

HOPS Minutes, June 20th
3-4:30pm

Phone Number: [866 740-1260](tel:8667401260)
Access Code: 7521286

ATTENDED: Ellen Meltzer, Elizabeth Dupuis, Amy Kautzman (Notes), Carol Ann Hughes, Sara Davidson, Catherine Friedman, Jim Munson, Greg Careaga

NOT ATTENDED: Lynn Jones, Lorna Lueck, Kelly Miller, Ann Frenkel

ACTION: If you have not sent in your HathiTrust form, pls do so now and inform Ellen Meltzer as to the contacts.

1) Overview of what is next for UC-wide groups <Ellen>

Next week ACGs and SOPAG will be thanked and discharged.

The new SAGs have been formed. Next week SAGs 1-3 and the Collections group will participate in training seminars.

The co-coordinating committee is not yet in place, once they are chosen their webinar will be in Aug.

A master list of projects will be shared with the new groups at their webinars, and be available on a wiki site.

New websites and wiki spaces are being built for SAGs, CKG, OPS and Project Teams.

A small number of groups will continue being that they are so very close to fruition. An example is the UC West coordinating committee. Catherine F is the HOPS rep.

2) What is in the pipeline that will be passed on? <AK>

Central Funding Report and .25 FTE hire

Most likely go to SAG 2 after HR advice is received

HOPS/RSC ILL Report

Waiting for decision by new structure

3) What next, how can public service AULs continue to share, communicate?

Will continue to use HOPS listserv

elearning listserv

Google Hangout mtg, in three months (Sept 26, 3-4:30)?

Put on your calendar and we'll see if we desire this meeting as we get closer.

As we move into the new structure, we'll see if there are gaps or needs

4) End o' Year Report <AK> Please add any edits

HOPS End of the Year Report (authored by Lynn Jones, LAUC Statewide representative to HOPS) 2012-2013

Accomplishments, Reports, Decisions:

- Identifies and analyzes public services innovations, strategies and trends that require action for planning, problem-solving and resolution.
- Advises SOPAG and the University Librarians on public services policies and issues and recommends appointees to SOPAG functional groups.
- Identifies and implements system-wide public services programs to increase efficiencies, stretch our resources and leverage the power of the ten campuses.
- Identifies and shares information on best practices in public services in the UC libraries, toward the goal of building on successful efforts.
- Identifies and addresses educational needs of public services staff across the UC libraries.

During the period between July 2012 and June 2013, HOPS held ten conference calls and one face-to-face meeting. Approved minutes are posted to <http://libraries.universityofcalifornia.edu/hops/meetings>.

Group changes: In July 2012 Amy Kautzman (D) began her term as chair of HOPS.

HOPS provides a valuable forum for discussion of the public service implications of developments that affect all campuses.

The following topics resulted in HOPS action during this year:

1. Online instruction
 - a. HOPS charged a task group to assess the role of the libraries in online instruction. The Report of the Online Library Instruction Group was accepted [\[here\]](#), and included the following points
 - i. Interest in building an online community so UC librarians can learn more from one another, build trust. A Facebook group has been initiated to facilitate this
 - ii. There are opportunities to develop best practice in supporting online learning. For example, online education program including MOOCs will affect many public services, such as privileges, proxy, instruction, reference, circulation/reserves, interlibrary services, and liaisons/outreach. The TF showed support for professional development for instruction librarians in this area. There were questions on how to do this remotely.
 - b. Creative Commons licensing for UC Library learning objects- HOPS charged a task group to recommend the level of CC license appropriate for online UC Library learning objects. Their report is [here](#). The CC-BY license was

recommended as the best overall license, with other levels to be used as appropriate to the campus and the learning object.

2. Ask A UC Librarian Digital Reference

As a program whose Common Interest Group reports to HOPS, policies and improvements to our digital reference consortium remain central to HOPS discussions. This year, HOPS

- a. Tasked a group to recommend a central funding mechanism to support the infrastructure for the service. (report [here](#))
- b. Approved funds to supplement our contract with OCLC to pay for 24/7 backup coverage for the QP qwidget interface.
 - i. **ONGOING ACTION** next steps depend on HR group which will advise on how to best hire and support a 25% FTE position.
- c. Approved a proposal to add links to Ask A UC Librarian in the Proquest and EBSCO databases.
- d. Approved guidelines regarding sharing licensed Tier 1 content with UC patrons through QuestionPoint.

3. Melvyl

- a. HOPS endorsed the recommendation of the task group assessing Melvyl enhancements, Central Index and View Now, with the added comment as soon as the Melvyl Operations Team has examined and resolved the issues regarding View Now and the Government Documents, that View Now be turned on for Government Documents electronic links in Melvyl.
- b. HOPS continued to Shared Print in Place (SPiP) and coding records for monographic series for discovery in Melvyl.

4. Services for users with print disabilities

The lawsuit brought against Berkeley's library by Disability Rights Advocates (DRA), a student group, prompted discussion among HOPS regarding their own libraries' services to this group. Subsequently, HathiTrust agreed to make copyright-protected works in their corpus available to print disabled users. HOPS has begun research into the most efficient mechanisms to make this possible.

5. ILL

- a. HOPS spent several meetings in discussion of changing current ILL and circulation practices: lending rules, using more duplicates/surrogates, and generally questioning what we do so that it better meets the needs of our patrons. Responded to the report on ILL and reviewed the performance of the new ILL courier system
- b. HOPS & RSC members wrote and presented "Providing efficient and effective ILL services in this changing environment: The HOPS/RSC response to the Interlibrary Loan Policy and Procedure charge sent from SOPAG 12, April 2011."
 - i. **ONGOING ACTION** CoUL has to make final decisions on suggested actions.