Reference Services Committee

November 9, 2016 - 9:30 – 11:00 a.m. - Alice Moulton Room, Gerstein SIC

Present

Carey Toane (Gerstein, chair); Agatha Barc (Victoria); Kathryn Barrett (Scholars Portal); Alison Bell (Gerstein, ex officio); Heather Buchanksy (Library Admin); Richard Carter (St. Mike’s); Kyla Everall (Robarts Reference); Lucy Gan (East Asian); Debbie Green (Robarts, ex officio), Kate Johnson (Engineering); Holly Inglis (Rotman); Marc Lalonde (ITS); Judith Logan (Robarts); Greg Luciani (St Augustine’s); Natalya Rattan (Fisher); Sue Reynolds (UTSC); Desmond Wong (OISE)

Regrets

Victoria Skelton, Meaghan Valant, Rita Vine

Agenda

1. Selection of a minutes-taker
   Desmond Wong accepted

2. Minutes of the last meeting
   Accepted without changes

3. Business arising from the minutes
   None

4. ITS Update – Marc Lalonde

ITS has renewed its focus on changes that need to be made on various platforms across the Library’s online services. This includes a revision of the mobile styles. In addition to this, Shelf Browse is getting an update by ITS.

The ITS workshop entitled “Library Skills” took place on Friday, November 4, and was well attended by librarians who are working on their respective library home pages. This workshop focused on Drupal, and also included presentations by Lisa Gayhart (Improving the User Experience) and Judith Logan (Writing the Best Web Content). Lisa has set up a new Slack space for people who are working on website work, which will circulate at a later time. A suggestion out of the workshop was for ITS to have a scheduled time for people working on websites to have set times to meet as a group with ITS staff to discuss content, programming and design.

5. Ask Chat new software implementation – Judith Logan and Kathryn Barrett

Ask Chat is changing software providers to Library H3lp. The contract with the previous vendor (LiveEngage) ends on November 30, 2016 and at 10:00 AM Ask Chat services will be taken offline. Service will resume on January 9, 2017. In the interim, Judith will replace the Ask Chat images with the Closed Ask
Chat image on all of the library home pages. She will also place a contact form to reach library staff on the home pages. Please look through your own LibGuides to ensure that all links to the AskChat Service is also replaced with the Closed Ask Chat image. Judith will circulate the Closed Ask Chat image via e-mail.

The new Ask Chat System will have many important improvements, including Home Team First Configuration (which prioritizes University of Toronto operators to respond to users from U of T), a simpler interface, setting a maximum number of chats before they roll over to the next operator, allowing operators to choose their chats, integrated chat rooms, and placing active chats and the chat queue on one page.

In Library H3lp, there will no longer be pre-surveys. Instead, a bot system by the name of Concierge will request a user’s name, school affiliation, graduate level (undergraduate, graduate, etc.), their primary library and what campus they are from. There will also be an Exit Survey, which is expected to have a response rate of 10 – 15 %, which is in line with other online survey response rates. There is currently no capacity to embed an Entrance Survey in the new Ask Chat System.

Judith has also set up a Confluence Page for Ask Chat users, which is accessible for anyone who has a Confluence account. The Confluence Page will include a schedule with every library who is responsible for a shift, as well as an Operators’ Cheat Sheet. The Cheat Sheet will include information about the list-serv, missed shift protocol, etc. Please contact Judith Logan at judith.logan@utoronto.ca if there are any suggestions on what resources can be added to the Confluence Page to better support Operators.

Finally, a reminder that should you be unable to attend your Ask Chat shifts, please plan ahead, keep an updated calendar and speak to the local shift co-ordinator. In the case of illness, please contact your colleagues.

6. LibQUAL results – Klara Maidenberg and Kyla Everall

There was a presentation of the quantitative and qualitative results of the 2016 LibQUAL Benchmarking Survey for St. George Campus. Slides are available on the RSC Confluence page.

This is the fourth cycle that the University of Toronto Libraries has participated in (2007, 2010, 2013, 2016). UTM and UTSC undertook discrete assessments. LibQUAL is an online, anonymous and optional survey. One thousand five hundred surveys were sent to the undergraduate, graduate, faculty and staff and researcher populations, their e-mails taken from the UTL Patron Database. The survey period ran from February – March 2016. Library staff were not included. The LibQUAL Results Booklet is available on Confluence. Overall, library services have not shifted drastically from the 2013 results.

The Assessment Committee is looking at the further reliability of the LibQUAL survey, which has not been changed since its inception. Other committees are looking at changes to services or policies based on the results of the survey. For example, the Circulation Committee is looking to unify circulation policies wherever possible in light of the qualitative results.

Please send further comments or questions to Klara Maidenberg at klara.maidenberg@utoronto.ca.
7. Other business

Please send feedback on the RSC Annual Report to Carey. In reviewing contributions to the Reference Services Committee, Judith went back to 2014. Should there be any omissions or edits, please send them to Carey by Thursday, November 10, 2016.

Julie Hannaford and Neil Romanosky will attend the next Reference Services Meeting to speak to the members and also attend the rest of the meeting. Reference Services Committee will be reporting to both Julie and Neil, moving forward.

Next meeting

January 11, 2017, 9:30 – 11:00 a.m., Alice Moulton Room, Gerstein Science Info. Centre