

Reference Group Meeting Minutes

Present

Sofia Birden - University of Maine at Fort Kent
Bill Grubb - University of Southern Maine
Jim Charette - Portland Public Library
Nancy Lewis - University of Maine
Peggy O'Kane - Maine State Library
Laurie MacWhinnie - University of Maine at Farmington
Ben Noeske - University of Maine at Machias
Jess Isler - University of Maine at Augusta
Evelyn Greenlaw - University of Southern Maine Lewiston-Auburn Campus
Shiva Darbandi - University College
Elaine Apostle - Maine State Law and Legislative Reference Library

Minutes

- Fate of Large Reference Sets (Peggy O'Kane)
 - How many do we need in the state?
 - Who will house them?
 - University of Maine weeded their large sets as soon as the electronic versions became available. UMFK has one small wall for reference, and even that little bit is not getting used. PPL patrons are still accessing the collection, but there is a tendency to move towards the electronic collections. There is also an annex, where PPL keeps things they have to keep.
 - Colby, Bates, Bowdoin, etc.
 - Bowdoin thinks they might have to keep everything so as to avoid the same issues caused when Colby moved items to their storage facility.
 - Next steps
 - There will likely be an update about this to MELIBS soon.
- Discovery Services Update
 - Those who still have Summon have switched to version 2.0 and will have it for the next 18 months, which should provide time to conduct further analysis. This will also give time to provide a report to the directors in time for their summer retreat. None of the campuses are opposed to tweaking it.
 - Tim Pellet has offered to help any campuses that need assistance. Jen Bonnet at UM has also offered to help as a resource person, and Sofia can't guarantee she can answer every question, but she's happy to help too.
 - There was little response about forming a group to finalize the discovery service. Perhaps the Reference Group should do this as a whole. Campuses responded by indicating a lack of time to work on another subcommittee.
 - UM

- UM has features such as librarians and best bets connected. Jen Bonnet is working on it. UM is very busy with recent changes, so it's hard to commit staff time to yet another group.
 - UMFK
 - UMFK has got their banner up, the side pieces have been integrated, and best bets are up. Sofia's experience is that the more you get used to it, the more you become familiar with what a discovery service can do. It helps you understand whether or not you like it. That's why it's really important to do those parts.
 - USM
 - Bill doesn't like Summon and most of the staff don't like it. No matter how much you work with discovery services, it'll never be anything we want. He's not sure he could contribute a whole lot or that the staff would want to participate right now. Not sure is his answer.
 - UMM
 - Ben would be willing to be part of the group, but he is only on a nine month contract, so any work done would have to be done by May.
 - UMA
 - Jess is happy to help with providing information but cannot join a committee.
 - OCLS
 - Shiva is not sure about the kind of expertise she could contribute but will help when she can.
 - UMF
 - UMF dropped Summon. Laurie is happy to be able to discuss in overall conversations. They can't see or use Summon, but they can be involved in overall conversations.
 - MSL
 - Peggy knows that Tim has been having lots of trouble with EDS and getting the links to the other providers to work.
- Chat Services Update
 - The library directors will talk to their own staff to get more information about chat services.
 - They would like to see stats from the last two years by month if possible with the understanding that different campuses use different services.
 - They also want to know about texting tools. What are our thoughts? Should we be thinking more about texting options?

Nancy stated that no large conversations are needed. We just need to collect the data. Nancy will contact Leslie to find out a due date for this request from the directors. Sofia would like to see members add their thoughts on texting in addition to the data on chat.

 - PPL has been doing it in Portland for a year and a half not advertised outwards. It has been fairly active. They use Mosio. UM also uses Mosio. They don't get a huge amount of use, but it is a good selling point for students.
- Tutorials Update
 - It's been a little while since there was a tutorials update. The last month that a tutorial went up was six months ago. Is this still a wanted resource and use of time?

- UMF has them linked in their library guides, but do not have a way of tracking the use. It's good to link to it and mention it during library sessions. Remind people that it's out there and use it.
 - UMF hasn't used Camtasia that much but making library specific tutorials using PowToon. More training would be great. BJ Kitchin will come to your campus if you reach out to him.
 - Shiva and Sofia are working on campus specific tutorials so it's hard to find time to make general ones. Sofia says while she redoes her old ones, she is creating new ones with the larger group in mind.
- Subject Headings
 - Sofia emailed out a document about subject headings to the group. It shows the process the Cataloging Committee goes through prior to sending to subcommittee. When you go to the Mariner page you can sort by subjects. When you do this you should have certain databases and resources. This hasn't been maintained in the past. The subject of science for example has a number of unnecessary databases underneath it, for example CQ Researcher. A general database like that should not be under science. A subcommittee of the cataloging group worked hard for the last several years to update, cleanup, and fix subject headings. At this time they think it's time the Reference group take it on when a new database comes in. They'll still catalog it and then someone from the Reference group will decide where they want it. The Reference group should also keep an eye on the databases to periodically check for errors. It is not an individual decision because we all use these databases. We might have a better idea where these should be located than cataloging.
 - UMF and USM were in favor of the Reference Committee taking this on. No one was opposed. Sofia will update the group with any new information from Cataloging, especially once things calm down in regards to discovery.
- Retreat
 - Members of the group expressed an interest in a retreat or at least a face-to-face meeting to discuss important topics. Evelyn will create a doodle poll and send it out. Sofia will explore the economic atmosphere for an in-person meeting.
- Mission
 - Jess wondered if there has ever been a specific mission statement or charter for the committee. It might be helpful for new members to know goals and shared mission. Sofia will inquire with Leslie and a few others.
- New Chair
 - Sofia believes it is time to pass the chairing responsibilities of the committee to someone else. She has asked members to think about this with hopes of a transition by this summer.
- Individual Library's/Campus' Updates
 - UM
 - UM now has one reference department with all of the reference librarians including the librarians at the Darling Center. Service is still the same. This mostly an administrative change. Some of the reference librarians have moved their physical location in the building.

