

UC Circulation Advisory Group Teleconference Minutes – March 31, 2010 (10am – Noon)

Attendees: John Bareford (UCI), Jon Edmondson (SRLF), Marianne Hawkins (UCD), Claudia Jimenez (UCSB), Mark Marrow (UCB), Sahra Missaghieh Klawitter (UCR), Andy Panado (UCSF), Valerie Rom-Hawkins (UCLA), Jason Schultz (UCSD), Josephine Stovall (UCSC), Sarah Troy (UCSC), Mary Weppeler-Selear (UCM)

Agenda

1. Review of CAG Goals and Objectives from last year

2009 Goals and Objectives

- Continuity of Service (charge from RSC): No charge from RSC presently. In the meantime, CAG should consider the role circulation should play in the continuity of services UC-wide. How other campus can pitch in to help a campus during an emergency. Suggestions such as providing circulation services to students, faculty, staff of affected campus.
- Web site - deadline agreed upon was the end of August: The question of whether to have a link from the CAG web site to CAG's wiki was discussed. As well as whether to move the CAG site to be hosted by UC Merced. Many felt that the wiki should be used for internal documents and/or draft working documents before being published on the CAG site. There were concerns about site standards, whether CAG can move its site to another host, and the implications of having UC Merced host. It was felt that updates to site would be faster if Merced served as host. Sarah will check with Marlena if it is permissible to change the site host. Mary will check with supervisor if Merced could host if we were allowed to make that change.
- Sharing opportunities (i.e., cost-saving ideas) - this included the ideas of sharing a machine that removes scratches from DVDs: Merced purchased a CD/DVD cleaning/repair machine and it is available for other UC campuses to use. Mary will draft use guidelines and procedures for a pilot project. The pilot will be used to collect data (usage, time spent cleaning/sending/tracking CDs, etc.) to determine if it a full-scale service would be feasible. Would use ILL as a vehicle for transit.
- CAG members should explore using the wiki for posting documents. The purpose of the wiki is for CAG and UC Circ Heads use (working space, creating templates, storing working or draft documents and reports). May consider for adding job descriptions.

2. Tricor Update

Sarah reported that there were no updates. At the March 2009 meeting, it was reported that some stops are being discontinued at several campuses. There were initial problems with ILL Tricor labels and deliveries due to this change, but most have been resolved.

3. Report from our RSC liaison about any new assignments this coming year

Sarah reported that a new UC-wide emergency listserv was created. The RSC representative for each campus will know who is on the listserv. CAG members to review listserv membership with their RSC representative to make certain the right persons have subscribed.

A new brainstorming group has been formed for Next Generation Melvyl. Charlotte Rubens from Berkeley is heading the group. No meetings have been scheduled.

Objectives for 2009-10 – continue the best practices workshops.

4. Will we have a UC Circ Heads meeting next year?

All members agreed that a face-to-face meeting would be best. To be held at Riverside. If a full face-to-face meeting could not be held, CAG would consider exploring the possibility of a northern/southern campuses meeting breakdown using video-conferencing to save money. Sarah will take comments to RSC for support of a face-to-face meeting. Val and Jason will continue role of Chair and Chair-elect until the next meeting.

5. Campus Updates – coping with budget cuts

Written campus update for 2009-10 should be sent to Val for posting on the wiki.

- **UCB**

Doe Library closed on Saturdays. Subject specialty libraries originally were closed on Saturdays. However, campus found funds to keep the subject specialty libraries open on Saturdays through end of academic year 2009-10.

All library units had a reduction in staff due to retirements, VSO, START, and furloughs. Doe and Moffitt library units are reorganizing to continue providing public services in light of staff reductions. Job descriptions are being rewritten and staff are given new assignments.

All library units saw a reduction in GA allocations. Preference is given to work-study students before hiring someone without work-study funds.

With the implementation of Millennium, more efficient methods for renewing materials, as well as GA cost savings, Doe/Moffitt libraries ceased telephone renewals (library users may renew in person or online).

