

## UC-CIRCHEADS

Spring 1998

Notes from March 27, 1998 Meeting

Attendees: Nancy Beale, Claire Bellanti, Jason Boland, Asghar Bordbar, Sharon Bullard, Stephen Cruz, Sharla J. Desens, Tammy Elliott, Greg Ferguson, Bob Freel, Joan Jefferies-Row, Claudia Jimenez, Diane Keen, Marge Linton, Lucia MacLean, Gina McCollough, Jack Neves, Vince Novoa, Stan Patrick, Dana Peterman, Jaime Quebada, Bob Rasimas, Bev Renford, Eric Scott, Karl Slinkard, Peter Soriano, Laurie Titus, Lynda Uzdavines, Lydia Ybarra LeDuc. Guests: Phyllis Mirsky, Maureen Harden, Karen Cargille, Marian Clemens, Roberta Corbin, Dave Fisher, Amie Lee, Susan Murphy, Janet Tait, and Tammy Dearie.

**Welcome and Ground rules:** Sharon Bullard, 1998 Chair of the Heads of Circulation for the libraries of the University of California opened the meeting at 8:40 AM and welcomed participants and guests. The agenda was reviewed and modified and other housekeeping details were addressed. Vince Novoa was elected chair-elect for year 2000. Our next meeting will be at UC-Davis followed by the year 2000 meeting in UC-Riverside.

**Introductions:** Each campus was given 6 minutes to share news and information from their libraries.

UCB- East Asia Library, setting up university pathfinder online. No performance standards in his department, struggling with dwindling resources, only 20% of active collection online, doing lots of retrospective cataloging.

UCSC- Science Library has over 290,000 volumes, established new vision, mission and goals, performance based system of upgrading job cards, no LA Is left in system, most are LAIV & LA V supervisors, with LA IIIs in charge on the weekends.

UCSD- Art and Architecture converting collection records to machine readable by Fall 98, barcoding 200,000 slides, Music Film and Video bringing up over 5,000 records on OPAC, UGL closed for renovation until 2000, Social Sciences implemented email notices in Feb 98, revised library privilege application forms, recently implemented new San Diego Library Consortium (San Diego Circuit Program), Libraries in 3<sup>rd</sup> year of shared decision making program, and proud of library intranet, awards program serves as a model for campus.

UCSD- Sciences Going through PPD process (centralizing), tech staff transferring to main library, circulation staff to increase technical services role,

UCSF- Has over 1,000,000 volumes, library supports medicine, pharmacy, nursing, health and social sciences, Richard Lucier is director, has a staff of 80.

UCB- Library privileges: extending cooperative agreements to Univ of Texas, reviewing visiting scholar privileges.

UCI- Recruiting for UL, moving toward electronic resources, doing e-mail notices since 1996, patrons can place own holds, electronic reserves since February 1997, dial in access from home.

UCI- Over 80,000 volumes, \$80,000 to stock new lab, staff of 7.

UCR- Sciences, to open in May, 106,000 sq ft.

UCR- Undergoing seismic renovation and remodel (15 more months), implementing view your own record next week.

UCSB- Collections housed in 3 buildings and an off campus storage facility.

UCD- Have over 3 million volumes, 250 career employees, have performance standards, have new 300 book item limits (prof:1500), block privileges after 90 days.

**Discussion:** Implementing Library Performance Standards, Maureen Harden, UCSD Director of Human Resources, facilitator.

See handout for summary of discussion.

**Speaker:** "Future of Circulation Services in the UC Library System," Tammy Nickelson Dearie, Director of Access and Delivery Services, UCSD SSSL, and Co-Project Manager for Patron Initiated Requesting Project for the California Digital Library.

See handouts for summary of discussion.

**Discussion:** Removing Barriers to Cooperative Borrowing, Tammy Nickelson Dearie, Facilitator.

See handouts for summary of discussion.

E-Mail Breakout sessions: Notes

#1 Implementation of Email Notices, Lucia MacLean.

