

UC Libraries/HOPS

Conference Call

May 31, 2012, 3:00-4:30

Attending: Ellen Meltzer (California Digital Library, Amy Kautzman (Davis), Carol Ann Hughes (Irvine), Kevin Mulroy (Los Angeles), Sara Davidson (Merced), Ann Frenkel (Riverside), Lorna Lueck (Santa Barbara), Elizabeth Cowell and Greg Careaga (Santa Cruz), Catherine Friedman (San Diego), Gail Persily (San Francisco)

Guests: Annette Marines (UCSC)

Absent: Beth Dupuis (Berkeley)

Announcements:

Mackenzie Smith just started as UL at UCD.

The UCM local OPAC is being de-activated, replaced by OCLC Web-scale Management.

2. Online instruction activities update (with guest Annette Marines, UCSC)

The group has created three subgroups representing different parts of the charge. The groups are looking at the different campus environments, identifying the different scope of learning environments, seeing where can best practices be inserted, what resources to create, how we define learning objects, identifying guides that can be shared across campuses, how to develop best practices for creating a learning object, figuring out how to do “peer review” or incorporating ideas/tools from other campuses.

HOPS was asked about this group doing a survey of what instructional technologies and practices are being done across UC (under 10 questions; surveying reference and instruction librarians; emphasis on simple, and targeted). HOPS agreed with the proposal, and does not need to review the survey before it goes out. The survey will run for two weeks.

The report due date was extended to August 1, 2012

3. CRL records loaded in local catalogs (Amy Kautzman)

Issue: we pay for CRL records, but we should be allowing discoverability of the records more; they are in Melvyl, but why not the local catalog as well? If we pay for CRL, the records are available for no charge. If we load these into local catalog, there should be no ramifications to Melvyl. UCB is doing this. They update on a quarterly basis. Problem: In Melvyl how do we show access to CRL more clearly to CRL online items. They show as UC libraries level (a local library may have access but it won't necessarily show in your brief records, it

will show UC libraries). This is an issue to take up with Melvyl Advisory Group.

4. Discussion and response to Dig Cig Report: Recommendations on Staffing Ask a Librarian Service

HOPS is supportive in principle of the 24/7 rollup and the need for additional staffing. We are interested in any strategy that gets us to the 75% (75% of questions we answer are answered by UC staff) so 24/7 can back us up at all times. The service has not grown recently (stayed flat over the last year). We discussed the fact that if we are really committed as a system to this service, that we should again propose central management. HOPS is interested in the triple staffing trial, however we have concerns about this, without central UC support. We also like the idea of central funding for some staffing.

HOPS reps will each talk to their librarians and decide if the triple staffing trial is something we can handle. Responses are due by June 20

Dig Ref will review the campus staffing formula to see if it is still a formula based on current FTE and available campus staff.

Dig Ref will follow up with OCLC at ALA to ask about the idea about “buying” our way into getting 24/7 to back UC at all times

Please share any comments on the Dig Ref Shared Service Expectations by email: ([Shared Service Expectations](#))

5. HOPS/RSC ILL Policy & Procedure update

The ILL data RSC members gathered showed that Media requests were filled 30% of the time with Special Collections coming in with a surprising 40% fill rate. Some examination showed that the data was not as clean as we need it to be. Jason offered to fix. Next steps are: how to move forward with all of the data gathered and present stakeholders with a purposeful document; the premise is to document a successful path via HOPS principles (i.e. lending is good!). The group will provide a timeline and rollout plan in their progress report which is due to HOPS/RSC by June 25th in time for the June 30th deadline to SOPAG.

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