

UC CIRCULATION HEADS

ANNUAL MEETING MINUTES

MARCH 26, 1999

UC DAVIS, SHIELDS LIBRARY

PRESENT: Nancy Beale, Chair, Lucia MacLean, UCD, Diane Keene, UCR, Claudia Jimenez, UCSB, Jack Neves, UCSD S&E, Andy Panado, UCSF, Joan Jeffries-Row, UCI, Sarah Eichorn, UCI, Stan Patrick, UCLA, Sharla Desens, UCR, Gary Carlton, UCSC, Lydia Ybarra, UCSD SSH, Chris Dechoretz, UCD, Diane Keen, UCR, Kristen Klinghammer, UCD, John Bareford, UCI, Loes Knutson, UCR, Todd Boelman, UCD, Doris Yuki, UCD, Marian Hawkins, UCD, Felicia Bryan, UCD, Steffany Carra, UCD, Anne Bressler, UCD, and Gail Nichols, UCD.

KEYNOTE SPEAKER; George Bynon

Classification, Staff Development and Upward Mobility

George Bynon, AUL for Access Services at Shields Library, UC Davis opened the annual meeting by welcoming the group to UC Davis and then delivering a keynote message covering the history of the library assistant classification system at UC Davis. In 1987-88 Bynon participated in a Classification Review Study. He explained how complicated and drawn out this type of study can be and pointed out that if this study were to be done today, the information would be out-dated by the time it was completed. He attributed this in part to the rapidly changing responsibilities associated with job cards in the Library Assistant (LA) Series primarily due to the downsizing of library staff. He pointed out that in the last 10 years, UCD library has lost 67 FTE positions out of the 260 FTE positions that were available in 1988.

Bynon reported that since 1994, UCD has been doing department level reclassifications for the library assistant series. UCD has a reclassification committee that is composed of staff members and librarians. Bynon noted that advancing technologies are bringing an increase in skills and responsibilities to the Library Assistant job descriptions. In part these increased skill are taking away the traditional "career ladder" in the LA series since new workers are entering the library at the LAIII level. One trend is for library assistants to move into the computer resource specialist series. Library assistants should prepare for the technological changes/challenges associated with public services. Bynon's message was very informative and included an opportunity for several long time UC Heads of Circulation to share their experiences at their local campuses.

WELCOME

Nancy Beale, the 1999 Chair of the UC Circulation Heads group, and Lucia MacLean offered welcoming remarks and introduced UC Davis staff as our hosts for the day. Stan Patrick, Claudia Jimenez, Jack Neves, and Lydia Ybarra all offered to assist with timekeeping and minute taking.

Beale distributed minutes of the 1998 annual meeting held in San Diego. The minutes were approved. A brief discussion of how to elect the next chair-elect ensued. It was suggested that the chair-elect be from the host campus. Diane Keene was elected as chair-elect and will serve as chair for year 2000. Diane invited the group to hold the next annual meeting at UC Riverside. The group would like to continue to alternate the annual meeting site between the northern and southern campuses. Andy Panado, UCSF agreed to check into the possibility of holding the March 2001 meeting at UCSF.

GROUP CHARGE AND ELECTION OF CHAIR

Beale lead a discussion on the possibility of becoming a subgroup of SOPAG. Those present agreed that the charge should stand as is and be submitted to SOPAG for their consideration. It was understood that the newly formed Resource Sharing Committee might become an umbrella group of SOPAG and that the UC Heads of Circulation might serve as a subgroup of that committee. It was agreed by those present that the group name should remain as University of California, Heads of Circulation, UC-Circheads for short, and that the mailing list(serve) should continue to be called UC Circ Heads.

CONTINUING EDUCATION:

Mary Heath, Project Technical Co-Leader for the California Digital Library Request program spoke to the group next. Heath brought us up to date on the status of the CDL Request project covering the accomplishments and policies of Phase I and the goals and proposed policy issues for Phase 2 (January 2000). The goal of CDL Request is to minimize barriers of time and distance. How this will be achieved and by which units are still issues to be decided. Because CDL Request is done through auto-routing, the system may have more functions in common with Circulation than with ILL. Each campus will be able to decide how and who will run CDL Request operations. Heath said that flexibility will be key during implementation. Heath also covered the technical and workload issues and the RFP process for the fulfillment service. Beale inquired if the UC Circheads would be asked formally to participate in the discussion of phase 2. Heath responded that all interested in the project would be allowed to participate.

SECURITY

Beale facilitated a discussion on the emerging trends for security issues facing the UC Libraries. Group members briefly shared some of the problems they see in their respective libraries.

