Reference Services Committee Meeting Minutes

Apr. 8, 2015 9:30–11:00am

Alice Moulton Room—Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts Reference), Agatha Barc (Victoria), Heather Buchansky (Library Admin), Nelly Cancilla (SCCO), Jesse Carliner (Robarts), Richard Carter (Kelly), Chad Crichton (UTSC), Heather Cunningham, Lucy Gan (East Asian), Lisa Gayhart (ITS), Helen He (Dentistry, minutes), Angela Henshilwood (Engineering), Kate Johnson (New College), Vanessa Kitchin (UTM), Lorissa Kinna (Laidlaw), Erica Lenton (Gerstein), Courtney Lundrigan (Trinity), Klara Maidenberg (CDD), Anne McGillivray (Knox), Caeleigh Moffat (UTL Admin), Tim Neufeldt (Music), Stephanie Orfano (SCCO), Lillian Rigling (SCCO), Patricia Serafini (OISE), Andrea Shier (Criminology), Nalini Singh (Inforum), Graeme Slaght (SCCO), Michelle Spence (Engineering), Jennifer Toews (Fisher)

1. Selection of a minutes-taker

Lorissa Kinna

2. & 3. Minutes of last meeting and Business arising from the minutes

No changes or business from the minutes

4. Report from ITS – Lisa Gayhart

- Regrets from Mark but Lisa Gayhart will be covering for him.
- Wrapping up digital humanities projects.
- Will be releasing the beta site of the website hopefully next week. Will see information on how to get involved in that. Still on track for Mid-May release.
- New search results page is out and are doing some testing on that. Make sure that it is doing what it is supposed to do.
- Move into Endeca searching and title searching. Need people to help test this function.
- Will be looking at auto suggest as well as bringing back shelf browse. Also might extend this to the Downsview shelves as well.
- Working on the transition to the myMedia platform. This will be a service for streaming lectures.

5. User Experience Librarian introduction – Lisa Gayhart

- Moved in this job last month. Building the user experience framework across the library. Includes usability testing, user needs, consistency in terms of policy and design. Also have a component of assessment of things already in place.
- Want to talk with people to see what needs to be done and what is already being done in different departments. Want to unify the web presence of the library.
- Utoronto.ca is getting a redesign and so want to have content consistency between the library and the University. Utoronto.ca is focused heavily on a user-centred design which is something that the library wants to do as well.
- Also being the point person for any training and course needs coming from ITS. Some of this can come from ITS staff but can also give training to ITS staff on skills that they lack.
- Taking over the Web Advisory Committee (WAC) so there will be some changes from that front as well. Will be circulating more information about that at a later date.
- Also have a user experience intern that will be doing a lot of the testing and consulting with different people in the different libraries. Will be here for two years.
- Looking at JIRA as a way to share information.
- Possibility could repurpose the tools used to evaluate usability could also be used for LibGuides and other online learning objects.

6. LibGuides 2 Update – Michelle Spence

- Authors’ Circle: 33-34 people attended. Positive feedback and suggestions for reworking the guides, especially for the transition to LibGuides 2. Everyone came away with ways to rework their LibGuide.
- Have talked about having another session which is a possibility. This would happen after the transition.
- Still on track to transfer the content on April 24th. Once it is booked it is final. Reminder that the guides will be in one column with side bar navigation. Might want to convert to one column before the migration.
- Can also email Michelle guides in priority order and she can make sure that the guide is properly migrated.
- Excellent chance to decide whether or not your guide is worth it. If there is a guide that is similar in content to your own, you might want to talk to them about it. If your guide does not have many hits then maybe it’s not worth it to migrate. Also a good time to weed out some of the content on the LibGuides.
- Group admin training next week. General training: booked the Gerstein instruction lab and there are times between April 27th and May 8th. Will be sending out an email with the times. Will also have training after this period as well. Can send TALint or GSLAs, whoever works with LibGuides.
- Will be quicker to make hidden content visible in the new LibGuides system.
- What do you suggest using instead of LibAnswers? Still will be able to link to LibAnswers it’s just that you will have to create widgets. Keep track of which boxes are LibAnswers boxes.

7. Reference Report: Gerstein – Heather Cunningham

- Made some changes to the service delivery model. Still provide the same services but the model changed in January.
- Used to have an information desk 20 feet away from Loan Services desk. Used to be staffed from 10 until 6 at night. From 10 to 12 it was staffed by the same people at the Loan Services desk. Thus would have to call reference librarians, GSLAs.
Instead of sitting at the desk waiting for a question to come in, it is on an on call basis. Still provide reference but do not wait for them to come.

Found that many of the questions that they were getting were directional questions that can be answered by the Loan Services staff.

If reference questions come in outside the 10-5 range, the patron is asked to use ASKOn or other reference services (such as email). Email questions have been increasing over the years.

