

UC CIRCHEADS ANNUAL MEETING 3/28/02

MINUTES (Draft Copy)

**Attending:** Lydia Ybarra UCSD, Nancy Relaford UCSD, Gina McCullough UCSD, Nancy Beale UCSD, Claire Bellanti UCLA, SRLF, Jon Edmondson SRLF, John Bareford UCI, Valerie Rom-Hawkins UCLA, Sangeeta Pal UCLA, Don Sloane UCLA, Arturo Esparza UCLA, Karen Sonnenschein, UCLA, Philip Rech UCLA, Donis Yuki UCD, Lucia McLean UCD, Richard Jones UCLA, Dan Palodichuk UCLA, Erik Mills UCSB, Claudia Jiménez UCSB, Marlayna Gates UCSB, Marina Yules UCI, Ramond Camero UCI, Sonia Howard UCI, Rose Abbott UCSD, Ann Harlow UCR, Sahra UCR, Sharla Desens UCR, Jack Neves UCSD, Andy Panado UCSF, Peter Soriano UCB, Jonathan Thomas UCB, Joan Jeffries-Row UCI, Stephen Cruz UCSD, Vince Novoa UCSC, Loes Knutson UCR, Carol Bryan UCR, Michele Upton UCI, Stan Patrick UCLA

**8:55 AM** Meeting began with welcome by Stan Patrick, chair of UC Circheads.

Welcome statement and housekeeping concerns by Michele Upton, UCI.

Attendees introduced themselves and expressed their expectations.

**Keynote speaker:** Claire Bellanti, Head, Access Services UCLA/Director SRLF  
“The University of California Consortial Borrowing System – MELVYL Request and what it means to UC Circulation Departments.”

### **Information Exchange and Round Robin**

UCB – Wireless access to the network is scattered on campus. It is a pilot project called “AIRBEARS”. The library will be circulating wireless cards to students with laptops. Stanford requesting and NRLF requesting are now available (online??). They went live with email notification last June. It was wildly successful. 4 – 5 months ago, the Service desk name was changed to “Privileges Desk.”

Reference moved back up to the second floor of Doe. Now doing live Reference email. They have Saturday deliveries of NRLF. New software (I didn't get the name of it) is going up in summer that will allow patrons and librarians to view the same Web page. They are attempting to expand reference hours.

They now have extended hours in Moffitt until 2 AM every day. There are no Circulation services after 10 PM. They have Career security staff on duty after 10. The library opens at 8 AM M-F, 9 AM (?) on Sat. and Sun.(?) This is a pilot program.

The entire campus changed financial systems – KRONOS. The library is spearheading the project for payroll. Jon ? has been the head of Moffitt since May.

No food or drink is allowed except water in pop top, squeeze bottles. They have had some problems. The Free Speech Café has been successful. Circulation had to give up some space for storage for the Café, but there have not been any major problems. They will be posting signs banning cell phones in study areas.

There will be a Reserves Task Force sometime next year. Reserves is now in Technical Services, but they want to move it back to Circulation.

UCD – Thinking about changing their summer hours. They extended hours in the main library for finals until 1 AM and they open earlier on weekends. However there is no circulation service until noon. Security guards check out material the last hour open, from midnight to 1 AM

They have had a large influx of ILL requests. Most are getting picked up. The Circulation staff doubles for the ILL staff.

A cell phone and beeper policy was just implemented, however it is not actively enforced. They do tell people about it when they see them in the stacks.

They have rewired the building evacuation alarms. They can now be heard inside the building. They have worked out a plan to clear the building.

They are moving from DRA to Ex Libris. May 13 is the go live date. It will be their first time on an integrated system.

UCI – Has 2 new AULs – Carol Peel (?) and Carol Hughes. Access Services has been combined with Reference under Carol Hughes.

Main library is at 96% capacity. The entire basement will be compact shelving. They may separate journals from main shelving areas. Journals will be in compact shelving which will be open to the public. They hired an outside consultant for space planning.

They have had wireless access for about 1 year. They have 10 laptops which can be checked out for 2 or 4 hours and 20 cards which circulate for 1 day. They charge hefty fines for late return.

Live chat with a reference librarian has begun.

**I think this next part is a different branch library.**

They allow food and drink in the study centers. It started last spring. Reserves are kept in the study centers. It is messy, but the students love it.

They increased Study Center hours until 3 AM except Fridays and Saturdays. It's not very busy except at certain times of the year.

Cell phones have been incorporated into the noise policy. Pagers are very loud, but they have a lot of doctors and medical students.

**I think this is also a different branch.**

At the Medical Center they have an onsite computer programmer. The computer lab is heavily used. They do not allow food and drink there.

Wireless Web and "Ask a Librarian" is coming in the Fall.

Extended hours are changing because student employees are suddenly no longer reliable.

The library has outsourced copy services. So far they have not had a good response for copier problems.

UCLA – Last fall they implemented ERES. They are now doing all reserves on ERES. They have had mostly positive feedback.

They are now looking at new systems again.

There have been major changes in library administration. A new UL and Deputy UL and the AUL for public services.

They expanded hours and brought all libraries in sync. During Intersession they are now open on the weekends. They are hoping to begin a pilot project to bring library card issuing more up-to-date.

At the Law Library they are password protecting course lists at the request of the faculty.

