

CIRCULATION ADVISORY GROUP (CAG)

ANNUAL REPORT – 2008-2009

Submitted by: Andy Panado (UCSF), CAG out-going Chair, 2009

CHARGE:

The University of California Circulation Advisory Group is charged to improve circulation services on all campuses through joint efforts by taking an active leadership role and promoting communication and cooperation between UC Circulation units. The responsibilities include:

- A. Advising RSC on circulation issues.
- B. Recommending best practices that facilitate resource sharing among campuses from the "circulation" function point of view by identifying and analyzing barriers to expeditious sharing of materials and recommending solutions to remove these barriers. This may include identifying new methods of resource sharing, consideration of local circulation policies that affect resource sharing and facilitating movement of materials among the campuses.
- C. Responding to assignments from RSC.
- D. Raising awareness of issues and trends that require system wide attention.
- E. Strengthening individual units' problem solving capabilities
 - by sharing information and experiences
 - by anticipating and preparing for circulation functions in the "electronic" environment
- F. Enhancing communication and fostering cooperation between UC campuses and facilities
 - by maintaining a listserve for information sharing purposes
 - by maintaining a web page for information sharing purposes
 - by networking
 - by assisting each other with implementation of new technology
 - by maintaining a directory of UC circulation contact people
 - by exchanging information regularly
 - by enabling central training when needed
- G. Recommending consortial purchases to RSC when appropriate.
- H. Conducting special studies of UC intercampus movement/transmission of materials as needed by RSC.
- I. Monitoring national trends in resource sharing as appropriate including electronic options for transmittal.

CURRENT MEMBERSHIP:

<u>CAMPUS</u>	<u>NAME</u>	<u>CAMPUS</u>	<u>NAME</u>
NRLF	Jutta Wiemhoff	UCM	Mary Weppeler-Selear
SRLF	Jon Edmondson	UCR	Sharla J. Desens
UCB	Mark Marrow	UCSB	Claudia Jimenez
UCD	Marianne Hawkins	UCSC	Nicole Lawson, Sarah Troy (RSC liaison)
UCI	John Bareford	UCSD	Jason Schulz (2009-2010 Chair-Elect)
UCLA	Valerie Rom-Hawkins (2009-2010 Chair)	UCSF	Andy Panado

2008-2009 ACTIVITY IN EMAIL LISTSERVES:

Both the CAG and CircHeads email listserves have been quite active with topics below:

- Alternatives to creating library cards for courtesy patrons
- Circulation statistics for Collection Development
- DVD repair
- Eco-friendly practices
- E-Book Readers
- Faculty reserve list reminder
- ILL/MilCirc modules
- Borrowing privileges for Community College Honors
- Borrowing privileges for retired lecturers and visiting professors
- Loaner laptop Policies
- Millennium billing module
- Policies/practices for CDs that accompany books
- Proxy borrowing privileges for disabled patrons
- Self-service hold shelves
- Staff training re: water damage
- Tallying reference statistics at public service desks
- Tracking and storing circulation statistics data
- Use of last patron checkout information
- Use of alternate IDs
- UC Alumni Lifetime membership
- Borrowing privileges for federal or state employees
- Compact shelving and preservation
- Library tours
- Innovative collection agency module

2009 CAG/CIRCHEADS MEETINGS HIGHLIGHTS:

UC, Davis hosted the 2009 CAG and CircHeads meetings. The half-day CAG meeting was held March 25th and the full-day CircHeads meeting was held the following day, March 26th.

CAG Meeting

- Emergency Preparedness: S. Troy updated the group that SOPAG has agreed that a campus-wide email listserve should be set up in response to emergencies. She will be working with Gary Johnson and CDL. On related note, she also reported that RSC plans on giving CAG a charge in proposing a plan for service continuity. Because circulation units work very closely with interlibrary loan units, there may be some coordination between CAG and IAG.
- Tricor: Marlayna Christensen (RSC Chair) reported that budget for Tricor is being reviewed closely and the idea of limiting stops to one per campus is being discussed. There is no definite plan or deadline yet. Currently in discussion stage.
- VDX: J. Edmondson reported that the most current version (4.0) of VDX may be released maybe early next year.
- CAG website: M. Weppler-Selear reported that UCM has re-launched their library site (<http://ucmercedlibrary.info/>) using a new content management system called Joomla. They confirmed that they will be able to host the CAG website which may include circ stats, wiki, videotapes of meetings, and other forms of historical documentation of our group. A sub-web committed composed of V. Rom-Hawkins, J. Bareford, and Sahra Missaghieh (UCI) will assist UCM. M. Christensen will check with RSC if the set-up is fine.
- Other:
 - Marlayna Christensen suggested that next year's theme may be about service continuity in which we can look at campus roles/responsibilities, as well as possible models in dealing with this issue.

- Amy Kautzman provided a NGM presentation/update to the group.
- Other topics briefly discussed were: possibility of sharing equipment for repairing DVDs. M. Wepler-Selear will check with Eric Scott at UCM.
- J. Schulz (UCSD) is elected chair-elect for next year, effective July 1, 2010.

CircHeads Meeting:

- Meeting was well attended with 40 attendees.
- The group was welcomed by Amy Kautzman (UCD, AUL for Humanities/Social Sciences).
- A. Panado gave a CAG update to entire group.
- Three topics, chosen from last year's votes, were presented:
 - Scheduling software comparison/options (by Claudia Jimenez, UCSB & Peter Soriano, UCB)
 - Building use policies (by Jason Schulz, UCSD, Sahra Missaghieh Klawitter, UCR, and Brent Patrick, UCM)
 - Self-service options (by Andy Panado, UCSF)
- There was one main presentation:
 - Merging public service desks (by Sarah Troy & Nicole Lawson, UCSC)

2009-2010 GOALS AND OBJECTIVES:

- CAG website (hosted by UC, Merced) by Fall, 2009.
- Possible charge from RSC on propose plan about service continuity.
- Exploring the possibility of equipment sharing starting with DVD repair machine from UCM.
- Recommended main presentation: Having an expert from UCR's campus life services come and talk on how to deal with problem patron behaviors.
- Three topics are chosen for the 2009-2010 CircHeads Meeting:
 - Departmental/unit cross training (UCD)
 - Student rewards/acknowledgement (will be presented by Valerie Rom-Hawkins, UCLA, Lars Cederquist & Felicia Bryan, UCD)
 - Patron privacy issues/policies (will be presented by Nicole Lawton, UCSC & John Bareford, UCI)

2010 MEETING INFORMATION:

- UC, Riverside will be hosting next year's meeting.
- Meeting dates are: March 24, 2010 & March 25, 2010
- CAG Chair: Valerie Rom-Hawkins (UCLA); CAG Chair-Elect: Jason Schulz (UCSD)
 - It is later decided that Chair term will start on July 1st.
- 2010 CAG recorder: UCB; 2010 CircHeads recorder: UCSD