Reference Services Meeting

8 July, 2015 9:30-11:00 a.m.

Alice Moulton Room – Gerstein Science Information Centre

Present: Agatha Barc, Victoria; Richard Carter, Kelly; Heather Cunningham, Gerstein; Margaret English, Art; Lucy Gan, East Asian; Debbie Green, Robarts; Angela Henshilwood, Engineering; Holly Inglis, Rotman; Joan Links, Media Commons; Courtney Lundrigan, Trinity College; Tim Neufeldt, Music; Natalya Rattan, Fisher; Patricia Serafini, OISE; Nalini Singh, Inforum; Rita Vine, Faculty and Student Engagement; Karen Wishart, Emmanuel/TST; Gregory Luciani, St. Augustine’s Seminary; Christina Tooulis-Santolin, Robarts; Jesse Carliner, Robarts; Heather Buchansky, Library Administration; Abigail Sparling, Robarts; Sheila Larague, Robarts.

1. Selection of a minutes-taker
   This meeting’s minute taker is Joan Links, Media Commons

2. Minutes of the last meeting
   Two versions of last meetings minutes were sent out. The second copy has the corrections.
   There were no additional corrections

3. Business arising from the minutes
   There was no business arising from the minutes.

4. Report from ITS – Lisa Gayhart
   What has been resolved recently in the Library Catalogue:
   - Object format type was added (including Realia, Kit, and Mixed Materials subtypes) (LC-6331)
   - Endeca was prepped to receive database seat license information (LC-6262)
   - MARC Holdings for the same library now display together (LC-5908)
   - MARC Records now display properly in IE8 (LC-2786)
   - MARC Record display for extended UTF8 characters fixed (LC-4608, LC-2331)

   ITS is working on restoring Shelf Browse.

   My Library is no longer supported. It has been taken down, but the URL is still live if needed. It will no longer be updated.

   Collections UofT is due to be launched in 2015. It is currently being tested.

   Discover Archives is due to be launched in early 2016. It will focus on special collections.

   There is work being planned for ITS to receive more input from Liaison Librarians and have them become more involved in ITS projects.
Subsite redesigns are being worked on for starting launches in Fall 2015 and in 2016. Mark and Lisa will have workshops for training that will be open to everyone and will have multiple dates.

The RefWorks migration is slated for July 9. Service will not be available on July 9. The new server will be in the US. It will also have a new URL. If you experience problems with it, please contact ITS. The new version will have news pages and guides. It can be linked to from the login page, home page and through Libguides. If you want a banner for your website, please contact ITS. Christina Tooulias-Santolin has created a Libguide with a cheat sheet.

If you receive questions from your patrons about MyLibrary, please contact web@library.utoronto.ca or Lisa.

5. Reference service check-in: Engineering – Angela Henshilwood

Engineering is in the process of re-evaluating their services. At this point they are gathering statistics. At this point they have a traditional Reference services desk open for 55 hours a week. It is staffed by GSLAs, Librarians and Reference Specialists. In the last year they had about 3033 questions which is slightly down from the year before. Their busiest times are usually Mondays from 1 to 2, Thursdays from 4 to 5. Sundays are busier than Saturdays. 54% of the questions received were research question. 28% were facilities questions.

They are looked at two models: one desk and an on call model.

A Talint student is conducting a literature review and has contacted 16 libraries on their practices. The student has looked at other libraries websites in Canada and abroad.

Engineering has not gathered statistics on who is making the interaction. They will consider doing so.

Debbie Green suggested they also look at how to integrate the user’s previous work into the interaction.

It was asked if they were tracking the length of the interaction. Not at this time.

In the last two years Engineering experimented with a roving reference service, setting up stations just outside of a classroom at specified times. The experiment was a success with long line-ups developing after classes for assistance.


The hiring and training of our student staff members who do reference work came up during our discussion of the Reference Services terms of reference last month. After that meeting, I posted an email on the refinfo listserv requesting that supervisors of students staff who do reference
work get in touch with me to outline their students’ duties and the training they’re provided with. I collected this information into the charts attached to the agenda. Several supervisors expressed their interest in providing training collaboratively.

