

**HOPS  
Conference Call  
May 28, 2008**

**Present:** Dawson, Friedman, Hughes, Kautzman, Palmer, Stirling, Watstein

**1) Big Idea responses from SOPAG and ULs – next steps**

Friedman reported on her participation in the ULs conference call on May 28: In the conference call with the ULs, Friedman presented the HOPS initiatives related to the Big Idea as found in the document HOPS submitted to SOPAG on May 1. There were many questions from the ULs about different aspects of the initiatives including how the digital reference service matched with the current traditional services we are providing, what were the use statistics of the digital reference service, clarification of the cost estimates for each initiative, what the coordinator position would be doing, whether the coordinator position could be resident on a campus or be on staff on a specific campus, and which initiative would Friedman choose if only one was to be approved. For the latter, Friedman responded that she thought the other initiative would be one we would pursue regardless, though perhaps over a longer period of time than if approved by the ULs, so she chose the digital reference initiative as her priority because it would be very difficult to do without funding and support from the ULs. After speaking with the ULs for about half an hour, Friedman was told that the ULs would continue to discuss the initiatives and get back to her through SOPAG. They also asked her to provide, through SOPAG, the digital reference annual report and statistics she had mentioned in her discussion of this initiative. HOPS discussed the UL conference call about the initiatives and Watstein agreed to pull together the digital reference statistics information requested by the ULs. Then HOPS agreed that all else that could be done is wait until Friedman is contacted by L. Tanji on behalf of SOPAG.

**2) Next Generation Melvyl launch**

The launch has gone well on most campuses. UCB just launched, but had trouble with the form by which problems are reported. Kautzman provided "hit" numbers for the first day for all campuses. Those campuses that featured the search box on their front webpage had higher hit rates. Highest numbers were UCLA and then UCI.

**3) Digital Reference: leadership, QuestionPoint, Academic Cooperative participation, and Qwidget**

Succession planning for the Dig Ref CIG:

Background: Elaine Adams was appointed co-chair with Ken Furuta of UC Riverside in June 2006 for a two year term of office. Furuta moved from co-chair of the CIG in December, and Ken Firestein of UC Davis is filling out the term. Elaine is not seeking re-election for another term. HOPS considered several options, including bringing in one new chair, two new co-chairs, or if the ULs accept our "Big Ideas" coordinator proposal, s/he could serve as chair of the DR CIG.

HOPS would like Elaine Adams to stay on for another month, at least until the ULs make a decision re: the "Big Ideas." Watstein will work with Adams to get copies of sample digital reference coordinator job postings. HOPS will review these, in the event the recommended coordinator proposal is not approved by the ULs, and we need to replace existing co-chairs. HOPS agreed that the length of term for the new chair or co-chairs should be one year.

OCLC renewals:

Background: Our current QuestionPoint subscription runs from July – June (12 months) and the total price for 10 institutions is \$7125 or \$712.50 per library. HOPS recommends that we should renew for the next year. Watstein will send an email to HOPS with the revised price. HOPS

members who were not present for the conference call will have a chance to weigh in on this recommendation.

HOPS also noted that some campuses may wish to “opt out” of renewal due to fiscal challenges; however, given our commitment to consortial services, our shared goal of integrating a full complement of reference services into the digital spaces our users frequent (“Big Ideas,” May 11, 2008), investment to date, HOPS agreed that we would cover the fee for those institutions who seek to “opt out.” HOPS did, however, express its desire that the service remain available for users at campuses who wish to “opt out.” In other words, users at these campuses will have the same access to the service.

Academic Cooperative:

HOPS continues to await the ULs’ decision on joining OCLC’s 24/7 Academic Reference Cooperative.

Qwidget implementation for IM reference into the OCLC chat system: Most campuses are implementing the Qwidget; however, there are differences in “how.” Those that have not yet implemented are dealing with either local system challenges or unresolved issues as to placement.

#### **4) The Budget Situation – round robin**

The group discussed the budget situation at the various campuses and in their respective libraries.

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