

Minutes - UC CIRCHEADS MEETING March 23, 2004
Viewpoint Conference Room, A201A
Ackerman Union / UCLA

Attending:

Claire Bellanti, SRLF & UCLA, Carol Bryan, UCR, Nancy Chacon **UCI-GML**, Marlayna Christensen, UCSD, Lisa Clark, UCSD, Stephen Cruz, UCSD, Sharla Desens, UCR, Jon Edmondson, SRLF, Raleigh Elliott, UCD, Arturo Esparza UCLA, Greg Ferguson, UCSD, Bob Freel, UCLA, Ann Harlow, UCR, Claudia Jiménez, UCSB, Loes Knutson, UCR, Lucia MacLean, UCSC, Gina McCollough, UCSD, Adriana Melgoza, UCR, Shannan Miller, UCR, Jack Neves, UCSD, Gail Nichols, UCD, Andy Panado, UCSF, Valerie Rom-Hawkins, UCLA, Jason Schulz, UCSD, Caitlin St. John, UCR, Karl Slinkard, UCB, Don Sloane, UCLA, Peter Soriano, UCB, Jonathan Thomas, UCB, Michele Upton, UCI, Charlene Vinetz, UCLA, Linda Warren, UCLA, Jeff Williams, UCSD, Dimitri Xavier, UCSB

I. Introduction and Welcome by Bob Bellanti, Interim AUL for Research & Instructional Services UCLA

Bob Bellanti opened the 2004 annual UC CircHeads meeting with a few remarks. He noted the critical need for all Access Services staff to get together in meetings such as UC CircHeads in order to share ideas and make improvements in our services on the basis of the newly shared information. He added that staff in our departments are all facing a tremendous task not only in managing all of UC collections but also in providing access to these collections for thousands of users. This is a task that is of critical importance, is difficult and creates hard work at the same time since we are dealing with an ever-moving inventory. He commented that virtual resources have more glitz than print material and sometimes the work of the staff that make the physical collection available for users is overlooked. Staff in our departments are the front line assistance for our users. They make the first impression of our libraries, as they welcome and assist the users. According to Bob Bellanti, Access Services' staff **add value** to the university.

II. Introductions by each campus representative:

UC Santa Barbara: Claudia Jiménez: Chair of CAG and UC CircHeads ,Head Circulation Desk/Davidson Library.

- Claudia reiterated it to be her goal to have the minutes for the meeting out within a month.
- She discussed the merging of Circulation and Reserve Units in her department and its value of more efficient use of staff time.

UC Davis: Gail Nichols: Head Access Services / Shields Library & liaison between UC CircHeads and the Resource Sharing Committee.

- Gail indicated that in preparation for potential budget cutbacks library staff are doing a functional and organizational assessment of all Access Services positions along with other library functions. They expect to have some reductions in staff and services. The campus is in the process of implementing a new photo ID that will serve as a library card.

UC Davis: Raleigh Elliott: Head of Circulation/ Shields Library

- Raleigh just was selected for the position as Head of Circulation in the Shields library, replacing Lucia McLean. He discussed the implementation program on campus of a new University ID and his efforts to coordinate the issuance of library bar-codes on the new University ID's.

UC Santa Cruz: Lucia MacLean, Head of Circulation in the McHenry Library:

- Implementation of new receipt printers on the circulation service desk.

- The library is recruiting for two circulation positions. The UCSC campus is recruiting for a new University Librarian as well as a new Chancellor.
- Plans are in place for a new wing expansion to the McHenry Library in about two years.

UC Los Angeles: Don Sloane: Head of Access Services in YRL:

- UCLA is currently actively engaged in the implementation of its new integrated system, Endeavor's Voyager system, which should be ready in about three months, around July 7, 2004.

UC Riverside: Ann Harlow: Interim Head of Access Services in the Science Library:

- Diane Keen, Head of Access Services of the Science Library at UCR retired March 19.
- Ann mentioned that the Science Library is coping with severe staffing shortages at the moment.

