UC Heads of Public Services
Joint Meeting With SOPAG
August 26, 2007
James Irvine Foundation Conference Center
Oakland, California

Agenda

Discussion Session Notes

User Needs Survey

Sharing UC Materials UC-wide with great interfaces

New Technologies / Old Librarians

Scan on Demand

Expertise: How to Capture the Expertise of Librarians and Merge it into Users' Environments

Communication Replaces Service

Marketing to Users

Cal-Opedia

Content Delivery and Mobile (M) Learning

Collaborative IM, Texting and Retirement

Negotiating to index full-text third party licensed databases / using metadata to full-text licensed databases – end result of it is a one-stop-shop for all relevant content

Reserves: It should be easy, right?

Public Services Training Website

Infrastructure x 10: how to make "it" work across the system

Eliminating Library Websites

Why is it Hard to Use our Stuff?

New Ways to Connect with Users

Live broadcasting and recording instructional classes

Campus Partnerships

Web 2.0

Staff Development

Standardized Loan Periods

Centralized UC Helpdesk

Going Where Our Users Are

Support for Public Services - Staff and Funding

Closing Comments and Reflections

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