Reference Services Meeting

March 11, 2015, 9:30–11:00am
Alice Moulton Room—Gerstein Science Information Centre

Attendees: Judith Logan (Chair, Reference), Agatha Barc (Victoria), Chad Crichton (UTSC), Heather Cunningham (Gerstein), Debbie Green (Robarts), Helen He (Dentistry), Holly Inglis (Minutes, Rotman), Marc Lalonde (ITS), Joan Links (Media Commons), Greg Luciani (St Augustine’s), Courtney Lundrigan (Trinity), Patricia Serafini (OISE), Karen Wishart (Emmanuel), Dawn Wong (Canada Hong Kong/East Asian), Lorissa Kinna (UC), Don McLeod (CDD), Berenica Vejvoda (Map and Data), Michelle Spence (Engineering), Colin Deinhardt (Pratt), Jennifer Toews (Fisher),

Regrets: Richard Carter (Kelly), Lucy Gan (East Asian), Lisa Gayhart (ITS), Angela Henshilwood (Engineering), Anne McGillivray (Knox), Tim Neufeldt (Music), Nalini Singh (Inforum)

1. Selection of the minutes – taker

Holly Inglis will record the meeting minutes.

2. Minutes of the Last Meeting

Some names are out of order; Judith will fix it.

3. Business Arising from the Minutes

No business arising from previous meeting minutes.

4. Report from ITS - Marc Lalonde

- Quite busy; department is working on digital humanities projects “On the Road Again”
- This week they are working on Onesearch redesign; well ahead, hoping to push out beta launch by end of next week
- 4 week scheduled to work on redesign project second week of April
- Still planning to launch redesign in May

Slight changes to article finder
- Feedback from people said they were having trouble figuring out how little information they could include for search
- Minimum info is at top of form

Digital Initiatives librarian (Kelly) asked Marc to mention she’s working with ADAM software (access to memory) archivists are uploading documents; will be source of primary documents
- discoverarchives.library.utoronto.ca
• Archival descriptions are currently sitting in a bunch of places so this will amalgamate them. Kelly will be invited to future meeting to talk about her projects.

No questions for ITS

5. Serials and Orders - Don McLeod

Don is here to represent Caitlin to talk about changes to serials and orders

Overview of Collection Development department:
• Caitlin in charge of Collection Development; 1 year ago serials was amalgamated and Stephen Crotty is now main contact for serials
• Selectors (mainly part time; only 2 full time) more than 30 people involved in selection now
• 2nd part is order serials section, headed by Don
• Concentrates on print serials - 7 1/2 people, 6 part time students
• 3rd part coordinated by Weijing - 2 people
• Looks after consortia buying agreements, licensing, electronic orders

Projects for department:
• Serial clean up - physical cleanup of area, consolidated workspace, disposal of card catalogue for serials
• Streamlining and rationalizing orders, particularly for paper
• If online order is on stable platform, generally they cancel the print with the exceptions of math and art
• Try to order online only where possible
• Sometimes they have bundle orders and they throw out paper when libraries don’t want them

Budget and acquisitions:
• $2 million budget for paper serials including monograph
• Last summer one of largest serial vendors collapsed into bankruptcy; had over 1000 active serials with them; had to find new vendor; decided on EBSCO
• Transfer of order is ongoing; should be no gap in subscription
• Missing issues are claimed
• Developments on books side of serials: cleaning up physical aspects; discarding orders back to 1960s
• Current budget: 5.8 million as base, plus additional gift/trust funds
• Almost 100,000 paper books per year, 85% on approval 15% other
• Don suspects this number will decline; expects to still receive print on demand, foreign languages, etc.

Major developments with paper book vendors: 2014 review
• RFP: YBP system has been up and running; still some kinks but working to perfect it
• Previously Coutts/Ingram but they were unsuccessful and they closed Canadian office in January 2015 and amalgamated with US office. We still buy our Canadian materials from them but they come from US office
• EBSCO has purchased YBP so EBSCO is now our major supplier of our US and UK titles so CD is closely monitoring this situation
• Clean up is taking time; over 9000 open orders in paper serials and 1000 are possibly not current so they have to be reviewed.
• #1 is rationalization of paper collections
• Increase use of electronic data invoicing to improve efficiency
• Also have to prepare to leave Sirsi and advance to other system
• University press deals - i.e. Duke - buy all electronic, get free copy of print.