- UM just hired a new education/psych librarian, Amber Gray. She will start April 1st. There is a position open for a biological sciences librarian.
 - MSL
 - School librarians are talking about LibGuides on MELIBS, so there is an opportunity to help high schools. Peggy will share contact information for a high school librarian in Falmouth with the group.
 - MSL has been selected as a service hub for the Digital Public Library of America. If you are working on digitization projects, you may be contacted by MSL. DPLA will likely go live in July.
 - There is restructuring and we won't know which of the two different directions will go until they hire a director of reader and information services. There is a new titles for this position, which was last held by Jamie. Hopefully the decision is made in next three or four weeks. But there might not have a designated head of reference; it might be a rotation of various individuals.
 - USM
 - For Bill Grubb and UMS, a core online reference collection is something that would be ideal. Perhaps this could be purchased together, titles could be added, and it could be promoted as an online collection that could be linked to from online. Laurie likes that idea but there are funding issues. This is why a system purchase would make sense. The URSUS Shared Resources Committee is meeting March 5th. Lanny Lumbert at USM is retiring, and he will leave at the end of June. Bill Grubb will be temporarily sitting on the committee.
 - USM had a big budget cut, so they lost a number of positions with restructuring. Lanny will retire in June. There now is no longer any collections management department though this work is active. Cassandra in access services has different duties. She is working on the digital end of things. Carolyn is gone. David Nutty has been given extra duties. He is now also the head of professional and continuing education: summer courses, online courses, etc. USM is waiting for a decision on a new president and on a new head of CTEL, which David currently oversees.
 - Overall their reference questions used to go slightly up for the last five years. Now they're gradually going down. They have a learning commons, and they lose a few questions to the desk assistant. That seems to be a trend.
 - Sofia suggests encouraging service point centers to tally their stats and pull those reference questions.
 - UMF
 - Their IT librarian is done as of July. Another position will go to 9 months. The Kalikow Center is going to a 9-month schedule. That takes UMF from 5 librarians to 2 professional librarians. Lots of shuffling. Lots of faculty are retiring who opted to take the early retirement incentive.
 - Their reference stats have been going down for five years, but it is because they pushed subject librarians and people bypass the reference desk. There is one service point learning model and students are not good at keeping track. Trying to work on a new method to capture those. They didn't have a lot of time to train.
 - UMM
 - UMM recently had their evening supervisor depart so instead of replacing him Ben got more hours. They are relying more on students now.
 - UMA

- They advertised a vacant librarian position and hopeful that the search will be complete soon with an unsure start date. Full time librarians would go back to two, plus OCLS. Ben is still at the Bangor campus and providing interim director duties for the Augusta campus.
 - UMA Switched to LibGuides 2.0.
 - There will be a website transition from Joomla to Wordpress. Jess will send out information on various Maine library listservs so you can be aware of that change in case it impacts any links that you have.
 - PPL
 - They are in the process of interviewing for a new director and suspect that it will be announced sometime in March. Jim is on the committee. The PPL structure is a subject team concept. They just hired a reference person to concentrate on community health.
 - By the end of June, they hope to have plans for renovation of downtown library.
 - UMFK
 - UMFK has no changes, with work going along as usual. They've been working with Augusta. Shiva and Sofia are working together on nursing.
 - Maine State Law and Legislative Reference Library
 - They are very busy in the reference area because down one staff member. Hope to interview next month.
 - They are continuing to digitize the legal collection as much as they can. As trial court libraries offer fewer and fewer services, it's important to provide those services. Please feel free to contact Elaine or the library with questions about the new digitized process. There will be tutorials and training once everything is up and running.
 - Their website will be changing in the next month or so. Legislature changed their site, so now the library has to as well. They are boxed into a template, but they will try to keep as much of the info as is on their current site.
 - University of Southern Maine Lewiston-Auburn Campus
 - Adding to what Bill said, there were quite a few cuts between faculty and staff. All four librarians were affected. Evelyn is starting July 1st on a nine month contract working four days a week. Currently she is off January break and June and July. Other three staff cut to 11 month contracts. Trying to do a lot more things collaboratively with Portland and all of you.
 - UMPI
 - As you know Kim Sebold has been the interim Library director, part time. They hired a new Director, Anna Wong. She will be at the URSUS Shared Resources meeting. The search went well. Sound like most of the staff have retired, not sure if Ginny is coming back. She is currently on medical leave. Only person there is Michelle. She's a library specialist to keep things going. Leslie has been helping getting them started with shifting, etc. due to moving and rug installation. Unsure about other positions.