Reference Services Meeting

Wednesday, May 13, 9:30 a.m. – 11:00 a.m.

Alice Moulton Room – Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts Reference), Heather Buchansky (Library Admin), Jesse Carliner (Robarts), Richard Carter (Kelly), Colin Deinhardt (Pratt), Lucy Gan (East Asian), Helen He (Dentistry), Holly Inglis (Rotman), Kate Johnson (New College), Lorissa Kinna (UC Laidlaw Library), Vanessa Kitchin (UTM, minutes), Vincic Liu (Gerstein), Courtney Lundrigan (Trinity), Tim Neufeldt (Music), Patricia Serafini (OISE), Michelle Spence (Engineering), Jennifer Toews (Fisher), Rita Vine (Head, Faculty & Student Engagement), Karen Wishart (Emmanuel/TST), Nich Worby (Robarts)

1. Selection of a minutes-taker
   - Vanessa Kitchin

2. Minutes of the last meeting

3. Business arising from the minutes

4. Report from ITS – Judith Logan (Lisa Gayhart away)
   - Regrets from both Marc (conference) & Lisa (ill); Judith filling in.
   - Planning to launch new site on May 25, 3rd week of class.
   - It is recommended that you start now reviewing LibGuides, LibAnswers, pamphlets, anything with screen shots that won’t be transferred to new site.
   - There will probably be changes to beta site before going live but they will be minor.
   - Search results page from home page may change so don’t take screen shots yet.
   - When working reference/teaching in a class mention the change - use Beta site so students aren’t surprised and also so that they learn on new site.
   - There will be more testing and feedback after the launch - in June and July, once people get a chance to use it, there will be further investigation into user needs.
   - When in Beta version, use - send feedback button – best way to contact them.
   - ITS will also be updating Summon -the change is more of a facelift than change in functionality.
   - New website now has a direct search for Newspapers – pre-filter for only newspaper items (format Newspaper selected).
• Scholarly is now also a pre-filter.
• After summon and website are done, catalogue will be next - think about workarounds you provide in reference transaction or things you need to explain in classes and send as feedback.
• Known item searching - looking to improve (when you know a title - will suggest title like Google search).

Questions:
• User experience problems - can we have a list of e-mails, somewhere more accessible for encouraging feedback? – This will be suggested to Lisa
• Margaret: customized searches from the catalogue- will that be affected by the change? - Won’t be affected

5. Planning for next year – Judith Logan and all
➢ Where committee is going, how we think we have done, where we would like to go in the next year.

Activity:
1. Why do you come to Reference Services?
2. Which of our Terms of Reference do you think we should focus on more?
3. How could we better address the TOR you chose?

➢ Split into small groups to discuss Terms of Reference in light of these questions. TOR identified as requiring more focus were discussed.

1. To identify, consider and recommend initiatives to enhance reference services in the central library and, where appropriate, in the campus libraries.
• Jesse: Initiatives should be more of the focus, reason he comes is for opportunities for collaboration. Example: trying to enhance virtual reference - what are the ways we could make sure people using Ask services are being reached?
• Richard: leads to #6 – we come here to talk about importance of what reference service is.
• We can address this TOR by putting more effort into actual Ref Services topics and initiatives.

2. To share information related to reference services.
• Pat: most important; how else will we communicate?
• Want to hear about what other libraries are doing - what services are being added and removed; comes to receive first-hand information about provision
of reference services.

- Courtney: why we come to Ref Services - attended by managers and administrators - good source of information of what is going across entire system.
- However, proportion of logistics of providing reference rather than how we provide reference in uneven.
- Report from ITS: Ref Services is a way to find out what the underpinnings are, what is going on in the system to which we are trying to provide better access.
- Rita: There continues to be an important role in this committee in receiving important information related to reference service. For example, we have had visitors come to share important information on topics like copyright and digital humanities. This committee is an important communication channel for units that serve the public but are outside "traditional" reference.
- Pat: reference is nondescript term; more like information services.

3. **To coordinate activities related to the provision of reference services.**

- Should focus on more nuts and bolts of reference - how you answer business questions even if you’re not a business librarian.
- Jesse: comes to seek out/look for collaborators (something, for example, that can improve virtual reference).
- In this environment we learn who subject specialists are.
- We may want to make partnership and collaboration aspect more overt.
- Rita: The size of this group makes it difficult to coordinate services. However, there could be useful subgroups or working groups of this committee (e.g. reference desk coordinators/heads, coordinators of similar activities in different libraries) to deal with particular reference-related problems or challenges that arise.

4. **To identify, consider and recommend initiatives to enhance reference services in the central library and, where appropriate, in the campus libraries.**

- Judith - can see happening on large scale such as chat reference advocacy, could be smaller items like Ref stats and what they actually mean.
- We need more of an active component.
- Pat: also training GSLAs, borrowed from Robarts - share training and instruction.

