Information Services @ the Faculty of Information:
Catalogue of Services Offered as of June/July 2014*

*This catalogue is a work-in-progress. Due to financial constraints, some services have been eliminated or scaled-back as of September 2014.

About the Information Services Unit (IS):
The IS team of academic and professional staff provide services and resources that enhance the teaching, learning, and research endeavours of the iSchool. Information Services staff run the Inforum – a specialized academic library and community hub at the iSchool. In addition to collection development, reference and research expertise, workshops, and professional & community-enhancing opportunities, the staff also offers information technology services, and web infrastructure services. Our work provides intellectual, social, physical, and digital linkages that contribute to the strength and vibrancy of the iSchool community.

Service model:
Our services are primarily used by members of the iSchool community. They are tiered with respect to our different user groups, which include iSchool faculty, PhD students, Masters students, and staff; alumni; other members of the U of T community; and, members of the public, including alumni. We provide customized, local services to a specialized community of users with a one-stop, integrated approach to service delivery. We work with faculty members to complement and support the iSchool curriculum in various ways. Given the nature of our main user groups, we aim to incorporate best practices and transparency in our practice/praxis in the provision of information services.

Purpose of this catalogue:
This catalogue of services is meant to convey the scope of our various services, and can be used to allocate portions of research grants towards certain services as appropriate.

Brief list of services:
- Opening hours
- Staff availability
- Facilities
- Technology loan program
- Printing, copying, & scanning services
- Collection access services
- Dissertation services
- Circulation services
- Interlibrary loan services
- Instructional services
- Course support services
- Course repository service
- Reference & research services
- Professional consultations
- Liaison librarian
- Event host facilities
- Exhibitions & displays
- Other public/information services
- IS social media services
- Outreach services
- Digital content services

IT SERVICES
- IT support services
- Computer workstation access
- Network infrastructure
- Web infrastructure
- Networked software
- Client software
<table>
<thead>
<tr>
<th>OPENING HOURS</th>
<th>Service hours:</th>
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<tbody>
<tr>
<td></td>
<td>◆ Fall &amp; Winter terms – 69.25 hours/week</td>
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<td></td>
<td>◆ Summer term – 48 hours /week</td>
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<tr>
<td></td>
<td>◆ Intersessions – approx. 37–40 hours/week</td>
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<tr>
<td></td>
<td>For faculty members &amp; PhD students: 24/7 Inforum fob-enabled access</td>
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<tr>
<th>STAFF AVAILABILITY</th>
<th>Key service point:</th>
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<tr>
<td>Purpose:</td>
<td>The Inforum Information Desk is the key service point for in-person, telephone, and email assistance (<a href="mailto:help.ischool@utoronto.ca">help.ischool@utoronto.ca</a>) and is staffed during opening hours. Chat service is available in the evenings and Saturdays during Fall &amp; Winter terms.</td>
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<td>Individual staff members:</td>
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<td></td>
<td>Contactable via email or telephone – See list on the Inforum website.</td>
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<td></td>
<td>For IT staff availability – see IT SUPPORT SERVICES</td>
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<tr>
<th>FACILITIES</th>
<th>For the iSchool community:</th>
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<tr>
<td>Purpose:</td>
<td>◆ 22 networked workstations, incl. 6 iMacs, in pods and alcoves (not counting technology loan program)</td>
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<td></td>
<td>◆ Group study rooms with whiteboards and smart LCD TVs, bookable on a first-come, first-served basis, and also in advance.</td>
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<tr>
<td></td>
<td>◆ Quiet study space</td>
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<td></td>
<td>◆ Electronic classroom 417</td>
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<td></td>
<td>◆ Booking of other iSchool-controlled rooms upon request: 116, 212, 224/5, 307, 321A, 507, 538, 626, 713, 728</td>
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<td></td>
<td>◆ Access to supplies: staplers, paper-cutter, hole punch, earplugs, hand sanitizer, display and exhibition supplies, etc.</td>
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<td>For all users:</td>
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<td>◆ Open area workspace with modular, reconfigurable furniture, seating up to 25 people.</td>
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<td>◆ 13 individual study carrels with task-lighting and electrical outlets</td>
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<td></td>
<td>◆ Armchairs in alcoves and groupings</td>
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<td></td>
<td>◆ Wifi throughout the space</td>
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<tr>
<th>TECHNOLOGY LOAN PROGRAM</th>
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<tbody>
<tr>
<td>Technology bookings and loans for personal or classroom use</td>
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<tr>
<td>Multiple bookings and loans for classes: can be set aside in advance, with two weeks’ notice.</td>
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<tr>
<td>Bookable technology includes digital projectors, voice recorders, a still camera, and a webcam: these items can be booked in advance</td>
<td></td>
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<tr>
<td>Loanable technology circulates through the same system as books, and is available on a first-come, first-serve basis:</td>
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</table>
Available technology includes laptops, tablets, laptop accessories (external keyboards, mice, power adaptors, dongles, extension cords), e-book readers, digital cameras and tripods, headphones and microphones, USB keys, and speakers.

iSchool Technology Fund: Consultation, advising through staff liaison roles on the Tech Fund committee, purchasing, and set-up of resources for circulation by the public services & circulation technician.

