

## HOPS Meeting September 20, 2002

**Location:** UCLA

**Present:** Farley (CDL), Soehner (LAUC), Stirling (UCB, chair), Hanson (UCSD), Hughes (UCI), Moody (UCSB, SOPAG), Gomez (UCSC), Koyama (UCLA), Rios (UCR), Yokote (UCD, recorder)

**Absent:** Barclay (Merced), Wilson (UCSF)

### I. Announcements:

1. Hanson: a new professional school added to UCSD, Graduate School of Management which expects to accept its first class in fall 2004 at the earliest with target of 1,000 students when fully implemented.
2. Yokote: UCD's new OPAC, Harvest Library Catalog ([www.lib.ucdavis.edu/HARVESTCATALOG](http://www.lib.ucdavis.edu/HARVESTCATALOG)) and new portal system, Harvest Portal ([www.lib.ucdavis.edu/HARVESTPORTAL](http://www.lib.ucdavis.edu/HARVESTPORTAL)) released to library users
3. Rios: new UL (Ruth Jackson from WSU) will start Nov. 4, 2002
4. Stirling: AUL for Collections decision will (hopefully) be soon.
5. Koyama: asked for names of campus library departments appropriate for the new head of YRL Reference/Govt/Maps unit to talk to. This led to agreement that HOPS representatives will share public services organization charts when available.
6. Hughes: AUL for Collections decision will be soon.
7. Farley: recruitment for Head of Technology (David Walker's former position) will begin soon.

### II. E-reserves (Hanson):

Hanson described the new UCSD approach to electronic reserves, using a one-stop Web shopping strategy for faculty and students, and distributed brochures detailing the new electronic reserves services which included collaboration with all campus units that provide instructional materials. Each campus unit (e.g. Media Center, bookstore, libraries, Distance Learning Center) participated in planning process. UCSD libraries use E-Res from DocuTec linked to the campus course registrar office list of courses. January, 2003 is target date for implementation of all pieces of integrated strategy. Hanson noted that Univ of Wisconsin is UCSD's model for electronic reserves policies and copyright interpretations.

Hughes: UCI uses links with local OPAC and local course management system.

Koyama: UCLA uses E-Res via DocuTec with link to local OPAC, digital reference services, and scanned images. She noted that the skills set for reserves staff is different since need to understand how to use and to provide access to full-text resources. Eventually, UCLA libraries may be out of the reserves business because of trends that show departments taking on work that libraries provide.

Moody: UCSB is still exploring decentralized model. UCSB libraries pay CCC fees for reserves use since they obtain the copyright release for faculty.

Stirling: at UCB a web page created for each class with links to various course management systems, libraries' DocuTec E-Res, and other resources is being considered on campus.

Gomez: UCSC uses E-Res via DocuTec.

Rios: UCR uses III electronic reserves and Blackboard.

Yokote: UC Davis uses own system of scanned images for exams, class notes with links to ExLibris ALEPH reserves functions.

### **III. Public Services Statistics (Koyama):**

Bob Bellanti & David Yamamoto demonstrated the UCLA web-based statistics entry and report generation methods using Microsoft's SQL 2000 with Cold Fusion. UCLA Public Services Council (PSC) members spent time defining statistical categories for instruction services, circ services, and reference services. Goals derived from statistics working group and PSC discussions include: 1) define standard list of categories with definitions that were not time-based, 2) emphasize outputs, 3) track trends based on categories & their definitions, 4) increase access to statistical reports (timely + easy to submit), and 5) meet external reporting needs (e.g. ARL, UCOP). Demo showed examples of template driven submission site for reference statistics plus unit and aggregated campus reports for circ data taken from Taos and reference desk data.

Koyama was asked to share reference and instruction statistics category definitions with HOPS. HOPS members will consider using some of the categories as a test to determine whether it would be feasible to use on system-wide basis. In addition, HOPS members were interested in using the Web-based submission application developed by Yamamoto.

### **IV. Information Literacy (Stirling):**

SOPAG asked HOPS to create an information literacy task force to address specific activities which are different from the LAUC Information Literacy task force. HOPS task force member terms will be one year and chaired by Carol Hughes. HOPS suggested that the task force include charge of identifying ongoing mechanisms to support information literacy and the library's efforts associated with information literacy. By October 4, HOPS members send Stirling potential task force member names plus reasons for the recommendation. Stirling will send draft task force charge to HOPS by Sept 30 for comment.

### **V. HOPS Goals (Stirling):**

Goals were reviewed by the group. No changes recommended, but suggestion to revisit at the Spring, 2003 meeting.

### **VI. Digital Reference (Stirling):**

SOPAG asked HOPS to create a Digital Reference Campus Interest Group. HOPS members send name of campus nominee to Stirling by Oct. 4. Reports from each campus regarding use of digital reference services in addition to email services follow.

UCB: task force reviewed software and decided to wait before implementing.

UCSD: task force reviewed software and decided to wait because of budget concerns and staff turnover in IT departments.

UCSB: purchased one seat on LSSI and limits to specific time during day, problems with proxy server and LSSI.

UCLA: uses MCLS eGain version (24/7); has ½ time digital reference services coordinator; launched Fall, 2002 for 37 hours with 22 persons trained after initial trial during 2001/02; high user satisfaction generated.

UCI: uses 24/7; 10 hours per week; medical reference service is via Instant Messenger; useful for the distance learning master's programs.

UCR: not doing

UCSC: not doing

UCDavis: health sciences reference librarians using 24/7 and participants in the PSRML/MCLS medical reference project

CDL: several A & I services have ability to link to campus pages for reference services; willing to consider creating building blocks for remote reference services (e.g. develop the middleware necessary to link between vended sources and the campus services)

## **VII. LibQual (Koyama):**

The following campuses are interested in participating in LibQual: UCI, UCSC, UCLA, UC Davis.

## **VIII. CDL (Farley):**

Farley described potential future role for CDL as the builders of service "hooks" for campuses. The CDL Services Group (content program managers Trish C, Robin C; education/usability: Ellen M, Rosalie L, Laine, user interface analysts/designers, technical staff supporting service development are reviewing what building blocks are needed: standards/best practices and technical systems. They are using the Tools & Services Group's categories of activities to identify service building blocks (e.g. search & discovery, display, manipulating, profiling, customization, help/learning). Farley asked HOPS to help identify building blocks for services.

Farley mentioned that Steve Toub's visits to campuses to meet the campus web design managers was very useful to begin to identify some of these building blocks. Those he met with are interested in organizing an informal group especially to discuss the overarching roles of the web design managers. HOPS agreed at the last meeting to encourage their efforts. HOPS members send Stirling names of library's web design manager if have. Farley will send Stirling a list of those Steve met with.

Next meeting - March, 2003 hosted by UCSB