

## **UC Libraries/HOPS**

### **Conference Call**

**December 15, 2011, 3:00-4:30**

Attending: Beth Dupuis (Berkeley), Ellen Meltzer (California Digital Library), Amy Kautzman (Davis), Sara Davidson (Merced), Ann Frenkel (Riverside), Gail Persily (San Francisco), Elizabeth Cowell (Santa Cruz), Lynn Jones (LAUC), Gary Johnson (Santa Barbara), Carol Ann Hughes (Irvine)  
Absent: Kevin Mulroy (Los Angeles), Catherine Friedman (San Diego),

1. NGTS update (Elizabeth) POT 1 has been charged. Conference call with the Digital Asset Management group.

2. Dig Ref issue (Ann)

We talked about creating "best practices" for how many questions a librarian a librarian should pick up at once, making sure that that qwidget questions are not lost, and how to answer questions when the volume for UC questions is high. We talked about creating a strategy we can take that will get us to where we can meet the 24/7 quota.

3. Update from MAG (Melvyl Advisory Group): Ann

CDL Melvyl Operations team activities: The Op Team is working with Merced in their move to OCLC in cloud (now called Worldshare Management, formerly called Webscale Management); helping Lawrence Berkeley Lab (LBL) move records into Oskicat; monitoring UCI's course reserves pilot; OCLC has chosen UC as a site to "profile" for Worldcat Local which should increase our development interactions and have a positive impact on getting our needs acted upon; activated Melvyl Liaisons; trying to get the Digital Connection Gateway tool for harvesting e-content to work.

HathiTrust Holdings: HT has requested UC to supply them with holdings data (snapshot of ILSs). Reasons are: to support cost model, to do collection analysis, and to support legal use of expanding access to content. Options to do this are either campuses send it separately send it or try to get it from OCLC. HOTS is looking closely into this along with CDL people.

WEST Disclosure discussion heads up

Patti Martin is working on a back-end database to support WEST. How do we display archival commitment in Melvyl or local catalogs? This will be a topic that comes up to us soon.

4. Names for OCLC group to be resources for questions about searching: we confirmed the "ask" for names for the searching group which will be finalized over email.

5. ILL charge ongoing progress

They have been meeting, looking at next steps: ready to talk with Hof Sp Coll: and then making a recommendation after that. There are already 17 docs on the wiki. The information is very dense. The suggestion came up that resistance to change may be because of lack of transparency.

6. RSC/IAG ILL user satisfaction survey (We need to provide our comments to RSC)

We support going ahead with the survey. Gail will provide our feedback to RSC. Re the interest in longitudinal data, HOPS suggests that RSC maintain enough consistency in questions from survey to survey to benchmark and compare longitudinally. Also, there was interest in having more open text questions. Knowing that requires more work to analyze, we narrowed it down to specifically question 4 that gives different options for how they view their ILL experience. Even though a general open ended question directly follows this one, some felt that it was good to ask specifically for other comments on this question. For example, someone might say that they do not agree that loan periods are reasonable, and this comment space would allow them to tell us what loan period would be reasonable.

7. RSC request of HOPS: RSC would like to strengthen the roles of the respective HOPS/RSC liaisons. Ann talked with Gail and Eric and we agreed that we would both establish a standing agenda item on our respective agendas, and the liaisons would renew efforts to stay abreast of our respective issues.

8. RSC Liaison report (Gail)

The most pertinent issues are the ILL survey, assessing new courier service (there are some issues, but RSC is staying on top of and addressing as they come up), and the discussion of NGTS impact on resource sharing.

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