Reference Services Committee

Minutes of the meeting of May 13, 2004, 9:30-11:30 a.m, Alice Moulton Room, Gerstein Science Information Centre.

Attending: Susanne Tabur(Gerstein), Sian Meikle (ITS), Elsie Del Bianco(Trinity), Helen Zhou(East Asian), Jeannie An (Rotman), Margaret Fulford (Dentistry), Vicki Skelton (Industrial Relations), Gabbi Zaldin (Victoria), Barbara Geiger (Regis), Sam-Chin Li (DMGIS), Jiabin Wang (Engineering&Computer Science), Marian Press (OISE/UT), Nalini Singh (FIS)

Regrets: Mary-jo Stevenson(CollDev), Sylvia Newman(Gerstein), Suzanne Meyers Sawa(Music), Warren Holder (ITS), Sara McDowell(Robarts), Jenny Mendelsohn(Robarts), Patricia Bellamy(Robarts).

Business Arising: Nalini Singh distributed a summary of email services at U of T for internal use only. [The list was sent to refinfo after the meeting; to keep it up to date, refinfo members should make any corrections on the list and notify the mailing list of changes.]

New Business:

Peter Clinton made a presentation about four new initiatives in ITS, specifically:

1. the history of a proposal to the Ontario Innovation Foundation(OAI) for interlibrary loan functionality, true federated searching, integrated web services & archiving of ejournals. OCUL has now funded a CSA based, locally mirrored search interface which will be true federated searching to include CSA databases, (with metadata from Science Server), potentially to include ISI; full Proquest is being considered and possibly Inspec and Compendex. All will be searchable with the simple CSA search interface.

2. OCUL has now funded purchase of the SFX open url link resolver: this will have one database for commonly held journals and another for local journals.

3. OCUL will also be funding RefWorks for mounting in all OCUL libraries with the server being located at UTL. (Currently RefWorks is only at UTL and the University of Ottawa.)

4. A proposal for O-Space which will be: a provincial repository for Ontario government electronic publications, a learning object repository, and an institutional repository for Ontario universities.

Also being developed and already approved by the OAI: support of maps activities and web services. An “information bridge” is proposed: eg. Its possible to migrate citations directly to MSOffice and potentially RefWorks. This currently works for Scholars portal resources; work is proceeding on Catalogue records. ITS has also developed a Toolbar for both Netscape and IE for quick access to Scholars Portal and soon it will work for direct searches from CSA’s IDS. (For more on the MSOffice functionality, see the article recently sent by Marian Press to refinfo:Library Journal March 1, 2004, Carol Tenopir:Searching Through Embedded Databases.fulltext accessible via Proquest)

There was also discussion about the nature of web services. Examples of web services: true federated searching; web feed of citations without having to navigate with the browser to the database; the enhanced content in our catalogue which is seamlessly delivered without the user requesting it. There is also a
distinction between federated searching (the first found articles delivered) and true federated searching (a thorough search of the whole database & all results delivered.)

**Implications of this for public services staff:** (1) we will be asked for input on local configuration of the SFX open url resolver; (2) there is a potential for liberating databases from other systems to our local server and we need to consider which databases should locally mounted; (3) Impact on training: SFX interface will have to be incorporated in database training; we will all have to become expert in RefWorks; and we will have to wean users away from Science server to the CSA interface. 4) There is also a capability of building pathfinders through web services: the search engine should both give results and guide the user: eg “You should be using Inspec rather than the General Science for this topic”. Sian Meikle commented that there is potential here for the library to rival Google in the minds of users.

It was also noted that ISI is developing a counterpart for RefWorks; and RefWorks is now locally mounted at UTL.

**Discussion of Staying Ahead of the Curve:**
Nalini asked if there is anything RefServices wishes to submit on this document and she offered to draft a response and submit it. Several points were made: the section on scholarly resources and information literacy: is the phrase information literacy appropriate in an academic environment where people are literate? The absence of the word librarian—is this a problem? The vagueness re library services—should this be enhanced given Peter’s presentation? The statement about librarians working with faculty on course based instruction is very weak. Our unique collections: should the statement about this be enhanced? On p. 14: should there be an Office of Research Skills rather than an Office of Information Literacy.

**Reports:**
Sian Meikle reported that she has written an import filter for catalogue records for RefWorks; this is on the [www.library.utoronto.ca/tort/](http://www.library.utoronto.ca/tort/) server & there will soon be an option on the top bar for “add to my library/RefWorks”.

**Display of non fulltext items** in the Catalogue: Nalini reported on discussions with Elizabeth Black about the display of these items. The options are to leave them in as is; to delete them; or to put them in an alternate display. Nalini will discuss further with Elizabeth Black; the consensus of the meeting was to leave the records as is and not to delete.

**Discussion of Fee Based Services:**
Representatives from Gerstein, Rotman, Industrial Relations, East Asian Library, Dentistry, FIS, DMGIS, Victoria all described their policies and procedures on fee based services. There was no uniform policy nor fee charged.

-- Susanne Tabur, May 27, 2004