

2006 Annual Report
Heads of Public Services (HOPS) All-Campus Group
University Of California Libraries

September 15, 2006

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 Activities in 2006

During 2006 HOPS held conference calls and one in-person meeting. In order to enhance conference calls, a team of HOPS members experimented with using the Team2Team Web conferencing software with mixed success. HOPS is looking at Ready Talk as a possible alternative to Team2Team.

During the year, HOPS provided guidance to the following sub-groups:

- Digital Reference Common Interest Group
- Image Services Rollout Advisory Committee
- Information Literacy Common Interest Group

In 2005 the Digital Reference Common Interest Group conducted a successful pilot of collaborative digital reference service. The CIG is presently working on the final stages of a production collaborative digital-reference service for the UC Libraries. This service is scheduled to launch in Fall 2006. HOPS has been involved in arranging the QuestionPoint licensing agreement on which the implementation of this service hinges.

The Image Services Rollout Advisory Committee completed its report and recommendations on the Luna Insight product. HOPS worked with ISRAC to clarify its charge and scope of work. The report recommendations proved complex, involving such areas as local campus computing policies, collection development, and faculty preferences. Ultimately HOPS recommended that ISRAC be disbanded and that local campuses decide how to rollout the service. [HOPS Report](#).

The Information Literacy Common Interest Group presented *Infusing Information Literacy throughout the UCs: Programmatic Considerations and Practical Approaches*, a workshop that was held at UC Irvine on August 10, 2006. [Workshop Web site](#).

HOPS presented a report (May 19, 2006) to SOPAG regarding the public-service issues and opportunities related to the BSTF Report. The entire HOPS membership contributed to this report.

HOPS advised CDL on various public-service issues surrounding UC e-Links.