Minutes

University of California Heads of Public Service (HOPS)

Telephone Conference

September 11 , 2006

2:00-3:00PM

1. Digital Ref Collaborative Chat Launch
Review task list from Dig Ref CIG Preliminary thoughts on: "HOPS will be asked to develop, relatively quickly, measurable outcomes by which we will judge success of the project"

HOPS discussed the "update on Status of UC Chat Collaboration" submitted by Elaine Adams & Ken Furuta. The Calendar of service should run from launch in Fall 2006 through June 30, 2007. The Fall 06 end date will be Dec. 15. We need a January start date.

Farley will ask CDL to host a listserv for all Collaborative participants. Hughes, Furuta, and Adams will contact Carol Bonnefil for advice about support for policy webpages and details about the licensing costs/status.   Info pages at UCR will stay up until new pages can be developed.

Two procedural changes are to be forwarded to the Digital Reference CIG:

a) The Collaborative should be operational during all days on which *any* UC campus is in session. This is a change from the proposed schedule which recommended that the Collaborative be operational only when all campuses are in session.
b) It was decided that any question that can not be answered by the Collaborative will be referred to the home campus of the user.   UCSF and UCD will not be forwarded any medical questions.

Watstein asked for advice on how to structure telecommuting participation for library staff.

Assessment criteria will be discussed at the October 9 meeting in Oakland . HOPS should be considering: a) what audience do we want particularly to attract to the service; b) are the hours of operation optimal;   c) how can what we learn from this pilot position us strategically for IM-based service.

Training is a concern. The CIG is approaching this with a train-the-trainer mode, but will need some in-person contact for training even though the tutorials from QuestionPoint are good. Ken and Elaine will be asked to create (perhaps with Bonnefil) some best practices guidelines.

2. Notes from Information Literacy Workshop

Barclay will ask Jacobs (UCM) to link the streaming video of the keynoter off the CIG website as soon as possible. Palmer (UCI) will have a draft report for discussion at the Oct. 9 HOPS meeting. A summary of the session evaluations was shared.

3. Agenda topics for October 9 meeting

Roy T. and Patti Martin will join us at 10:15 am to discuss Metasearch. Please review Farley's June 26, 2006 email with further thoughts on Metasearch.
Hughes will sent out the agenda asap

October 9 meeting
LOCATION: Kaiser room 712.
Here are directions: **http://www.ucop.edu/services/directions-kaiser.html**
Lunch will be salads and cold cuts & lots of water.

Lunch cost will be $14. Checks and cash accepted

4. Other

Barclay will draft an FY06 HOPS report for SOPAG to be submitted this fall.

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