

**HOPS  
Conference Call  
December 18, 2008**

**Present:** Cowell (SC), DeDecker (SB), Friedman (SD), Hughes (I), Kautzman (D), Meltzer (CDL), Palmer (LAUC), Persily (SF), Stirling (B), Watstein (LA)

**1) Mass Dig FAQ** – Hughes H. Christensen (CDL) is revising the FAQ. Hughes will liaise with Christensen on behalf of HOPS re: updates to the FAQ. Meltzer will follow-up with Christensen so she is aware of Hughes' role. Hughes will find out, once she sees the draft if the audience is intended to be internal (for library staff) or external.

**2) 24/7 Implementation plan** – DeDecker DeDecker presented the 24/7 Pilot Implementation Plan as recommended by the DigRef CIG. January 20th is the date that the service will be available to UC users and UC librarians will start contributing staffing March 30th. Some key points, the service will be renamed Ask a Librarian rather than Ask a UC Librarian to reflect the change in who might be answering user questions. At least at the start of the pilot, each campus will develop their own promotional materials which could be based on those already developed by OCLC. Each campus will be responsible for determining how much financial support they will provide for their own promotion of the pilot. As provided to her by CIG members, Meltzer agreed to post any promotional materials developed for the pilot to the UC Libraries Instructional Materials webpage. DeDecker reminded everyone that the 24/7 service does not support the Qwidget right now, so each campus will determine how it will manage this issue. Watstein will share how they have gotten around this issue at UCLA with DeDecker. This workaround may work for other campuses as well. DeDecker was asked to remind the CIG how important assessment and value proposition determination will be in the current budgetary climate if they decide to recommend that the service continue after the pilot is completed. HOPS accepted the Implementation Plan with the understanding that implementing a pilot requires flexibility and some trial and error.

**3) Paying for the 24/7 service for 08/09** – Friedman Friedman confirmed the price the nine participating campuses + CDL will be paying for the 24/7 Pilot and asked about the timing of the invoicing for the payment. OCLC would like to invoice for payment of this service in June even though OCLC would normally be billing for the software we currently license in July. Friedman will send to HOPS confirmation in writing of amount each will need to pay and the OCLC preferred timeline for invoicing. Each HOPS member will get back to Friedman by mid-January on what the preference is for their campus. There is hope for agreement that June will work for all. Friedman will put the OCLC Representative in touch with Meltzer since CDL will have unique issues regarding invoicing for their payment.

**4) School of Global Health** – Meltzer CDL is still determining who will serve as the point person for this new program. There are many questions that will need to be answered such as identify confirmation, sharing Tier 2 and 3 purchases, use of data sets. Meltzer will be attending a meeting early in January with the Program Coordinator for the School and will report back to us. The School's administration is officially housed at UCSF.

**5) Brief report on Confluence** – Meltzer The person who served as the lead on Confluence at UCOP is no longer there, so nothing is happening now. A new person will be in place at the end of January so there should be movement on this in late January and early February. Meltzer will report back at that time. Since the need for UC instruction librarians to have a place to share and store instructional objects under construction and to collaborate was voiced earlier, Meltzer requested more information about those needs. Watstein and Persily will work together to identify those needs and provide them to Meltzer by early February. If Confluence will not meet

their needs, then at that time, the instructional librarians can continue to look for alternative solutions.

**6) MS SearchTogether** – Kautzman According to Kautzman, this tool, which is intended to allow shared searching, still is under development so not yet ready for full consideration.

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