

## UC CIRCHEADS ANNUAL MEETING

### UC RIVERSIDE

March 31, 2000

Attendees: Peter Soriano-UCB, Bonnie Hain-Anderson-UCD, Lucia Maclean-UCD, John Bareford-UCI, Sean Moynihan-UCI, Claire Bellanti-UCLA, Stan Patrick-UCLA, Bob Freel-UCLA(SRLF), Carol Boggs-UCR, Jean Crockett-UCR, Sharla Desens-UCR, Diane Keen-UCR, Loes Knutson-UCR, Curt Kostad-UCR, Shannon Miller-UCR, Steve Tapia-UCR, Claudia Jimenez-UCSB, Gary Carlton-UCSC, Vince Novoa-Chair-UCSC, Brad Altman-UCSD, Nancy Beale-UCSD, Cuca Chavez-UCSD, Greg Ferguson-UCSD, Gina McCollough-UCSD, Jack Neves-UCSD, Nancy Relaford-UCSD, Lydia Ybarra-UCSD, Andy Panado-UCSF

I. Introduction and welcome by John Tanno, Associate University Librarian, UC Riverside.

II. Overview of Resource Sharing Committee - Venita Jorgensen, AUL for Public Services-Rivera Library, UCR, and Chair of RSC

A. New structure has been authorized by SOPAG (the System wide Operations and Planning Advisory Group)

B. CAG (Circulation Advisory Group) & IAG (Interlibrary Loan Advisory Group) report to the RSC

C. Venita reported that the Southern UC ILL group met recently at a meeting similar to this one. The meetings of groups like this are the most valuable types of meetings in the UC system, with operational information being discussed and exchanged. Venita shared some of the IAG past and future projects. As we progress further with Patron Initiated Request (PIR), we will have more Circulation and Interlibrary Loan issues converging. This year article requests have been included. The number of electronic journals subscribed to by CDL has gone up. Implementation of undergraduate PIR borrowing is in the future. There has been discussion about a needs assessment, which may lead to another RFP; and there is discussion about UC having one system.

III. Relationship between UC Circheads and Circulation Advisory Group - Claire Belanti, Liaison from the Resource Sharing Committee to the Circulation Advisory Group (CAG).

A. UC Circheads began approximately 10 years ago and has been working for official recognition.

B. CAG is now an official committee reporting to RSG and this points to the value of the UC Circheads and the contributions of the group. CAG is composed of one member from each campus designated by that campus's University Librarian. The Chair of CAG will be appointed for 2 years. CAG will meet once/quarter by phone and once/year at the annual UC Circheads meeting.

C. Some of the issues coming to greater attention now are centralized access to information on UC staff and students. Terry Ryan is on a system-wide group to develop access to this information. Reserves is a big issue this year, as is distance learning. Web-based Reserves will be a big issue for the future. Other issues are more vendor software for e-reserve, automated

circulation for ILL borrowing. Many campuses are moving toward automated circulation of ILLs.

D. CAG delegates as known at this time are:

Claire Bellanti; UCB - Peter Soriano?; UCB NRLF - ?; UCD - Lucia MacLean ?; UCI - John Bareford; UCLA - Stan Patrick; UCLA SRLF - Bob Freel; UCR - Diane Keen; UCSD - Nancy Beale; UCSB - Claudia Jimenez ?; UCSC - Vince Novoa; UCSF - ?

IV. Review of Charge to CAG and Minutes from UC Circheads meeting at UCD and Election of Chair-Elect for UC Circheads. Vince Novoa, Chair, UC Circheads

A. Minutes of the UC Davis UC Circheads meeting were passed out. Please send corrections to Nancy Beale. Minutes will be posted on the Web.

B. CAG will be receiving specific assignments from RSG. Responding to requests from RSG will be important for the designated members of CAG.

C. It is explicitly stated in the charge that UC Circheads will continue to meet and may bring additional members from each campus to the annual meeting. This is so valuable because more people from each campus can attend. The importance of our response is increasing.

D. Discussion of procedure for electing Chair for CAG and UC Circheads and how responsibilities should be divided.

E. Members of CAG needs to be more inclusive of all areas of Circulation (i.e. Reserves, Stacks, etc.). UC Circheads currently focuses mainly on Circulation.

