Reference Services Committee
Minutes of the meeting of May 11, 2005
Alice Moulton Room, Gerstein Science Information Centre, 9:30-11:30 a.m.

Present: Lisa Andrews-Attwater (Rotman), Patricia Bellamy (Reference, Robarts), Richard Carter (St. Mikes), Shauna Dorskind (Media Commons), Hana Kim (East Asian), Margaret Fulford (Dentistry), Barbara Geiger (Regis), Renata Holder (Gerstein/Circ. Services), Warren Holder (ITS), Sam-chin Li (DMGIS), Sian Meikle (ITS), Jenny Mendelsohn (Robarts), Gail Nichol (Engineering, Chair), John Papadopoulos (Law), Nalini Singh (FIS, minutes), Mary-jo Stevenson (Robarts, Collection Dev.), Stephanie Swift (OISE/UT), Susanne Tabur (Gerstein), Robert Tomaszewski (Chemistry),

Regrets: Alastair Boyd (Cataloguing), Chad Crichton (UTSC), Sandra Langlands (Gerstein), Sara McDowell (Robarts), Ian Whyte (UTM), Patricia Serafini (OISE/UT), Elaine Tamura (UTSC), Gabbi Zaldin (Victoria),

1. Minutes of the meeting of April 13, 2005: Approved.

2. Business arising:
   a) Welcome to Renata Holder, the Circulation Services representative.
   b) Theses records in the catalogue: According to E. Black, cataloguers are moving volume, copy, and subject heading information to the Proquest theses records from existing library records, then deleting the library records. OISE/UT had identified a mistake whereby 5 of their records had been deleted without the subject headings being transferred. Questions: Are we getting all theses records from Proquest, or just U of T records? Also, since there is no single code for U of T theses, are all our records being obtained? It looks like there are no Proquest records from the federated colleges, such as St. Mikes. We will follow up.
   c) Nalini is a bit behind with the annual report, and will send it around by the end of the week.

3A. Sian Meikle’s Report

Web redesign look and feel: There was a great response rate to the card-sorting exercise – thanks to all the libraries who participated. The results will be shared with everyone soon: preliminary findings indicate a strong preference for user-friendly language, and reveal that certain pages puzzle us all! Graphic designer Gordon Belray is at work on the design, and will be visiting various libraries to take photographs, with an identifying letter in hand. The type of photographs desired: sharp architectural detail with unidentifiable people in motion. Sian will announce his visits on Refinfo and Circusers.

Content Management System: What does the CMS mean for the library website? Some background: currently our pages consist of a mix of mostly static pages and some database-generated pages. With a CMS, all content resides in a database, and is managed through it. There are many advantages: 1) the process of adding content is easier; 2) since web-editing software is not needed for all content contributors, it is economical; 3) the workflow for working with content is improved. For example, a GALT can add content, which will then appear in the supervisor's work queue for vetting and publication. Accounts with controlled access are set up as needed, so someone can have access to as much or as little content as we want them to have; 4) it is template-driven, so there can be standardization of the look across pages; 5) different templates for different types of documents are available, e.g. news & events; 6) accessibility is built into the templates; 7) content is automatically indexed and searchable, and there is a built-in search engine; 8) data can be exported via RSS; 9) good integration with other databases. We have chosen Plone (open source CMS).
Jeff Newman is on a team which will be helping central libraries to move into the CMS by the fall. Other libraries can decide to have their content in the CMS as well – speak to Sian if you are interested. Responses to questions: There will be training, both face-to-face, and web-based.

**SFX version 3:** this has been stalled for a bit, but when it comes through, we will have better ability to group things, such as online sources, management tools e.g., RefWorks link. We will also have better control of the Article Finder template.

### 3B. Warren Holder's Report

Work is happening to break out the titles in the *GLBT Life* database (an index to gay, lesbian, bisexual and transgender literature), which is now up and running. Don McLeod is on the advisory board, and is active in getting Canadian content added. *Scopus* came out well in a comparison with *Web of Science*. The report, which was done by Yale, will be distributed once it has circulated around Yale. Warren will send information to Refinfo. There is now copyright clearance for Canada for the *ARTstor* digital library of images, which comes from the JSTOR people. There is talk of an OCUL deal, as well as one through the Canadian Research Knowledge Network (CKRN). Warren believes that U of T should pursue acquisition of this resource on our own – a representative will be here shortly. Warren mentioned that if there are e-books in your area that you would like, and you have money to contribute, please speak to him.

