Reference Services Committee Meeting Minutes  
March 9, 2016, 9:30 -11:00 am  
Alice Moulton Room, Gerstein Science Information Centre

Present: Agatha Barc (Victoria); Kathryn Barrett (Scholars Portal); Allison Bell (Gerstein); Heather Buchansky (Student Engagement); Heather Cunningham (Gerstein); Kyla Everall (Robarts Reference); Margaret Fulford (Laidlaw); Lucy Gan (East Asian); Navroop Gill (OISE); Angela Henshilwood (Engineering & Computer Science); Holly Inglis (Rotman); Marc Lalonde (ITS); Judith Logan (Robarts/WAC); Greg Luciani (St. Augustine’s Seminary); Courtney Lundrigan (Trinity); Tim Neufeldt (Music); Patricia Serafini (OISE); Carey Toane (Gerstein – Chair); Meaghan Valant (UTM); Rita Vine (Faculty Engagement).

Regrets: Richard Carter, Nalini Singh, Victoria Skelton, Debbie Green

1. Selection of minutes-taker  
   Heather Cunningham

2. Minutes of the February Meeting  
   Accepted with revisions.

3. Business arising from the minutes  
   None

4. Report from ITS (Marc Lalonde)

   a. Shelf browse
      • Shelf browse now live
      • Default is to display all libraries but can limit to a specific library
      • Catalogue search page displays new features available in the catalogue such as shelf browse:  
        http://search.library.utoronto.ca/index

   b. Scan & deliver service
      • Pilot service from Gerstein, Robarts & UTM libraries
      • Articles from print serials in these three libraries will be scanned and emailed to faculty, staff and graduate students
      • Will appear as a third option from the catalogue: Options → Request
      • ETA is May
c. Google Analytics

- Google Analytics Tag Manager allows one to tag events and see how people are getting to and using web pages as well as which outbound links are clicked on
- This is already being captured via javascript but Tag Manager will simplify this info gathering
- This will eventually be rolled out to other library Drupal themes which can be customized

5. Ask a Librarian virtual reference service update: (Kathryn Barrett, Coordinator of Ask a Librarian, ScholarsPortal & Judith Logan)

- Ask A Librarian has been running since 2011
- 15 universities currently participating
- French language pilot (Clavardez avec nous) pilot launched in 2014 with 4 universities participating; French service is growing
- 379 operators (101 of which are from UofT), 30 virtual reference mentees
- Open for 67 hours/week during academic terms (UofT staffs 46 hours/week)
- Usage is growing; significant increases in chats/hour and chats/day
- 61% of users report it was the first time they ever used it
- User breakdown: 62% undergrads; 23% grads; 4% faculty; 11% other
- 47% of users indicate this is their preferred way of receiving help
- 98% of users indicate they would use it again
- 80% of users rate UofT operators as excellent
- Approx. 70% of users said they found out about service from their library website
- UofT is heaviest user of service (30% of chats are from UofT) – most from St. George
- A question has been added in pre-chat survey asking which library the patron normally uses in person
- This question can be used to inform staffing contributions
- To balance workload one can ask another operator, via back chat, to take on a question
- Can send suggestions to another operator via private message in staff space or through LivePerson (please note if the other operator responds to you in LivePerson the response will be seen by the operator
- Instructions on sending messages is in staff section of news portal
- There will be a new platform upgrade in May 201g: Live Engage
- All chats through a browser cloud-based IM tool
- Same chat features as Agent Console but interface will be significantly different
- Email will go out on the DRP listerv regarding two upcoming webinars which will be recorded
- Additional training will be offered during the summer (e.g. webinars, in-person)
- Feedback on how training should be offered is requested
- Reminder that summer hours start Monday April 11th: Mon-Fri: 10-5

- Victoria University Libraries include: Pratt, Emmanuel College Library & Centre for Renaissance & Reformation Library
- 250,000 titles; 400 periodicals
- Reference desk in near the circulation desk on the main floor
- Blended-type service in that the services are separate but help each other
- Hours: Mon-Thur 9:30 - 8:00 pm; Friday 9:30 – 4:45 pm
- 4 reference librarians & 4 technicians staff the desk
- 30% of one’s time is staffing the reference desk
- Track reference questions using a Google form – some info collected is course code as well as copies of assignments or syllabi
- Syllabi & assignments are scanned and kept on internal repository to inform library instruction (e.g. need for workshops on literature reviews and annotated bibliographies) as well as identify instructors for outreach
- Research consultations are approx. 1 hour and the assignments are asked for in advance
- 50% increase in consultations during 2014-2015 year; 85% increase in fall of 2015-2016
- Extensive promotion of consultation service during events, seminars, reference desk
- Pratt has many (over 70) special collections on topics such as Canadiana, art, religious studies, film studies, philosophy, Victoriana, etc; most extensive collections are: E.J. Pratt, Claire Pratt, Northrop Frye, A.P. Coleman, Norman Jewison, etc.
- Special collections consist of monographs, paintings, correspondences, AV material, photos, rare books, etc.
- Special collections page: http://library.vicu.utoronto.ca/collections/special_collections
- Digital collections page: http://meta.library.vicu.utoronto.ca/RS/pages/search.php?search=&order_by=resourceid&archive=0&k=
- Special collections are embedded in 2 first year courses and a research course
- Reference librarians provide consultations to patrons on using the special collections
- Questions of copyright regarding the special collections can be challenging

7. Reference Services goal setting 2016 (Carey Toane)

- Committee chairs meeting has led to request for all committees to submit goals for the 2016 year. This helps committees guide activities and remain accountable.
- Question raised of how to identify and select goals for the committee
- How to effectively share information presented at meetings
- Discussion of the word “reference” – changing the word may reflect changes in the profession
  - Is reference still a central goal? Does it still mean what it meant when the committee was formed?
- Does the makeup of the committee adequately reflect stakeholders?
• Do we still need to meet monthly or should another schedule be proposed?
• Are there other uses that in-person meetings can be put towards such as working groups to achieve specific tasks?
• Can some of the information be disseminated in ways other than in-person meetings?
• Timeline:
  o March: collect goals from RSC membership (such as survey, email, ballots, group discussion)
  o April: vote on issues and prioritize top goals
  o May: committee chairs report to Committee of Committees
• A question was asked about the context of this goal setting
  o Carey will send a link to Confluence page for Committee Chairs meetings for more context.
  https://connect.library.utoronto.ca/display/COMREV/Committee+Review+Home

Suggestions for Carey to create:

• Online survey to gather input/feedback anonymously
• Page on Reference Services Confluence space to enable transparency and open discussion
• Sub-group to write draft of goals (based on survey & Confluence space) to bring forward to group
  o Kyla Everall, Judith Logan and Pat Serafini volunteered to help draft goals and guide process. This group will meet with Carey Toane asap to get started.

Next meeting: April 13, 2016, 9:30 – 11:00, Alice Moulton Room, Gerstein Library