Reference Services Committee

Minutes of the meeting of September 8, 2004, 9:30-11:30 a.m.
Alice Moulton Room, Gerstein Science Information Centre

Present: Jenny Mendelsohn (Robarts), Laura Anderson (Rotman), Heather Cunningham (Gerstein), Sara McDowell (CollDev), Marc Lalonde (ITS), Gabbi Zaldin (Victoria), Barbara Geiger (Regis), Hana Kim (East Asian), Elsie Del Bianco (Trinity), Patricia Bellamy (Robarts), Susan Stone (Resource Sharing), Margaret Fulford (Dentistry), Chad Crichton (UTSC), Susanne Tabur (Gerstein), Shauna Dorskind (Media Commons), Mary-jo Stevenson (CollDev), Irene Puchalski (Architecture), Ian Whyte (UTM), Sam-chin Li (DMGIS), Marian Press (OISE/UT), Jane Clark (Resource Sharing), Sian Meikle (ITS), Rea Devakos (ITS), Gail Nichol (EngineeringCSCI), Nalini Singh (FIS)

Regrets: Sandra Langlands (Gerstein), Jennifer Toews (Fisher)

Guest: Hijiri Okamoto, Keio University, Japan

1. Minutes of the meeting of July 14, 2004:
   Sara McDowell clarified that the position of Coordinator, Instruction in Library Use has been divided among two people: Jeff Newman in charge of undergraduate instructions and Sara for faculty and graduate student instruction.

2. Business arising
   Point 6c from June 9, 2004 - Jenny Mendelsohn indicated that she was interested in participating in the group planning a professional development event.

3. Reports
   A. Sara McDowell reported on the moving of indexes onto Scholar's Portal. The library has purchased the right to put the CSA interface onto Scholar's Portal and will start moving indexes soon. These will include all CSA indexes and Scholar's Portal metadata. Other possibilities include Web of Science without the citation function. There are plans to identify other indexes to add to Scholar's Portal, for example, INSPEC, Compendex, Wilson databases and possibly Proquest. This is all happening in the context of an OCUL initiative that is identifying products going into SP. Sara wanted to give notice to U of T Libraries so there is an opportunity to have input. The decisions will happen over the next year. Sara asked for impressions, comments, and recommendations and questioned whether we need a subcommittee to discuss this. Patricia Bellamy felt that this did not fall under the Web Advisory Group as they are more concerned with function and this is more a matter of content. It was decided that a subcommittee should be struck to look at the issues, including criteria for selection, technical issues and rights. The following people volunteered as members: Nalini, Sara, Patricia, Gail, Marc, Heather, Jenny, Sian, Chad and Ian.

   B. Rea Devakos reported on the Scopus colloquium attended by her and Patricia Meindl. The meeting included Scopus development partners and representatives from other libraries and from Elsevier. Some of the comments echoed the focus
groups while other librarians were more positive. Most liked the comprehensive nature of Scopus and ease of use. There was concern about arts and humanities content. It was mentioned that Elsevier hasn’t finished loading the Web of Science content and they are thinking of adding other humanities content. Other developments include the possibility of a unique author identifier and expansion of the citation analysis feature. Researchers want to use this for administrative reasons (e.g. hiring, benchmarking, to identify potential collaborators). There were several presentations, one from the person in charge of FAST, which is the search engine that powers Scirus. Rea discussed how Scopus results are grouped into subject areas. The Scopus results are grouped according to the very broad subject areas that are used to group the journals while for the web results, the clustering is done by the FAST technology and makes limited sense. User statistics from mid-May showed that more users were using Scopus than Web of Science. For Scopus, the initial target is science and social sciences and humanities are secondary. For a comparison of Scopus to Web of Science, Rea suggested reading Péter’s online review article at http://www.galegroup.com/free_resources/reference/peter/. She also pointed out that the citations in Web of Science go back to 1945 while in Scopus they only go back to 1996. She also reported on the Ambassador Program, which will be starting again. This Scopus program recruits students at the university to promote the use of the Scopus database. At U of T the students were asked to promote all library products not just Scopus.

C. Sian Meikle reported on developments with the OPAC. The catalogue was upgraded over the summer and users can now email selected records directly from the OPAC. We can also add catalogue items to Refworks and Sian requested that we test this function and report any problems to her. There is still a problem with VDX so that patrons requesting holds and document delivery from other campuses may not be receiving email notices when requests are available. A feature called “my favourites” has not been enabled but it is now possible to edit this so it may be enabled at a later date. A problem with Short Term Loan was discussed (an exact search is used where a browse would be preferable). This had been reported to SIRSI before but Sian will bring it to their attention again. Regarding the holdings of serials records, coding is ready to test for the move of information from the 090 field to the Marc holdings. There was a discussion about moving the message to check the catalogue record if possible. Sian will look into this. Margaret Fulford suggested removing the search box in the top banner while the catalogue is loading as many patrons start searching there rather than waiting for the basic search screen. Sian will see if this is possible.

4. Revision of terms
   A. Regarding whether the Coordinator of Instruction in Library Use should be an ex-officio member, it was pointed out that people who are ex-officio don't need to be present all the time but it is recognized that by virtue of their position they have some relevance to the committee. There was concern that due to staffing levels at Robarts, and the number of librarians from Robarts already on the committee, the ex-officio position would cause difficulties with scheduling. The decision to delete
this ex-officio position was postponed.

B. Under Terms of Reference, Nalini asked for feedback on the wording of point 10 about subcommittees. Currently it reads, “To form subcommittees charged with working on specific areas of reference services deemed necessary and beneficial by the committee. Subcommittees will report back and make recommendations to the Reference Services Committee. Current examples of such subcommittees are the Web Advisory Group (1999-) and the OPAC Display Subcommittee (2003-).”

C. Under point 5 - two members recommended to the EIR Committee from the Reference Services Committee. It was not clear who these appointed members currently are. Nalini will talk to the chair of the EIR Committee.

5. SFX demo by Marc Lalonde

Marc reported that Ulrich's, CSA, and Wilson databases had been enabled using SFX. When entering a database and after conducting a search, the “SFX get it!” Logo for the linking service will be visible beside each item. In CSA, when the user clicks on the SFX button, a new window opens and gives a full list of all options available through U of T. A menu is created based on U of T holdings. This will take years of coverage into account as they are entered in the catalogue. The menu lists electronic sources for the journal article if there is a record in EIR. The menu also includes the options to search the catalogue, export the citation to RefWorks, view more information about the journal in Ulrich’s, or send a question.

There was a question about how ERIC documents that are entered as individual documents will link; also how dissertations and conference proceedings will work. Currently the full-text button is still enabled in databases that have that functions so that the user gets both options. ERIC documents are available from this full-text button but not from the get it! button. Marc will be checking into this.

In the Wilson databases the SFX buttons are very small and there is no option to change this. The licensing agreement requires that the SFX logo is used along with a logo to identify your institution so in the case of Wilson databases only the SFX logo appears. Under the “Have a question? Ask us” option on the menu, wording will be added to suggest reporting problems as well. Possibility of links to my.library will be investigated later. Marc is also trying to put U of T info everywhere to emphasize the subscription to SFX.

Next meeting: Wednesday, October 13th, 2004, 9:30-11:30 a.m., Alice Moulton Room, Gerstein Science and Information Centre. Ian Whyte is scheduled to give a presentation on the course he taught last year at University of Toronto, Mississauga, Introduction to Scholarly Research.

--submitted by Gail Nichol