F. Discussion of qualifications for chair of CAG and how it is elected.

a. It was proposed that the chair be from the CAG, but elected by all members of UC Circheads at the annual meeting. CAG members are appointed for a limited term by the University Librarians.

b. It was decided that the same person should chair both the UC Circheads group and the CAG. Proposed and approved that Vince Novoa's term be extended 1 more year from July 1, 1999 to June 30, 2001. Diane Keen, as the current Chair-Elect of UC Circheads, would Chair UC Circheads and CAG from July 1, 2001 to June 30, 2003.

Therefore, we will not need to elect the next Chair-Elect until 2001.

c. Program chair for the annual UC Circheads meeting will be from the hosting campus and from UC Circheads group.

d. Order of meetings - The annual meetings have been held (in order) at UCSB, UCSC, UCSD, UCD and UCR. The following are scheduled: UCSF 2001, UCI 2002, UCB 2003, UCLA 2004, UC Merced 2005. We will continue to rotate through the 10 campuses in that order.

e. SOPAG needs to hear from each UL that a CAG member has been officially appointed.

f. Discussion on changing the name from UC Circheads to UC Circheads/Reserve. Decided not to change, but include Reserve people on the listserv and at annual meetings.

g. Another issue was that the Chair had had some problems getting responses to the recent Reserves question posted to the list. There are Reserves people subscribed to the list, but the CAG should take more responsibility for their respective campuses.

V. Communication (Web page, Listserv, and UC Borrowing chart, CAG) - Vince Novoa, Chair & Discussion Leader

A. Listserv works well

B. UC Borrowing Chart is not much used. Vince requested that members check it quarterly to update info.

C. Discussion of Web pages. It was suggested we put the UC Borrowing Chart together with the UC Circheads Web Page. Vince volunteered to work on the pages. UC Circheads Web Page is currently at [gort.ucsd.edu/CUCIRCHEADS](http://gort.ucsd.edu/CUCIRCHEADS). Vince will take assume responsibility for the Web Page from Nancy Beale. Send changes to Vince by April 17. Nancy was thanked for her contribution.

D. When action is needed on an e-mail, put "CAG-Action Item" in subject line.

E. Lucia MacLean will send out a list of members currently on the listserve.

F. There was a request for minutes from meetings from SOPAG, RSG, and IAG from Claire as Liaison to our group. She will forward minutes from those Groups to UC Circheads listserv

#### VI. Information Exchange - Campus Round Robin

□□□UCR: Rivera is in the middle of a renovation and seismic upgrade. It will be splitting into North & South w/ the middle section closed. They will be circulating material from both the North & South sections. There will be a move of stacks and staff into the south section, which should be completed in early summer.

The Rivera and Science Libraries each hired a Security Guard last November/December. Millennium is coming in Summer 2000.

Reserves is very busy and working on plans to implement Innopac E-Reserves by Fall 2000. Science Library circulation is experiencing growing pains. They are no longer open 24 hours during finals and they are no longer open until 2 AM nightly except for finals.

□□□UCSC: McHenry shipped 50,000 volumes to storage this year. They are still talking about an addition to McHenry. They have started to block patrons who have been billed for replacement of Reserves or ILL.

Science Library is building a Map Room. They are doing E-Res and it works well. There will be construction all over the place for the next 3 4 years.

□□□UCSB: Finally has a new Head of Access Services and she is full of enthusiasm and ideas. Marlayna Gates replaced Sharon Bullard in August 1999. She couldn't attend the meeting because she was out of town for another meeting. We continue to have vacancies in the department. This year we implemented E-Circ for patron notification. It is very popular with patrons. We have also begun extended hours on Fridays and Saturdays. We are now open until 9 PM those days. Beginning Spring Quarter we will be opening at 10 AM on Sundays as well. Electronic Reserves is going well and patrons are happy with the service. They've been experiencing problems with NOTIS, especially with student records expiring and have had some leap year problems, too. There have been problems with billing credits, which cannot be issued automatically, so typed letters are sent to patrons.

□□UCD: Shields Library just hired 50% more Security. They now have 2 FTE. Hours have been extended - they are now open until midnight rather than 11 PM. Problematic because the last bus leaves at 11 so it is difficult to get students to work late shift. Health Sciences Library is finally fully staffed. Their computer person will be keeping a problem patron database.