- UCD has seen an increase in pornographic website viewing & use of chat lines. They see this as a campus issue that violates Principles of Community. They have no isolated areas for people to go to in their building. Terminals are to be used for research only, no e-mail or chat rooms permitted. They have 1.5 FTE security staff, and see nights and weekends as a priority for security staff coverage.
- UCR has had similar problems.
- UCSC has seen an increase in incidents involving mutilation of printed materials, food and drink problems, and theft of personal belongings. They

maintain good relations with campus police and do not use an access card system in their libraries.

- UCI has a Tech Center Team. They are careful not to censor use of pornography sites, however, there has been a rise in thefts involving equipment stolen from office areas. They have had a problem with a patron who rearranged some of their stacks.
- UCSD has removed the capability to access chat rooms on their library "Infostations." If someone complains about pornography they follow ALA Guidelines and do not censor website viewing. On at least two occasions someone managed to stay in their main library at closing and used their public and staff workstations. They have had some problems with computer hackers, threatening emails, and vandalism this year. UCSD has also begun the practice of electronically posting police photos of known suspects in the form of security alerts to all their library staff.
- UCSF recently had a patron reconfigure their computers to view Internet porn screens. They have a no chat room and no e-mail policy as well. They have also blocked 15 of the most popular e-mail web sites. UCSF patrons have priority over non-UCSF affiliates when it comes to using their computer workstations and security staff can ask users for identification.
- UCD had a library patron hack in to their system and cause a Netscape crash. They also have had problems with a particular patron who pulls up sites that are politically inflammatory, just before closing.
- UCLA seems to be the only campus that has surveillance cameras at this time. They installed camera in their stairwells. They had a hacker that changed UCLA's logo to USC's logo. They use rovers to remind patrons of policy regarding computer use.
- UCR Rivera Library recently had a rape in library. The incident was not immediately reported to the police, only to the library and the campus Women's Center. They are now using 2 student library security officers on duty at all times, and student shelvers are asked to work in pairs
- UCI has student library security officers, employed by the facilities department and are paid about \$6.00 per hour. UCLA has CSOs who work for the UCPD and are paid about \$9.00 per hour.
- UCSB has had 1 incident of terrorism. A razor blade positioned in a book to cut anyone pulling out the book was discovered. They have 3 full time safety officers (2 are furloughed in the summer).
- UCD uses security guards.
- UCLA uses rovers who monitor workstations during peak hours.
- UCSF security staff are hired from an outside agency, however they would prefer security staff who are library employees.
- UCSB reports that their police officers are not good at responding to library calls. Officers actually talked a female student (victim) out of pressing assault charges against her ex-boyfriend. They are also reluctant to file charges against incidents of attempted theft.
- UCR reports having a good relationship with their police department. They have an annual meeting with their campus police.
- UCI reports having a similar relationship with their police department.
- UCSD also reports having a good relationship with their police department, particularly the detective squad who helped them with several incidents. They also report having had two on site training sessions with all the employees of the police department - from the dispatchers to the police chief. They toured the library and now have a better understanding of the facility, the collections and the users.

- UCD are scheduled to have monthly meetings with their police department, however, they often do not take place. They feel that their police department doesn't really care about the needs of the libraries.
- UCR and UCI report that they are experiencing significant problems with food and drink in their libraries.
- UCR reports they now are open 24 hours during finals. They have had problems with defecation, blankets, sleeping and sex. They have CSOs from 12 AM to 2:30 AM. During finals they have security guards from an outside company patrol until 4 AM. They do not have a PA system instead they use a recorder to play closing announcement and staff person walks around the floors 5 minutes before closing. During renovation, Rivera Library will close at 9 PM, beginning Spring Quarter 99.

LUNCH AT THE UCD UNIVERSITY CLUB

INFORMATION EXCHANGE

Updates requested on the following topics:

Has anyone had problems with information brokers?

How are recalls handled at each campus? Are any patron-initiated and if so, how is it working?

Who is handling PIR at each campus?

How has staffing been affected by automation, and which areas are the most affected?

Circulation statistics: How have they changed at each campus and what is the response to the change?

How do ILL and Circulation interact on the your campus?

How is the self check out system working at your library?

Have you ever undertaken an inventory project.

