Reference Services Committee Meeting Minutes

Sep. 9, 2015 9:30—11:00am

Alice Moulton Room—Gerstein Science Information Centre

Present: Judith Logan (Chair, Robarts), Richard Carter (Kelly), Chad Crichton (UTSC), Debbie Green (Robarts), Helen He (Dentistry), Holly Inglis (Rotman), Sooin Kim (Bora Laskin), Marc Lalonde (ITS), Joan Links (Media Commons), Courtney Lundrigan (Trinity), Tim Neufeldt (Music), Patricia Serafini (OISE), Andrea Shier (Criminology), Rita Vine (Faculty & Student Engagement), Jenaya Webb (OISE), Navroop Gill (OISE), Bridgette Kelly (OISE), Kyla Everall (Robarts), Mona Elayyan (New College), Jennifer Toews (Fisher), Alexia Loumankis (Bora Laskin), Greg Luciani (St. Augustine Seminary), Carey Toane (Gerstein), Stephanie Orfano (Scholarly Communications & Copyright)

Regrets: Heather Buchansky (Student Engagement), Heather Cunningham (Gerstein), Angela Henshilwood (Engineering)

1. Selection of a minutes-taker

Tim Neufeldt

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

- It might be helpful if presenters send their notes/slides to the minute taker
- Joan Links said it would be enormously helpful based on her experience last meeting; We’ll try to see how that goes
- ACTION: Judith will connect minutes-taker with speakers

3b) Training sessions & Confluence

- Presently there is quite a bit of duplication of training across campus
- Judith will try to connect new recruits to go to other sessions when/where training is available
- Sending library must pay for the time
- Sending library must contact hosting library to confirm the option/attendance
- Sessions will be scheduled on Confluence
- Speak to Judith for a Confluence link
- Robarts is open to having new trainees to come to their sessions
- If other libraries have training sessions and are willing to let others come, contact Judith and she’ll add it to the calendar
- Begin with a trial session; we’ll see if it’s worth continuing; why not share?

3c) BrowZine

- Judith brought posters for Browzine that people can take back to their libraries
- Trying to reach grad students and faculty
- Browzine now available and fully functional for Android and Apple tablets and smartphones
4. ITS Report – Marc Lalonde

- Reporting on some of the updates we've done
- Upgrades on some of the sites
- Re-skinned the classic catalogue; all other functionality maintained
- Links for help tips weren't working so re-linked; let Marc know if there are others or if they should be added/removed
- Updated ITC hold application; also header and footer
- Earth and math websites ready to go and need a few more tweaks
  - They will go live with responsive themes
  - Others in queue
- Marc will work on Reference titles "horrible lists" to make them look better
- Other small tweaks, e.g. journal search in catalogue, behaviour is limited to journal, now will be "journal title" so better search
- Also, journal search from home page is NOT a journal title search so the journals searched for don't appear in the "journals" box; tweaking to adjust
- Suggestions that only e-journals appear in the "journals" box;
- Previously, databases end up in the journals box, e.g. Medline, because currently our journals are sitting in serials solutions, which only has 2 types of objects: serials or books. We put them under journals. Title maybe should be changed to "Journals and Databases". What to do?
- Question from Courtney: how would a user know the difference between the two?
- Suggestion to add "database" to about 700 titles; or take them out of serials solutions and put them in the ERM and re-load with proper marc records
- Title confusion is only temporary issue
- Rita: this is the kind of question where we need user experience
- Get Lisa to do some user testing and see what results come up
- Will leave it as is until further notice
- Will contact Marlene and see where moving the databases is on her list of priorities

SHELF Browse

- in the last 3 weeks: built a new application to do this
- [live beta site called up on display]
- Concern from faculty: many of our physical items from Robarts are going to Downsview
- Building virtual shelf browse to accommodate this concern
- Eventually build it into the catalogue
- Right now it's outside of the catalogue; users should experience seamless transition in and out of the catalogue
- “Browse shelf" link appears beside call number in item display
- Any suggestions as to name?
- "Chosen" item appears in shelf browse display in the middle of the page and is highlighted in yellow with clear red arrow demarcating the chosen item
- Moves to "global" library call number display and NOT local, originally chosen library
- Chance to limit to libraries
- Drop down menu lists the original libraries the chosen item was available at, at the top (followed by a divider), to give users a chance to limit their browse to the original holding libraries
- Other libraries are listed below the divider
- Choosing an alternate library from the list will default the call number search to the next call number in that library
- Looking forward to hearing feedback; this app can be tweaked and updated as needed
- Also includes "vertical" view and not just horizontal; will be useful for tablets and phones
- Since it's a new feature, ITS may add a "pop up" to draw attention to the new feature (not just shelf browse); link will take users to a page describing new feature
- Can tweak to prevent e-resource call number shelf browse
- Designed for LC; hopefully supports Dewey in call number order as well
- So, Dewey items with same title will not be in same call number range as LC
- Feedback button will be in place for feedback

5. Signage and Wayfinding Research — Jenaya Webb

- [Slides attached as PDF]
- Project started at the ref desk; significant number of directional questions
- [list of research questions on slides]
- "participant driven photo elicitation" (PDPE)
- Suited to the study of spaces
- Participant-driven interviews and findings
- Give participants a list of 3 tasks and give them an iPad to capture the event
- As they're wandering around, trying to find this book, ask them to take pictures of signage, tools they use, etc, and any items they used that help them
- Take photos of things that strike them as important to talk about later
- Participants would wander about 45 min, then come back / interview for about an hour
- Test phase in January: 6 participants; starting next round this term
- One of the key findings so far is that OISE is very inconsistent with how they use signage and direct students
- Also opportunity for students to talk about parts of the library they like and don't like
- Drawing on student feedback to improve signage and spacing; service improvement
- Students are keen on talking about photographs they took;
- Provides great follow-up interviews

6. Course Reserves Module in Blackboard — Stephanie Orfano

- Background: previous years, copyright office loaded course syllabuses to library resources pages in Blackboard
- Module built into every BB "mypage" of instructor and student
- The PDF guide on the copyright office’s site is meant for library staff, so we know what we're looking at if asked by students
- [live demonstration]
- Link from BB takes user outside of BB to a webpage with course listings
- Includes clear labels of content; possibility for tagging
- Eventually faculty can add their own content
Copyright office does background work to ensure compliance/legitimacy of content
Course reserves link from main blackboard page; students have to go back to their main BB page from the course page to launch it
RITA: could there be a live link in the course BB page?
DISCUSSION: Concerns over whether statement needs to be in place inside course shell rather than from main BB page
Putting the readings straight into BB will be the future direction so users won't ever leave BB
In the meantime, it's available as a link
Concerns over print v. electronic course reserves
Wording needs to be changed to distinguish between physical items that are also STL and e-resources
Email Stephanie if you're interested in more details

7. Reference check in – Debbie Green

- Postponed until next month

8. Other business

- [None]

Meeting adjourned.

Next meeting: Oct. 14, 2015