HOPS
Conference Call
January 22, 2008

Present: Barclay, Dawson, Farley, Friedman, Hughes, Palmer, Persily, Stirling, Watstein
Guests: Meltzer, Toub

1. **Process for drafting the Feb. 14 report to the ULs**
SOPAG accepted the revised timeline requested by HOPS for the preliminary report to SOPAG. Hughes and Watstein will develop a draft for review by HOPS in early February.

2. **UC-eLinks Enhancements**
HOPS supported CDL in going forward with the development of a UC-eLinks service prototype for further testing that allows linking directly to full text in frames. If successfully developed and fully tested, HOPS suggests that early August or mid-December are the timeframes in which this enhanced service could be implemented in 2008. Ellen Meltzer will send to HOPS various links to UC eLinks tutorials that are already developed. It is suggested that CDL develop a Camtasia and/or a YouTube video to address the issue of how to teach people about UC-eLinks.

3. **Communication about Potential Service Enhancements**
Toub and Meltzer will send to HOPS examples of issues that demonstrate the different flow of communication for "strategic front end" input versus feedback on operational enhancements to UC-eLinks, REQUEST, and other services. Users Council was discussed as one channel for information gathering about operational issues; campuses may want to review their representatives to this group. Clarification about the role of HOPS and the role of Users Council in "…comment[ing] individually or organiz[ing] campus responses on priorities, proposals for changes, experimental collections and functions, or other requests for input from CDL staff…" will be required. (quote from the User Council charge)

The list of current Users Council members is at:
http://www.cdlib.org/inside/groups/users_council/roster.html

4. **Dig Ref CIG Report on 24x7 Chat Reference**
Hughes will thank the Dig Ref CIG for its timely report on the desirability of a 24/7 chat service for UC. Further discussion will be deferred until the next conference call to allow consideration of both the 24/7 recommendation and the IM Task Force report.

Next conference call: February 14, 2008, 3pm-4:30pm

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Last reviewed: January 28, 2008