Gail Nichol raised the question of having the *Sage Fulltext Collection (Illumina)* listed separately in the EIR database. The collection gets a high profile as the titles are listed in Illumina, but users cannot then find the named collection listed on EIR. There was a discussion about providing this kind of access to a vendor-defined sub-collection, which Proquest also has, vs. providing access to resources from a user viewpoint. We felt that it would be useful since we can't predict how users will 'slice-and-dice' Illumina. She also mentioned that you can do a fulltext search for the *Lancet* in *Science Direct* and get results, but when you try the same thing in *Scholar's Portal*, there are no results. Sian will look into these matters and report back.

### 3C. Web Advisory Group's Report

Patricia Bellamy summarized the first WAG annual report, which will be included with the Reference Services Annual Report. Highlights of work included: regular redesigning of the UTL home page; extensive revisions of the all e-resources, and other library catalogues pages; submission to the UTL strategic plan to raise the profile of the UTL site, which is a portal; changes suggested to my.library functionality; created a policy re: CDROMs, where only unique titles are listed in EIR; participated in a teleconference on how research has impacted web design. The subcommittee is currently working on: participating in the UTL web redesign; the creation of templates for resource guides and course guides, where creators can either choose these time-saving formats, or their own (estimated date of readiness-Fall 2005); and, a long-term project to prioritize how e-indexes are listed in the different subject area. For this latter project, the work has been split into 3 broad areas: Gail Nichol for Engineering & Computer Science, Heather Cunningham for Health Sciences, and Patricia for Social Sciences & Humanities. They would like input from librarians as to the priority order in which indexes in their subject areas should be listed. Patricia extended a big thank-you to Marc Lalonde and ITS for their contributions to the subcommittee's work.

### 4. Highlights from UTL Staff Conference

We had positive things to say about the conference. There was agreement that we would all like to hear more on copyright issues. Barbara Geiger and others commented positively on Laura Anderson's presentation on developing and evaluating digitized reference services at Rotman, such as
guides, and course-specific web pages, and suggested that a presentation to this committee would be very useful. Key points: pages should be as simple as possible, content is crucial, and don't overwhelm your audience.

5. Future discussion topics & professional development events
Gail asked for ideas. Suggestions for discussion topics/presentations at our meetings:

- Copyright (but note that the Copyright Roundtable is likely to have a follow-up to their UTL conference presentation, which would have a wider audience than our committee.)
- Laura Anderson's presentation as mentioned above.
- Presentation on UTM's scholarly research course.
- SFX 3 when it is ready.
- Peter Clinton's federated search presentation.
- Library orientations hosted by DMGIS, Rotman BIC.
- Gail mentioned that Rea Devakos would like to return for a follow-up discussion on T-space. The OCULA fall workshop series was mentioned, but we would have to pay the fee. Some topics from this series were: different ways of delivering reference services and the reference desk as an instruction point.

6. Meeting schedule
Gail distributed the meeting schedule for the next year. After discussion, it was agreed that we would cancel the August 10 meeting, and that we would look at the new UTL website at the September 14 meeting.

7. Other business – Reference Services Committee online
Gail has arranged for minutes of our meetings to be posted online. We are listed in the Library Committees section at [www.library.utoronto.ca/news/reference_services/index.html](http://www.library.utoronto.ca/news/reference_services/index.html)
Gail asked why the list of email reference services contact was designated as 'internal use only'. After some discussion we recalled that the contacts often change. We agreed that Gail will send it out to Refinfo for changes and keep it as internal use for now.

8. Announcements
Suzanne Meyers Sawa reminded us that librarians are entitled to 5 research days, and pointed out that they do not cumulate. The UTFA Librarians' Committee has worked hard to secure this provision, and it is important to document that we have used our days, via the forms available. In the past, there were cases where librarians were told that they could not attend conferences because they were sole librarians in their library. She clarified that the 5 days are a minimum, and noted that York Librarians are entitled to 20 research days a year.

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