UC Berkeley: Jonathan Thomas: Head of Circulation in Doe/Moffitt Library:

- The Library has been asked to do an exercise to determine what a 10% cut in the operating budget would mean in terms of services. The library had already committed to cutting the G.A. budget by 25% for FY 2004 - 2005. Library staff has been most active in signing up for the START program. Some serial cancellations have also taken place.
- Jonathan discussed the hiring freeze in effect on his campus since Dec. 2002. Many positions remain unfilled and the library is preparing for a sizable budget cut for the coming FY 2004 - 2005.

UC Los Angeles: YRL - Access: Valerie Rom-Hawkins:

UC Los Angeles: Law Library: Linda Warren

- Notable achievement for the Law Library last year was the implementation of an online system and the bar-coding of a large part of the Law Library collection. The remainder of the collection is in the process of being bar-coded.

UC Los Angeles: Science & Engineering Library: Charlene Vinetz:

- The Physics Library was recently closed and the Physics collection was absorbed by and integrated into the science libraries.

UC Los Angeles: SRLF and UCLA Library Resource Sharing: Claire Bellanti

UC Riverside: Rivera Library Reserve: Carol Bryan:

- Implementation of E-Reserves last fall 2003. Reserves is dealing with copyright issues and is in the process of implementing Adobe Acrobat in the very near future. They are now making all article reserves available as pdf documents.

UC Riverside: Rivera Lib. Circulation: Sharla Desens:

- Dealing with increased workloads and reduced G.A. budget.

SRLF- UCLA: John Edmondson: Public Services Manager:

- Dealing with implementation issues of VDX.

UC Berkeley: East-Asian Library: Karl Slinkard:

- Groundwork is being laid for a new library this Spring 2004. Actual occupation of the new library building is to occur June 2007.

UC Berkeley: Peter Soriano Circulation Services /Doe Library

- Main issue is dealing with a sizable budget cut during FY 2004 - 2005.

UC San Diego: Biomedical Library: Jeff Williams

- Renovation and expansion plans for the present building are under way. Biomedical collection and services are moving to the Geisel Library in the very near future for duration of 16 months. They have a new interface between billing and their ILS which sends billing information directly into the ILS. They are in the process of weeding and shifting the collection.

UC San Diego: Soc. Science / Humanities Library: Jason Schultz & Greg Ferguson:

- The library is no longer stamping materials with due dates. Neither does it issue receipts to users. However, it is sending courtesy notices to patrons 4 days prior to due dates. Library staff direct users to view their own records for due dates. Self-Check services are being researched. Library now downloads 12,000 employee records into the patron database. The download provides basic information such as department and patron level (academic, staff, post-doc, etc.). Address and email information must still be collected and entered manually.

UC San Diego: Scripps:

- Library is in the process of implementing VDX.

UC San Diego: Soc. Science / Humanities Library: Lisa Clark, Evening Circulation Manager:

The Biomedical Library's collection and staff are being moved into the Geisel Library facility in Summer 2004. In order to accommodate the collection and staff, several collections are being re-located throughout the building and numerous shifting projects are under way.

The SSH Library is considering several models in which the Circulation and Information Desks or the Information and Reference desks are combined to reduce the number of service points needed to be covered by Library staff,

UC San Diego: Science and Engineering Library:

- The collection is being weeded to make space for new materials. Patron records are being downloaded automatically for staff and students.

UC San Francisco: Andy Panado

- Moving more reserves into electronic format because of staff reductions.

UC Irvine: Science Library: Michel Upton:

- Functions of vacant positions are being parsed out as vacancies occur and job functions are being absorbed by other staff. There is a new Acting Head for Access Services, Collette Ford. The compact shelving in the basement has been completed. The Main Library was renamed Langson after an important donor.

UC Irvine: Medical Library: Nancy Chacon

- Staff is weeding the serials collection. Space is a major issue. They just finished a book inventory. Reference implemented a Digital Video Reference Service.

UC Riverside: Rivera Library: Loes Knutson, Head of Access Services

- The new University Librarian has made several changes including a new collection development policy. There are several AUL vacancies. There are major shifts of collections. The new UL received a guarantee of some additional funding for the library as a condition of hire.

UC Riverside: Music Library: Caitlin St. John:

- Library is in the process of resolving copyright issues with the copying of portions of CD's for music classes.

