

UC Libraries/HOPS

Conference Call

January 26, 2012, 3:00-4:30

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

Absent: Carol Ann Hughes (Irvine)

1. Charge to the DigRef Cig and timeline (Sara)

We discussed the ideas that surfaced over email in January (e.g. increasing response rate of answering 75% of UC questions so that Questionpoint will roll our Qwidget questions over to the global queue), and creating best practices for service (e.g. clear system-wide policy defining shared service expectations).

Action: Sara Davidson will draft a charge for the CIG that will ask them to tell us how UC can increase the UC patron response rate potentially reaching 75%, and requesting them to develop best practices for shared service provision.

2. Systemwide tutorial ideas (Elizabeth)

Elizabeth talked with her instructional coordinator Annette Marines and Jennifer Dorner at UC Berkeley about ideas for systemwide instructional projects. They came up with the idea of systemwide collection of learning objects. HOPS has no consensus on this, but feels it would be good to get an instructional liaison phone group together to talk about this.

Action: Elizabeth will send description of the work to be done by this group to HOPS, and then we will ask/send names of instruction librarians from each campus who will be part of the conversation.

3. Amy K suggested that HOPS looks at the new: ACRL standards for libraries in higher education (<http://www.ala.org/acrl/standards/standardslibraries>). These could be a jumping-off point for creating a UC-wide approach to evidence-based performance for our services/instruction. Although she said that the standards are more directed at college libraries than Research I institutions, it has enough context to be adapted.

Action: HOPS members will read these standards, and we will discuss the idea further in our February call.

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

We reviewed the documents outlining the issues around the two methods of Local Holdings Records for Shared Print journals in Worldcat Local. Our initial reaction is that the proposed OCLC "substitutive" method will be confusing for patrons.

Action: Ann will be talking further with Patti Martin and seeing if there are other issues to consider, and come back to HOPS with further information.

Evaluation/assessment planning for View Now/ Central Index

Action: we will chose three names from the six librarians who worked on the implementation to work with Felicia Poe's CDL User Experience team on the evaluation/assessment planning for View Now/ Central Index.

5. Elizabeth will be the new chair of SOPAG (in July).

6. RSC update (Gail)

RSC is continuing to deal with Accurate Courier issues (possible high/inaccurate charges), ILL survey--waiting for SOPAG response before implementing.

7. Announcements

UCSF chancellor's desire to leave UC has raises anxieties

UCD is hoping to be interviewing UL candidates soon, as well as some other library positions.

Document owner: [Greg Careaga](#)