

**UC Libraries/Heads of Public Services (HOPS)
Conference Call June 19, 2009
Notes**

Participants: Barclay (M), Cowell (SC), DeDecker (SB), Frenkel (R), Friedman (SD), Hughes (I), Kautzman (D), Meltzer (CDL), Persily (SF), Stirling (B), Watstein (LA)

1. Announcements/Budget updates

All agreed to share budget information and/or changes in services as a result of budget decisions. There is the question of how a change or changes at one UC library might impact another of the UC libraries. HOPS is hoping that the ideas get out there, so that planning can take place. Friedman will contact convener of the University Librarians group to say that we're hoping that when they're talking about service changes at the local level, they discuss the possible impacts these might have on other libraries within the system.

Any information that is coming out about budgets or services changes could be shared via the HOPS Wiki. There were still some access problems which Meltzer will investigate.

2. UC digital reference service staffing - Barclay, All

The DigRef CIG is struggling with how to staff the service in an equitable way. They are concerned with how to make it sustainable. The digref stats show over 16K questions were asked on digref for 08/09 so far. HOPS reiterated that they consider this a very key service and asked DeDecker to share this with the CIG.

3. Springer Open Choice Pilot - Persily

Persily gave an overview of the pilot and brought up the question of user eligibility. It would be useful to have a simple policy. It was recommended that eligibility be based on inclusion in database used for controlling access to licensed library resources, though there would be no requirement for verification. And since this was just a pilot, we would see how it works, and make changes if need to. HOPS is okay with this.

4. CDL ILL Operations Team - All

HOPS shared their opinions about the proposal for the CDL ILL Operations Team.

5. HOPS Charge - change or keep? - All

HOPS discussed changes for the charge. They decided to discuss again on the next conference call.

6. Next Gen Melvyl Updates and other info - Meltzer

Next Generation Melvyl Pilot:

- Plan for Evaluation Period - The Next Generation Melvyl Pilot Implementation and Executive Teams have agreed to an evaluation/stress test period beginning August 19 where we send the majority of current Melvyl traffic to NGM, and deemphasize classic Melvyl.
- Frontline communication team - We want to use frontline librarians- instruction, reference, selectors/bibliographers for fall communication. This small group will accomplish system-wide reference information, instruction plans, and other "cheat sheet like" work that can be used by all UCs.

ACTION: Kautzman and Meltzer will send expectations to HOPS for the time commitment involved and types of people wanted. HOPS members will send back names or recommended people.

A UC instance of the Metasearch Sandbox --This will become available for HOPS after July 24 per OCLC (Mela Kircher). We expect that there will be one sandbox for our system. More discussion to come in near future.

Wording for SRLF and NRLF Materials - [Editor's note: Following the meeting, HOPS members approved the following wording for use in classic Melvyl for Next Gen Melvyl materials in SRLF and NRLF: Inquire at Circulation or Loan Desk; generally available at northern (or southern) UC campuses within 48 hours.]

Document owner: **Donald A. Barclay**

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