Important to free up Librarians’ time to do instruction services and liaison services instead of sitting at a desk and answering directional questions.

So far it is going very well. Moved AskGerstein email into Jira so it is more fair distribution of work load.

Often refer the public who might come in to freely accessible resources such as PubMed. Consumer questions tend to come in on the weekend now. Sometimes get people who ask if they can pay the library to do a search but this is not offered at Gerstein. Recommend to go to University Health Network which does provide that service.

GSLAs have a desk right behind the Loan Services desk and they provide backup reference services.

Only once was there a complaint on the weekend about the new service model. Might think about changing the signage or rebrand the Loan Services desk.

8. Faculty and Student Engagement Update – Rita Vine

a) Tracking reference help for course-related assignments in real time across libraries initial discussion

- Often students go to the library, the writing centre etc. about their assignments. A student can really go to any library to ask a question.
- Record in our statistics that they got help and may record what the course was. Because everything is so distributed it is hard to determine if there is a pattern.
- How can we capture the information that is coming from all different libraries and then determine a pattern. This information can then be given to the liaison librarian who can contact the instructor of the course.
- Want to open the conversation to think about ways to collaboratively collect this information.
- JIRA can classify and display patterns. How can JIRA be used to track this information.
- How do you determine the difference between a problem in course design and a general reference question? When you see the same question over and over and then you see the assignment and it might not be as clear.
- Not necessarily talking about just problems but if you see a number of students from the same course requesting reference consultations then maybe this would be an opportunity to talk to the instructor about a guide or an instruction session for the course.
How can you knowledge share between the librarians so that they know about a specific assignment that is difficult? Share strategies to help the students.

Can Fixit tool be used? A part of the site that can just be used/viewed by librarians?

Might be good to liaise with the faculty before starting to think about this.

Many librarians have talked to professors about problematic assignments. It can also be that the assignment was clarified in class but the student did not attend that class.

In virtual reference, librarians do not often ask what assignment the question is for. But have a survey where if the student identifies as UofT can then have a follow up questions about the course code.

For reference consultations currently have a space for the general subject area but could ask for the course code. Some librarians try to ask the student what course it is for so that they know whether it is a first year course or not.

b) Tri-Council Open Access Mandate May 1 2015

Email about the new Tri-Council Open Access Mandate. All CIHR, NSERC and SSHRC funded journal articles must be freely accessible within twelve months of publication.

A small group of library staff led by Julie Hannaford, Rita Vine, Bobby Glushko to promote library services for grant applications.

Document lists what the library can do for grant recipients. Have one email where questions can be asked. This email is being watched by designated personnel at all three campuses.

Liaison librarians can also be asked about these questions so if they can send out the document to the faculty members they take care of that would be helpful.

9. Student Engagement Librarian update – Heather Buchansky & Caeleigh Moffat

a) Undergraduate Research Awards

Hoping to launch in the Spring of 2016. Found at various libraries in North America.

Recognizes significant research that has used library resources.

Talked to Debra Whiteman who worked at UCLA, which also has one of these awards.

Still a lot of ironing out to do. Looked at FAQs of many of the libraries that already have this type of award. Defining what a library award is, what counts as a library resource etc. Can be very broad or specific depending on the institution.

Often there is a strong faculty component, such as getting support from faculty for the students.

Have to determine whether or not this would impact the students’ eligibility for financial aid.
• Submission process: number of options. Quite number of software packages that can administer the submission process. Have to think of security considerations. Most of the universities use an email submission process. Considering using Blackboard.
• Looking at building a committee of librarians, faculty, and staff. Ideally would be good to have a round table discussion of submissions.
• If you know faculty members that would want to be involved in this, taking suggestions.
• Have not received the funding yet but thinking about having two awards, one for lower year students and one for upper year. Once have funding will determine the amount of the award.
• Open to all undergraduates from all three campuses as well as from all disciplines.

b) Support for student-run undergrad journals
• Circulated a document with the agenda that summaries what is going on in this area.
• Collecting cataloguing information. Collecting recommendations on what the library can do.
• Evaluation and review of the current library resources (e.g. T-Space). Also looking to events and forums that library can partner with or build to a larger scale.
• If there are journals that you know of that aren’t on the list, please let them know.

c) New ACORN student service platform
• This item was skipped in the essence of time. Will be talked about in May.

10. World Book and Copyright Day – Nelly Cancilla and Graeme Slaght

• April 23rd is Copyright Day. Going to have a public and collaborative reading of Sherlock Holmes. 12 authors will be participating as well as Librarian from TPL. Still spots open to read. Let Nelly know if you want to read.
• Also have an Instagram campaign of librarians and library staff holding up their favourite books.
• Contest for a book to digitize on social media. Two Canadian works and two international books. Kind of like Canada Reads, each book will have a defender.

11. Other business

• Maybe have an item about working with the public in the libraries in a future meeting.

Next meeting: May 13, 2015