<u>UC Circulation Heads Meeting, March 27, 2003 - Morning Session</u>
At U.C. Berkeley Campus

Attendees : **UCB-** Penny Bertrang, Agnes Concepcion, Joyce Ford, Norah Foster, Cristian Guerrero, Victoria Jordan, Amy Kautzman, Brian Light, Lea Mascorro, Laura Ng, Nga Ong, Charlotte Reubens, Giulia Sacco-Trujillo, Karl Slinkard, Peter Soriano, Jonathan Thomas, Nga Tran. **UCD-** Lucia MacLean (Chair) Gail Nichols, Sylvia Villa. **UCSB-** Claudia Jimenez, Dimitri Xavier. **UCSD-** Marlayna Christensen, Lisa Clark, Greg Ferguson, Gina McCollough, Shannon Meaney, Jack Neves. **UCSC-** Lauren Douglas, Vince Novoa, Molly Ostrander, Sandy Schmidt, Jo Stovall, Sarah Troy. **UCR-** Sharla Desens, Diane Ill Kenn, Loes Knutsen, Shannan Miller, Sahra Missaghieh. **UCSF-** Andy Panado. **UCLA-** Don Sloane. **UCI-** Michele Upton. **SRLF-** Jon Edmondson.

I. Introduction Services.and Welcome by Isabel Stirling, UCB Assistant University Librarian of Public

II. Structure and Purpose of the Circheads and CAG organizations.

a) L. MacLean introduced G. Nichols, who is the new Circulation Advisory Group (CAG) representative to the Resource Sharing Committee (RSC). L. MacLean explained that CAG and RSC report to Systemwide Operations and Planning Administrative Group (SOPAG). G. Nichols is a resource and liaison person for today's Circheads meeting.

b) L. MacLean explained how the Circheads group developed out of an informal e-mail list serve that was put together to encourage inter campus communication between circulation units. Since the creation of CAG, the Circheads group has been given semi-formal recognition.

c) L. MacLean announced that next years meeting will be at U.C. Merced (if operational), or UCLA.

III. Each person introduced themselves, telling which campus they are from and what their basic duties are. each participant was also asked to comment on what they hoped to gather from this meeting.

IV. Election of the Chair-Elect

a) L. MacLean described the jobs of the Chair and Chair-Elect.

b) D. Keen III nominated Claudia Jimenez as the Chair-Elect and A. Panado seconded the nomination. There were no dissents.

c) C. Jimenez was elected.

V. Reports from each campus regarding budget cuts.

a) UCLA has put together several principals to guide the libraries through the current difficulties with budget cuts. It was noted that there was a certain level of confidentiality with these principals so details were not discussed. Some examples were

    1) Avoid Staff Layoffs

    2) Optimize Remote use of services and Resources

    3) Macro Thinking and Strategies.

b) <u>UC. Davis</u> libraries are looking at cuts in the $1.4 million dollar range, and they are trying to make that shortfall through staff (i.e. not necessarily hiring new people for vacant jobs) and collection savings. The libraries at UC Davis are actively trying to avoid staff cuts and layoffs. UC Davis is planning on using resource sharing in order to continue to assist patrons effectively.

c) <u>UC Santa Barbara</u> does not have official figures on any cuts yet, but they have already been setting money aside. UCSB plans on making most of its savings through cuts in student GA,

and not re-hiring positions whenever possible. Currently Circulation, Ill, and reserves are all separate, but there is some discussion of merging them, and this could potentially save money. Last of all, the library is making a conscious effort to limit the number of new long-term commitment purchases, and only give more consideration to one-time purchases.

d) <u>UC Santa Cruz</u> is also not sure what the exact nature of the cuts will be. UCSC is trying to avoid any major cuts to collections. They have already instituted a 12-week waiting period for hiring in open positions. No new services are being instituted, and internal recruits are preferable to new recruits from off campus.

e) <u>UC Riverside</u> is not sure how extensive the cuts will be. The University Librarian at UCR has recently negotiated a $1 Million dollar increase to the budget, and the library is supposed to get an additional $600 per student, so there should be some buffer when the cuts come through. All this being said, the University Librarian at UCR is dedicated to protecting Jobs and services within the library. Cuts in GA may need to be considered.

