

UC Heads of Public Services

October 8, 2007

Oakland, California

10am-3pm

Present: Dawson, Farley, Frenkel, Friedman, Gomez, Hughes, Kautzman, Palmer, Persily, Watstein

1. UC eLinks - Guest: Steve Toub (45 minutes)

Assessment on general flow: Toub will send HOPS the objectives; tentative time frame is November. Agreed we are looking for ideal rather than limiting to what is technically feasible.

Naming: Toub will send to UC-eLinks liaisons. HOPS will solicit public services feedback and will respond by November 5.

Communication: Agreed that HOPS wants to advise on the "strategic front end" issues and presume HOTS would advise on "strategic back end" issues. HOPS will review the UC-eLinks liaison list and appoint a public services person. Normally, this operational group would handle most issues; for issues of strategic importance, CDL or this group would make recommendations HOPS or HOTS to review. The exact flow of consultation and communication for different categories of issues still needs to be finalized. HOPS will consider whether an operational group for public services issues should be appointed (with principles and general direction set by HOPS) or whether Users Council might be used for this purpose (and similar role for Request issues). Ellen Meltzer will be invited to a future discussion.

Request: Persily will serve as liaison for HOPS and will formalize reports. HOPS may consider more frequent joint meetings with RSC. Assessment on Request for strategic planning may be appropriate after the launch of the OCLC pilot (next summer or fall).

2. Finalize report to SOPAG on 5 most promising ideas: All (45 minutes)

Report was completed and sent to SOPAG by the deadline of October 8, 2007

3. Recommendation to Join the 24x7 consortium for chat reference: Catherine Friedman (30 minutes)

Friedman and Hughes will draft a charge for HOPS' review to the Digital Reference CIG to make a recommendation as to whether to join the QP 24x7 consortium. This charge will be submitted for HOPS review by October 16, 2007.

Lunch: Kautzman gave a BSTF update.

4. Next Steps on IM pilot project: All (1 hour)

UCLA will explore a new leader for the Digital Reference CIG; Furuta will retire from the DR CIG and move to an IM Task Force. Watstein will draft a charge for the IM TF for HOPS' review by October 23, 2007; UCR will provide a wiki for the use of the DR CIG.

5. 800 number for UC reference: Donald Barclay (20 minutes)

Not addressed since Barclay was absent

6. HOPS annual report (Hughes)

Hughes submitted as final the report which HOPS reviewed by October 2, 2007

7. IL CIG Future (All)

Hughes will draft a note to the IL CIG, thanking them for their service and disbanding the group

Document owner: Donald A. Barclay

Last reviewed: November 1, 2007