Reference Services Committee Meeting Minutes

October 14, 2015 9:30—11:00am

Alice Moulton Room—Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts), Agatha Barc, Richard Carter (Kelly), Heather Cunningham, Marc Lalonde (ITS), Tim Neufeldt (Music), Patricia Serafini (OISE), Natalya Rattan (Fisher), Nalini Singh (Inforum), Rita Vine (Faculty & Student Engagement), Mona Elayyan (New College), Nich Worby (Robarts), Kyla Everall (Robarts), Alexia Loumankis (Bora Laskin), Navroop Gill (OISE), Greg Luciani (St. Augustine Seminary), Heather Buchansky (Library Admin).

Regrets: Lucy Gan (EAL), Holly Inglis (BIC)

1. Selection of a minutes-taker

Natalya Rattan

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

- No new business arising.
- Some feedback regarding Judith connecting minutes-taker with speakers – Tim says it was quite helpful.
- Debbie Green will report on Robarts Reference’s reference activities in November. This item was deferred at last month’s meeting.

4. ITS Report – Marc Lalonde

SHELF Browse
- The Shelf-Browse application is live but it’s not hooked up the catalogue yet (should be soon)
- ITS will be using search.library.utoronto.ca to promote new catalogue features.

Rush Cataloguing Service
- The Rush Cataloguing service: items marked “in process” can be requested through a “rush cataloguing” request. This service is available to any library patron, all you have to do is log in with your UTORid to request for the item to be catalogued.

Other
- Marc is working on UTSC’s and Dentistry’s website redesigns.
- MyMedia has been moved to a different server. The only issue is with Audio MP3s.
- Marc, Marlene, and Weijing have been in contact with Serial Solutions about problem solving the links to the American Philosophical Society’s journal articles in databases like Scopus. Until this issue gets resolved, direct users to the catalogue record.
- Judith is back with ITS. Contact her for content changes to the website and other ITS-related feedback.

5. Talking about Users event recap – Eveline Houtman
• Session entitled: ‘Put yourself in their shoes. What really matters to our community?’
• Speaker: M.J. D’Elia, University of Guelph. He is the Head (Acting) of the Learning and Curriculum Support Team at the U of G.
• Objectives of session to explore the community’s perspective; focus on specific segments of users (undergraduates, PhD candidates, etc.); and identify gaps and opportunities for the library
• They used a value proposition design in order to see what matters to the ‘customers’.
• Customer profile map outlined pains and frustrations, and jobs and tasks. Value map explored “gain-creators” and “pain relievers”.
• Value proposition statements were formulated:
  Our _____ help(s) _____ who want to _____ by _____ and _____ (unlike _____).
• Feedback: this was a useful exercise in terms of talking to people outside of the library (Heather).
• Feedback: the exercise showed how valuable it is to comment freely; it also provided an anonymous way to comment (Rita).
• It’s also a useful method to see what services the library is offering that it doesn’t need to offer anymore (i.e. what can we drop?).
• Value Proposition statements were created for research guides, personal librarians, reference consultations, Ask a Librarian and many other services. These are services that we can connect to the user’s needs
• A summary will be written for the Academic Librarians Blog.

6. Links to e-resources in catalogue – Marlene van Ballegooie and Weijing Yuan

• [Slides attached as PDF]
• Discussion of how access is provided to e-resources at UTL, but also a bit about the digital environment that we work in and some of the challenges that are faced when providing access to e-resources.
• Unlike the print environment that is largely based on following a physical item through the processes of selection, acquisition, then through to cataloguing and access, the digital environment is one which is much more fluid and externally focused.
• In addition to libraries, there are also content providers that create and host electronic resources; vendors that help to facilitate and manage access to e-resources; and subscription agents that also play a role in facilitating the purchase of e-resources.
• In this sense, there are more interdependencies, but they are based on one thing: metadata. The metadata about these resources, and our entitlements to them, enable access.
• Marlene provided description of e-resource data supply chain/how e-resource metadata flow through the supply chain.
• UTL relies on an ERM system accompanied by a knowledgebase to help us provide access to e-resources. The knowledgebase is a large datastore of information related to vast expanse of e-resources available.
• Knowledgebases contain fairly basic metadata: title, author, date, standard identifiers such as ISBNs and ISSNss, publisher and URLs. For serials, it also contains the coverage dates and if applicable, the embargo information.
• We need a knowledgebase in the e-resource process since the volume and unstable nature of e-resources defies manual management. Besides volume of content, we need the knowledgebase
to keep the metadata up to date. Content providers constantly acquire and drop titles, and e-resources and URLs change often.

