

**UC Libraries/HOPS  
Conference Call  
September 27, 2012, 3:00-4:30**

**Announcements:**

UCD mentioned they are exploring SMS as an opt-in service for circ notices.

**1) ACTION: Report of the Online Library Instruction Group <10 min>  
Meltzer/Kautzman**

a. HOPS accepted a proposal to accept report as is. HOPS will consider the option of creating a CIG, to be discussed at our F2F mtg. During our F2F, HOPS will also consider naming a TF that will work with campus experts & UCOP on how to best be involved with online education

b. ACTION: AK to send out a thank you and official acceptance of the report

**2) HOPS/RSC ILL Report <30> Friedman/Kautzman**

This was an interesting discussion on service attitudes, UC Collection customs and how to lend items within the UCs.

Ellen brought up that the Patron Initiated Request folks are more than willing to change messages and to help improve the messaging.

A number of campus reps mentioned that their campuses may not have centralized ILL units.

One campus noted that their media unit has recently merged with Access Services which may change how this collection is used or accessed.

Several campuses do not loan media on campus, much less to other institutions. (this is all well documented in the report)

What we did hear from HOPS is that all campuses are interested in at least having a discussion about changing current ILL and circulation practices. This could be changing lending rules, using more duplicates/surrogates, and generally – questioning what we do so that it better meets the needs of our patrons. There was near unanimous agreement (except for one campus) that the report could move forward to SOPAG with minor edits. Big thanks to those who sent in comments/edits.

For the record, this HOPS/RSC document is still in draft form. The draft document should not be shared with staff. It will be up to SOPAG to decide how and if it should be made public or shared more widely.

**ACTION:** Catherine, Amy, and Gary will get the RSC comments/concerns, finalize document and share again with HOPS before sending on to SOPAG.

### **3) Proposal to establish a central funding mechanism supporting the infrastructure for the UC digital reference service <20 min> Meltzer**

a. The group revised the document based on previous comments and the report has been handed on to SOPAG.

HOPS Thanks the TF (Ellen, Lynn, Sara) for the amazingly fast re-write, it addresses our concerns and questions from the last meeting.

Other comments:

Ann mentioned the concern that when she read through it she sees that the all campus representation is still a CIG and not a working group (ex: an Ops Group). Lynn responded that the CIG acts as an operational steering committee despite the name. The proposal should address the need for a formal operations group to advise the Digital Reference administrator.

**ACTION:** (Lynn, Sara, Ellen will amend the proposal to address the need for a formal operations group on the model of the ILL Operations Team. When Amy gets final copy, she will send to SOPAG.

### **4) 24/7 schedule for Wtr Qtr and beyond (best practice for the CIG) <10 min> Kautzman**

- Proposal that 24/7 discussion be held at F2F mtg & in conjunction (or informed by) outcome of central funding mechanism.
- **ACTION:** Amy charged a task group of 2-3 people put forward a scheduling model and a proposal(s) on how HOPS can best support campuses to staff the digital reference service.
  - Membership is: Ann Frenkel (UCR), Greg Careaga (UCSC), Lynn Jones (LAUC), Lorna Lueck (UCSB)
  - Report due by/near the F2F mtg date (late Nov/early Dec)

### **5) Future of HOPS? <30 min> Kautzman**

a. HOPS is interested in building a (light weight) Next General Public Services platform that will allow the UC Libraries to build on public services that support teaching, learning and research from a UC-wide perspective.

UC Public Services have been involved in strategic partnerships for years (Ex: digital reference and instruction). This is the time to formalize the relationships and build on the energy and practices that the BSTF and NGTS have actualized. The goal is to continue to “transform the user experience of search and retrieval” while adding a focus on service.

With so many staff dedicated to ongoing NGTS and local projects, HOPS is

considering a modest proposal to act on three specific aspects of public services

1) Designing and enabling a fully actualized, wide spectrum approach to resource sharing UC-wide.

a. Providing efficient and effective ILL services

- This line of focus will tie in with the “HOPS/RSC Response to ILL Policies and Procedures.”
- Collection focus will incorporate media, e-books, physical and digital collections of all kinds.
- Delivery mechanisms will incorporate physical delivery as well as virtual and surrogate fulfillment

2) Online Instruction Support

a. HOPS, working with Instruction Librarians, will explore (in partnership with our campus education peers) how to best support teaching, both f2f and online, using technology effectively—such as the development and disbursement of learning objects, tutorials and more). The goal is to perpetuate a UC-wide approach.

b. How are the libraries going to support these classes, make our resources available, how to we use technology in new ways?

3) Multi-Campus Subject Support

a. HOPS needs to join conversation on how to support, share, and re-skill librarians as they move into the 21st century multi-campus model.

- Partner with NGTS POT 7 on discussion, especially in regards to public services and subject selector training for new skills and management of shared services.
- This is a conversation that belongs to HOPS, particularly in light of the reality that most subject specialists report to HOPS AULS.

b. Digital Reference Services

- Working with SOPAG and CoULs, develop a central funding mechanism for OCLC 24/7 Reference and develop an oversight model that will help support the part-time coordinator responsible for scheduling and reports.
- Out of the 24/7 service experience we can build a subject expertise reference model.

All three of the tasks above are in process to some degree. A NGPS infrastructure

will give us permission to mo with more surety.

**6) The HOPS F2F mtg has been set for December 11th. Location to be decided during Oct. mtg.**

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