**PRINTING, COPYING, & SCANNING SERVICES**

- Desktop & wireless printing & copying – self-serve: B&W and colour
  - Faculty members & PhD students: free with access codes
  - Masters students: at cost
  - Other users: at cost
- Poster printing – staff-operated: Individual posters for conferences & presentations, and for class assignments
  - Faculty members: Free of charge for FI business or research
  - Other iSchool community members: $10/linear foot.
- Scanning – to email or USB sticks
- Staff assistance with printing, copying, and scanning problems

**COLLECTION ACCESS SERVICES**

**Purpose:**
To collect and provide access to information resources in various formats in the information and museum studies disciplines, in order to support the teaching, learning, and research activities of iSchool students and faculty, while also responding to the information needs of scholars and practitioners.

- Acquisition of monograph, serial, and other resources for the Inforum collection as per our *Collection Development Policy*
- Maintenance of a New Acquisitions online database – publicly available
- Cataloguing of resources for inclusion in the University of Toronto Libraries union catalogue
- User-generated requests for titles for Inforum purchase or subscription (online form)
- New Book Display across from the Inforum Information Desk
- Current Periodical Display for new issues of selected titles
- Retrievals from on-site storage – same day, upon request.
- Retrieval service from 5th floor for users, upon request
- Search service for missing/misplaced items

*For iSchool students, staff, faculty, alumni, and UTL librarians*

- Rush cataloguing services with a turn-around time of 2 days (online form).
- Browsing of our items-in-cataloguing shelves by appointment

**DISSERTATION SERVICES**

- Maintenance of an online bibliography of completed iSchool dissertations – [http://current.ischool.utoronto.ca/theses](http://current.ischool.utoronto.ca/theses)
- Acquisition of up to 2 print copies of dissertations to support PhD students’ work (subject to availability). The copies are added to the Inforum collection, then loaned to the PhD candidate for an extended period.
<table>
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<tr>
<th>CIRCULATION SERVICES</th>
<th>Loans, returns, renewals, and holds for books and other materials to all users – in-person and by telephone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose: To provide loans of Inforum items to students, faculty, staff, other members of the U of T community, and members of the public.</td>
<td>Extended loans (90 days) for iSchool faculty, PhD students, and staff.</td>
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<td></td>
<td>Course reserve collection (short-term loans of items on iSchool course reading lists).</td>
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<td></td>
<td>Special loans of non-circulating items for class presentations, etc.</td>
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<td>Curation of special collections for class use, upon request.</td>
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<td>Accepting and negotiating library fines.</td>
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<td></td>
<td>Modifying patron information in Sirsi.</td>
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<td></td>
<td>Assisting users with circulation-related issues: e.g. search for missing items, help with using RACER.</td>
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<tr>
<td></td>
<td>User registration service for free Inforum borrowing cards: e.g. for iSchool alumni, information and museum professionals in the community, and other members of the public.</td>
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<td></td>
<td>For circulation of technology, see TECHNOLOGY LOAN SERVICES</td>
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<tr>
<th>INTER-LIBRARY LOAN SERVICES</th>
<th>Lending of Inforum items to users external to the University of Toronto community (local, national, international) via the UTL ILL system, RACER.</th>
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<tr>
<td></td>
<td>Lending of Inforum items to users from the Scarborough and Mississauga campuses via inter-campus delivery (ICD) via the ‘Request’ function of the UTL catalogue</td>
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<tr>
<th>INSTRUCTIONAL SERVICES</th>
<th>Development, coordination, and delivery of iSkills workshops (Fall &amp; Winter terms, with about 30–40 unique sessions per term), specifically catered to the needs of MI &amp; MMSt students, in order to build their competencies related to:</th>
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<tr>
<td>Purpose: To provide professional, academic, and technical workshops that complement and support the iSchool curriculum, in order to provide a solid foundation to the practical and theoretical content of the MI &amp; MMSt programs.</td>
<td>o Academics &amp; research</td>
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<td>o Professional &amp; career development</td>
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<td>o Technology use &amp; production</td>
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<td>Orientation Week workshops, tours, and online tutorials to facilitate new students’ navigation of physical and digital iSchool environments.</td>
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<td>Mandatory workshop on <em>Code of Behaviour on Academic Matters and citation practice for all incoming students</em></td>
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<td>Embedded and supplemental workshops developed and delivered within iSchool courses: one month advance notice</td>
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<td>Ongoing addition of new workshops to the iSkills roster in order to address emerging needs resulting from expanding curriculum and the dynamism of the information landscape</td>
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<td>Guest lectures for iSchool courses: one month advance notice</td>
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<td>Drop-in sessions upon request</td>
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For all iSchool community members:
| **COURSE SUPPORT SERVICES** | **Purpose:**
To facilitate student access to course-related resources by enhancement of course reading lists, and to provide information on the most up-to-date versions of texts and other books, to instructors.

