Meeting Minutes – Reference Services
June 8, 2016

Attendees: Agatha Barc, Kathryn Barrett, Allison Bell, Richard Carter, Mona Elayyan, Margaret Fulford, Holly Inglis, Marc Lalonde, Judith Logan, Courtney Lundrigan, Tim Neufeldt, Patricia Serafini, Carey Toane, Meaghan Valant, Kyla Everall, Nelly Cancilla, Jeff Newman, Lisa Gayhart

Regrets: Rita Vine

Minutes Taker: Holly Inglis

Business from the last meeting/minutes
  • Carey will add additional detail about reference check options (Confluence, etc.)

ITS Update (Marc Lalonde)
  • Continuing to move websites into new look and feel – CIRHR site
  • Digital Tools for manuscript study
  • Media commons – almost ready for beta
    o Have added Slick carousel Drupal module “Netflix” look to scroll through materials
  • Fisher
    o Want to use site to promote their collections – different look than other libraries
  • Registry of Canadian Government Information Digitation Projects – Margaret Wall is working on this, tracking who is digitizing what
    o Can self-register and add your own records; it’s a registry to what has been digitized
    o Doesn’t save documents but tracks who has already digitized to prevent overlap work
    o Note: hasn’t gone live yet
  • Scan & Deliver Service
    o Will be one of the choices on the request button in catalogue; attached to RACER application
    o Could expand to chapters in monographs but pilot is serials
    o IT will show as Request ICD
    o Item is missing request search
    o Request Scan & Deliver for faculty, staff, and grad students only, have to authenticate and it will reject anyone who doesn’t meet that criteria
  • Concurrent users – will show in catalogue for e-books that has single user (next to Web icon in catalogue record) Will show in results and in individual records
    o Should be up and running after feedback process (which should take place this week)
- Should also show for databases with user limits as long as it is mentioned in the catalogue record
- Discussion: good to see source and indication of connection (as opposed to “Abstract & Index”) Is web button customizable? Change to connect? Try some user feedback and see how connect works instead of web buttons.
  - Response: send suggestions for one or two words you think could work there. Keep in mind that it’s mobile friendly so keep it short.
- Catalogue search page – may see in a few weeks (couldn’t show because demo page is undergoing construction) like article search
  - 100 results in an item – previously would cut off results after 100; no longer does that
  - Example: Canadian Historical Review: (4th result, over 200 records) Default display 100 of 262 items; show all items is an option.

Endeca Catalogue update (Bilal Khalid, Lisa Gayhart, Judith Logan)
- Sometimes when you type in short form of journal the actual journal doesn’t come up first; have been working on project that will tweak the relevance ranking configuration for journal titles
- Lisa and Judith are doing tweaking; they need a bit of help. So far they have:
  - Reviewed top journal searches, pulled analytics.
  - Reviewed feedback and pulled problematic journal searches and spoke with Richard Hydal.
  - Identified natural language searches and made spreadsheet of what should be appearing versus what is appearing in searches.
- Next stage: is pick on special cases and will be sending out module to liaison librarian for feedback.
- Lots of feedback from faculty as well. The priority in the ranking will be the online record, then the print.
- Hoping for input as they tweak the search – mid-July timeline and then hope to have it working for September. The list skews to medical; call for volunteers will be going out – should be 2 hours total. They’ll send spreadsheet or form for search and then you input how you see them/feedback. 20 minute chunks.
- Bilal is working on Autocomplete for titles (in general). Suggesting titles and could go beyond that next stage. Hope to have it tested in next couple months. Will be looking for volunteers.
- Question about editions for texts – could look at how this could be incorporated.
- Question: could Autocomplete be turned off? Usability feedback – could give option to not have suggestions.
STAR Awards (Mona Elayyan)
- Promotional materials available to take with. Nominations due June 17; will be announced in October.
- Encouraging everyone to nominate team members and recognizing colleagues work. Point is to celebrate work being done and acknowledge work being done.
- Lots of information on website or can ask Tim or group; FAQ and contact is on website.

Working group updates (Various)
- Groups have been created and goal setting section on Confluence
- Each have a page and membership list
- Two groups have set meetings; still waiting on Training toolkit working group

Other
- Carey is updating our membership list to have representatives on attendance sheet.
- Reminder: Update training calendar. Can send message to Carey and it can be updated or she can add you to calendar to add your own updates.
- Upcoming Ask Chat training: more webinars in August and September for people not chatting in the summer.
  - Could set up free time during the summer to log in to training account and practice later in the summer. System will be closed Friday June 24th for migration.
- June 21st open session in Gerstein lab for Libguides from 1-3; can have training etc. just update and work on Libguides.

Next Meeting: August 10, 2016 9:30-11 AM