III. Report of CAG meeting (by individual committee chairs)

- ◆ **Blocking proposal:**
Approximately 3-4 years ago the RSC asked CAG to draft a proposal for UC libraries blocking users who are delinquent in returning materials at other campuses, or who have excessive unpaid fines at other UC libraries. The committee was formed that developed a blocking proposal. Upon review, RSC asked us to review the proposal and change the terminology to guidelines. At the moment we have decided to put this proposal aside and gather a list of issues/topics that need to be dealt with in a Resource Sharing Code and Manual for the combined Circulation/ILL procedures once the VDX implementation is complete. Andy Panado will remain as Chair. Lucia MacLean, Sharla Desens, and Loes Knutson have agreed to be part of the committee.
- ◆ **External Borrowers' Report:**
CAG has decided that the information in the system-wide survey on external borrowers that was gathered two years ago is now out of date. Due to budgetary and staff constraints we will not attempt to update the information. Questions among campuses regarding external borrowers' privileges will be dealt with via the listserv. CAG decided to post the survey on the UC CircHeads website.
- ◆ **Campus directories:**
Up-to-date telephone or URL contact information for verifying student, staff and faculty status for the purpose of issuing a library card will be made available on the CAG website. Each campus will provide their preferred method of contact. The new website manager will bring the CAG website up to SOPAG guidelines and template standard.
- ◆ **Best practices workshop:**
CAG decided that a **Best Practices** Workshop would require a lengthy study, for which there is not enough time. Instead it was decided to have discussions of current practices at future annual meetings. There would be three or four topics each meeting. The CAG came up with a list of topics for next year's meeting:
[Topics prioritized according to number of votes received]:
 - 1. Reserves - E-Reserves [14 votes]
L. McLean, V. Rom-Hawkins will work on this topic.
 - 2. Stacks Maintenance (Weeding?) [14 Votes]
J. Thomas, D. Sloane and L. Clarke will work on this topic.
 - 3. Training & Motivating Students + Staff [12 votes]
G. Ferguson and G. McCullough will work on this topic.
 - 4. Patron Empowerment - Users checking-in/out own books [6 votes]

Each discussion team is to consult with other campuses, i.e. sharing ideas and solutions.

- ◆ **The CAG Resource Sharing Code Committee:**
Volunteers are Andy Panado (Chair), Sharla Desens, Loes Knutson and Lucia McLean.

IV. Discussion: Implications of & procedure s and procedures for going "stickerless":

Lisa Clark led the discussion on this topic: Each campus was asked to describe how they verify the current status of students, faculty and staff:

UCB : No stickers. The student records are downloaded daily into the registrar's website. Staff members have ID cards that serve as their library cards. Faculty and staff information is loaded into the library's patron database on a monthly basis.

UCD: No stickers. Student verification is done via the registrar's website. Verification of employees is done through the UCD campus employee database. There are daily downloads of employee information.

UCI: No stickers. Students are verified through the registrar's office. Faculty verification is done through their departments.

UCLA: No stickers. The students' Bruin card is their library card. Student records are loaded into the patron database. Faculty and staff records are loaded manually.

UCSB: Stickers are optional beginning this semester. There is a weekly download of student records, but no download of faculty and staff. Library staff can view a limited portion of personnel information for verification of faculty and staff. The library receives a weekly printed list of students who have withdrawn. They receive information on separated employees on an irregular basis.

UCSC: Students still receive stickers. The library receives a paper list of enrolled students.

UCSD: No stickers. New student records are downloaded once a month and all student records updated daily. New employee records are downloaded and updated daily. Separated employees' records are automatically expired during the daily download, while withdrawn students' records must be manually blocked by library staff.

UCR: No stickers. The library downloads a file (FTP) of students two or three times a quarter. Faculty and staff are updated once a year, with the library receiving monthly file updates of faculty and staff who have left the university.

UCSF: No stickers as of last fall. Students fill out an application that is verified against the community profile. Systems is planning to download student information into Ill. Andy Panado manually purges records every January.