For *iSchool* faculty members and adjunct instructors:

**Reading List Service:** Checking and enhancements of course syllabi and reading lists that include:
- Checking that readings are accessible to students through the Inforum, elsewhere on campus, or online.
- Citation verification and correction for completeness of information.
- New edition alerts.
- Link embedding for online articles.
- Copying and scanning within copyright restrictions.
- Blackboard uploading of digital readings within copyright restrictions in designated Institutional folder.

**Course Reserve collection:**
- Maintenance of a short-term loan collection of Inforum items made up of required and recommended readings for *iSchool* courses.
- Preparation of course-related binders and boxes.

Other course support services as agreed to, from time to time |
| --- | --- |
| **COURSE REPOSITORY SERVICE** | **Purpose:**
To collect and make available *iSchool* syllabi for courses offered each term

- Maintenance of the *iSchool* online Course Repository, a database which houses syllabi for all *iSchool* courses taught during Fall, Winter, and Summer terms.
- Collection, processing, and uploading of syllabi two weeks after the beginning of classes in each term.
- Implementing and updating policies related to the repository and its uses |
**REFERENCE & RESEARCH SERVICES**

**Purpose:**
To answer reference questions and provide research assistance in the area of information and museum studies, in a tiered model to different user groups, in a variety of modes throughout the year.

**Service availability:** In-person at the Inforum reference desk 8–10 hours/week during Fall & Winter terms; available at most other times by request (in-person, email, telephone). Also available via chat during evenings and Saturdays in Fall and Winter terms.

*For all users*
- **Quick reference:** Provision of answers to factual questions that can be readily answered, e.g. finding books, articles, and other resources, questions about citation formats, checking bibliographic information, and how to access and use U of T Libraries e-resources
- **Reference collection:** Provision of non-circulating information and museum studies-themed reference material relevant to the curricular concerns of the iSchool.

*For iSchool students:*
- **One-on-one research consultations:** To assist students in: articulating their information needs, identifying the best sources for papers and assignments, improving their use of research databases, formulating effective search strategies, getting started on assignments, etc.

*For iSchool faculty members, instructors, and staff:*
- **Research services** that include:
  - Literature searches for research projects and course syllabi
  - Provision of customized information resources for individual courses, e.g. resource guides, subject bibliographies, LibGuides, and research skills handouts.
  - Consultations relating to course assignments and lectures
  - Facilitating access to, and provision of consultations on, effective use of UTL e-resources
  - Facilitate access to UTL services and personnel, as required

