

Ask a UC Librarian Common Interest Group Conference Call

September 26, 2008, 10-11am

In attendance: Marcus Banks (UCSF), Penny Coppernoll-Blach (UCSD), Sara Davidson (UCM), Sherry Dedecker (UCSB), Ken Furuta (UCR), Frank Gravier (UCSC), Cynthia Johnson (UCI Co-Chair), Lynn Jones (UCB Co-Chair), Alison Ray (CDL), Joseph Yue (UCLA)

Summary of Action Items:

- Lynn will take care of noting the reduction in hours the week of December 14th (11-5pm) on the viewport.
- Lynn, Sherry and Cynthia will finalize and relay the backup plan, especially for evening hours.
- Joseph, Frank and Sara will check the possibility of having a centralized Oracle Calendar.
- All – send updated contact information (email and work phone nos.) to Lynn at ljones@library.berkeley.edu
- All – Outline the following to those staffing digital reference: Contact the DigRef representative or manager if you must leave the DigRef service unattended or if the next chatter has not been located and is already 15 minutes late.
- Ken – post updated contact information to the wiki when available.
- Ken and/or interested UCI staff will move the content from the current wiki to a PBWiki by the end of the term. Cynthia will put these individuals in contact with Ken.
- Sara - link PB wiki from CIG page when available
- All – send an email to those staffing DigRef on your campus with instructions for subscribing to the DigRef Listserv.
- Joseph will confirm if UCLA can host the DigRef Spring meeting.
- Remind those staffing the service to use the description codes listed on the wiki. <http://kenfuruta.info/wiki/index.php?Procedures> Mention that they can apply other codes in addition to these. Local campuses may want to define additional codes for their own future analysis.

Discussion:

Review this year's campus schedule:

- UC Santa Cruz may provide DigRef service hours in the spring.
- Previous statistics show a decline in service use during finals. Usual hours will be staffed through December 12th but 7:00 p.m. to 9:00 p.m. hours will not be covered from December 13-20th, finals week for semester campuses.
- Though sometimes lost calls (due to closed hours) can be captured, this is not possible for UCLA and UCR since the chat option does not show when the service is not open. This may also not be possible for missed Qwidget calls. Emails received via the Qwidget during closed hours may provide some indication of missed calls.
- The service will be closed from December 20th through January 4th, reopening on January 5th.

Action: Lynn will take care of noting the reduction in hours the week of December 14th (11-5pm) on the viewport.

Follow-up on idea of public calendar:

- Joseph, Frank and Sara submitted calendaring options to Lynn and Cynthia.
- The goal of a calendar would be to see who is coming on the next shift in case that individual needs to be contacted. Are there other ways to meet this need other than having a calendar?

- It does take some effort to move information to a calendar so management can be the biggest issue.
- People also trade regularly so keeping a calendar current may be an issue too.
- A coordinator would be the ideal person to manage a centralized calendar.
- Though there are some privacy concerns re: stalking etc, our names and work emails are already publicly accessible.
- Someone noted that most stalking concerns have never materialized and many who staff the evening hours do so from home.
- Chatters are not missing shifts very often.
- Cynthia proposed that UCI could serve as a backup for the evenings since this is often the period when single staffing happens. By December, all UCI reference staff will be trained to provide DigRef service. Sherry also volunteered UCSB as a backup. Frank noted that UCSC uses a backup person each day for its reference services. This could serve as a model for our DigRef service.

Action: Joseph, Frank and Sara will check the possibility of having a centralized Oracle Calendar.

Action: Lynn, Sherry and Cynthia to finalize and relay the backup plan.

Joining the 24/7 Academic Consortium

HOPS has submitted a follow-up on this recommendation to SOPAG and the ULs.

HOPS is strongly supporting the recommendation to join the consortium.

Half-time coordinator position

- There is consensus to revisit this topic once a conclusion to the 24/7 Academic Consortium decision is reached.
- If this need is forwarded again, the CIG may need to include a job description with this request.

Protocol for Late Sign-Ins & Emergencies

- It may be helpful to have expectations articulated in this area.
- Double staffing has been good, so that even in an emergency someone is on.
- UCI schedules people 15 min before and after the shift to alleviate potential coverage problems.
- Protocol – If you cannot find the individual who is on shift, or you have an emergency, email your supervisor or DigRef representative.
- The contact list should have the email address and work phone number of each CIG representative. This contact list can be linked to from the wiki. (Cynthia has sent out the list to the DigRef CIG representatives.)

Action: All – send updated contact information (email and work phone nos.) to Lynn at

ljones@library.berkeley.edu

Action: Communicate this protocol with your digital reference staff.

Guidelines for use of Wiki and UC Libraries / CIG website:

- Ken has created two wikis although the PBWiki may not be currently functioning.
- Agreement that the CIG / UC Libraries website will be the formal area for annual reports, minutes, the charge, membership etc. Sara is currently the webmaster for this site.
- The wiki will be a site for more practical purposes and for ongoing work. E.g. DigRef semester schedules, contact information etc.

Action: The content from the current wiki will be moved to a PBWiki by the end of the term. Cynthia may have interested staff who would be able to transfer the content to a new site. They will be in contact with Ken if they wish to assist.

Action: Sara will link to the new wiki from the <http://libraries.universityofcalifornia.edu/hops/digref/> page once the PBWiki is ready to go.

Listservs (parameters for the CIG listserv and the Digref-L listserv)

- Originally there was a lot of traffic on the DigRef listserv. This listserv should be used for operational news items and updates that are of interest to all providing the Ask a UC Librarian service.
- The CIG listserv should be used for administrative discussions and questions.
- Alison has provided a list outlining who is on the list and how someone may subscribe/unsubscribe to the list.
- More information about the Digref-L listserv: “This list is specific to the UCs for digital reference (aka Ask a UC Librarian). If a campus is having connectivity problems, an emergency, announcing new services, or wants to make providers aware of a specific class, they will use this listserv to make those announcements.”

Action: All – send an email to those staffing DigRef on your campus, with instructions for subscribing to the DigRef Listserv.

In-person meeting planning:

- Joseph believes that UCLA would be able to host the meeting. He will confirm if a room can be booked. A tentative date is set for Friday, March 6/09.

Action: Joseph will confirm if UCLA can host the DigRef Spring meeting.

Descriptor Codes:

- The wiki lists the codes currently in use. <http://kenfuruta.info/wiki/index.php?Procedures>
- UCSD chatters have been asking if these codes are needed and if they can apply more specific codes.
- Though the CIG has not been analyzing via code, UCI plans to use the codes locally to examine questions and determine if improvements can be made to their web pages based on the “access” questions asked via *Ask a UC Librarian*.
- We will continue to code with the ones outlined but may reexamine this topic in the future.
- Chatters can add additional codes, if they wish, as long as the main resolution codes are still used.
- If we join the 24/7 cooperative, this may change our coding practice. For example, you may be asked to *not* code questions from other institutions.
- **Action:** Remind those staffing the service to use the codes listed on the wiki. <http://kenfuruta.info/wiki/index.php?Procedures> Mention that they can apply other codes in addition to these. Local campuses may want to define additional codes.

Statistics:

- The libraries who adopted the Qwidget earlier this year are seeing an increase in calls while others who have not adopted it are flat or decreasing.
- Ken can calculate how many Qwidget calls versus regular Chat window calls are received.