HOPS Meeting Notes
April 25, 2013

ATTENDING: Lorna (UCSB) , Lynn Jones (LAUC), Amy Kautzman, Chair (UCD), Catherine Friedman (UCSD), Jim Munson (UCSF) , Carol Ann Hughes (UCI) , Greg Careaga (UCSC), Ellen Meltzer (CDL), Beth Dupuis (UCB), Sara Davidson (UCM)

NOT ATTENDING: Kevin Mulroy (UCLA), Ann Frenkel (UCR)

Announcements:

Greg: Ginny Steel to leave UCSC to be the UL of UCLA

Carol Ann: AUL for research resources (TS +) AUL for Admin hired, Archivist, three other research librarians are in stages of recruitment

Lorna: UCSB is beginning construction project June 17th. All TS moving to different building. Ref. staff to TS space. Empty entire 2nd floor.

Amy: Creative Commons Working Group draft report has been submitted. Ellen will review before Tuesday.

Rachael Hu's presentation to Users Council on User Experience Design is now available. Both the presentation PDF (including polls/responses) and the streaming webinar are in production on the Users Council home page at:
http://www.cdlib.org/groups/users_council/

Assessment Conversation:
UCSB: Hired new AUL (org development & effectiveness) he oversees assessment and statistics. Participating in LibQUAL. Doing LibQUAL before construction and plan to do it again. Grad students and faculty are high responders, undergrads are not high responders. The questionnaire takes about 10 minutes. Most likely this is the light version of LibQUAL.   It is mostly focused on services.

UCSD: Doing a few things. Person assigned to decision support assessment, but she is also working on new org structure. Did Climate Qual with interesting results. Specific evaluations of services (group study rooms, 24/5 space questionnaire, instructional activities). Asking faculty and grad students about space needs. Put two questions on "UCUES" and was able to get substantial feedback. Campus is trying to up percentage of $$ from research grants (using Brinley Franklin). Data may be able to increase library percentage of indirect cost recovery.

UCSF: No assessment person; Jim volunteered to pick up skills and responsibilities. He attended the 2012 ARL Assessment Conf. Library went ahead with LibQUAL and are in the midst of it right now. Preliminary data looks promising.

UCB: Did a survey about a year ago. Undergrads will do a 5 minute survey, but not more. ASUC sent out and promoted survey, which helped. Student Advisory Group (15-20 undergrads students). They meet about once a semester, email every month.

UCD: Two surveys were distributed this year aimed at undergrads and grad students. Excellent response rate, they gave excellent feedback and have affected a number of decisions thus far. Faculty survey will be done next fall, focus will be on how faculty perform their research and what they need in the new world order. Hope to appoint and/or hire an assessment person as we move forward w/ strategic plan.   Have formed a student library advisory council: SLAC, undergrad only. Meet 2x qtr.
http://ucdavis.libguides.com/slac

Kautzman is also meeting regularly with our Graduate Student Association. Additionally, we arecollecting use stats on EVERYTHING from books, re-shelved to ref, to how many people are in our 24/7 reading room and during what hours.

UCM: Focus groups every few years. Graduating student survey includes a few library questions. Looking at student writing portfolios via instruction (looking at learning outcomes)

CDL: Mostly user experience/design. Rachael Hu, CDL's User Experience Manager, gave a webinar on UX Design for Users Council. The session and slides available here: http://www.cdlib.org/groups/users_council/

UCI: Did LibQual about 2003 (caused them to improve "creepy space") AUL for planning, assessment just hired. Working with campus IT and office of research survey, future technology.

UCLA: N/A

UCR: Did LibQual in 2008. Have done occasional more focused surveys. Will be focusing on strategic planning in FY2014 with new UL. AF would like focus on how to develop an iterative assessment program, especially for instruction outcomes. This will be part of the portfolio of a new instruction coordinator who will be hired in late summer 2013.

UCSC: Did big survey in 2011. Student govt. tabled and helped to get over 600 responses. Before purchasing furniture we did the Rochester photo Survey project. Asked students to show their favorite workspace at home, in the library. Recently did a survey about library hours. Much support for 24/5 access. Assessment librarian, about 1/3 of a job (Lee Jaffe)

Gail Persily Conversation: Online Education at UCSF
UCSF is solely focused on graduate education so they haven't been involved in the UC-wide conversation. There have been a few initiatives here and there, not coordinated. 2

years ago, Provost asked UL and the AVC for Student Academic Affairs to coordinate online education efforts for the campus, and an online education committee was formed. They brought in outside vendors to see what sort of support was out there. UCSF entered into an agreement with Colloquy to develop several Nursing degree programs. The vendor does all of the recruitment and course design work, campus enrolls students and collects $$, the vendor takes a cut off of the top. The problem is that UCSF doesn't see the value in being involved with a super huge enrollment. No desire to dilute brand and experience.

Gail's involvement is concerned with information literacy. The licensing questions are being raised and options are being explored.

UCSF has also partnered with Coursera to develop some MOOCs. First three courses just ended, but did not have required reading so the permissions issue was nonexistent. Gail supervises the instructional designer for these courses.

Copyright in regards to online instruction is an ongoing issue; CDL is discussing revitalizing UC-wide library pages

Some campuses are developing pages that help direct faculty to local resources, best practices, etc for online instruction.

QUESTION:
RSC liaison: Ann Frenkel Is this true that RSC is considering moving away from OCLC RE: ILL? Editor's note: No. the charges for both IAG and RSC talk about keeping up with the environment, so this was only an environmental scan about products, needs and initiatives in the ILL world (conferences, what other consortia are doing, etc.) The idea is only to recommend that the write-up go to the successor of RSC in the new UC Libraries Advisory Structure for another scan in 6 months or so. [From Ann Frenkel: this is correct, no move away from current resource sharing model.]