

**HOPS
Conference Call
August 28, 2008**

Present: Cowell (SC), DeDecker (SB), Frenkel (R), Friedman (SD), Hughes (I), Kautzman (D), Meltzer (CDL), Stirling (B), Watstein (LA)

NOTES:

1) Big Idea Initiatives supplemental info doc for SOPAG/ULs (distributed last week by Friedman) – led by Friedman

HOPS discussed the draft of the document sent out on 8/19/08. It was decided to do the following:

- Tighten up, shorten, and slightly restructure the document; integrate revised content, change the tasks identified under Initiative #1 and add some collaboration expectations: Friedman, Watstein
- Rework the scenarios to show current and proposed service environments for inclusion as an appendix: DeDecker, Hughes
- Rework the cost-benefit analysis to include revised staffing costs: Frenkel

Revised content will be sent to Friedman/ Watstein by Friday p.m., August 29. A next draft will be shared by Sept. 3.

2) Annual Review of Activities/Goals & Objectives for '08/'09 (start of conversation – can also discuss on Sept. call) – led by Friedman

There were no additions to HOPS' accomplished activities for '07/'08. It was decided that on the next HOPS conference call, we would discuss using our current Goals & Objectives (which were approved for 06-09) and see if they needed any minor adjustments or if we wanted to include some specific tasks within any that will then show what we will be working on through the end of '08/'09. We will develop new goals and objectives covering the next cycle of years (either '09/'11 or '09/'12) next spring.

3) HOPS relationship with RSC - led by Friedman

The relationship between HOPS and RSC was discussed. Some HOPS members receive information about RSC activities because of their organizational reporting lines, others don't hear as much. At HOPS' request, S. Willhite (CDL) has agreed to send public services-related RSC emails to the HOPS chair to share with HOPS. Friedman will check with Persily who is the current HOPS liaison with RSC to see if there are areas where there might be closer or more collaborative work. There was a joint meeting of HOPS and RSC in February 2005 which focused on UC-eLinks and some aspects of resource sharing.

4) Topics to bring to Oct. ACG/SOPAG meeting (can also discuss on Sept. call) – led by Friedman

There were no topics noted at this time. HOPS members were asked to think about any possible topics for this meeting. This item will be placed on our Sept. conference call agenda for further discussion.

5) Collaborative Instructional Media – led by Watstein

Agenda item stemmed from Barclay's suggestion that HOPS consider lending its support to the development of system-wide instructional media (email sent to HOPS on August 7, 2008). The potential scope here ranges from tutorials to videos, from digital signage and more. Barclay noted that any initiative or initiatives here ties into the big idea of collaborative public services, is likely to result in a high return on investment, and that collaboration maximizes instruction and IT investments. Pitfalls were also noted

- It could turn into a situation where all the work falls on one or two campuses while everyone else free rides.
- The participants could expend all kinds of energy and never actually produce anything.
- The participants could produce media that is either poorly done, focused on topics library users don't care about, or have such a short shelf life that there is no payoff.
- The participants could produce instructional media that is great except for the fact that library users never look at it.

The core question, again per Barclay, is "Do we want to test these collaborative waters?" HOPS members decided that prior to answering this question, they needed to know more. Specifically, what would "testing the collaborative waters" entail? What breakout project/pilot opportunities exist and how might we prioritize them? What resources do we have within our divisions to devote to this work? HOPS also requested that the initiative be better framed, so members could better assess its merit. Barclay, Kautzman and Watstein will frame the issue for HOPS' consideration.

6) Other

- Frenkel asked for ideas on promoting NGM to faculty.
- Cowell asked for more information on the QuestionPoint Qwidget and its implementation.

Document owner: **Donald A. Barclay**

Last reviewed: September 25, 2008