5. **To communicate relevant information related to reference services to other**
areas of the library system, as appropriate

- How is this information being communicated out of committee?
- Heather: link to meeting minutes, good way to communicate
- Inventory?
- Library council, concerns about library communication - how to find terms of reference. Not easy.

6. To review, from time to time, existing reference services

- Richard: similar to #1 - to look at RS as it exists now and how it is successful, what needs being met, what needs not being met.
- Judith: how definition of TOR could be broadened? Courtney - how do we even do this?
- What’s our goal?
- Think about what we do and why we do it - considering different products we use to deliver reference, like guide on the side or lib answers - considering system purchases or new service models.

7. To meet regularly, at least eight times a year.

    ➢ Averaging 9 meetings per year

8. To report regularly to Library Council in May of each year.

9. To collaborate with the Staff Development Committee in order to facilitate opportunities for reference-related staff development activities.

- Jesse - we have never really done this, could have a working group.
- Judith: public services staff have a lot of knowledge and skill, especially subject specific - should be working together to equip each other and help each other.
- Pat: social work students using OISE - evidence based, systematic reviews and how the systematic review process can be applied to the social sciences sphere: one example of a great opportunity for sharing and learning.

    ➢ Peer and group discussion took 40 minutes - Judith thanked group and asked members to keep thinking & sending thoughts.

6. LibGuides 2 – Michelle Spence

- Went live on Monday May 11 - please check guides!
- Still needs to be some work regarding need of LibGuides; unpublishing
those with courses not in session, out-dated links, etc.

- Feeds going to Subjects A-Z still coming from old system (still have access for 6 months).
- If there is anything you would like to save from original system, make sure you save it as much as you can.
- Feedback about one specific aspect system - option for Guide Type - we decided originally that we would use course guide, subject guide and library specific.
- Guide type matters because of how we are displaying guides on home page.
- We could use other guide types if we think useful for users - may require user analysis.
- Focus group example: were asked to find a research guide searching for word Shakespeare and browsing through list - users split 50/50.
- Pat: illustrative of complexity of the subject - further split of writing, citation support should be considered.
- Richard: extra category - DVD guide that is list of DVDs.
- Michelle: if we do decide to add another guide type is it another type or general purpose guide? What would make most sense to users?
- Courtney: Subject and Topic seem like very similar categories!
- Heather: are there any good examples of what other libraries are doing? No more so mishmash of everything.
- Judith - hearing no strong feelings, Michelle - will leave it how it is and will do usability studies and make final decision based on that.
- Jesse: General Purpose could possibly switch to Research Essentials or Research Skills so that people take meaning rather than dismiss.
- Update – LibGuides have gone from 800 → 631 = very good! Makes it easier for users to find what they are looking for.
- Will be contacting librarians regarding naming convention.

7. **ACORN system update** – Heather Buchansky

- ROSI moving over to ACORN.
- ACORN = Accessible Campus Online Resource Network
- Take a look – see what ACORN is all about, will be replacing ROSI.
- Students will be able to use UTORid and password as opposed to student number and pin.
- Have not removed features, only made more robust – co-curricular record access, link out to blackboard; more user friendly.
- If you would like to know more about ACORN, please visit the [ACORN Resource Kit](#) & review Top 5 things to know about ACORN.
- Also promotes student life - highlighting key services at U of T - finding
housing, international opportunities, etc.

- ACORN 1.0 is first release of many.
- Offers optimized mobile experience, looking to make it web responsive.
- NGSIS - next generation of student information services.
- Will officially launch in Spring/Summer 2015.
- Students will have 6 months to opt to use ROSI so students in 4th year won’t have to get used to new system.

**Question**: will ACORN talk to circ. user database (SIRSI) – students frequently say they have updated information on ROSI but it does not translate – Heather will find out.

### 8. Other business

- June and July meetings
  - Judith will be away next scheduled meeting.
  - Group decided to cancel June and go forward with July.

Next meeting: **July 8, 2015**
III. Terms of Reference

1. To identify, consider and recommend initiatives to enhance reference services in the central library and, where appropriate, in the campus libraries.

2. To share information related to reference services.

3. To coordinate activities related to the provision of reference services.

4. To anticipate and respond in a coordinated manner to developments in the library system which may have an impact on reference services: for example, forming subcommittees charged with working on specific areas of reference services deemed necessary and beneficial by the committee.

5. To communicate relevant information related to reference services to other areas of the library system, as appropriate.

6. To review, from time to time, existing reference services.

7. To meet regularly, at least eight times a year.

8. To report regularly to Library Council in May of each year.

9. To collaborate with the Staff Development Committee in order to facilitate opportunities for reference-related staff development activities.