V. Presentation by Judy Kaufman, AUL for Administrative Services, UC Irvine:

Summary Overview of the report from the American Library Association's Third Congress on Professional Education [**COPE III**]: Focus on Library Support Staff (May 16-17, 2003)
The Library Support Staff Interests Round Table (LSSIRT) submitted a proposal to ALA to address the needs and issues of library support staff education, especially since two thirds of library workers are support staff. The ALA Executive Board approved the proposal. There were 140 attendees at the congress, half of which were library support staff. A listserv was created prior to the Congress to start communication between representatives. The communications covered a wide variety of issues. The aims of the Congress were to address three main concerns of library staff:

- Career ladder for library staff
- Compensation
- Access to continuing education

Important topics discussed were:

- The question of nomenclature for staff: i.e. what should they be called: library assistants, para-professionals, etc.?
- Definition of the role of support staff within ALA
- Mutual respect among all members of ALA

The Congress produced a report with thirty-three recommendations and an implementation process for the recommendations. Key documents are arranged by target outcomes. Content of the report can be found at the website for COPE III listed below.

Judy thought the congress was very productive. All representatives had a memorable experience. Four "Conversations" were conducted during the conference. The technique for dealing with the topics of the conference was "appreciative inquiry" with a focus on possibilities.

The topic for Conversation One was: **Discovery**: “What gives meaning and purpose to the work you do?” Conversation two: **Dream**: Design a vision of what might be. Conversation three: **Design**: Provocative proposition to describe what practice should be like. Conversation four: **Destiny**: Identification of specific doable and sustainable actions.

The Conference Steering Committee was able to produce a report for ALA Council in June 2003. The recommendations in the report covered six areas:

- ◆ **ALA memberships:**
ALA memberships to be opened up for support staff in order to embrace the importance of Library support staff as well as Librarians.
- ◆ **Association Life:**
Foster awareness for support staff issues. Create a separate dues structure for support staff. Move LSSIRT from a Roundtable to Division
- ◆ **Workplace:**
Taskforce is to establish a career ladder for support staff with standardized competencies.
- ◆ **Credentialing:**
Study the feasibility of establishing a national credentialing program.
- ◆ **Education and Continuing professional development:**
Regional training opportunities are to be made available.
- ◆ **Valuing People:**
ALA and LSSIRT are to develop a statement on respect for all library workers. Underlying the entire Congress and all conversations was a deeply felt need for respect.

Since COPE III took place, a lot of progress can already be seen:

- A Resource Center for Support Staff on the ALA website has been established.
- LSSIRT has been given a permanent position on the ALA Membership Committee.
- There is a new permanent dues category for support staff of \$35.00.

COPE III website: <http://www.ala.org/ala/hrdrbucket/3rdcongressonpro/3rdcongressprofessional.htm>

VI. Round Robin Discussion Topics:

The Placement of Course Readers on Reserves in terms of excerpts of articles as well as musical compilations.

UCR: Riverside accepts course readers and assumes that the copy service provider made the reproductions in compliance with copyright laws.

UCSB: SB accepts course reader and assumes that the copy service provider made the reproductions in compliance with copyright laws. Music is streamed to student via the Web. Students must sign in using a course-level password.

UCD: If the articles in the Course Readers are properly cited, the Course Reader is accepted for placement on Reserve for 1 quarter under the Fair Use provision. UCD maintains a list of articles by faculty and course. Davis will not accept more than a third of any single work.

UCSC: Course Readers are accepted on Reserve for only 1 quarter. Professors must sign copyright compliance form each quarter.

UCLA: Accepts only one copy of Course Readers on Reserve. Assumes that the copy service provider made the reproductions in compliance with copyright laws and staff will not digitize materials in Course Readers if Campus Printing and Reprographics produced them. Course readers are returned to professors or tossed at the end of each quarter. Musical compilations are accepted and digitized in the Music Library for 1 quarter.

UCB: Berkeley accepts course readers 1 quarter only. They assume that the copy service provider made the reproductions in compliance with copyright laws. Musical recordings are streamed electronically.

UCSD: Course readers are accepted. Instructors must sign copyright compliance forms. Music is streamed only within the library. Patrons who are off-campus must authenticate via a proxy server.

UCSF: SF generally only accepts articles/chapters in Paper Reserves. SF has a course online management system called WebCT. Instructors must sign copyright compliance forms and obtain permission from CCC or copyright holders. SF does not place music on reserve.