**PROFESSIONAL CONSULTATIONS**

**Purpose:**
Sharing of experience and expertise with information and museum students.

*For iSchool Masters students:*
- Information interviews
- Job shadowing opportunities
- Individual consultation, mentoring, and/or demonstrations, relating to Inforum work processes
| **LIAISON LIBRARIAN SERVICE** | Liaison librarian for information flow between the central UTL system and faculty members, e.g. copyright information  
Support to MOOCs originating in the Faculty: e.g. finding and checking the accessibility of course readings; citation assistance.  
Connecting iSchool faculty with resources and personnel from the UTL system upon request, e.g. class speakers, panel presenters. |
| **EVENT-HOSTING FACILITIES** | Use of the Inforum 4th floor space for hosting iSchool events:  
**Large-scale social events**: annual Convocation receptions, welcome & end-of-term teas  
**Academic events**: course-related student exhibitions, conferences  
**Professional development events**: networking opportunities, panels, roundtables  
**Recruitment events**: Meet-and-greets with prospective students  
**Occasional external events**: e.g. Toronto District School Board book launch, Doors Open Toronto  
For each event, an Inforum point-person and IT support person are available to coordinate with the event organizers. |
| **EXHIBITIONS & DISPLAYS** | Exhibitions: Class-related projects, as well as Information Services-curated exhibitions are mounted in the 4th floor lobby and the 4th Inforum display case throughout the year.  
**Book displays**: Newly catalogued books; also topical themed displays, often with accompanying annotated bibliographies, e.g. open access, LGBTQ professionals and services, careers in information and museum studies, social justice, green/sustainability  
For each display/exhibition, an Inforum point-person and IT support person are available to coordinate with exhibition organizers. |
| **OTHER PUBLIC/INFORMATION SERVICES** | Online suggestion box on the Inforum/IS homepage  
Inforum tours during Orientation week, and at other times of the year upon request for prospective students, visiting scholars, job candidates, and others.  
Green Notebooks compiled from used paper and sold for $1 each. |
| **IS SOCIAL MEDIA SERVICES** | Maintenance of Twitter and Facebook accounts to meet and interact with current and potential stakeholders (i.e. students, professionals, prospective students and faculty members in their 'neighborhood.') |
| OUTREACH SERVICES | Production of brochures, LCD screens, and other informational material  
| Purpose: | **Personal Librarian Program**: to provide enhanced personal academic support to all incoming Masters students in all concentrations and collaborative programs.  
|  | **Community drives**: Annual food and clothing drives for the U of T student food bank.  
|  | **Toronto Seed Library branch** – seed exchange service open to the community.  
|  | **Librarian-in-Residence** program – offers opportunities for iSchool students to build relationships with UTL professionals through the provision of discipline-specific reference service, while simultaneously infusing the expertise of UTL colleagues into the iSchool  |
| DIGITAL CONTENT SERVICES | Content creation and coordination of the Information Services section of the iSchool website  
| Purpose: To maintain a digital access point to inform and engage users about all things Information Services. | Provision of online services such as: rush cataloguing, new titles listing, acquisition requests, instructional handouts & videos, chat service, subject bibliographies, requests for extra computing resources  
|  | **Book review project**: opportunities for students to publish book reviews of Inforum new titles.  |

*This is a brief synopsis of IT Services. The section needs to be fleshed out further.*

| IT SUPPORT SERVICES | For the iSchool community:  
| Support email – support.ischool@utoronto.ca – continuously monitored through a ticketing system  
|  | Telephone and walk-in support during business hours  
|  | Classroom technology support service to iSchool-controlled classrooms and labs, and deployment of Faculty equipment in 313 & 319.  
|  | Communication support: e.g. teleconferencing, videoconferencing  
|  | Event support, e.g. student conferences and exhibitions, faculty and PhD research days, colloquia, etc.  
|  | Staff and faculty support related to workstations and devices  
|  | Student support related to iSchool workstations and devices  
|  | Support related to wireless access connections  |

| COMPUTER WORKSTATION ACCESS | For the iSchool community:  
| UTORid synchronization so that users can login to any of workstations in the Inforum and e-classrooms.  
| For guests and members of the public |
| NETWORK INFRASTRUCTURE | - Public workstations (2) for members of the public for short-term academic-related use, with printing for a fee.
- Guest logins available for visiting scholars and librarians upon request
- Training logins for continuing education courses in e-classrooms.

| WEB INFRASTRUCTURE | - UTORid network accounts for the iSchool community
- File storage space (Masters students = 1GB, faculty = 10GB, staff
- Server maintenance and documentation
- Maintenance of networked resources
- Data back-up, archiving, and restoration
- Asset management, control, and disposal
- Protection of the Faculty against intrusion and other security incidents
- Office workstation refreshing
- Battery (UPS) back-up and maintenance and configuration
- iSchool Technology Fund: Consultation, advising, purchasing, and set-up of resources.

| NETWORKED SOFTWARE | - Development, implementation and support of the iSchool’s web infrastructure in order to meet its administrative, teaching, and research goals.
- Make available software applications that serve the needs of the iSchool community.

| CLIENT SOFTWARE | - iFiles, a system that allows users to transfer large files securely.
- Participation in the Microsoft DreamSpark program (free provision of research-related MS software to eligible students for instructional purposes).
- Participation in the Microsoft Campus Agreement, which provides the iSchool with free access to Microsoft service and desktop operating systems.
- A subset of this agreement is the Microsoft Home Use Program (allows faculty and staff to purchase up to 2 MS Office Professional licenses for installation on personally owned machines for $11.00 per machine).