□□□UCLA: College Library. For the last exam period they had a 24-hr study room. It was very heavily used. You need a Bruin card to get in. They installed 22 mini cameras in the room. Non-copyrighted faculty material is now scanned for Reserves and available online. College Library is making money from the film industry. The Web catalog is working pretty well for the campus, which is the most important thing. Functionality for cataloging is getting pretty good. Functionality for recalls, bills, notices is not working. They just approved the recall specs.

□□□UCI: At the Main Library they are interviewing for 3 AUL positions. They have 11 candidates. There are also many staff vacancies. Considering compact shelving. Are experiencing problems with billing on INNOPAC. (None of the other UCINNOPAC sites seemed to be experiencing problems.) Seems there was a glitch with one of the releases. Main Library is rewriting privileges for fee-based borrowers to be more restrictive by limiting renewals and blocking holds and recalls.

□□Discussion of Alumni Association followed. You do not need to be a UC alumnus to join the Alumni Association. It was pointed out that we are obligated to issue a card to Alumni who are members of the Alumni Association. One campus said they issue a more restricted card to AA members who are not actually UC alumni. UCLA gets \$5.00 back per alumni person for library privileges. There are many differences with alumni memberships and privileges, which vary from campus to campus.

□□□UCSD: They have 5 cameras. They monitor at night when the building is

closed and only in the lobby area. They are in Phase II of Millennium and beta testing Phase III. They are hoping to add Electronic Reserves in Fall 2000. San Diego is in a consortium with other libraries in the area. Books are normally delivered to the patron's home library. Patrons can now go directly to the library that owns the book and check it out from there.

The Undergraduate Library has been under renovation since August 1999. It will become more of a computer lab. They are getting ready to download the student database. They have a temporary self-check unit as a test. The campus is looking at changing the campus ID. They will no longer issue fee stickers.

Medical Center Library is in a remote location. They will be opening a micro lab with 11 computers but no staffing.

Scripps has a mold problem and they are getting a new HVAC system. They have a new program AVANTI, which scans articles and delivers them to patrons. They are conducting a patron usage survey. Every 3 hours they walk around and check to see what patrons are doing; e.g. studying alone, in study rooms, at the computer, doing e-mail, internet, heavy research, etc. UCSD did a test inventory last year. Will be proceeding with a full one.

□□□UCB: There is now a Free Speech Café in the Undergrad Library. It opens 2 hours earlier than the Library. Food and drink is a problem as well as keeping people out before the library opens. They have hired 3 new AULs. Last semester they did a count of books in the main library and there were over 1.5 million. Stanford and UCB are working to download each other's student database.

UCSF: is implementing the Millennium system. They are buying new computers with flat monitors. Staff is being trained. At the same time, they are looking at ways of streamlining procedures. They want to implement EReserves, but are still deciding on which system to use. The University Librarian position is vacant, which has been difficult. There has been an increase in PIR requests and Circulation and ILL are working more closely  
SRLF: has The Good, The Bad, and The Ugly. The Good: OCLC has been implemented. The Bad: they lost Orion. The UGLY: they implemented DRA. In addition, they have also implemented desktop delivery.

## VII. Security - Carol Boggs, UCR Science Circulation Services Unit Head, & Discussion Leader

A. Introduced Steven Tapia and Curt Kostad, Security guards at UCR.

The security guards showed us their communications system—an 800 MHz walkie-talkie for in-house communication, contacting the Police, and Fire departments. UCR asked a police representative to be involved in the search committee for the Security guards. They felt that good relations with the Police Department is a must. UCR Police are invited to come and see the building and are given a tour.

B. Legal issues regarding video cameras. Are there issues that need to be discussed before implementation? UCLA & UCSD have them. UCSD uses them only when the library is closed.

C. Assisting other campuses. Lucia asked how we notify other campuses that a patron is blocked? If there is a student/faculty who has abused one UC and belongs to another, can we contact the home UC to take action? For example, a student from another UC has over \$7000 of material from UCSD.

After some discussion it was agreed to try to get a written agreement from the ULs to block patrons if needed.

D. What do campuses do about courtesy returns to other campuses? UCSF has weight limits when the material is returned. They use Tricor.

VII. Discussion ended at 2:35 PM and pictures were taken.

Respectfully submitted,  
Claudia Jiménez & Lucia MacLean  
Davidson Library Shields Library  
UCSB UCD