

HOPS Meeting Notes

October 9, 2006

Oakland, California

Present: Stirling (UCB); Yokote, recorder (UCD), Hughes, chair (UCI), Watstein (UCLA); Barclay (UCM); Frenkel (UCR); Dawson, SOPAG liaison (UCSB); Gomez (UCSC); Friedman (UCSD); Persily (UCSF); Farley (CDL); Lucas (LAUC); Tennant, guest (CDL), Poe, guest (CDL)

MetaSearch Project

Roy Tennant and Felicia Poe presented findings from the CDL-led focus groups and demonstrated the infrastructure tools (metasearch, journal browsing, RSS aggregation). UCLA pilot will be launched to determine deployment issues and strategies needed to support the infrastructure tools. Earth Sciences project completed and forwarded to National Sciences Digital Library (NSDL). HOPS endorsed CDL staff exploration of flexible infrastructure and application tool development that librarians may use in creating subject-oriented web sites and instruction-focused web sites, as well as integrating with campus learning systems.

UC Digital Reference Service

HOPS agreed that each campus will determine how and when to publicize the service for its own clientele. Service will be in effect during the regular academic sessions for any UC campus. December 15, 2006 is last service date for fall quarter/semester. Service will resume when the first campus begins its academic session. Also, CIG members are asked to determine whether a persistent name is used for the service. If a common "brand" is selected by CIG members, the selection is forwarded to HOPS for approval. CIG members are expected to develop appropriate policies and standards which are forwarded to HOPS as informational.

HOPS agreed that each participating campus providing the person power will staff according to its requirements and practices. Since the UCR CIG member is one of the co-conveners for the CIG and leading the implementation efforts, HOPS asks this individual to obtain the necessary IRB exemption to be used for the user exit survey.

Watstein and Frenkel will draft an assessment methodology and questions to be used. Due date for service evaluation report is May 21, 2007. Ideas for assessment content are: transcript and user exit form analyses, library staffing types and coverage hours, and interviews of library staff providing service and those who received referrals.

HOPS next meeting agenda item = possibility of a shared 800 phone number for UC-wide phone reference service.

BSTF Update

Dawson reported on SOPAG thinking to date.

Information Literacy CIG

Hughes will send Information Literacy Workshop final report to SOPAG without campus identified comments. Gomez will formulate a question that HOPS members can ask those who attended workshop as part of the workshop assessment.

HOPS reviewed CIG goals and approved goals #1 and #2. HOPS deferred approval of other goals pending further discussion of HOPS goals for fy06/07. At its Spring 2007 meeting, HOPS will review CIG charge, goals, and membership composition.

UC elinks Changes

Farley presented options that CDL can implement in response to HOPS requests. HOPS agreed upon the following:

- 1) If no full-text is available, automatically open the “more options” list.
- 2) When no full-text option is available, do not link existing phrase or substitute “use more options” phrase. If must have linkable phrase, create page which directs users to “more options”
- 3) Increase font size for bolded citation information (title and source), but not the labels.
- 4) CDL staff is asked to find alternative wording for ILL, holdings, etc.
- 5) Use “help” rather than “web services” as the label for section which includes “ask a librarian” and “report problem with UC elinks.”
- 6) Place “close this window” at bottom of screen.

Farley will alert HOPS before the production release date, so librarians will have some lead time before the changes go into effect.

Government Information Followup (Fall 2005 Seattle Institute)

HOPS members will ask their representative attending the GPO Depository Council meeting if there are any UC-wide public services initiatives that should be considered by HOPS. GILS FY06/06 Annual Report and Goals for FY06/07 mention some public services-related goals.

Learning and Collaboration Systems

HOPS members shared campus experiences to date.

HOPS FY06/07 Goals

Based on discussion Watstein and Friedman will refine previous goals and use 2009 as the target end date.

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