f) <u>UC San Diego</u> has had no direct cuts yet, and they have some financial buffer. Still, there may be cancellations to subscription journals. There is some possibility of future cuts to the number of open hours.

g) <u>UC San Francisco</u> is closely scrutinizing staff losses before re-hiring is authorized. UCSF has also combined their circulation and stax units along with some other re-shuffling in order to become more efficient. The library is working with the campus development office to try and get more people (donors etc) involved. User studies are also being implemented in an attempt to see what students want.

h) <u>UC Irvine</u> has already made 7% cuts to supplies, and a couple of the libraries have several staff vacancies. UCI is trying to avoid layoffs, and with the current number of vacancies, current staff is probably safe. UCI has combined Inter Library Borrowing with Circulation and they are looking at more integration in order to cut costs. Print subscriptions cancellations are being looked into.

i) <u>UC Berkeley</u> has done exercises in order to see how the library could cut 5%, 7% and 10% of its total operations budget. Since collections development is the main priority for the UCB libraries, these types of cuts would have to come from operation funds, meaning a change of between 20 and 60 positions. Additionally, the Doe library has lost its 'campus incentive' GA money, and it is possible that some print subscriptions will be cut. There has been some talk about cutting hours and services, but the actual amount of money saved from these types of cuts is low.

VI. Amy Kautzman, Chair of the Privacy Taskforce discusses the Patriot Act.

Amy gave an overview of the Patriot Act and what it actually does. She stressed that while there is some threat to the privacy of libraries and library records, most of the Patriot Act deals with issues that are directly related to money laundering and reparations.

Amy explained that Patriot Act II is on the docket, but it is getting quite a bit more scrutiny. Amy wanted to make a couple things clear with regards to the Patriot Act and our University Libraries. The only thing the library can do, and what the library needs to do, is have measures and guidelines in place for dealing with Law Enforcement and for managing and disposing of library records.

In case a specific library is served with a subpoena, the students as well as the staff should know whom in the library hierarchy to get in touch with. Also, if a library is served with a warrant, than employees should step out of the way of the Law Enforcement officials. Again, the employee who is presented with the warrant should know whom in the hierarchy to contact so that the University can choose what to do from there.

With respect to records, Libraries should create guidelines and follow them. If there is a policy that dictates destroying certain types of computer sign-up sheets, or if there is a duration of time that libraries keep check out records past the items return, these time limits should be strictly

followed. If for some reason these policies are not followed, and upon being served with a warrant a library destroys a host of records to comply with its own rules, the library will be considered to be obstructing justice because it is actively hiding information. If that same information was removed/destroyed on a scheduled basis, this problem does not present itself.

It is important to remember that we should work with and respect Law enforcement. It is also important to note that the Patriot Act does not change that many rules, it just changes the process that Law Enforcement officers follow in order to obtain warrants, and makes certain types of documents easier to procure. Even before the Patriot Act, a Library could be served with a warrant or a subpoena, and it would have to comply. The major thing that the Patriot Act adds is a gag clause that basically says a person served with a warrant or subpoena can not discuss the warrant or subpoena with anyone else. However, if it is clear that the policy of your library requires a supervisor or library administrator to know whenever something like a warrant or subpoena is served, than the gag clause is not violated by informing the librarian or administrator.

VII. Discussion about the Patriot Act.

A lively discussion followed A. Kautzman's introduction to the Patriot Act. Many of the assembled members had questions, and A. Kautzman provided many insightful answers.

Q. - What active communication is going on between Library communities and government agencies?

A.K – ALA is in constant discussion with various government agencies over this. But, you must remember that most of these government laws have been in place. The difference is that people can't talk about it. In all likelihood, the only University employees who will have problems with the new laws will be those that work in science labs with biohazard materials or in sensitive scientific fields. It is not that likely that the government will come after Circulation records. There is some possibility that the government might decide to get records from I.T. employees, or through the laws that are already intact through FERPA (the Family Education Rights Privacy Act)

Q. –Can students tell us that they were served with a subpoena or warrant?

A.K.- Yes, or at least they will be able to tell the head of the library. It is important to remember that there is usually a time line for subpoenas, usually a week or more before a response is required.

