Minutes

University of California Heads of Public Service (HOPS)

Telephone Conference

November 30, 2006

Present: Barclay, Frenkel, Friendman, Gomez, Hughes, Lucas, Persily, Stirling, Watstein, Yokote
Absent: Dawson, Farley

1. UC e-Links and user testing (Felicia Poe and Patti Martin, CDL, joined us.)
- CDL is willing to conduct in January user tests of the proposed UC e-Links menu changes that HOPS has suggested.
- UCSD has volunteered to be the host site for the usability testing. Friedman and Persily will assist CDL in defining the objectives for the testing and will represent HOPS in signing off on the final CDL work plan, including objectives and test questions. Suggestions includes: comparing the current with the new interface to determine whether the proposed changes help, testing the clarity of terminology, and testing the effectiveness of placement of links on the screen.
- HOPS does recommend including undergraduates and faculty in the test if at all possible.
- It is anticipated at this time that the tests, report, and changes can be mocked up and confirmed by March 2007. A courtesy review from RSC will be sought.

2. IL CIG - HOPs new goals and what we want to convey to the IL CIG about their goals in light of HOPS' goals. Also, do campuses want terms for their reps, some of whom may get reappointed repeatedly?
- We will change the charge of the IL CIG to state that CIG members have 2 year renewable terms. This should accommodate one concern for assuring that members are those who are most willing to be actively engaged. HOPS still needs to review the CIG goals.
- Gomez has formulated a discussion topic that HOPS members can ask local campus attendees as part of the workshop assessment (email Oct. 25, 2006)

3. Update on the collaborative reference. How is staffing going? Shall we begin to discuss an 800 number for UCwide phone reference? I know that UCI is double staffing, but we could take a couple more hours.
- HOPS will explore "rebalancing" workload a bit in January. Thanks go to Watstein for sharing the report from Elaine to Gary S. about the progress of the collaborative service.
- HOPS members can ask their CIG reps to review stats of questions answered by their staff, asked via their links, and asked by status of patron.
- Frenkel and Watstein will alert HOPS via email when issues need to be addressed by HOPS, but we will allow more time for policy and service standards to get smoothed out by the CIG.
- Ken and Elaine will be asked to lead the CIG in the development of a policy for referrals.

4. How to organize to take up privacy issues from LTAG
- We will take this up via email.

Optional: 5. LibX and Firefox/Zotero for the public - this may be very short. I just want a poll of who is making this available to the public at large.

- This conversation has been indefinitely tabled, **with great thanks to Gomez** for her updated information about LibX and Zotero.

HOPS will have another ReadyTalk experiment on December 15 if Farley is available to test functionality and review Farley's information about BSTF goals and their relationship to mass digitization.

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