as an uncontrolled name. There was some discussion that if an item is to be in the catalogue then it should follow catalogue conventions. There was discussion about the concerns of T-Space records being in the catalogue, especially with regards to giving the students the false impression that they can search the catalogue for articles and citations. Alastair will summarize the concerns and give to Rea Devakos.

c) Another issue deals with the display of books which have a uniform title as the main entry but no personal author. Example used was “nuevas amenazas” as a title keyword search. The title you search does not show in the results, only the uniform title displays. Have to click on “Details” and then “Catalogue record” to see the term you searched. Perhaps in the results the title as printed on the item should display as well as the uniform title. Need to decide which fields to display and where. Susanne Tabur will follow this up with the OPAC Display Committee.

d) Patrons are experiencing problems when trying to search for EIR resources in the catalogue by using the EIR number. There are sometimes several different items with the same title. Example used was “Excel 2000” as a title search. The patrons write down what they believe to be the catalogue number “Online resources 13797” so they can easily find it again. But, they cannot find the item again by doing a keyword search on 13797. The entire call number is “Online resources 13797” in addition to the usual problems of doing a call number search such as choosing a library (Electronic resources) and shelving scheme. Sian will modify the script to get rid of the “Online resources” before the number. A suggestion was made that perhaps the EIR number need not display at all except in the MARC record. This issue can also go to the OPAC Display Committee for follow-up.
e) There will be a change in how mixed media will be catalogued. Currently it is difficult to tell if there are two copies of a book with an accompanying CD-ROM. The change will be that the book will have an unadorned call number and the CD will have its own call number - same as the book but with a suffix indicating the format. This will not be able to solve the problem of a patron not being able to put a hold on the book because of the CD still being in the library.

5. Other business

There are no changes in how we are dealing with the problem patron, Mr. Russell. He seems to be calling himself Brad lately. His calls are still supposed to be reported to Bill Godoy and Gabriela Bravo. If he gets to be a problem again, please notify everyone via refinfo listerv.

Gail said she had encountered some problems with full text linking in Scholars Portal and has been getting questions about this on live chat. Sometimes we will have a journal from several different sources but they won’t all be listed in SFX. There was a reminder to tell patrons to check the EIR for journals if there are problems with the full text linking on SFX (don’t assume UTL doesn’t have the journal) and report the problems to ITS. If you use the “Ask us” link of the SFX box, the citation then also gets sent to ITS for them to investigate.

Next meeting:
September 14, 2005
9:30 AM – 11:30 A.M.