There are several areas that seem ripe for collaboration: the catalogue, SIRSI, search skills, the library websites and the reference interview. Databases were mentioned most often as a training topic. While most libraries will teach different databases, but as there’s a limited number of major database vendors we may be able to collaborate on teaching search best practices on those major vendors.

**Action:** Judith requested that those libraries which have materials on training share the documents around so they can be used or repurposed at other locations.

She wondered if it was useful to put together a Confluence space to house documents as well as a calendar that shows scheduled training sessions and allows for collaboration in training. It was pointed out that it would be useful, but everyone would need a Confluence account.

**Action:** Judith will create a Confluence space and work out access details with ITS.

Heather Cunningham described the Gerstein new model. Since training in the Fall was difficult, Gerstein now hires their Graduate Student Library Assistants in the Spring, posting the positions in April and May. Gerstein hires in early summer and then starts training in the summer so that they are prepared in the Fall.

Debbie Green suggested that we re-instate the larger system-wide forum that in place before to discuss the hiring of non-iSchool students.

Christina Tooulias-Santolin at Reference, Robarts is agreeable to opening her training to all. She will add the dates to the Confluence calendar. The training usually starts at the end of August. It was traditionally 9 weeks, each Friday, from about 2-3 hours. There has been discussion to changing the schedule to whole day session with a lunch.

7. **How-to videos in LibGuides database assets – Judith Logan and Heather Buchansky**

LibGuides users will have noticed the new database assets feature we gained in the transition to LibGuides 2. This allows us to centrally manage the links and default descriptions of databases consistently. All LibGuides authors are strongly encouraged to use an existing database link rather than creating their own new link asset.

Heather Buchansky and her student staff have identified YouTube videos that instruct viewers on using our most popular databases (as defined by Google Analytics). We propose that we add the embed codes of these videos into the secondary information field of the database asset. This would create a tiny link underneath the database description that, when clicked, reveals the YouTube video below the database.
• Screenshot example of the video link before it’s clicked

• Screenshot example of the video after the user clicks the link

Please send suggestions for new or alternative database videos to myself or Heather. They are collected in a playlist on the new @uoftlibraries YouTube channel.

Judith Logan is now one of the Libguide administrators.

There are 2,500 databases on the list of database assets. The program compiles statistics on the use of individual databases, so please use the links.

The “More information” field shows up as “more”. It can be used to add video (how to use). Heather created a list of vendor databases and she wants to put them into the database assets so that they will automatically show up when a database is added to a guide.

Suggestion was made that instead of using “more”, we use “how-to-video” or just “video”.

Action: Judith will implement this proposal including the committee’s suggestions.

Action: If you find a video you would like to be added, please contact Judith or Heather.

8. Student Engagement update – Heather Buchansky

UTL Centralized YouTube Channel is up and running; link can be found in the footer of the library website under ‘Connect With Us’. Content will continue to be added, so please consider using these videos as needed.

Playlists consist of either vendor-created videos (‘Intro to Major Databases’) or UTL specific info (usually under 1 min, with intro and ending ‘bumpers’ being used to keep a consistent look, along with subtitles/CC). UTL videos from this site are up-to-date and showcase the website redesign.

If there are specific video topics you think would be relevant to users or if you would like to add videos you created to the channel, please contact Heather Buchansky (heather.buchansky@utoronto.ca).

Access to the channel can be found on the footer’s listing social media on all of the Library’s sites. The channel will be promoted more prominently on the Library main page when it is fully up and running.
**Personal Librarian Program 2014/15** reached out to all 1st year FAS students on St. George campus, will continue program in 2015/16. 6 librarians reconnected with 600 3rd year students involved in the program 2 years ago, but did not receive much uptake.

The end of year survey in 2014/15 had a 10% response rate. Overall, student responses were positive and slightly more positive than previous year.

Heather is rethinking the meet and greet for the coming year. Last year there were 3 sessions over 3 days. 321 students attended which is a 7% attendance rate, down from 14% in 2013/14.

**Action:** Please contact Heather with ideas for this year’s meet and greet format.

There was a question whether a personal meet and greet was necessary. Debbie Green suggested that a virtual meet and greet through “Ask” may be possible and useful.

9. **Other business**
   There was no other business.

10. **Next meeting: 12 August, 2015**