- We are continuing to grow our e-collection. In 2013-2014, we have over 242,000 links to e-journals, which represented over 137,000 distinct serial titles. For e-books, we had almost 1.9 million e-book links, which represented just over 1.6 million distinct titles. Within Serials Solutions, we have 2,328 package titles activated and these come from approx. 400 different content providers. These content providers also range in size.
- Marlene showed how data travels within the library system (the route that resources go to end up in the catalogue) – see chart on pg. 4 of the slides.
- After purchase, the process of getting e-resources to users typically begins with obtaining a title list of purchased content. Normally, Marlene searches for content in Serials Solutions knowledgebase.
- In cases where the purchased resources are not in the knowledgebase, then they will obtain MARC records, either from the vendor directly or OCLC, then they will be loaded into Sirsi and EIR.
- We also subscribe to a MARC record service for our content that is managed in Serials Solutions. The 360 MARC Updates service provides the library with regular content updates and MARC records that combine bibliographic data with the holdings information, that is the URL links, that are maintained within the system.
- Access challenges include: metadata supplied by content providers is often incomplete or flawed; packages in the knowledgebase sometimes do not match purchases; there are issues with Serials Solutions title matching and data normalization; perpetual access (content providers don’t always provide access for what they have sold you previously); there are frequent time-lags between getting data from the publisher into the knowledgebase; some publishers are unwilling to work with ERM vendors; and we come across issues with MARC record quality.
- Communication will be the key to success. We need to work across departmental boundaries and express needs to publishers and knowledgebase providers.
- Also important: promoting the use of standards (KBART – Knowledge Bases and Related Tools), document entitlements, monitor the ERM and accept it won’t be perfect.
- Discussion regarding how JSTOR’s holding dates are not always accurate. There is usually more content than the holding statements provide.
- There are some legacy data issues, i.e. duplication stemming from migration. “Connect to resource” also indicates a legacy record.
- All of the links are not always displayed in the search results screen. An example shown was with ‘Child and adolescent’ psychiatry.

7. Strategies for reference with members of the public – Group discussion

- Item deferred

8. Student Engagement Update – Heather Buchansky

- Upcoming Event: Student Journal Forum
- Had some interest from grad students, so opened it up to a wider group beyond undergrads
- Hoping for more attendees, so please help spread the word to any student journal editors or faculty advisors of journals you may know
• Info and links to registration can be found on the UTL homepage in the 'What's New' and 'News' section (have already reached out to FAS student unions, known undergrad journals...but doesn't hurt to remind them!)
• Link: https://onesearch.library.utoronto.ca/news/student-journal-forum-october-22
• Thurs. Oct 22 from 10-4:30pm with short talks throughout the day, student journal editors will be presenting, as well as Mark Kingwell, Philosophy prof and notable author and editing experiences, librarians on OA/Copyright, peer review, and OJS

UTL Undergraduate Research Prize
• Having the eligibility, criteria and prize categories reviewed by committee, including faculty
• Will begin promoting by November, and will provide updates once the website is up
• Prize is for creative, effective and innovative use of information services and sources; will keep the criteria broad, as we want to include assignments that look at data/stats, which are freely available online, but may have consulted a librarians
• Open to all first-entry undergraduates on all 3 campuses

9. Reference collaborative training initiative recap – Judith Logan

• Follow-up discussion about collaborating on reference training for new student staff members.
• Review of Confluence calendar, which shows upcoming training sessions that are open to reference staff and students from other libraries (link to calendar can be found here: https://connect.library.utoronto.ca/display/REFSERV/Reference+training. Speak to Judith if you have any issues accessing it)
• There are upcoming training sessions on government information in the end of October and beginning of November
• The Robarts Reference sessions so far have been pretty well-attended.
• If other libraries have training sessions and are willing to let others come, contact Judith and she’ll add it to the calendar.
• There is also a section on the Confluence wiki where you can upload/share your library’s training documents, handouts, links and other materials. Several libraries use these manuals to train their students.

10. OISE reference hours – Pat Serafini

• Upon conducting study of library’s busiest reference times, new OISE reference hours are: Monday-Thursday: 11:00 a.m. – 6:00 p.m., Friday: 11:00 a.m.-5:00 p.m. There are no Saturday and Sunday reference hours, all questions can be referred to Ask a Librarian.

11. Other business
• Nalini is wondering if other libraries have storage space and what they do with it. She needs to justify keeping the Inforum’s storage space.
• Nalini also wants to know what other campus libraries do with their records, and if any of them have records programs for their library. What kind of records do other libraries have and how long do they hold onto records? She is currently following UTARMS retention and disposition guidelines but just wants to generally know what other librarians are doing with their records.
Judith will be stepping down as Chair soon, and would like to begin 2016 with a new Chair. We will try to elect a new chair at the next meeting. Interested candidates can contact Judith for more information about the position.

Meeting adjourned.

Next meeting: November 11, 2015