

**Notes from UC Libraries/HOPS Conference Call  
May 27, 2010 3:00-4:30**

**Participants:** Barclay (M), Cowell (SC), DeDecker (SB), Frenkel (R), Friedman (SD), Kautzman (D), Meltzer (CDL), Mulroy (LA), Palmer (LAUC), Persily (SF), Stirling (B) Carol Hughes was not able to attend.

**1. Announcements round robin**

- \* UCR will shortly be recruiting for Head of Reference for humanities and social sciences library (Rivera Library)
- \* UCLA is recruiting for Head of East Asian Library
- \* UCD just heard from the first UL candidate. Two more candidates to come.
- \* UCSC was occupied by students for four days, trying to keep library open until midnight. Police presence and skilled negotiation from the UL and AUL helped deescalate and stop the sit-ins.
- \* CDL has two open programmer positions (in Discovery and Publishing)
- \* UCSB library construction project lease revenue bond funding has been approved by both the Senate and Assembly Budget Committees, with expectation that legislative approval will follow.
- \* UC-wide webpage best practices task force has formed and started talking. Members are: Kristine Ferry (UCI), Rachael Hu (UCOP) Susan Mikkelsen (UCM) Brian Mathews (UCSB), and Deborah Murphy (UCSC).
- \* The ULs approved 24/7 digital reference going forward as a regular program.

**2. Discussion of Systemwide Tutorial**

The estimate for modification work from UCI was high. Consensus is that we focus on creating tutorials that we all can use pretty much off the shelf without much individual customization. We want to focus on conceptual topics (starting research/starting finding resources/citations, etc.). The quiz would be needed to be customized by each campus, if used. Each of us would have it running on our own servers.

**ACTIONS:** Cathy Palmer will ask the UCI programmer how much it would cost simply to remove the UCI mentions and remove the specific UCI find books part of the tutorial. Ellen Meltzer is going to see if there is a possibility of using a CDL server.

**3. Discussion of Digital Library Task**

**Force**[http://libraries.universityofcalifornia.edu/sopag/dlstf/DLSTF\\_Final\\_Report.pdf](http://libraries.universityofcalifornia.edu/sopag/dlstf/DLSTF_Final_Report.pdf)

Comments due by June 14. Consensus is that this is a comprehensive report that lays out the path for coordinating planning and implementation of digitization projects and the creation of a unified UC Digital Collection. HOPS welcomes the role suggested by the Task Force for "assessment and continuous improvement to enhance the delivery experience throughout the UC Digital Collection--by listening to and engaging with our users--at the campus and systemwide levels."

The one recommendation we have so far is to ensure that the next steps include description of the governance structure for the UC digital collections.

**ACTIONS:** Ann Frenkel will draft a statement to send to SOPAG by June 14. Send any responses or feedback to Ann by Friday June 11.

#### **4. Idea of a UC-wide conference call for reference librarians on reference services, emerging technologies, etc.**

Should we plan this? What is the scope and goal? Who would organize? HOPS thought this would probably work best as a UC-wide webinar and likes the idea. All agreed that we do not want it to be too organizationally heavy. Ideas for topics included: reference staffing; asking what is reference; information sharing; asking how technology is used in providing reference; asking how technology allows staff to provide reference off desk; and asking how each campus is organized to provide reference. Ideas for format included starting with provocative statements, or posing several questions.

**ACTION:** Catherine Friedman is willing to do a quick environmental scan of reference in her libraries and share it with the rest of us. We can follow her model and do the same for our libraries. With this information, we can focus more on some of the issues and figure out the next steps.

#### **5. ILL practices for media (video, DVD, CDs):**

Amy Kautzman Suggestion was made that we review ILL lending policies to increase lending between UC libraries. There was no HOPS consensus on this at this time.

#### **6. DRAFT UC Libraries Use of Shibboleth Statement**

[https://wiki.ucop.edu/download/attachments/11502238/UC+Libraries+use+Shibboleth-draft\\_ver2.docx?version=1](https://wiki.ucop.edu/download/attachments/11502238/UC+Libraries+use+Shibboleth-draft_ver2.docx?version=1): Ann Frenkel This is a draft statement for UC regarding the use of Shibboleth for access to electronic resources.

**ACTION:** Ann Frenkel asked that HOPS members look at this statement and let her know if such a policy statement will have an impact on any current campus policies on remote access.

#### **7. NGM standing item**

Ellen Meltzer emailed:

a) The install for WorldCat Local/Worldcat.org was delayed from May 16 and actually installed on May 26. For UC, the only immediate impact was a minor interface change.

b) We turned the Qwidget on in NGM instances May 5. From May 5 (when the Qwidget was turned on) - May 25, of the times UC staffs QP, there were 1095 questions; 113 or 10% of which came in from the NGM Qwidget. Many thanks to Ken Furuta from Riverside for this information.

c) Adam Brin, the Technical Lead for the NGM pilot project left CDL to go to Arizona State University School of Human Evolution. He'll be the Technical Director of the Archeological Data Repository.

#### **8. Conference call day/time**

Can we live with a scheduled time such as the fourth Thursday of every month at 3pm?). HOPS agreed to this (except for ALA and other similar conflicts).

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Last reviewed: June 18, 2010