- UCI has about 4-5 information brokers working in their library. One broker in particular pulls up to 400 volumes per day. He has been able to arrange for vendor parking, and the staff copy rate. Their main library reports no information brokers at this time. Patron initiated recalls work well on their campus. PIR Phase I is currently handled by ILL. Phase 2 will probably be handled by both ILL and Circ. Circulation trends indicate an decrease in charge out activities, while E-reserves, library card issuance, direct information and reference are all on the rise. ILL and Circulation work together at UCI. Main Library = 39% of all charge outs are by self check out system. At UCI Science Library 43% are by self check out system.
- UCR has no information brokers working in their library. They do not have patron initiated recalls. PIR Phase I is being handled by ILL. PIR Phase II handling will be determined later. E-reserves has had a significant impact on

staff and is time consuming to maintain. Circulation activity is also down however information questions are up and more time is spent instructing patrons. UCR completed a shelf reading project. It took 6 months to complete and reduced searches by 60%.

- UCR Science reports no information brokers, and no patron initiated recalls. PIR Phase I is handled by ILL and PIR Phase II is still being decided. Circulation activity statistics are up. Circulation and ILL activities are handled in the same department in the Science Library.
- UCSC reports no information brokers. They have patron initiated recalls and renewals which work well (Cruz Cat). PIR Phase I is being handled by ILL and Phase II will be handled by Circulation. The impact of automation on staff depends on the longevity of the staff person. Newcomers enjoy working with automation while some do not see it as beneficial. Circulation activity indicates a downward trend.
- UCSD reports not being impacted by information brokers at SSSL. Phase I and II of PIR will be handled by ILL. Automation has been beneficial to staff, particularly access to campus records. ILL and Circulation continue to work together. ILL staff work one hour in Circulation per day. ILL and Circulation hold pick ups are integrated and are available at the circulation desk. UCSD is also considering a major inventory project.
- UCD Science reports one known information broker. The broker pays for one copy card which entitles the broker to a 10 book limit. Alumni have a 5 book limit. They do not have patron initiated recalls. PIR Phase I is coordinated between ILL and Circulation. Phase II will be decided later. Automation has made jobs easier however it has increased everyone's workload. Circulation activity has shown a decline while ILL shows an increase (particularly at Shields). In house use statistics are steady. They have one self-check unit. Bar code placement is too erratic for it to be as successful as it could be.
- UCI would like to undertake an inventory project. They used to do one every other year. Now they try to do it every 5 years. Seems as though the loss rate is not worth the cost of an inventory. They did inventory the reference collection last summer. Some felt that the cleanup work generated by an inventory project far outweighs the benefits of the project.
- UCSB report one former staff person as a self identified information broker. They have no problems with this individual. They do not have patron initiated recalls. Phase I is handled by ILL while Phase II is to be a joint effort between ILL and circulation. Automation has created more work when systems are down. Statistics indicate no change in traditional reserves however there is an increase in E-Reserves. ILL and Circulation units work close together. UCSB is working on a bar coding project. While not an inventory, it is accounting for a lot of incomplete records and missing books.
- UCLA College reports that information brokers pay higher fees for library cards (\$500 to \$1,000). Patron initiated recalls were available on Orion, but they will lose this capability with DRA. PIR Phase I is handled by ILL. PIR Phase II is handled by Access Services. Automation has allowed Library assistants to work in reference and information operations. Statistics indicated an increase in use of E-Reserves. ILL and Circulations staff work together. They do not have a self-checkout unit.
- UCSF reports no problems with information brokers. They are explicit about their primary clientele. Their copy costs are high. Licensed practitioner can have cards. All recalls are done via the circulation desk and can do phone recalls in special circumstances. PIR is a combination of circulation and ILL. Automation seems to have caused a decrease in staff, and an increase in

work. Circulation statistics are down, however, they are more focused on user self-sufficiency. Increased focus is on user education.

BREAKOUT Sessions

RESERVES discussion followed by a tour of the UCD reserves unit was offered for those interested in this subject. Some questions asked included:

- Are your Reserves located in open or closed stacks, or a mixture of the two?

UCD - closed.

UCI - a mixture. Library-owned materials are in the open stacks while instructor owned materials are behind the service desk.

UCLA College Library- 2 hour reserves are in closed stacks, 1 & 3 day materials are in open stacks.

UCSD - open stacks by class number.

UCSF - closed.

UCSB - closed.

- Are community borrowers allowed to use materials on reserve?

UCD - yes.

UCI - they may browse open stacks, but may not check out.

UCSD - yes.

UCSF - no.

UCSB - yes, because some materials in Reserve are there for safe-keeping and are for the general public.

- What are your loan periods?

UCD Health Sci Lib - 1 hr. (exams), 2 hr. (course texts), 3 days & 7 days (board reviews)

UCD Main Lib - 2 hr., 1 day & 3 day.

UCI - 2 hrs, 1 day, 3 day & 2 hrs overnight (if 2 hr item checked out within 2 hours of closing, due at 8 AM next morning)

UCLA - 2 hrs, 1 day, 3 days.

