

**UC Libraries/HOPS
Conference Call
October 30, 2009**

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

NOTES

1) Announcements and Information Sharing

There was general sharing of news and events on several campuses.

2) CDC UC Library Collection Concept Paper- discussion by all

The whole group engaged in a discussion of the CDC concept paper. Several members took notes and agreed to post them to the wiki for all to see, add to and comment on.

ACTION: Friedman will take those notes and prepare them for submission to CDC and SOPAG. She will share draft with HOPS via the wiki.

ACTION: Friedman will submit HOPS comments on the paper to SOPAG and CDC on November 13th.

3) Digital Reference CIG Hours Proposal - DeDecker

DeDecker answered questions on the October 26 communication from the Digital Reference CIG. The CIG recommends that UC provide 50 hours of coverage per week, translating to 100 people hours. They further recommend that UC staff evening hours Sunday-Thursday, using a model of sharing evening hours among campuses. Number of service desks was not considered, as these vary widely.

HOPS recognizes the value of this service. Barclay noted that, unlike other services, digital reference is quantifiable.

Campuses that will not be able to fulfill the recommended commitment are Davis and Santa Cruz. Santa Cruz can possibly cover an evening - cannot staff the recommended 11 hours, but can do more than the two it currently covers. Davis cannot staff its recommended 9 hours, but will commit to 6.

ACTION: Santa Barbara and other campuses will cover the extra hours for Davis and Santa Cruz.

ACTION: HOPS members will help fill the evening hours by working with their CIG representatives.

4) Next Gen Melvyl Pilot Update - Kautzman/Meltzer

Meltzer reported that:

a) Usability testing will take place at UCSF on November 9-12 with the help of Michele Mizejewski and at UCSB with the help of Lorna Lueck, Andrea Duda and Chuck Huber.

b) OCLC intends to bring improvements into their FRBRization in November.

c) We are now allowed to have up to 7 links in the NGM dropdown menu with the campus Library's name on it. Current Melvyl statistics show that the most heavily-used links are for campus A-Z lists of ejournals and for campus database links. All agreed these should be added. CDL will proceed to do so.

d) CDL implemented a change that has online resources now opening in a separate window so that users aren't trapped in process that doesn't allow them to return to their earlier searches.

e) Laine Farley, Executive Director of CDL, made a presentation on NGM to UCOLASC. They had been concerned earlier about "Buy the Book" link. Surveys show that most people are neutral on the subject. In addition, the link is collapsed so that users need to open it up to use it.

Frenkel suggested that Meltzer send out something to HOPS about why we scope to Libraries Worldwide. This information can be used to remind library staff and campus users why we made this decision (basically, to allow for discoverability at the network level). [This has been done.]

5) Consortium Partnership: Text a Librarian and CDL - Meltzer

Some campuses can't handle another reference flow right now; others are trying other services and/or Mosio.

ACTION: It was decided not to pursue Mosio at the moment.

ACTION: It was agreed to report back on pilot and trial efforts underway at a later date.

Document owner: **Donald A. Barclay**

Last reviewed: November 17, 2009