Reference Services
August 10, 2016 - 9:30am - Alice Moulton Room

Present
Carey Toane (Gerstein, chair); Kathryn Barrett (Scholars Portal); Alison Bell (Gerstein, ex officio); Heather Buchanksy (Library Admin); Maria Buda (Dentistry); Mary-Grace Capobianco (UTSC); Richard Carter (St. Mike’s); Mona Elayyan (New College); Margaret English (Art); Kyla Everall (Robarts Reference); Lucy Gan (East Asian); Lisa Gayhart (ITS); Angela Henshilwood (Engineering); Holly Inglis (Rotman); Sooin Kim (Law); Joan Links (Media Commons); Judith Logan (Robarts); Alexia Loumankis (Law); Greg Luciani (St Augustine’s); Vincci Lui (Gerstein); Anne McGillivray (Knox); Patricia Serafini (OISE); Nalini Singh (Inforum); Elena Springall (Gerstein); Susan Stone (Resource Sharing); Anna Szot-Sacawa (Circ Services); Meaghan Valant (UTM); Rita Vine (Faculty & Student Engagement, ex officio)

Regrets
Agatha Barc (Victoria); Marc Lalonde (ITS)

Agenda
1. Selection of a minutes-taker
   Judith Logan accepted
2. Minutes of the last meeting
   Accepted without changes.
3. Business arising from the minutes
   None.
4. Scan and Deliver – Susan Stone and Elena Springall
   Faculty, graduate students, and university staff (not including SLAs) can now request articles in print-only journals be scanned and delivered to them via email. Participating locations are:
   - Gerstein stacks
   - Robarts stacks, current periodicals, or storage
   - UTM

   To request an article, users must:
   - Locate the item record in the catalogue
   - Click options then request
   - In the resulting menu, choose “Request Scan & Deliver”
   - Enter UTORid and password
• Complete the form with the article information
  o The “not needed after” date must be at least a week from the date of request.
  o Requests that exceed fair dealing will be declined.

Users will receive an email with a link to the PDF generated using OCLC’s Article Exchange service. Users are told to expect the article in two to three business days, but the turnaround time is expected to be faster than that.

The service soft launched last week and so far three requests have been completed. **Please promote this service to your liaison or other contacts.**

Technical changes will be needed before the service can open to undergraduates and libraries that are not borrowing/lending ILL libraries. Early 2017 is possible for this transition.

Thanks to Agnes at Scholars Portal and Marc in ITS for their help in launching the service.

5. **ITS Update – Lisa Gayhart**

Lisa and Judith (with technical support from other ITS staff) recently implemented changes to the relevance ranking strategy for journals. Users should experience improved title recall for journals. Electronic journals are now privileged over print. The onesearch results now treat all journal searches as journal title searches even if the user has not selected the search by title button. ITS will not be announcing this change formally. It is considered a back end improvement. **Send Lisa and Judith examples of journals that still are not showing up well.** They will reevaluate in the fall. Thank you to the volunteers who tested the ranking strategies before they went live.

Next, Lisa and Judith will be exploring the sort order of journal item holdings. Right now multiple holding are displayed alphabetically so the journal with the most recent issues could be anywhere in the list. They are gathering information and assessing project feasibility. **Please send Lisa and Judith examples of catalogue records with problematic online access points.**

Lisa is coordinating a workshop for UTL webmasters in first week of October. Topics will include:

- Advanced Drupal
- Usability testing.
- Implementing usability findings
- Google Analytics activities
- Accessibility

All are welcome, but attendance is capped at 40. Invitations will be circulated shortly.
6. Resources for librarians – Rita Vine

The new Liaison Librarian Toolkit site has content from the old liaison wiki and teaching librarians’ LibGuide. Both will be retired. The front page of the site is a blog that anyone can post to. The left navigation has pages and tracking forms including:

- **Liaison activity tracking** form still in testing for liaisons in the clusters are using. To track “meaningful interactions” with faculty.
- **Faculty feedback forms** so you can gauge instructor’s perceptions of your teaching

Right now the website mainly has practical teaching and learning content, but soon more liaison-specific content about supporting research activities will be added. **Please take a look at the site and send your ideas and feedback to Rita.**

Many thanks to Brandon Frantarcangeli for his extensive work on this site.

7. Student Engagement – Heather Buchansky

School of Graduate Studies recently ran three focus groups with seven first year graduate students (both MA and PhD) in April. Key findings regarding the libraries included:

- Research consultations are highly valued, but general awareness is low.
- Certain processes are too complicated (e.g. carrel checkouts, returns ILLs and renewed books, requests for Downsview, scanning, software)
- Students want to build a peer community for knowledge sharing about research skills and tools.

