Reference Services Committee Meeting Minutes

May 11, 2016 9:30—11:00am

Alice Moulton Room–Gerstein Science Information Centre

Present: Agatha Barc (Victoria), Kathryn Barrett (Scholars Portal), Allison Bell (Ex officio – Gerstein), Richard Carter (Kelly), Heather Cunningham (Gerstein), Mona Elayyan (New), Margaret English (Art), Kyla Everall (Robarts Ref), Margaret Fulford (UC), Holly Inglis (Rotman), Joan Links (Media Commons), Alexia Loumankis (Bora Laskin), Greg Luciani (St. Augustine), Courtney Lundrigan (Trinity), Patricia Serafini (OISE), Carey Toane (Chair – Entrepreneurship), Ben Walsh (Engineering)

1. Selection of a minutes-taker

- Alexia Loumankis

2. & 3. Review of minutes from last meeting & business arising from them

- A request to those that attended to look at April minutes to ensure that you’re listed as present.
- Location will be changed in header as meeting held at Robarts, not Gerstein.

4. Gerstein Reorganization – Allison Bell and Heather Cunningham

- As of March 1st 2016 there was an organizational change at Gerstein resulting in the creation of a new unit, Research & Innovation (led by Heather Cunningham) and the Reference & Research Unit was renamed Education & Information (led by Allison Bell).
- The other units in the library (Access Services and Resource Sharing) remain unchanged.
- The reasoning behind the change was to have the structure at Gerstein make more sense to those on the “outside” of the university looking in, and to allow us to better focus and develop our support of faculty-level research and innovation.
- This also connects UTL more strongly to the Vice President Research & Innovation portfolio and better aligns us with structures and supports in place at major academic health sciences libraries across North America.
- Removing the term “reference” was intentional, as it is frequently no longer seen as a Unit title in major academic health sciences libraries.
- We definitely still provide what we know as reference support, but our users are not coming to us looking for it by that name.
- We thought the labels Education and Information, Research and Innovation would resonate more strongly with students and faculty, as well as University administration.
- Currently under development is Knowledge Synthesis Services (KSS). This service will assist researchers with a broad range of knowledge syntheses studies such as systematic reviews, scoping reviews, realist reviews, etc.
- KSS will formalize the support that Gerstein librarians have already been giving researchers, as librarians will become part of the research team.
- If librarians are not part of team, will teach researches how to run searches. If part of team, librarians will author searches, translate searches, write the methodology, review paper, respond to peer-review comments, all of which constitutes authorship.
• These services are commonly offered at medical libraries around the world
• A Community of Practice model is being used to create the framework for the KSS as well as be a knowledge sharing venue.

5. Goals Document Review – Kyla Everall

• We ran a survey in March and reported on the themes that emerged in the last meeting.
• We took those themes and broke into small groups to write some goals based on the themes
• The goals working group took those suggestions and polished them up a bit
• The aim was to create goals that were clear, precise, actionable and had a deadline but were also flexible.
• The draft of the goals was circulated. There are three main goals for 2016-17
• Reference Environmental Scan: Assessment was an important theme from survey
  o This goal speaks to requests for more standardization of information collection across libraries
    ▪ This will allow us to get a better picture of trends & allow units to benchmark
  o Work with assessment committee to create core group of statistics.
  o Question re libraries collecting different sets of statistics. Answer: won’t interfere, just a set of best practices that everyone can use.
  o Comment re new services being offered by libraries, would like these unique services to be captured.
  o Comment re timeline with final report in Jan 2017 considered too ambitious.
  o If interested in working to develop these common goals, contact Clara
• PD/Training: Training was another big theme that emerged from the survey
  o We broke that into 2 goals – one that was staff focused and one that was geared towards GSLAs
  o For staff, would like to have a reference PD day. Similar to ILU PD day. Perhaps next year’s reading week? Will strike a committee to plan.
  o GSLAs training: difficult to standardize. Maybe just build on what already exists as Robarts has well-developed program. Could use more STEM resource training.
  o Question re GSLA training: As this is a Central position would non-central student assistants be included? What about techs that sit on desk?
  o Comment re GSLA training: Perhaps just start with student assistants since there are many groups that offer reference services in libraries? May be unwieldy.

6. Review of Membership and Terms of Reference – Carey Toane

• Attendees reviewed the committee’s membership list and TORs.
• Question re Cataloguing and Authorities Users Group and Collection Development Committee having appointed members on Reference Committee.
  o Members of these committees haven’t attended in an official capacity in some time.
  o Remove them from official appointed list and move to bullet points underneath.
• General discussion of who belongs on Appointed list.
  o All campus libraries should be sending a representative to each meeting.
  o Reference Specialist is a Central term. Remove from Appointed list and put in bullet points underneath.
o When originally drafted it was intended that all Central and campus libraries have one representative.
  o Maybe have a student participate?
  o TALENT students have flexible hours but most don’t. Perhaps just leave it open to attend? Will need supervisor’s approval.
  o Instead of appointing a student, remove from Appointed list and put in bullet points underneath.
• General discussion about the second term of reference.
  o Questions about the use of the word feedback. Should we add “where appropriate” after?
  o In general want to ensure that meetings are a good use of attendees’ time.
  o Will work on this and come back to it at a later date.

6. Alternatives to Reference Check-In – Carey Toane

• Carey circulated a survey, Three Things (About Reference at Our Library), that could be included in In the Loop
• A different Library could answer the survey each week. Pick from any questions on the list. Don’t have to be limited to just three.
• Comment that members like the traditional check-in. However, doesn’t preclude the use of this survey. Could do both.

8. Other business

• Reminder that Star Award nominations are open.
• Reminder of upcoming ASK training for summer operators.

Meeting adjourned.

Next meeting: June 8, 2016