Reference Services Committee Meeting Minutes  
January 14, 2015 9:30–11:00am  
Alice Moulton Room—Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts Reference), Agatha Barc (Victoria), Juliya Borie (Robarts cataloguing), Alastair Boyd (Cataloguing), Heather Buchansky (Faculty & Student Engagement), Heather Cunningham (Gerstein), Lucy Gan (East Asian), Debbie Green (Robarts Reference, minutes), Helen He (Dentistry), Bilal Khalid (ITS), Lorissa Kinna (Laidlaw), Marc Lalonde (ITS), Greg Luciani (St Augustine’s), Courtney Lundrigan (Trinity), Dan D’Agostino (Robarts CDD), Tracy Zahradnik (Engineering), Anne McGillivray (Knox), Tim Neufeldt (Music), Irene Puchalski (Architecture), Natalya Rattan (Fisher), Pat Serafini (OISE), Vicki Skelton (Newman), Karen Wishart (Emmanuel/TST), Dawn Wong (Hong Kong/Circ. Services), Nich Worby (Robarts)

Regrets: Richard Carter (St. Mike’s), Holly Inglis (Rotman), Kim Silk (MPI), Nalini Singh (Inforum), Rita Vine (Faculty & Student Engagement)

1. Selection of a minutes-taker

Debbie Green volunteered

2. Minutes of last meeting

Approved with no changes

3. Business arising from the minutes

Under A-Z list on home page, the tab for “Text Collections” has been changed to “Primary Source Databases”.

4. Report from ITS

Marc Lalonde told us the web site redesign is ongoing. The Request button on the Fisher page has been changed to allow stack requests online. The Library Information pages will be revised and simplified to contain just the key information. It will point users to individual library web pages for more detailed information.

5. WorldCat eBooks in catalogue & Online search request service – Alastair Boyd

a) WorldCat

Alastair Boyd explained that OCLC currently shows UofT holdings, and UofT proxy resource links, on thousands of e-books and e-journals, despite the fact that we have never sent our e-resource holdings to WorldCat. Metadata Librarian Marlene van Ballegooie has investigated, and found that our old arrangements for obtaining catalogue records directly from publishers such as Springer and Wiley in the days before Serials Solutions have inadvertently persisted. As a result, these publishers are still setting holdings for us in WorldCat, even though we no longer use their MARC records. Many of the links are old and obsolete; others are so brand new that they show up in WorldCat even before we have local access. Marlene is putting a stop to the ongoing
setting of holdings by the publishers, so new holdings and links will cease to appear. The existing holdings should also disappear as a result of UofT’s imminent OCLC “Reclamation Project”

This project involves removing the current inconsistent and incomplete WorldCat holdings for the UofT union catalogue, and reloading up-to-date holdings. After this is done, new holdings will be uploaded to OCLC on a daily basis, rather than the current quarterly timetable. In fact, it turns out that no holdings have been sent for print books since 2013. Alastair will notify us when the Reclamation begins, and when all the holdings are once again complete. An added benefit of reloading holdings is that a general OCLC identifier for the UTL catalogue as a whole will be added alongside those for individual UofT libraries. Since we are currently 41 separate libraries in OCLC, applying another identifier for us as a collective will make it easier to evaluate our WorldCat holdings as a university library system.

b) Online search request service

Alastair outlined this new function for us. It applies to backlog (non-English) items held in Materials Processing on the Robarts Library 6th floor, whose existence is currently hidden from users. At the moment the only records that appear in the catalogue for items not yet catalogued and on the shelf are those for “firm orders”. These currently appear with a note in the catalogue saying “received” or “in processing”. The new plan is to load preliminary (short) records for all books sent “on approval” as well. They will include a location code in SIRSI to indicate they are not yet accessible to the public in the Stacks, but can be retrieved, catalogued, and supplied to users on request. The records for these items should not be confused with Brief Listed titles, a system that was discontinued many years ago, because these items will not leave the Cataloguing Department until the preliminary records have been updated.

6. Journal holdings display in catalogue records - Dan D’Agostino

Dan D’Agostino showed us how MARC records for journals are displaying electronic holdings in alphabetical order. This means that for some titles the ones with the most current issues still arriving do not display on the first page of the record. Users need to click on a link to get to additional copies of the title which may include the current subscription. This leads to users thinking we do not have a current subscription to items we do have. There was discussion of the consultation process that went into this display choice and possibilities for changing it. Bilal Khalid from ITS encourages users and librarians to report using the “Share your feedback” button which now goes into a Jira system monitored by Reg Matson in ITS.

Judith Logan showed us how a record for a section in Oxford Bibliographies Online displays as a journal in the catalogue. Marc and Bilal will fix this.

7. Supporting distance education discussion – Greg Luciani

Greg Luciani from St. Augustine’s asked how other libraries were supporting distance education students. Pat Serafini from OISE suggested support via Blackboard. Courtney Lundrigan from TRIN suggested working with individual faculty to then use Blackboard to suit their needs. Heather Buchansky mentioned the library feed in Blackboard as well.

8. Arts and Sciences Academic Integrity Review - Heather Buchansky

Heather Buchansky told us about a meeting she attended with a consultative group on academic integrity – the Academic Integrity Opportunities and Teaching Support Group. They discussed
what we have observed in the library that might be useful for their work on support for academic integrity. Topics covered included – ways to improve the assignment calendar – using a common citation style for early undergrads – a survey to identify undergraduate classes that require the use of sources beyond those included on reading lists.


Judith asked if we should revisit our terms of reference to see if we are meeting our commitments. We suggested reviewing reference services, discussion staffing levels at various reference services, and a process for devising projects and tracking our progress toward completion.

We decided we could leave our goal setting until the end of the year and flip one meeting into a planning meeting.

10. Other business

Dan D’Agostino showed us downloadable books from Ebrary. Borrowing period is 14 days and there is not limit on the number of concurrent borrowers. It is primarily US university presses at this point. Dan asked how to promote. Suggestions were: a banner ad, workshop to show people how to use them.

Next meeting: February 11, 2015