Reference Services Committee Meeting Minutes

January 13 2016, 9:30—11:00am
Alice Moulton Room—Gerstein Science Information Centre

Present: C.Toane (Chair), A. Barc (Victoria), A.Bell (Gerstein), H. Buchansky (Faculty & Student Engagement ), R.Carter (Kelly), H.Cunningham (Gerstein), L.Gan (East Asian), D.Green (Robarts), A. Henshilwood (ECSL), H. Inglis (Rotman), M. Lalonde (ITS), J.Logan (Robarts), G. Luciani (St. Augustine), C. Lundrigan (Trinity), A. McGillivray (Knox), T. Neufeldt (Music), P. Serafini (OISE), N. Singh (Inforum), M. Valant (UTM), R. Vine (Faculty & Student Engagement), K. Everall (Robarts), N. Worlby (Robarts), N. Gill (OISE), C. Tooulias-Santolin (Robarts), S. Laroque (Robarts), M. Elayyan (New), L. Rudin (UTSC), J. Mason (Music)

Regrets:

1. Selection of a minutes-taker
   Allison Bell accepted.

2. Minutes of the December meeting
   Accepted without revisions.

3. Business Arising from the minutes
   None arising.

4. Thank you to the outgoing Chair
   The group thanked J. Logan for her commitment and great work as Chair over the last 2 years.

5. Report from ITS
   M. Lalonde reported that the UTSC library webpage has been pushed to the new theme this week. Bugs have been/are being worked out to ensure smooth transitions for other library pages which still need to be migrated to the new theme.

   Migration of LibAnswers FAQs into Drupal is complete. They can be viewed at https://onesearch.library.utoronto.ca/faq and are searchable through the library homepage. Questions or comments can be directed to J. Logan.

T. Neufeldt and J. Mason reviewed the Music Library reference service including photos of the library and discussed the lost Halverson score that James discovered in the collection that has been in the news lately.

1. Logistics
   - actual reference desk open 11-5, M-F
   - staffed by a team of 8 people, with about half of that number forming the core of the group and the others providing a couple of hours every week. Usually follow a rotating schedule, with people sitting at the reference desk for no more than 1-2 hours at a time
   - statistics of the types of reference questions we get throughout the day either by phone, or in person (in-depth research, simple reference, directional, technical, etc) on a paper schedule, according to time of day
   - Try to get copies of instructors’ research assignments in advance, so we can prepare to help students accordingly
   - Provide in-depth reference consultations to graduate students and faculty through appointments,

2. Specialist library, specialist librarians
   - UofT music students and faculty generally come to us as part of 14 distinct areas of study, generally organized under the umbrella terms “Research” and “Performance”
   - the school offers bachelors, masters, and doctorate degrees in all of the categories you see on the slide (attached). All of these areas are further broken down into highly specialized disciplines, and patrons come in looking for help in all of these areas
   - People in performance have to do a lot of research, too, though the degrees they register in require substantial performance requirements
   - Our approach to dealing with every question is essentially as a team: if someone else has specialist knowledge that can increase the likelihood of providing successful results, then we consult with them
   - Each member of our reference team has their own, quite specific knowledge of one or more areas of study; all have at least a bachelor degree in music; some have graduate degrees in music (either masters or PhD) within music as we all come from a music background. Some are more performers than researchers, others are more researchers than performers

7. **Refworks Update**

C. Tooulias-Santolin gave an update that Proquest Flow is being renamed ‘Refworks’ next week and therefore may cause confusion for users who will have a choice between regular, old Refworks and new “Refworks-that-used-to-be-Flow”. They will have different interfaces and Proquest is currently working on new Refworks/Flow with hopes to eventually move all old Refworks users onto the new interface in Fall 2017.
Christina is developing some content to add to the Refworks login screen to help users differentiate between the two versions.

Any questions on Refworks, old or new, can be sent to refworks@library.utoronto.ca

8. UTL Undergraduate Research Prize Promotions

H. Buchansky notified the group that applications are now being accepted for the new 8. UTL Undergraduate Research Prize. More information on the Prize can be found here: https://onesearch.library.utoronto.ca/undergrad-research-prize. Liaisons to first-entry undergraduate programs are encouraged to spread the word to their faculty contacts. Heather will distribute posters that can be printed and displayed across the libraries. Digital sign content is also available.

If any questions come in from faculty/students they can be sent to libprize@library.utoronto.ca

Contact Heather for promotional materials or any questions about the prize.

9. Student Journal Publishing libguide

Following up on the successful Student journal forum held in Fall 2015, H. Buchansky has created a new research guide, designed to serve as a resource for new and established student-led scholarly journal publications. See: http://guides.library.utoronto.ca/student_journals
10. Refinfo Listserv & Reference Training Calendar

C. Toane reminded the group that the Refinfo list has been moved to the new listserv system, so everyone on the committee should have received an email notifying them that they have been added to the new list. If you did not receive this email, please let Carey know.

Carey also reminded the group to submit open training opportunities to her for inclusion in the Reference Training calendar which is located in the Committee’s confluence page.

11. Other business

None.