UC Digital Reference CIG Conference Call
November 13, 2009
10 a.m.

Lynn Jones (B) and Cynthia Johnson (I), Coordinators; Ken Furuta (R), Teal Smith (M), Frank Gravier (SC), Marcus Banks (SF), Melissa Browne (D), Penny Coppernoll-Blach (SD), Joseph Yue (LA), Sherry DeDecker (SB), recorder; Lauri McIntosh (OCLC) guest

I.   OCLC Report: Lauri McIntosh

Lauri had discussed global coverage hours with Ken and Cynthia. We are required to cover 40 hours; the 2/1 credit for premium hours will apply to after 5 pm Pacific Time. Re the Question of 2 people counting as 4 hours premium: this may be possible.

She suggested we consider an evening model where one librarian monitors UC only, the other monitors the 24/7 queue.   She recommends that we keep our premium times for global reference, but keep local staffing for the Qwidget.

We are required to provide 75% "answering percentage", based on a model of % total sessions requested divided by % of that total accepted by UC librarians. There is no distinction as to where questions come from, including Qwidget questions. OCLC is satisfied with our answering percentage, which hovers around 74%.

OCLC is planning to pilot a Qwidget rollup during the first or second quarter 2010. It is still in the development stage. They will consider for the pilot those institutions/libraries with high answering percentages. OCLC is aware of our interest.

Performance Issues. According to Lauri, the latest install and the new servers are functioning well now, and should be adequate even if the size of the cooperative increases greatly (which OCLC anticipates). The commitment to good performance means that new functionality will not be implemented unless performance excellence can be maintained.

Question: Will we get credit for more hours if we double-staff?
Staffing the co-op count - so double staffing, if both are monitoring the co-op, will count for double hours, e.g., 10 hours double-staffed during premium time would count for 40 hours (subject to Susan's approval).

Lauri shared what some other members are doing:
U Hawaii staffs digref 10 hours only: 7-9 pm Monday-Friday. Because of the time, they are answering 400%. Everything else goes to the consortia.
Western New York Library regional system requires new libraries to staff extra hours per week to gain experience.
Maricopa Community College took the Qwidget down because it was so busy.

The option is always there to staff more global reference to increase percentages or gain more experience. We do not need to ask Susan for approval.

Question: Does Bryant & Stratton belong in the public queue?

Susan is looking into this.

Question: Will the Qwidget rollup increase technical problems?
If that is the case, they won't proceed. Lauri explained that the problems this summer were caused by the move to new servers, necessary because of increased service load. Performance seems to be the best since last June.

Question: OCLC is marketing to new clients; are you near saturation?
No. They should be in good shape for a long time.

Development Update:
They are developing Qwidget as a mobile application – may be ready by midwinter.
They are looking at offering chat through SMS/Twitter technology – also considering partnering with Text a Librarian.

II. Winter Quarter Scheduling - all
HOPS discussed our proposal dated October 26, and agreed upon the following total number of staff hours (or hourly slots) committed by each campus:
Berkeley – 13
Davis – 8
 Irvine – 14
Los Angeles – 12
Merced – 5
Riverside – 12
San Diego – 13
San Francisco – Exempt
Santa Barbara – 11
Santa Cruz – 8

Remaining 4 hours will be shared by Santa Barbara and Irvine.

Evening schedule:
We agreed to cover 5 nights. We will experiment with having one evening chatter log into UC only, one chatter logging into the 24/7 queue.
Riverside, Irvine, Los Angeles and Santa Barbara will double staff an evening.
San Diego and Berkeley will share a 2-hour evening shift, with Santa Cruz double-staffing the remaining 2 hours.

Action: Sherry will send evening proposal to HOPS for comment.

III. Davis Participation – Melissa Browne

All is working well at Davis. They are using the chat form, but are discussing implementation of the Qwidget next year.

IV.   Webconference for all UC Chatters – Cynthia and Lynn
The CIG agreed that holding a webconference would be a good idea. Tentative plans are to hold it in the Spring or possibly Winter quarter. Organizers are Cynthia, Melissa, and Teal.

In addition to tips on follow-up and various instructional techniques, agenda could include other methods of digital reference used on campuses, such as Twitter and texting. Possible venues could include ReadyTalk, Elluminate or Second Life.

Action: The organizers will put together a proposal for a virtual reference conference that would include date, venue and agenda.

V. Other:

Campuses that have installed the Qwidget that requires patron to include an email address report that this is working well. Ken asked if there were any complaints about the smaller response window; no one has received negative feedback so far.

The conference adjourned at 11:25.