UC Digital Reference Conference Call
April 27, 2009
Present:
Cynthia Johnson (UCI); Ken Furuta (UCR); Lynn Jones (UCB); Teal Smith (UCM); Sherry DeDecker (UCSB); Ken Firestein (UCD); Joseph Yue (UCLA); Marcus Banks (UCSF); Frank Gravier (UCSC), Penny Coppernoll-Blach (UCSD)

1. 24/7 debrief
UCI going ok except 4 hour nights are too long; will break up into 2 hour slots for our nights in the fall.
UCLA ref assistants are picking up 24/7 and regular librarians a picking up UC queue
UCB qwidgets – Lynn needs to see when they are coming in because they are not being picked up; 2 hour shifts, 3 people on most of the time .
> Follow ups – more complex questions, taking a lot of time to answer…
UCSB – has 3 people on, may not be able to sustain this staffing model; 4 hours shifts are long.
UCSD – only 1 hour per week, some are wondering – we seem to be getting public library-like questions – UCSC seeing same types of questions

Can we create a better script for why we are transferring a patron (particularly qwidgets)?
We are in good shape re: hitting 75% questions (currently hitting 90%) – should we look at transferring more questions to the back-up queue?

Need to figure out if the qwidget is accidently staying open?
> Teal/Sherry document a qwidget/email concerns – is it possible Qwidgets are going to their reference email system (*Sherry has confirmed that this in NOT happening at UCSB*).
> Lynn will document qwidgets not being picked up – try to figure out what time it's happening (is it when the qwidget should be closed, or when UCs are staffing).
> CAJ – will email Paula with questions about this, if there are truly problems.

New procedure when closing at 9pm – check another UC campus to make sure Qwidget is closing?

Share solutions about handling Follow-ups – how does each campus handle?
CAJ will email UCI plan and put report up on wiki. Other campuses have shared their strategies.

UCLA: transferred 1 question to the backup queue -- once transferred to the backup queue, the question disappears

2. summer schedule
Prefer closing at 5pm, but many campuses could probably manage until 7pm
UCI, UCR, UCSB could staff until 7pm
CAJ will look at possible schedules for summer.
When we need to set up summer hours…
> Before June 12. By May8th draft 8th out – CAJ. Do we still need to meet 40 hours/week for 24/7?
> *CAJ emailed QP – we will go to 30 hours/week for the summer*

Distribution of hours across UCs needs to be looked at…
Need to figure out distribution – UCB will take 1 -2 hours extra.

3. other?
    Update on transcript analysis – UCI now trying Mariposa Community College rubric.