UC Libraries/Heads of Public Services (HOPS)
Conference Call July 30, 2009
Notes

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

1) Announcements/Budget updates
Everyone shared their campus budget situations, talked about the leadership shown by their campus leaders, and about some strategies their libraries are taking to accommodate expected cuts.

2) UC DigRef CIG leadership decision and service staffing update - DeDecker
DeDecker discussed the interim report on UC Libraries participation in 24/7 digital reference. Use of Ask a Librarian has grown tremendously over the past year due to increased placement of qwidgets on campus web pages and UC participation in 24/7. Service quality is high, even when questions are answered by non-UC librarians.

Staffing: Most campuses double-staff which the CIG feels is necessary to adequately cover the questions coming from the UC community. Some campuses triple-staff, but the CIG feels no need to require this. During the hours UC staffs the service we pick up more than 75% of UC questions. Some campuses continue to have problems maintaining staffing, as different models are used. Some campuses fold librarian participation into the requirement for reference; others rely upon volunteers. This causes difficulty for some in filling their required hours of staffing.

The group discussed who will Co-Chair the CIG next year; it was recommended that HOPS ask the current chairs to continue.

ACTION: Friedman will ask Cynthia Johnson (I) and Lynn Jones (B) to serve another year as co-chairs.

ACTION: DeDecker will enter update into conference call notes.

ACTION: DeDecker will ask the CIG to request HOPS support for additional staffing if needed.

3) Updating HOPS Charge – All
ACTION: Frenkel recommended a change to one of the points and will share it on email.

4) HOPS Activities Report + Goals/Objectives for 09/10 including any projects that intersect with other ACGs or CIGs - All
ACTION: Friedman will add to wiki; everyone should add, subtract, edit as needed.

5) ILL - Frenkel

6) Next Gen Melvyl upcoming release and other info [Ask-A-Librarian on the NGM interface and Metasearch sandbox] - Meltzer

a) It was decided that the link on the Next Generation Melvyl Pilot pages that now goes to "Get Help" will be changed to go directly to campus "Ask a Librarian" links instead. ACTION: CDL will change link on August 17 so that campuses can prepare for the change.
b) Metasearch sandbox. OCLC has not yet set this up for us. When they do, there will be one instance (UC Riverside) and it will contain the licensed OCLC databases only at first.
c) An updated Checklist and current Melvyl - Next Gen Melvyl Pilot comparison chart will be sent

out tomorrow (7/31/09).

d) Meltzer requested input on campuses that are willing to participate in another round of usability testing in November, and on request for personas that campuses may have created of their typical users. UCLA has recently completed work in this area and may be able to share it.

ACTION: Meltzer will send out memo from Sara Davidson [Done]; HOPS members respond to Davidson.

7) Consortium Partnership: Text a Librarian and CDL - Meltzer
Meltzer received a memo from Mosio; item postponed to next meeting.

8) School of Global Health - Persily

9) Need feedback on database selections for NGM

Document owner: **Donald A. Barclay**

Last reviewed: October 6, 2009