- **UCD**

Access Services has shifted staff from Reserves to Interlibrary Loan. More ILL staff are being trained on the Circulation Desk. The Circulation Night & Weekend Leads are now responsible for Reserves in the evening until that desk closes. Night & Weekend Leads from Shields and the PSE Library are being cross-trained. Shields Library has not cut hours; during Winter final exams, hours were increased. A plan to close the Physical Sciences & Engineering Library has been put on hold pending a study by a campus-wide committee not yet appointed. The GA budget, which was cut last fiscal year, remains steady for Circulation. A more complete report including the medical libraries will be submitted later.

- **UCI**

Using tier approach to hours.

Staff reduction (lost building manager position, able to hire for night supervisor)

- **UCLA**

Acquisitions budget was reduced.

Hiring freeze (except if need is critical)

Reduced library hours

Committee formed to study possibly closing some branches

- **UCM**
Reduction in the number of circulating laptops due to aging and replacement funds (originally had 200 laptops for loan, down to 90).

- **UCR**
Withdrew from the LINK+ consortium.

Reduced hours – cut by 17 hours per week during the quarter. The Rivera Library now closes at 10pm Sunday – Thursday instead of midnight, and the Orbach Science Library is closed on Saturdays. However, we have managed to retain 24-hour finals in the Orbach Science Library this year through a financial partnership with the Associated Students of UCR.

Orbach Science Library is no longer offering reference services on the weekends.

Reduced GA

Limited acquisitions budget.

Reorganization of Circulation/Reserves – consolidating jobs and re-writing job descriptions. Reorganization of Interlibrary Loans – consolidating to one unit and closing service desks.

All Access staff trained on Circulation/Reserves desk functions and working 1-3 hours per week on desk.

Added new services, such as paging for available materials, which is impacting staff workload

Any staff computers not in use (vacant positions) are being pulled to replace public workstations.

- **UCSD**
Some hour reduction.

Consolidation of services (circulation desks and ILL units).

- **UCSF**
Reduced hours

Staff cross-trained and services consolidated.

Plans to have self-service hold shelves and the possibility of open reserves.

- **UCSB**
Staff reductions. GA reduced (has an impact on shelf-reading).

Circulation staff are now processing reserves. Library users are now able to book reserve materials online.

Staff sharing across units when needed.

Circulation will lend laptops. Laptops will circulate for 4 hours (no accessories included). Will start with 30 laptops

- **UCSC**

While the budget cuts have definitely been difficult, the positive thing that has come out of it is that the library is much more unified, thanks to increased cross-training. Additionally, Library Administration has decided that providing public service is the priority in difficult budget times, so Access Services is getting a lot more support. For example, staff in all departments are being encouraged to help shelve throughout the quarter.

Access Service restructured last summer. Instead of having two Access Services units (one in the humanities library and one in the science library), we have a single Access Services unit that staffs both buildings. Everyone in Access Services works both desks. Staff work anywhere from 6-17 hours a week on the desk, depending on their unit/position.

Our GA budget was cut about 40%, so we are short on both student staff and career staff. We withdrew from link+ this past summer because it was not cost effective--we were loaning far more items than we were borrowing. We have stopped shelf-reading due to our staffing shorting, and we do minor shifts only when absolutely necessary. We are preparing for the collection move into the new McHenry Library building (which should be open this coming winter). The campus is migrating to a new learning management system. As part of that migration, the library will slowly stop providing electronic reserves service, and we will help transition our faculty from using ERes to using this new campus-wide system. For a period of time, as we transition faculty, the library will charge for the service of scanning items for faculty. We are also investigating a Buy On Demand program in ILL. The first step of this investigation involves training Technical Services staff on processing ILL requests.

The library hours were cut a couple quarters ago. We are closed on Saturdays, and open until 10pm Sunday-Thursday. There will be a referendum on the student ballot for a library fee that will go directly to staffing increased open hours. For the past few quarters we have had extended finals week hours until 2am. Staff who volunteer to work these hours are paid overtime for any additional hours they work that week. Our reference desk is also cutting hours by single-staffing the reference desk for half the quarter, during the less busy weeks.

- **SRLF**

Reduced staff. Using student employees more.

Now providing non-UC ILL request services.

6. Other: We agreed to have a follow-up teleconference around October, 2010.