D - has used e-mail for 2 years (DRA)

SD - has used e-mail for 6 months (INNOPAC)

SD - requires waiver to be signed by patron before used e-mail address D - Caution: need to be aware of volume. Grad notices overload system.

D - Print statements for faculty only. E-mail restricts amount of information sent.

R - Will have e-mail module when funds allow.

SD - About 25% of notices sent on e-mail (on increase). SD - Will send paper notice if e-mail fails.

D - Sends both e-mail and paper notice/ 70% patrons have e-mail address.

SD - Problem: patron may have multiple addresses and not check the one used by the library.

Soln: require address change just like regular address.

B - Will automatically load e-mail addresses when system is in place. SD - Limitation of 4 items/ e-mail notice.

D - Sends overdue items and held items together - may be confusing.

#2. Access to patron records of other campuses.

UCOP had planned to have a standard database containing all student/staff/faculty status, but plan was scuttled.

New plan of an authentication program may include such a database. UCOP does have a database for staff, but access is restricted.

B - has web access to see student status.

LA - can also use web access for student status.

SF - Staff/Faculty on the web. Accurate, but not complete

**Round robin discussion:** Share information about security problems and problem patrons.

I - share war stories. Laugh about events afterward.

R - Document everything from an altercation to help remember what really happened.

SD - Supervisor or another staff member should help problem patron - transition helps calm patron.

SD - Blow off steam in private not public.

LA - Have the right attitude. Make exceptions when necessary.

B - Most stress comes from higher ups making decisions for patrons before consulting staff who originally dealt with patron.

LA - Incident reports important.

D - Record exceptions - exception box with 3x5 cards. SF - Detailed notes in patron.

SB - LLPOF

SC - Educate patrons on collection pride.

SF - Use fake books indicating that book has been stolen B - Refer faculty to academic senate.

R - Educate patrons to not leave stuff out - signs/patrols/bookmarks. SF - Place articles in school paper.

I - Overzealous officer took all items and turned them into the Circ Desk.

SD - Orientation during Med tours.

SF - Make patron do the police report. D - Lockers help (Coin-op)

SF - Biggest problem: carelessness.

B - double-team problem with theft.

LA - Combination locker given to students only.

SC - Students don't take their items with them so they won't lose their space.

SD - Attitude of patron - library is a safe place.

B - Demanding more of patrons creates confusion/ belligerence.

Wrap – up and meeting evaluation.

Nancy wants to know "Why meet?"

SC - Teleconferencing - we concentrate only on agenda. Meetings give us a chance to learn what's going on.

SD - Meeting allows us to focus on the mission of the meeting. Learned about other campuses that have similar problems.

SD - Meeting: Good climate for trying to solve problems. SD - Feels motivated from the comments of others.

B - Would like to see lots of Southern campus members at Davis next year. North had low turnout. Avoid bipolar situation. E-mail too easy to ignore.

B - Able to ask directly "How do you do this on your campus?"

R - Informal setting allows us to enjoy each other's sense of humor. Makes us more receptive to the serious stuff.

LA - E-mail is not necessarily timely.

SD - We had to ask to be here and that sends a message to the higher ups.

SD - TC is like tv. It's too easy to zone out.

LA - When we don't know each other - leads to lack of trust. Overcome this by meeting.

SD - This is an opportunity to gather ideas. We are all in public services. How one campus does something could be adapted to another campus. Will not happen with TC.

SD - Nice to see we're not alone.

I - Ability to sit in a group and exchange ideas better than e-mail (impersonal). Hope we can get more recognition from HOPS.

B - Perception of ourselves makes a difference.

SD - We have similar clientele. Meetings such as these unite us. LA - No substitute for in-person meetings.

R - Interaction focuses us on current topic. E-mail too slow. Many things discussed affect resulting policy on campus.

R - Break out sessions and guest speaker both work well and support the use of meetings over e-mail and TC.

D - Learned a lot about other campuses that were not on agenda. SB - E-mail thoughts based on own environment. That environment doesn't exist during meetings like this - different perspective. SD - We will appreciate similarities and differences.

Thanks to SD crew who put this together.