

UC Heads of Public Services

Conference Call

July 19, 2007

Participants: Barclay, Dawson , Farley, Friedman, Hughes (chair), Gomez, Kautzman, Lucas, Persily, Stirling , Watstein

1. Update from CF on 24/7 Chat quote (20 min)

HOPS members will study the information from OCLC about the terms for extending chat reference to 24/7 in preparation for a discussion at our workshop on August 27, 2007 . Friedman and Watstein will gather references on the service from 3 institutions. Friedman will verify with OCLC whether UC could use high level career staff in addition to librarians for our contribution. Stirling provided the excellent news that UCB will be joining the UC collaboration on digital reference using QuestionPoint beginning Fall 2007.

2. LAUC questionnaire (25 min)

It was suggested that the questionnaire be constructed as a ranking exercise in order to gauge preferred priorities for reference initiatives from the LAUC membership. Lucas will revise the draft and send it to HOPS for review (24hr turnaround.) Results should be tallied in time for the August workshop.

3. Collaborative staff training via webpages/tutorials (15 min)

HOPS was enthusiastic about the possibility of collaborating on staff training, with an initial focus on the development of a UC-wide online training module on customer service for our public services staff.

4. Other:

Details of the August workshop were reviewed.

Round robin on call/email tracking software used on campuses.

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Last reviewed: August 3, 2007