Q. – Can you go to your supervisor?

A.K. – Yes. You can not talk to friends or to someone the FBI is looking into. If the person the FBI is looking into is your supervisor, than no.

At this point in the discussion, the issue of public versus private information in libraries came up. While this is not necessarily directly related to the Patriot Act, many of the issues overlap. It was noted that some U.C.'s allow patrons to waive their confidentiality. At these Universities, the library can give the name of the person who has a checked out item to an interested party. This could be considered public information, and thus, the government may not need a subpoena for that information. The issue of patron confidentiality and a patrons right to waive said confidentiality was discussed by all assembled. There are many variations on waivers, and some U.C.'s are phasing them out.

In the end, all assembled were glad to have talked with A. Kautzman about the Patriot Act, and L. MacLean for the URL about California's record retention policy. J. Thomas said he should be able to send that out at a later date.

A. Kautzman ended the discussion by noting that libraries do not get subpoenaed often. There are departments that do, and those departments were receiving subpoenas before the Patriot Act was

ever enacted. So, it is important to keep the dangers of the Patriot Act in perspective. We should be prepared to deal with the situation of subpoenas and warrants if they arise, but we should remember that we are not a likely target.

VIII. Use of Social Security Numbers for Non-UC Patrons. Group Discussion.

D. Sloane brought up the issue of social security numbers. Do campuses collect SS#'s from its non-UC patrons? And if so, do those campuses use them in bill collection? It was noted here that some U.C.'s gather SS#'s from nearly everyone, and attach SS#'s to certain bills. This enables some campuses to collect money directly from the patron's tax returns. Also, do campuses use SS#'s for ID#'s?

P. Bertrang mentioned that there are people talking about creating state legislation to encourage organizations not to use SS#'s. This has become a real issue because of the prospect of computer hackers. It is possible for a hacker to get SS#'s from an organization's database.

L. Maclean asked to go around the room and hear from each university. Which U.C.'s take SS#'s? And if you do not require SS#'s, what do you accept for off-campus patrons?

UCLA – Does not collect SS#'s. We will accept a Drivers License (DL) or Passport.

UCD – Does not collect SS#'s. We take the patron's name and date of birth.

UCSB – We do take SS#'s, but it is optional. We accept a DL or Passport.

UCSC – We do not require SS#'s, but Undergrads and Grad students use SS#'s as their Student ID#'s. UCSC is in the process of changing this.

UCR – A SS# is necessary to get a library card for off-campus patrons. Students, Faculty and Staff have campus ID#'s so SS#'s are not required.

UCSD – Campus ID#'s and SS#'s are downloaded for students. SS#'s are not currently downloaded for staff, but there is still discussion on this point. Off campus patrons do not need to give a SS#, but either a SS# or Credit Card is required as an additional form of identification to obtain a library card.)

UCSB – You need to be a California resident to get a library card (so DL or State issued ID is required). SS#'s are not required.

UCSF – Only takes a DL or State ID for off campus users. For UCSF borrowers, the library takes the Campus ID#.

UCB – If the Registrar has the SS#, than we get it as well. For off campus patrons, we ask for their SS# but the patron does not have to give it. We take a DL or State ID.

IX. Reports from CAG Subcommittees.

A. Panado brought up the issue of the Blocking Proposal. He informed the group that the Blocking Proposal (BP) is on hold for the moment, mostly because SOPAG has some concerns about the privacy issues inherent in an inter campus BP. So, CAG is in the process of re-writing the proposal as guidelines rather than policy. A task force has been formed to create a Resource Sharing Code to enable the U.C.'s to integrate their information, however this type of sharing is difficult, and political.