UCI: Irvine accepts course readers. Instructors sign forms acknowledging copyright compliance. Readers are taken off Reserve at the end of each quarter. Reserves track Repeat Use. The Fine Arts department handles their own reserves.

Billing Practices & Method of Sending Notices

Lucia MacLean compiled a survey of billing practices a few years ago and will have the survey posted to the UC CircHeads web pages. Dimitri Xavier (UCSB) will take over as webmaster for these pages.

UCD: Patrons can choose either email (default) or postal mail. A paper notice is always sent at 4 weeks. The campus billing office sends bills.

UCSC: If patron records have an email address, notices are sent via email. Otherwise send paper notices.

UCLA: Notices are sent via email by default. Email addresses are harvested from daily downloads. Print notices are sent to those without email. Bills are sent via postal mail.

UCR: Patron application asks individuals in what format to send notices. Student Business Services sends invoices.

UCB: Student, staff and faculty emails are part of the patron download information and email is the default method. Paper bills are sent. Website allows patrons to change email address or opt out of email notices.

UCSB: The default is print notices unless an email address is provided.

UCSD: Notices sent via email if present in the record. Invoices are mailed. Do not download email address but want to do that.

UCSF: Email notices by default. Bills are sent by postal mail because searching has to be done first to ensure that materials have not been returned.

UCI: Overdue and recall notices are sent via email. Paper bills are mailed.

Repeat Use of E-Reserve Items & Copyright

UCD: Policy is the same as print reserve. Instructors must get permission for repeat use. Refer to e-journals whenever possible.

UCSC: Does not track repeat use. Faculty are responsible for obtaining copyright permission.

UCLA: Does not track repeat use. Faculty are responsible for obtaining copyright permission.

UCB: Campus uses a custom-made e-reserve system. Faculty manage their own electronic reserves and must follow copyright law. Campus does not track repeat use.

UCSD: Does not currently track repeat use but it is under consideration for future.. Remove items at end of each quarter. Restrict use by campus IP address. Faculty are responsible for observing copyright law. Documents are archived.

UCSF: Faculty responsible for obtaining copyright permission.

UCI: Faculty responsible for tracking repeat use. Will contact faculty if they suspect items are being repeated.

UCR: Track repeat use and seek permission. Library pays copyright fees. Documents are archived.

UCSB: Repeat use is allowed. Library tracks usage, seeks permission, and pays royalties up to \$40.00 per use. Documents are archived.

Corporate Cards

UCB: Berkeley ended corporate cards five years ago due to corporate irresponsibility. When corporate cards were issued, they were similar to FOL cards.

UCD: Davis does not have corporate cards.

UCSC: "Organizational" Friends of the UCSC Library membership allows 10 people to have individual library cards. The cost is \$350 per year.

UCR: Riverside does not have corporate cards.

UCLA: Fee is \$1,000.00 per year, which includes three library cards. Privileges are similar to a courtesy card, up to 200 items, 2-4 week loans, and no ILL. It has higher level borrowing limits than basic level privilege cards. FOL is \$80.00 per year with a limit of five books. Currently, there are about ten corporate accounts.

UCSD: SD has been issuing corporate cards for the last 18 years and currently has about 1,200 corporate cardholders. Corporate cards are issued in two tiers. Cards with privileges equivalent to undergrad borrowers are issued to individuals. Subscribers pay \$3,000.00 per year and receive 20 cards plus one faculty-level parking permit. Benefactors pay \$10,000 per year and receive 400 library cards and 2 faculty-level parking permits. Cardholders may check out 100 items and privileges are similar to an undergraduate, except that ILL is not provided. All corporate cards are issued by the development office and largely to biotech firms.

UCSF: A corporation can apply for Corporate Borrower's Account. They can designate up to 3 authorized persons, but have to pay \$100.00 per person. Each cardholder gets only limited borrowing privileges (up to 5 items at one time, no renewals of overdue materials, no Reserves, and no ILL).

UCI: Cards issued through the Development Office. \$500 and \$1000 levels. The higher rate has higher privileges.

