

UC Circulation Heads Meeting – UCSB

March 29, 1996

The meeting was called to order by Sharon Bullard at 10:05 a.m. with representatives from campuses at Berkeley, Davis, Los Angeles, Riverside, San Diego, San Francisco, Santa Barbara and Santa Cruz present.

Nancy Beale served as facilitator and a list of burning issues was developed for discussion.

STAFFING ISSUES

Classification

Job descriptions from each campus were gathered and distributed. Classification levels differ from campus to campus with staffing levels of Heads of Circulation ranging from LAIII to Librarian. Since each organization is different it is hard to compare the various sets of responsibilities but there was a strong perception of inequity.

Classifications were set up in 1983. Technology has changed since then and it may be time to re-evaluate the entire series to reflect the technology and complexity of today's library functions.

Berkeley, Irvine, Los Angeles and Santa Cruz have reclass committees. Vince Novoa of Santa Cruz sits on the reclass committee. They use a generic job description as the basis. Cataloging at UCSD created a generic template and recently upgraded 11 positions.

The HRMI will impact classifications.

ACTION: Dolores Bainter will compile information from the various reclass committees and present to the group. Vince will forward the template used there to the group.

Creative Staffing

Vince Novoa, Head of Circulation Services in the Science Library at UCSC has combined stacks and circulation functions. Berkeley is using student workers to cover work previously completed by LAII's.

Ergonomics

UCSC asked the Rehabilitation Department to review the circulation area. They made suggestions such as installing a riser to regulate monitor height. They also suggested replacing the circulation desk to comply with ADA standards.

UCSD has had advisors come in and videotape functions. A report was made to the administration on the changes that needed to be made in order to alleviate work

related injuries. Staff was also encouraged to get patrons to help in areas where they could.

Having patrons help where they can brought up a discussion of self-check out centers. UCD will be installing a self checkout system by the middle of April. UCSC is exploring the possibility.

Student Salaries

Student salaries covered a wide range, as did student responsibilities. Salaries ranged from a low of \$5.34 for beginning staff to a high of \$10.00

Staff Safety

Davis has panic buttons installed at all public service desks. San Francisco has panic buttons in the restrooms, stairwells and at the circulation desk. Berkeley has panic buttons in patron areas, but not for staff except in Photocopying in the undergraduate library. Almost all libraries have security guards, but the hours covered varied. Cellular phones were also used in most libraries. Santa Cruz also provides special parking by the library for staff who work nights.

As far as permitting access, Moffit, which is a closed stacks, has an entryway attendant. Faculty, students and staff must show an ID to gain access. All other libraries at UCB and other UC campuses are open to the public. UCLA and UCSC have camera surveillance. A few of the libraries have Codes of Conduct, which will be shared with others.

ACTION Share information

RECOGNITION BY/RELATIONSHIP WITH HOPS

Nancy Beale distributed the minutes of the meeting held at UCLA on August 4, 1996. Sharon reported that HOPS encourages networking by telephoning, using e-mail and the listserv and meetings, but would not recognize the group as an official committee. In the discussion it was generally felt that in the past each circulation department on each campus was more autonomous and it was not necessary to coordinate policies and practices. It was the general feeling of the group that with automation, S.B. 1914, and joint programs to need to share information and work together for solutions is becoming more apparent and important. It was also felt that if the meetings help us do our jobs better the meetings help the campuses and provide better resources and better information.

It was decided we did not need formal recognition from HOPS as a committee. We will continue to work with HOPS and will share with them the benefits of the meetings. We will ask for support for a reasonable number of meetings to be attended by representatives from all campuses. We will continue to try to improve our use of available resources.

ACTION The group will become more committed to the greater goals of the group. HOPS will be asked to support continued meetings by supporting time off and funding. A copy of the minutes of this meeting and a proposal for financial support will be sent to the HOPS meeting to be held April 5, via Stella Bentley, the HOPS representative from Santa Barbara.

After discussion, the proposal to HOPS will request a reasonable number of meetings be held each year. The suggestion was each region would meet separately and the entire group would meet together once a year. Meetings would be scheduled close together to provide continuity. Support is needed for release time/travel and lodging. Each campus should decide the appropriate number of representatives to be sent. The next annual meeting was tentatively scheduled for the Friday of the spring break week at Berkeley.

POLICIES AND INFORMATION

Lucia MacLean lead a round robin on circulation policies and information from each campus in each of the areas: limits, friends, corporate, fines and overdues, blocks and overdues, renewals, recalls, faculty privileges, proxy privileges, billing, alumni, issuing cards and updating patron records.

Access to each other's databases was discussed. UCSD has faculty, staff and student directory on their web pages. Davis and Santa Barbara can access their own campus through UCOP.

ACTION Lucia will compile the policies from each campus, summarize and send out the results on the listserv. The ability to access each other's employee databases will be worked on from each campus. Where possible, faculty, staff and student directories will be made available through the web pages.

ONE CARD-NO STICKER

Claire Bellanti provided background on the need to obtain information on the status of UC faculty, students and staff on other campuses. UCD and UCI no longer issue registration cards which provide dates and UCLA will cease in January 1997. The new system makes it impossible for other campus libraries to determine if students are currently registered and eligible for circulation privileges.

She presented the group with a draft proposal. After discussion, campuses will provide Claire with additional statistics.

ACTION Claire will incorporate the new figures into her draft and present the document to HOPS

ELECTRONIC RESERVE

Five campuses have initiated some form of electronic reserve and provided a report of their experiences.

Santa Cruz is using a homegrown system which runs on a Unix system to display gif files on their web. It is a free service and thus far 220,000 pages have been printed. They have been successful with non-copyrighted items and are beginning to look at copyrighted materials. They are also looking at upgrading the hardware.

The Business and Economics Library at Berkeley provides a list of items available on GLADIS. The departments they serve do the scanning to enter data on their own web sites. Ways to control access are being explored. There is a need more terminals in order to accommodate the number of students who want to use the service.

UCLA undergraduate library is conducting a pilot program of non-copyrighted materials on Orion. So far the project is working well. A big lab is being planned.

Davis has a homegrown system which utilizes the web to display non-copyrighted materials at 7-10 terminals. The hope is to link department's web pages to Reserve's web page.

Santa Barbara has purchased a system from Contec which runs on the Library's LAN. Moneys were used from copy services to purchase the equipment. There have been many problems with the equipment and the company doesn't seem responsive. When the system is up and running, it is great. Gail Massion provided a demonstration of the Contec reserve system.

Discussion of electronic reserves raised many questions, with the burning issues being copyright. Others include how to restriction material to students taking the classes? How to buy terminals vs. employee costs?

ACTION Share information

The meeting ended at 3:45.

Attendees: Dolores Bainter, Nancy Beale, Claire Bellanti, Carol Boggs Nensi Brailo, Sharon Bullard, Gary Carlton, Sharla Desens, Diane Keen, Marianne McDonald, Lucia MacLean, Vince Novoa, Diane Russell and Don Sloan

Respectfully Submitted, Sharon Bullard with a lot of help from Diane Keen and Dolores Bainter