Heather is working on a brochure for graduate students and is considering a web page or portal.

Promoting research consultations on the library homepage is an attractive a feasible idea. The ITS web team will likely revise the links on the “Using the library” card on the homepage soon now that they have richer Google Analytics data.

8. Robarts Ask Us service launch – Kyla Everall

Starting August 29, Robarts Reference will be moving their reference desk to the second floor outside the glass security wall. It will be called the “Ask us” desk. The service is designed to be flexible and mobile, so it will be a movable desk with laptops. The hours of service and the staffing model will remain the same as it has been the past two years. The old reference desk will not be staffed, but signage will be posted indicating where to find reference help now.

This decision was based on iStaff pilot feedback, user journey mapping, and usage statistics. The department is hoping that this location will be more visible to users because it is in a more high traffic area. The second floor also does not have library service points even though it is a major building entry point. The department will move
towards integration with existing Robarts service points, especially the iStaff who are continuing this year.

9. Assessment working group – Kyla Everall

The working group has formed two smaller working groups:

- The internal environmental scan group is collecting reference statistics forms from as many UTL service points as possible and assessing them. **Please share your service’s statistics form with Kyla if you have not done so already.**
- The external environmental scan group queried a few academic library listservs to see which tools they are using to collect statistics. 60 libraries have already responded.

The working group plans to make a preliminary report to Reference Services at the September meeting.

10. Training toolkit – Richard Carter

This working group, composed of Holly Inglis, Debbie Green, Erica Lenton, and Jesse Carliner, are creating a training toolkit. Their initial conversations have debated whether it would be better to aim the toolkit at the staff members being trained or the supervisors of reference staff members. Both groups have different needs. The aim is to create something broad enough that would allow the supervisors flexibility, but specific enough to standardize the following areas across the UTL system:

- Philosophy of service
- How to work with users
- The reference interview
- Catalogue
- Using the homepage
- Troubleshooting common problems

The final product will be on the web, but the group is unsure if it should live in Confluence or an external site.

**Please send the materials you use to train reference staff to the working group.** The group agreed to send a call via refinfo and to reach out to GSLA supervisors directly.

11. Reference PD Day working group – Carey Toane

The working group proposes a half day event with an optional afternoon bootcamp. The first week of April is the preferred date, but Reading Week 2017 or the beginning of November 2016 are also possibilities. It could be held in the Blackburn Room or OISE’s main floor. All staff who provide reference services would be welcome, with a cap of 40 or 50 attendees.

Three timeslots are envisioned. Possible topics were discussed. Scholars Portal has offered to host an edit-a-thon or a hack-a-thon. The optional bootcamps could focus on the reference resources for a subject area for small groups in two hours.
Send interests and ideas for sessions to Carey.

12. LibGuides moderation – Rita Vine and Judith Logan

The new process for moderating non-course LibGuides is live as of Monday. The moderation group consists of the LibGuides administrators; UTM, UTSC, and college library representation; Rita Vine; and Debbie Green.

Before you create a new non-course LibGuide, complete the online proposal form as a reflective exercise. The moderation group will meet weekly to go through the submission and help you move through the process. Guides that have already been created but not yet published are encouraged to submit.

There is a publishing workflow feature in LibGuides that has not yet been turned on. We will notify you when it is live.

There are currently 319 published subject guides, 210 published course guides, and 342 guides of other kinds. This does not include guides that are available in private mode. Non-course guides are of particular concern because our statistics the usability literature about LibGuides tell us that these guides are under-used and under-valued in comparison to the expertise and work put into them.

Guides that are not for research related purposes should be transitioned to a more appropriate platform. Workshops, events, conferences, internal documentation, and staff communications are all examples of guides that should be moved elsewhere.

The moderation group is meeting weekly to figure out next steps. They will report regularly with thoughts, ideas, and plans.

13. Other business

Ask chat with a Librarian – Judith Logan and Kathryn Barrett

Ask chat is closing for the term on Friday, August 12 and reopening September 11. There will be training for the new chat platform. Invitations are forthcoming. Judith is working with library department heads and schedulers to fill the fall schedule.

Science Literacy Week – Vincci Lui

Science Literacy week is coming up in September. It is now a national event open to the U of T community and (sometimes) the public. UTL is now the main sponsoring body on campus.

The theme this year is “Science Fiction: Idea to Invention”. The UTM-specific theme is “Past Present Future”. Events will include

- Print and virtual book displays
- Demonstrations
- Lectures.
- “Rock walks“ at UTSC.

Use the hashtag #scilit16 on social media. Publicity and communications will be coming soon.
Next meeting

September 14, 2016