A new policy – patrons must purchase a spill-proof library mug to bring in drinks.

Break for lunch.

**Keynote Speaker:** Claire Bellanti

“NCIP: How ILL and Circulation systems will communicate”

Continuation of Round Robin Information Exchange

UCR – (I got confused on the following personnel info) The new Chancellor will be coming by July 1. The interim UL is Venita Jorgensen. The new AUL for Public Services for Rivera is David Rios.

They finished their renovation last summer. Moved the entire collection. They integrated collections – SRLF, Special Collections. They are constantly shelf reading because the books were put back on the shelves in a very haphazard manner.

They also have a new physical environment. Circulation and Reserve are at one desk. They are cross training both staffs.

Currently they have 15,000 students enrolled. They expect to have about 21,000 by 2005.

They have reclassified many positions.

They bought a self-check machine last summer. It started working in Fall, but it didn't work right. The company had to install a patch in the software and it is now working very well.

Their hours have been expanded during finals. From midnight to 2 AM they have security guards only.

This summer they will be open on weekends. The extra cost will be picked up by Extension.

They have an ongoing inventory project by wireless access. Technical services is doing it daily at the Rivera library.

They have wireless access for patrons, but don't check out laptops are wireless cards.

UCSF – Since September they have had laptop check out. It is very popular. They have 5 laptops that circulate for 2 hours. They are library use only. They are looking at printing from wireless to a centralized printer.

They are upgrading their work stations to Windows 2000 and moving to Internet Explorer from Netscape.

They do not allow food or drink, but water is okay.

In Reserves they still use hard copies. They will use Electronic Reserves next quarter as a pilot project.

They have posted signs requesting that cell phones be set in vibrate mode or that people move to the pay phone areas to make/take calls.

UCSD – The UL, Brian Schottlander is taking library management on a retreat to address the influx of undergraduate students. They hired a new AUL for Technical Services, Luc DeClerk. Amy Wallace is the AUL for Instruction and Outreach.

During finals they offered massages to students. CLICS extended to 24 hours during finals. CSOs and RSOs patrolled the library. They also offered refreshments outside the library during the middle of the night.

IRPS, the Architecture library is being remodeled.

Nancy Beale is retiring and Access Services is being reorganized.

A task force has been created to address student salaries. They start at \$8.00/hour.

They are beginning to rethink their food and drink policy.

The Bio Med library was renovated. Reference and Circulation were combined into one desk. They now have a "one-stop shop." They are now working towards that at the Science and Engineering library as well. It has had mixed reviews from the staff.

For the most part, their hours are the same. SIO is thinking about cutting back hours due to less patron traffic.

UCSB – Went live on Ex Libris on September 4, 2001. They do not have billing operating yet, hopefully will have it in May. The patron update ran for the first time in March. There are reports and notices that still need to be figured. The highlights of the system are the patron empowerment features. Patrons can renew their books, track their requests, change their address and email, recall and request in process materials and materials held at the local storage facility.

The food and drink policy changed slightly this past year. Patrons are now allowed to bring in water in closed containers.

They extended summer hours last summer to cover almost all of two summer sessions.

“Ask a Reference Librarian” is just getting started.

There is no official cell phone policy, it is covered under the noise/disturbance policy.

With the new system, check out limits were increased for many categories of borrowers. Friends of the Library can now check out 50 items, staff and graduate students can check out 100, Lecturers can borrow 500 items, and tenured faculty can check out up to 1500 items.

They have a 5 time renewal limit. At the end of that time, patrons must bring the books in to the library to be checked in and checked out again.

The big news is that their patron database is now available to CDL.

Reserves has thoroughly researched copyright policy and is now enforcing it more strictly. They are also pushing Electronic Reserves.

UCSC – McHenry library is going through a major restructuring.

They have a laptop program. They circulate 6 laptops for 2 hours at a time. They charge \$3000 for replacement.

They are canceling lots of journal subscriptions because of licensing agreements.

Vince, I left this for you to fill in.

SRLF – They have extended hours, they now open at 10 AM. Their processing capacity is increasing. They are trying to get stuff online ASAP. They have hired more processors.

The monograph level stacks are half full (they opened in 1996).

They have a new truck which is bigger.

They can look at Circulation statistics online now.

They are training on VDX.

## Committee Reports

### 1. Committee on Blocking Patrons

RSC responded positively to the proposal for blocking. They feel it merits further discussion. They would like us to add a section to the proposal, a background summary of why we want to do this. They recommend the selection of Billing contacts. It should be made by library administrations. We must be aware that blocking patrons is a very sensitive issue. Privacy is very important. Because of the privacy and security issue, RSC doesn't want to use automation. They want it to be handled on a case-by-case basis. Check out records should only be retained as long as the item is checked out.

### 2. Services to External Users

The reason for the report is to investigate how we interpret and implement policy. It will help raise awareness of what other campuses are doing and may bring more uniformity to policies.

The report is for Gary Lawrence who is the chief negotiator for the UC Libraries. He negotiates with vendors, legislators, CSU and Community College systems, and individual campuses that interact with the UCs.

### 3. Best Practices

RSC felt that our topic may be too broad. They suggested 2 workshops with more narrow focuses; one in Spring or Summer dealing with ERES and copyright issues, and another in 2003 dealing with Access Services/ILL issues.

The 2003 meeting will be at UC Berkeley.