Reference Services Committee
Minutes of the meeting of July 14, 2004
Alice Moulton Room, Gerstein Science Information Centre, 9:30-11:30 a.m.

Present: Helen Zhou (East Asian), Margaret Fulford (Dentistry), Marian Press (OISE/UT), Gabbi Zaldin (Victoria), Lorna Young (Regis), Jennifer Toews (Fisher), Jiabin Wang (Engineering), Patricia Bellamy (Reference, Robarts), Irene Puchalski (Architecture), Shauna Dorskind (Media Commons –AVL), Lara Okihiro (ITS), Nalini Singh (FIS, chair), Suzanne Meyers Sawa (Music)

Guests: Joe Cox (FIS), David Benrubi (Fisher, student)

Regrets: Sandra Langlands (Gerstein), Ian Whyte (UTM)


2. Business arising: Nalini asked if reference services should send a representative to the SFX group. Discussion ensued regarding whether this could be covered by the WAG subcommittee. Alan Darnell’s PowerPoint presentation from the meeting of June 9 was sent out to the reference services list. It was agreed that Marian Press’ presentation would be moved to the end of the meeting pending equipment set-up. David Benrubi, intern student from the Ecole Nationale des Chartes, Paris, France, introduced himself to the committee. He is currently being trained in cataloguing and other aspects of Librarianship at the Fisher Library this summer.

3. Reports: No reports were given as Warren, Sara, and Sian are away. Possibly to be presented at the September meeting of the committee.

4. Revision: Reference Services Committee Terms of Reference & Membership:
Nalini led a discussion on revision of our Membership and Terms of Reference. The committee proceeded to examine and update the 1994 Membership and Terms of Reference document which was distributed, and is also available at www.library.utoronto.ca/news/librarycouncil/mem10.htm

Membership changes agreed to:
- OISE/UT, UTM and UTSC would be added to the list of appointed members. Members from those libraries already attend -- Marian Press, Ian Whyte, & Elaine Tamura, respectively.
- Science and Medicine Library and Sigmund Samuel Library would now collectively be described as Gerstein Science Information Centre;
- Audiovisual Library to be changed to Media Commons/Audiovisual Library;
- Engineering Library to be changed to Engineering and Computer Science Library;
- Remove Special Libraries and Services from the list -- no member of the committee was aware of a member from Special Libraries and Services attending meetings, nor even what this heading represented.

Review of current appointed members and ex-officio members:
- Access and Information Services: member needed
- Media Commons/Audiovisual Library: Shauna Dorskind
- Cheng Tu Yung East Asian Library: Helen Zhou
- Engineering and Computer Science Library: Jiabin Wang
- Gerstein: Sandra Langlands, Susanne Tabur
- Information Technology Services: Sian Meikle, Warren Holder
Noranda Earth Science Library: member needed?
Reference Department, Robarts: Patricia Bellamy, Sara McDowell (also of EIRC), Mary-jo Stevenson (also of Collection Development)
Resource Sharing: member needed?
Thomas Fisher Rare Book Library: Jennifer Toews
Campus libraries: many campus libraries currently send members to the committee.
Ex-officio: Head of Reference, Robarts: Jenny Mendelsohn
Ex-officio: Coordinator, Instruction in Library Use: Jeff Newman. It was agreed that ILU should be left on the list, but that Jeff would not attend meetings regularly.
Ex-officio: Coordinator, Web Services: Marc Lalonde

Other departments: The question was asked whether members should be had from 1) Serials and 2) Cataloguing Departments. It was decided that members from these departments could be invited as guests from time to time, rather than attending as regular members.

Appointments of members: It was agreed that the committee would continue to ignore the statement “Members are appointed by the head of their library or unit in the fall of each year.” Members are mostly self-selected based on interest and availability to attend meetings.

Terms of Reference:
Point 1. The question was raised as to why this point refers mainly to the central library. Marian Press suggested that since central library is the source of funds this could be the reason.

Point 5. Recommendation of members to the Electronic Selection Subcommittee: The name needs to be updated to the Electronic Information Resources Committee (EIRC). For the past few years, recommending members to EIRC has not been a formalized thing. It was suggested that we do so, and that Sara McDowell and Sandra Langlands could be the Reference Services members recommended to attend the EIRC meetings, representing social sciences and humanities; and science, respectively.

Point 7. It was suggested that “To review, from time to time, existing reference services” could have something about electronic services added. It was agreed that the statement was fine as is, as it could be assumed that electronic reference was part of reference in general.

Point 8. “To meet regularly, at least eight times a year.” This point is fine to leave as is -- the committee met twelve times during the past year!

Additional point: It was suggested that a tenth point should be added to the Terms of Reference referring to sub-committees of reference services, presently WAG and OPAC display sub-committees. Marian Press suggested explicit and formal parameters should be set out referring to the existing sub-committees. Patricia Bellamy suggested that this point should remain flexible and open to change to reflect particular needs of the committee, rather than naming only these two presently existing sub-committees.

Nalini will circulate the revised document to the committee before bringing it to Library Council.

5. OCUL Learning Objects Repository
Marian Press gave a presentation to the group on the OCUL learning objects repository. The web address for this new initiative, named CORIL, or Cooperative Online Repository for Information Literacy, is: http://ospace.scholarsportal.info The project is funded by OCUL and was developed following a needs assessment survey carried out by Phyllis Wright of Brock University.
6. Other Business:
A. Future meetings: Nalini suggested cancelling the August meeting since there are no agenda items and many members will likely be away. It was agreed the August meeting would be cancelled. The next meeting will be held September 8th, unless the committee decides to postpone the date until after the term commences. At an upcoming meeting, Ian Whyte will give a presentation on the ERI203: Introduction to Scholarly Research course which he taught this year.

B. Public terminals: Patricia Bellamy updated the group on changes to public terminal access in the Robarts reference area. All stand-up terminals in the reference area do not require UTOR ID authentication. All sit-down terminals now require UTOR ID authentication. Patricia also noted that three trespass notices had been issued to individuals who had been caught using public terminals for viewing pornography, game-playing and running a bookmaking business. Patricia said that she feels they have lost users from the general public due to authentication. She suggested that patrons may be using the catalogue from home rather than coming in to the library. Robarts stack terminals are now fifty-fifty UTOR ID and non-UTOR ID. Marian Press reported that OISE has been issuing hundreds of guest passes. Nalini asked why the authentication process is so time-consuming. It was suggested that the age of the public terminals and the steps involved in authentication are factors.

C. Professional development event: Nalini suggested that the group consider holding a professional development event in the spring such as a panel, or a speaker discussing reference challenges and experiences. The last event hosted by the committee was some time ago (Brenda Dervin in 1999). It was suggested participation could be expanded to include reference staff of York University and Ryerson University. Suggestions for a speaker: Anne Lipow. People interested in planning: Marian Press, Patricia Bellamy, Nalini Singh.

D. Miscellaneous: Lorna Young demonstrated some features of the staff development page, available at: http://www.library.utoronto.ca/staffdevelopment The ‘Other Library Catalogues’ page has been updated and was briefly reviewed for the group. The RACER link has been removed. Any suggestions for Serials Union Catalogues links should be forwarded to Marian Press.

Next meeting: Wednesday, September 8th, 2004, 9:30-11:30 a.m., Alice Moulton Room, Gerstein Science and Information Centre