UCSB: SB does not officially issue corporate cards, but does have two. A couple of exceptions were made to reduce the ILL demand from two local institutions.

Proxy Cards

UCD: Each professor may have up to four proxies, who must either be a student or employee. All notices are sent to the professors and all proxy accounts expire at the end of the fiscal year.

UCSC: Faculty may have a maximum of 4 proxy borrowers but they do not need to be a student or employee. Proxy accounts expire at the end of each quarter, and all proxy accounts are linked to the main account holder.

UCLA: No limit on the number of proxies, no affiliation required. Faculty designate expiration date up to a maximum of one year and notices can be sent to anyone.

UCR: Faculty and staff may have unlimited proxies, but must have a library record in order to have a proxy. No limit on number of proxies. Notices are sent to main account holder. Proxy accounts have no ILL or electronic request privileges and expire after two years.

UCB: Faculty may have unlimited proxies. Proxies must be students, staff, or individuals funded by a grant. Cards issued through semester or academic year. Proxies may not use ILL or renew books. Notices are sent to the faculty.

UCSD: Cards issued through June 30 of each year. May have up to three proxy borrowers. Not issued to spouses or children. Proxy must show ID when using card. Disabled individuals also allowed proxy borrowers.

UCSF: May have up to three proxy borrowers who must be a student or staff. Notices sent to faculty. Proxy cards also issued for disabled individuals and borrowers do not have to be student or staff.

UCI: Faculty fill out proxy application. No limit on number of proxies. Notices sent to whatever address is provided.

UCSB: Tenured faculty may have up to three proxy borrowers. Researchers and lecturers may have one. No affiliation is required for proxy borrower. Send follow-up letter to faculty to confirm proxy borrower card was issued.

Budget Updates

UCSB: There have been no layoffs yet, but some positions are going unfilled as they become vacant. There's no hard hiring freeze. Four main service desks are now combined into two. The START program has created some savings. Reduction in materials and elimination of duplicate serial formats; namely, paper copies are canceled when e-format is available. Possible steps in the future are increase in copier fees (Currently, the library subsidizes copier cost.), layoffs, and hiring freeze.

UCR: The new UL at Riverside arrived with \$1,000,000.00 of discretionary money when hired which has cushioned budget problems. The UL is committed to protecting staff from layoffs. There may be more cuts next year, but Riverside has some money in reserve. GA budget has been cut so there's limited help in stacks. Riverside is very low in staff compared to other libraries of similar size. They are streamlining workflows in circulation and reserves. Enrollment at Riverside increased last year by 2,000, from 15,000 to 17,000 students. New services are being added: lending laptops and carrels.

UCI: No reduction in public service hours. Have reduced number of student employees. Duties of vacant positions are being distributed among other staff. No staff layoffs. Serials cancellations.

UCSF: Must justify each staff vacancy being filled. They are promoting e-reserves. May cut services to primary clientele for example, they may discontinue stamping due dates. There is a possibility of staff layoffs.

UCSD: Must justify every position being filled. There have been some reductions in staff from full time to part time. Hours have been reduced at the information desk. There has been some cancellation of duplicate serial formats. Some cut in titles. Plan to install self-check machines in order to reduce staff.

UCB: 25% cut in student budget. Attrition in career staff. Currently on a 10% reduction exercise. \$500,000.00 cut in materials. More START participants that at other UC's. Canceling print copies. There have been discussions about cutting hours, or closing one day a week at various branch libraries. Career staff are now reshelving books. Hiring freeze is in place as of December 2002. Mainly students staff the evening hours.

UCLA: 9.5% cut and 25 positions eliminated last year. Consolidated three cataloging centers into one. Combined five acquisition units into two. Currently on a 5% reduction exercise. Eliminating 18 more positions and \$500,000.00 in materials.

UCD: Anticipate 6-8% budget reduction that they will try not to apply to the collections budget. Will calculate costs for running the library after 5:00 pm. UL promised that workload would be reduced proportionately in the event of layoffs. There's no hiring freeze, but library has given up 14 positions voluntarily.

UCSC: The Library has sustained over \$600,000 in permanent cuts. The collections budget has been protected. There is a hiring delay in place to recoup salary savings. No cuts in service are anticipated at this time.

