

**HOPS
Conference Call
July 30, 2008**

Present: Friedman (SD), DeDecker (SB), Watstein (LA), Hughes (I), Cowell (SC), Persily (SF), Barclay (M), Frenkel (R)

Notes

All welcomed Elizabeth Cowell, new AUL for Public Services at UCSC, and Sherry DeDecker, Head, Information Services Department at UCSB Libraries, as the newest HOPS members.

1. HOPS Big Idea – next steps – CRF

HOPS discussed what needed to be done to help the ULs better understand the cost-benefit advantages of the Big Idea Initiative #2 (Ubiquitous Reference Services). It was decided that we would prepare a short document which would express our strong commitment to the service, how it fits and supports UC Libraries values, and how it can be used to promote our interest, and our campus' interests, in providing students with responsive services at their convenience. The document will also provide user-focused scenarios (modeled after those used for the BSTF), a cost-benefit analysis, and how powerful connections can be developed between NGM and this service.

Assignments for developing document, due by end of day August 8:

- a) intro, values, pulling document together – Friedman, Watstein
- b) scenarios – Hughes, DeDecker
- c) cost-benefit analysis – Frenkel
- d) PR/campus aspects – Cowell

Friedman will look into getting a workspace on Google Docs for all the work to be shared.

2. DigRef CIG leadership 08/09 –SW/CRF

Current CIG leadership is shared by Elaine Adams, UCLA, and Kenneth (Ken) Firestein, UCD. Adams had formerly co-chaired with Ken Furuta, UCR, and is looking to pass the baton. When Furuta moved on to assume a leadership role to explore consortial IM, Firestein stepped in and HOPS' commitment to Adams was a one-year-and-you're-out extension. Noting that on their July 18 conference call, DigRef CIG members discussed their availability and interest in chairing the CIG. Lynn Jones, UCB, was interested in co-chairing. Jones had previously sent Friedman and Watstein a statement of interest. Joseph Yue, UCLA, had also previously expressed interest, but only to Watstein. The CIG endorsed co-chairs Jones and Yue, however, HOPS favored giving UCLA a "pass," given its involvement/leadership in recent years. HOPS agreed in the value of rotating chairs, or co-chairs, to allow different campuses to engage in a more visible way and to differently expose local initiatives. Co-chairs from UCB will be pursued; one year terms are recommended. Watstein will continue as HOPS liaison to the CIG.

3. HOPS Activities Report 07/08 – CH

Hughes asked for comments, changes, and additions to the HOPS annual activities report. She will integrate those suggestions and resend the document.

4. WorldCat Local Meeting at ALA – SD

It was obvious from discussion that WorldCat Local will be the default catalog in the not too distant future. There was quite a bit of discussion as to what percent of user satisfaction is acceptable before going ahead with plans for NextGen to become the new Melvyl. University of Washington has already implemented WCL as their default catalog:

<http://www.lib.washington.edu/>

OCLC is identifying niche areas that need addressing and is putting together groups to work on these. So far they've identified non-Roman alphabets, Music, Special Collections, and there is a group working on large serials holdings. (Ellen Meltzer's notes: working groups may find that WCL is not the appropriate tool for their users.)

Upcoming features:

- Libraries will be able to set up their own configurations, and pre and post assessments will be available.
- The ability to print and mail lists with call numbers is a work in progress.
- User generated tagging is expected on the detailed record soon.
- Patrons like the TOCs and abstracts.

Notes from Ellen Meltzer:

- Reviews written by users have tripled.
- 75-80% of University of Washington's users are using WCL because it's so prominent: use of collections hasn't changed, but ILL has skyrocketed.
- OCLC is working with a variety of OPACs, plans to begin working with some open source systems such as Koha and the European system Talis.
- OCLC is working on a widget that could make a direct database call to get item availability (discussed in context of when people could stop using their OPACs).
- The October install will allow more granularity in the treatment of circulation items.
- There is still an unresolved issue of ability to display branch level holdings.
- OCLC and Index Data (a software development and consulting company) are working together to extend the discovery capabilities of WorldCat Local to include all licensed and full-text resources of a library: <http://www.librarytechnology.org/ltg-displayarticle.pl?RC=13366>

5. Scheduling future calls – CRF

It was decided that HOPS will continue to have monthly conference calls and that they should be scheduled at a consistent and predictable time each month. Friedman's assistant will work to arrange a regular monthly meeting time to be in effect for the next year. HOPS will also plan to have a face-to-face meeting in Oakland in late October. Friedman will talk to Farley to see if a location at CDL could be used and then will begin scheduling.

6. Public service indicators – SW

Watstein will send out information about this via email.

7. Dynamically generated library guides - SW

UCLA is considering licensing Springshare's LibGuides in an effort to facilitate migration to dynamically generated library guides and enhance access to collections through generation and maintenance of better guides. UCLA currently supports four different types of guides; Web analytics shows that these pages are barely accessed. The matter of incorporating 2.0 features into these guides is an ongoing challenge, and while UCLA looks forward to Web redesign to more aggressively and systematically bring these into their environs, Watstein noted her opinion that they cannot afford to "stall" until then! With regards to pricing, UCLA's FTE is over 25,000 and has received a price quote for LibGuides at \$2,999 per year. This is based on FTEs of over 25,000 which is LibGuides' highest tier price level. The only other *optional* fee would be \$60/year for custom domain mapping (i.e. if you want a ucla.edu domain for your LibGuides system, e.g. libguides.ucla.edu or anything.ucla.edu). Hughes had previously shared details about

the UCI model via email, and all agreed it was fascinating. Meantime, interest in system-wide licensing was also expressed. Watstein will work with Laine/Meltzer on this.

8. Budgets – SW

None of the campus libraries had confirmation of their budgets, but several are planning for anticipated reductions ranging from 3.5% to 10%.

9. Data archives regional group – SW

Watstein reported that several staff have approached her with a proposal for a “multiple-points of access” approach to the delivery of data services at UCLA. These same folks have also expressed interest in the re-establishment of a data archives regional group. Watstein understands that there used to be such a group, but that it might have been nested under the CDC. UCLA folks would like to see this under Public Services. Watstein will bring a proposal back to HOPS.

Document owner: **Donald A. Barclay**

Last reviewed: August 28 , 2008