

**2005 Annual Report
Heads of Public Services (HOPS) All-Campus Group
University Of California Libraries**

August 31, 2005

Heads of Public Services Charge

- 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.
- Through collaboration with CDL, all-campus groups and the campus libraries, conceives and supports methods to advance the evolution of public services in the digital arena.
- 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.

HOPS Composition

Comprised of one representative from each campus library system appointed by the University Librarian, one representative from the California Digital Library (CDL), and one representative from the Librarians' Association of the University of California (LAUC). Representatives will serve for three-year terms.

Reporting Line

An all campus group reporting to SOPAG.

Chair

Chair is selected by the membership for a two-year term.

HOPS Goals

Goals 2002-2005:

In the Spring of 2002, the UC Heads of Public Services began discussion of its Goals for 2002-2005. HOPS meets twice a year and carries on discussions via email and conference calls in addition to its regular meetings. HOPS serves as an advisory group to SOPAG and to the ULs, and serves as a peer networking group for Heads of Public Services in the UC Libraries to discuss major public service issues.

HOPS sees its role as a forum for in-depth discussions of major public services issues affecting the UC libraries and as an agent for advancing the understanding of, and progress on, those issues.

Following are some of the key issues that HOPS would like to address during the period 2002-2005. The ULs, SOPAG, and HOPS may add or revise these annually this list to reflect a dynamic approach to the challenges of public services in the UC Libraries.

1. Advance the incorporation of information literacy into the UC curriculum for lower and upper division undergraduates and graduate students, through collaboration with other groups and through emphasis on information literacy as a vital component of critical thinking skills.

HOPS advised the Information Literacy Common Interest Group on its forum proposal *Infusing Information Literacy in the UCs: Programmatic Considerations and Practical Approaches*. (Final proposal attached.)

2. Advance diverse new methods of delivering services to expand on the foundation of our existing services through such avenues as digital reference service, Web services directed toward PDA users, and integration of Web-based courseware with the libraries' electronic tools.

HOPS advised the Digital Reference Common Interest Group as it carried out its Chat Reference Pilot Project. (Final report attached.)

HOPS representatives worked with CDL to text capture functions of various bibliographic software packages.

HOPS investigated the possible usefulness of Sentient Learning Systems software for better integrating Web-based courseware with library-supplied information resources.

Gail Persily, UCSF, represented HOPS at the UC Computing Services Conference at Riverside in August. Persily presented a talk highlighting efforts at various UC campuses to integrate library resources with learning management systems.

3. Advance the need to embrace service quality research methods and assessment across the UC libraries.
4. Advance awareness of the need for, and support progress toward, more robust remote access to library resources across the UC system.

HOPS advised the Image Services Rollout Advisory Committee on its efforts to improve access to online images provided by UC Libraries.

5. Advance awareness of the need to embrace Web technology more widely in the promotion of public services by, for example, collaborating with the Resource Sharing Committee and our campus communities to support expanded desktop document delivery services and by monitoring UC-wide access integration developments.

HOPS held a productive joint meeting with RSC on February 2, 2005. Among other outcomes, HOPS and RSC formed a standing work group to help CDL resolve Request and E-Links issues that cross RSC and HOPS charges.

HOPS responded in depth to questions from the Bibliographic Services Task Force.