Search Procedures

UCD: Patrons submit search requests either at a service desk or by email. Staff place holds for patrons on items they can't find. General public may buy a card allowing recalls, holds, in-process requests or searches at \$2 per request. Searches are processed in one working day. Three searches are conducted over six days. Then refer ILL-eligible patrons to ILL. Searches continue monthly for one year. Item is declared lost after one year.

UCLA: Procedures varied at different branches. At Young Library, all users may place searches. Search once a week for four weeks. ILL is permitted after one week. After 90 days, a report is sent to acquisitions. Searches can be requested online.

UCR: Searches taken only at service desk. Rivera Library searches twice over two weeks, then patron is referred to ILL if eligible. Additional four searches over six months, then on to collection development. Science Library checks six times over two weeks, then refers patrons to ILL if eligible. Additional weekly searches performed for three months, then monthly for six months, then collection development is notified.

UCB: Searches are conducted the next day and the day after. Twice weekly, then one month later. At this point, item is declared missing. Item is searched again one year later, then the selection office is notified.

UCSD: Patrons submit requests at service desk or in ROGER. Search notices are produced by Innovative system. Searches are conducted two to six times over a six-month period. If item is not found at the end of this period, hold is cancelled. Eligible patrons are directed to ILL after the first two or three searches. SD has a paging service.

UCSF: Patrons are encouraged to look two times for an item before submitting search. Staff search for item two times with one month apart. Place hold on item and change status to missing. Encourage ILL for UCSF clientele.

UCI: Patrons asked to check resorting (reshelving?), search slips are completed, items are searched for two weeks before patrons are directed to use ILL. Search again at two months and at five months, then declared lost.

UCSB: Patrons asked to check shelf more than one day. Anyone can place a search. Search card is completed at the service desk. Search weekly for four weeks. Authorize ILL after two weeks. After fourth search, item is declared missing but continues to be searched intermittently for about 1 year. Record is then withdrawn and collection manager notified.

UCSC: Missing material is marked with status "m" in Millennium. A list is run the next day and all missing material is searched. If not found, it is searched again a week later. If not found, it is searched again a month later. If not found after the 3rd search, the bibliographer for that subject area is notified. No further searching is done beyond the 3rd search unless the item is needed for Course Reserves.

Disabled Patrons

UCD: Students must be registered with the disability center. Will page five items within 15 minutes, 20 items after 24 hours. Will help patrons with photocopying and transfer books to another branch library. Disabled patrons may have proxies.

UCLA: Campus has Office for Students with Disabilities (OSD), which will provide assistance. Library will page or photocopy items on a limited basis. Longer-term needs referred to OSD. Disabled students may have proxy cards.

UCR: Students must be registered with the disabled student program. Library will be adding an adaptive center.

UCB: Students must be registered with the disabled student program. Paging service available. All patrons at Berkeley may have proxies.

UCSD: SD will try to accommodate all reasonable requests. Disabled patrons may have proxies. Paging service provided within two hours whenever possible based on staffing, or by next working day; patrons are asked to call ahead whenever possible. Libraries have two adaptive technology rooms equipped by the Office for Students with Disabilities; users must be UCSD students registered with OSD.

UCSF: Students must be registered with the disabled student program. Five items are paged and are generally available within 1-4 hours. Assistance with photocopiers provided. Will retrieve materials and provide staff-mediated photocopying. Computer lab has workstations with voice-recognition software.

UCI: Refer individuals to Disability Office. Will retrieve materials and photocopy. Library has adaptive workstation.

UCSB: SB has an adaptive technology center. Paging service is provided with a 24-hour turn around time, but library will try to fill the requests ASAP. Photocopying assistance is provided by an outsourced copy service located in the library at no extra charge to the disabled patron. Disabled patrons may have proxies.

UCSC: At McHenry Library, there is an adaptive workstation.

UC Merced Update

Gail Nichols reported on the library at UC Merced. Three items are currently circulating. Innovative Interfaces system will be up and running in three months. By then they should have 12,000 volumes, 12,000 gift books and 500-1000 e-books. Will implement VDX in late April. Books will have RFID's. Self-check system to be installed.