Questions:
• Do we have a special agreement with UT Press? Yes, 2 copies of their book for free in print; not serials. They go to Robarts.
  Pat S.: OISE has been ordering but Robarts could transfer them to OISE.
• Tanking dollar will affect us, how to gauge? Yes, we are watching; at 70 cents we’re going to have trouble, especially with large packages we get. Might be one or two electronic packages we have to drop.
• Will this affect ARL ranking if we drop in spending? Probably not.
• Discussion: Who to talk to re: preorders not showing in catalogue? Answer: Bilal

6. LibGuides 2 Update - Michelle Spence

Tentative dates: haven’t scheduled with Springshare yet because Springshare only schedules four weeks ahead
• April 24th - everything moves to beta so you have to make changes to beta site; don’t make changes
• Between April 25 - May 11th can set up account in beta system
• Current system still available to public
• May 11th switchover to beta
• Content will be in the new system but it may not look how you expect it to
• What’s happening now: meetings with group admins
• If you have a group in LibGuides, your admin will be going to meetings

What you and your colleagues should do: look at your guides - update, delete, number of views, evaluate if guide is still needed, published vs private
• Michelle will send out e-mail to guides with less than 100 page views, guides not updated in the past year, etc.
• What content will need to be updated as results of new library website (screenshots, etc.)
• Some boxes won’t migrate but Michelle doesn’t see that as an issue (LibAnswer boxes, feedback boxes, TOC boxes, etc.)
• (Demo) Michelle shows screenshots - homepage - search box, guides by subject, guides by course code, guides by library
• No tabs for guides - usability studies show that it’s the best way; only one column will be used
• Dropdown menu in header won’t work (links to categories will); footer will be the same
• Side navigation; one column for scrolling as it’s how people tend to view, better for mobile design

Reminder: Author Circle March 27th 2-4
• Berenica: tried to delete one but it’s still showing in Google and in LibGuides; Michelle will help delete
• Judith points out that you can archive it in html if you’re not ready to delete
• Author Circle will be showing how to edit because it is different

7. Reference service check in: Map & Data Library - Berenica Vejvoda

Questions are becoming more difficult
• Geostatistical, satellite imagery, complicated techniques, stat analysis
• In current budget have requested $$ for analyst to support this
• Scale of data is increasing; some data sets are too large in size and scope to be managed
• Data quality uncertainty
• Original ad secondary research data - not just traditional data - social networking, biomarkers, transaction data

New tools: Python, Perl to scrape geo data (Toronto star maps, fed government environmental data)
• Need to deal with open data that is not always in format or structure needed
• Need for mixed methods and qualitative
• More interdisciplinary
• Postal code, linking records to census data

Collection development: lots of request from research institutes so more interdisciplinary, getting more science questions
• New open source tools: R, data visualization
• 3D geovisualization is on the rise
• Secondary data analysis
• Stats Can cutbacks: getting new licenses that require new skills; RTRA which puts extra onus on MDL to get skills to work with tools
• More liaison work to help researchers with Stat Can data and access
• Changes w/open data and access
• Crown copyright - 2010 changes, IMF January 2015, tri-council
• GIS software ESRI site license, MDL supports various departments with license

Questions:
• Please tell us about staffing? Students do frontline support 1—5 M-Friday, 1 student for GIS, one for data; reference machines with stats and GIS software; lab is outside of library
  More e-mail questions and less in person
• More information on Stats Canada files?
  Pretty close to being raw data versus public use micro data; research can run SAS program but they can get tabular data; Stat Can has to approve request; takes a couple of days for approval
• Do you plan workshops or are they only on request? Mix
• Still have CHASS? Yes, undergoing change - person in charge has a broader mandate.
• How how many other schools use SDA? Lots of subscribers across the country, ODESI has opened up outside of Ontario. At least 20? Quite a few.
8. User Experience Librarian

Deferred - Lisa will join us in April.

9. Science Literacy Week - Heather Cunningham

Last year, we had it in September. Very successful, many U of T libraries and others participated. Jesse Hildebrandt, creator of Science Literacy Week in 2014 has worked hard to expanding it for 2015.

- This year it will be the 3rd week of September (21st - 27th)
- Theme - Exploration and Innovation - Patricia Ayela has done graphics/artwork
- This year it’s national, 50 cities on board across the country (even Nunavut).
- Big events in Vancouver and Toronto. Not only libraries and universities, observatories also involved; good timing because star flurry will be occurring
- Canada Parks; Indigo is tentatively involved; Ripley’s Aquarium
- Big Events Toronto: U of T - 2 science screening at Bloor Hot Docs cinema Jurassic Park followed by Prof Dave Evans discussion
- Contact is 2nd film; Michael Reid from Astronomy will discuss
- 3 panel discussion Isabel Bader theatre ; thinks themes are nuclear power, human euthanasia, and GMF (genetically modified food)
- Toronto Public Library events: science writers, science and journalism; science fair for adults
- Libraries can be involved again this year; let Heather know if you are interested.
- Gerstein is thinking about “Collaborating with Strangers” started at University of Florida. Pick a theme and try to bring students together with faculty on this theme so they can network/collaborate. LibGuide will be up later this year.

Question:
- In answer to who is doing research: mostly Jesse, with support from involved parties

10. Other Business

Judith: At next meeting, we’ll plan on setting aside time to discuss what we want to work on for next year.