UCSD - Library use only during the day. Items can be checked out 1 hour before closing, and are due the first hour open the next day.

UCSF - generally 2 hrs, some 1 day, 3 day & 14 days.

UCSB - 2 hr and 1 day.

- How much are fines, and do they increase during dead week and finals? Do you have a maximum?

UCD - \$2/hr., does not increase during dead week. 3 day items are charged \$4/day. Maximum \$40 + \$10 processing fee.

UCI - \$2/hr to maximum of \$20 per item. Not computed when library is closed. If not returned, billed for lost at a minimum of \$50/item.

UCLA - \$5 1st 20 min., \$1 each hour after to \$30 maximum.

UCSD - Minimum fee for returning a reserve item late is \$7 per item. Each additional hour or portion of the hour is \$.50 up to a maximum of \$25 per item.

UCSF - no fines, record blocked when one day overdue.

UCSB - \$.02/minute to a maximum of \$24. During finals it doubles and the maximum is \$72.

- Do you limit the number of books that can be placed on reserve for a class?

UCD - No limit to titles. Limit of 5 copies per title at Health Sciences, while no limit at Main.

UCI - No limit on number of books to be placed on reserve, but there is a limit of 3 copies per item.

UCLA - no.

UCSD - no.

UCSF - no limits except for a maximum of 3 articles. UCSB - limit of 30 titles per course.

- Do you have electronic reserves? Is it web-based? Is access open to anyone or restricted by password?

UCD - uses a web-based electronic reserve system that must be accessed by password.

UCI - uses a web-based e-reserve system. Patrons must provide a pin number to use, and access is restricted to faculty, staff and students.

UCLA - uses a web-based e-reserve system. Access is both open to anyone and restricted by password.

UCSD - no.

UCSF - no.

UCSB - uses a web-based e-reserve system. Password restriction is up to the professor.

- How do you handle copyright issues?

UCD - At the Health Sciences Library, the instructor needs to provide appropriate documents for photocopied material. At the main library professors are allowed to use copyrighted material one time as fair use. The second time they want to use the same item for the same course, they must write for permission. All copyrighted items that are photocopied must have the copyright statement on them. If the material was taken from the web it must have the web address on the piece.

UCI - For e-reserves UCI follows general guidelines established by the ARL. Library controls how much is scanned. All scanned e-reserve material is purged quarterly. Only UCI faculty, students and staff have access. Use is tracked so library can prove what was/wasn't used & pay copyright fees if necessary. Faculty are required to comply, copyright statement appears when patrons access e-reserves.

UCLA - doesn't deal with copyright issues.

UCSD - Faculty are provided with instructions on placing material on reserve and this includes copyright compliance.

UCSF - N/A

UCSB - Put only non-copyrighted material on the web.

- Do your faculty put required readings on their own web pages?

UCD - Some do.

UCI - Some do.

UCLA - Yes.

UCSD - Does not apply.

UCSF - Don't know.

UCSB - Don't know.

- Any thoughts on the future of Reserves?

UCD - Health Sciences Library, "It will be nice as more classic textbooks come out in electronic format." Main Library, " I believe that in the future more material will be placed on the web as required reading for students. Multi media items will also be able to be put on the web for courses."

UCI - "Electronic Reserves is the future. Already there is great interest in e-reserves from not only libraries but also from faculty member. We have already seen an increase in the number of faculty requesting that materials be placed on e-reserves and some only want materials available electronically. As more materials are available on the web, e-reserves will play a greater role in making these materials readily accessible for everyone within the academic environment. Access can be made from an office, a computer lab, or from home. Links can also be added to send patrons to sites containing materials already on the web."

UCSD - "There was talk about the campus itself handling an electronic reserve system, and that professors themselves might download soft reserve articles. Which leads to copyright issues that would need to be resolved. This would take the library out of dealing with soft reserve material articles from journals, We will of course always have regular book reserve material, and but see ourselves moving towards electronic reserves in the near future.

DEMONSTRATION of DRA and INNOPAC systems.

WRAP UP

Appreciation was expressed to Lucia MacLean for her work pulling the annual meeting together. Everyone enjoyed the informal dinner the night before the meeting, and also expressed appreciation to the UCD library staff for being such thoughtful hosts. Congratulations were in order for Diane Keen, the new chair-elect and all look forward to the 2000 meeting at UCR on March 30 and 31. Vince Novoa was missed, however, all wish him well as the new 1999 chair of the UC Heads of Circulation. Nancy Beale thanked everyone for the privilege of serving as chair for 1998-99.

BRIEF TOUR OF SHIELDS LIBRARY