

**University of California Libraries  
Heads of Public Services (HOPS) Meeting  
September 21, 2004  
California Digital Library  
Action Items**

Present: Bob Bellanti (UCLA), Carol Hughes (UCI), Laine Farley (CDL), Gail Yokote (UCD), Donald Barclay (UCM), chair, Marilyn Moody (UCSB), Catherine Friedman (UCSD), recorder, Gail Persily (UCSF), Isabel Stirling (UCB)

Introductions

Catherine Friedman, the newest member of HOPS was welcomed by the group.

Announcements

The new LAUC representative is Kari Lucas (UCSD).

- 1) Advance the incorporation of information literacy ...
  - 1.1) UC Information Literacy Website Proposal – Discussion (Barclay)

*Actions:*

- The proposal was accepted by HOPS pursuant to the following:
  - The website should be clear that it is not speaking for the UC.
  - The website should have a header or something similar to clearly reflect what the site is for.
  - Hughes, as a member of the taskforce, will find out if there are information literacy contacts on each of the campuses and report back to HOPS.
  - Barclay will contact Steve Toub to find out if Sarah McDaniel's time

and commitment to the site will be continuing.

- Barclay will let Bernie Hurley and SOPAG know of HOPS' decision.

1.2) Workshop proposal: "e-Links to Information Literacy: What works for UC" (Hughes)

*Actions:*

- HOPS endorses the concept of the workshop pursuant to the following:
  - Hughes will convey to the ILCIG that the proposal should describe the workshop in more concrete terms along with costs.
  - The workshop should be held both in the north and south.
  - Timing for the workshop should be late spring into mid-summer to allow for professional development funding planning.
- Barclay will tell SOPAG about the workshop at the fall meeting.

2) Advance diverse new methods ...

2.1) UC-elinks Citation Linker: Discussion of customizing options, help/tutorial information (Farley)

*Actions:*

- Farley will move forward the following recommendations:
  - Add the "Ask a Librarian" link which will link to each campus' reference service.
  - Make the tabs should look more tabby.
- Farley will ask Margery Tibbets about:
  - How much the citation linker can be customized
  - The ability to customize by campus

- The option of offering two versions of linker – one for ILL (requiring more information) and the other for citation finding (requiring less information).
- Farley will send to the HOPS listserv a call for ideas for suggestions of positive and friendly wording for Citation Linker.

## 2.2) UC-elinks New Services – next steps (Farley)

### *Actions:*

- The group felt that the next priority should be “Save citation” because of its broad applicability. Yokote, Persily and Farley will identify people to work on wording for a basic citation capture screen.
- Farley will draft an email about all these possible new services for distribution to the UC-elinks liaisons. She will first send the draft to HOPS. The email will differentiate between services that are ready for use vs. those that still require additional work.

## 2.3) RefWorks (Farley)

### *Actions:*

- In response to continued interest in the product, Farley will have another discussion with RefWorks to see if pricing model can be adjusted to make it more acceptable.

## 2.4) Digital Reference CIG Report (Barclay)

Report is due out soon.

### *Actions:*

- Barclay will investigate succession of chair for the DR CIG.
- Barclay will report more later once report is issued.

2.5) Instructional Technology efforts

*UCCSC Actions:*

- HOPS should be involved in next year's UCCSC conference, either presenting a program or a "birds of a feather" session.
- All HOPS members should think about possible topics and share them on email. (Two ideas shared at the meeting were: integrating CMS and library resources – could there be or is there cost sharing; are IT and libraries working on similar projects and products – what is the intersection or middle ground?)
- Farley will share on email a summary of various activities related to instructional technology that CDL has been tracking.

*Paula Murphy from TLtC Actions:*

- Barclay will look at the TLtC website, will talk to Ms. Murphy and then will report back to us.

3) Advance the need to ....

*No actions to report.*

4) Advance the awareness of the need for ...

*Actions:*

- Barclay will check with LTAG and see where they are.
- Barclay will ask them to summarize what is available on each campus, including the status of VPN on each campus.

5) Advance awareness of the need to embrace Web technology ...

*No actions to report.*

6) HOPS CIGs

*Actions:*

- Hughes will stay on IL CIG.
- Barclay will stay on DR CIG.

7) Shared Print (Nancy Kushigian)

*Actions:*

- After UL discussion and revisions, Kushigian will make her report available.

8) Blackwell negotiations

*No actions to report.*

Other

ARL Supplemental Statistics (Yokote)

*Actions:*

Farley will ask Gary Lawrence to see which statistics could be supplied system-wide.

Document owner: **Donald A. Barclay**

Last reviewed: May 17, 2007