L. MacLean pointed out that there is a U.C. IBS code that does many of the things that the Resource Sharing Code would do for circulation. So, there is some consideration for combining the ILL code with circulation to create a Resource Sharing Code. (note that Code in this case means Guidelines" Perhaps creating a database that would improve on Melvyl's ability to check the home systems for information could be the way to share circulation information. (i.e.- having Melvyl check to see if a patron is blocked)

There are many issues that go into this. Several comments were made that indicated the difficulty of retrieving this information because each campus uses different barcodes and student ID#'s, in addition, there would need to be some way of securing the shared database so that only U.C. library staff could check it. Would the staff need to make special requests to a shared database at the time they received a library card or would the circulation system of each campus be set up to automatically check this shared database?

J. Neves considered the idea of "guidelines" as not being strong enough, especially for patrons who are egregious in their violations of library policy. Is there someway to work out a policy for a BP?

L. MacLean mentioned that there are problems with U.C. wide policies, and SOPAG may not go for it.

J. Ford mentioned that there was an instance where a UCB Faculty member was blocked at Stanford (UCB and Stanford have a special reciprocal borrowing privilege agreement) and J. Ford was notified, she blocked that patron here at UCB. This Faculty member argued against this block and got it removed because his block at Stanford was separate from his library privileges here. So, guidelines may be more effective in most instances, but egregious abusers need to be kept in mind when figuring out how to follow through with resource sharing and blocking.

D. Sloane on behalf of the Best Practices Committee (BPC) told the group that all four members of the committee were not here, but that there really was not a lot of new information to report. BPC was created in order to bring speakers to workshops that would talk about many different access issues to circulation staff. However, the Resource Sharing Committee (RSC) thought that the initial workshop concept was too broad and broke the workshop idea into 2, E-Reserves, and Access Services.

It is thought that E-Reserves may be the best place to start, and a 1-day workshop might be feasible.

Where do we want to go with this? Do we want to continue?
What would we want to get out of a Best Practices Workshop on E-Reserves?
There seemed to be interest in the concept for a one-day workshop, and some of the campuses had already been forming groups of their own to look into e-reserves.
The term "best practices" was questioned because the origin of the term related to a ten-year IBS study. Should the name be changed to reflect the fact that this is an ongoing circulation improvement organization?

L. MacLean suggested the possible change of 'Current Trends and Issues.'
L. MacLean called for a working group to look into the Current Trends and Issues with E-Reserves workshop.
Stephen Cruz from the IRPS Library at UCSD and V. Novoa volunteered for this working group
J. Neves wondered if there was any interest in doing a study similar to that of IBS years ago.
L. Maclean responded that there has been interest in doing cost studies, however one has not been done in a while. Perhaps RSC should be contacted about doing a study in order to gather information and look at cost effectiveness.
This may be brought up to CAG for further discussion at a later date.

X. Group Discussion of Verification of Students, Staff and Faculty Status for Library Privileges at Non-Local U.C. Institutions – C. Jimenez

There seems to a bit of confusion over how each of the U.C.'s handle library privileges for students, staff and faculty from other U.C.'s. C. Jimenez wanted to bring the issue up for discussion so that every campus could see how other campuses are dealing with this issue. While there are many questions to look at, the questions addressed to the assembly were,

1) Which of the Campuses use stickers to indicate that a patron is currently a valid student, staff or faculty?

Campuses that do not use stickers: UCLA, UCB, UCD, UCR, UCSD, UCI
Campuses that do use stickers: UCSB, UCSC, UCSF

2) Which campuses have Staff or Faculty ID cards that are used as library cards?

Campuses that issue ID's: UCLA, UCI, UCB, UCSC, UCSD, UCSF (which has a sticker with a date that is added by the library, not campus)
Campuses that do not issue ID's(or are not accepted by the libraries): UCLA, UCD, UCR (the last 23 mentioned that the campus ID's are not effective as library cards)

3)   Verification. L. MacLean wanted to know how much verification is done by each campus.
Is the Campus Wide directory enough for double checking privileges?
UCB: Campus ID's are accepted, but The System Wide Directory is checked.
UCSD: The Directory is checked, and accepted as proof.
UCI: The Directory is checked, and accepted as proof.
UCSC: Calls the Campus the patron is from.
UCD: The Directory is checked, and accepted as proof. Will call if the patron is not in the Directory.
UCSB: Calls the campus, or accepts the Directory listing.
UCR: Looks at the individual Campus directory web site.
UCSF: The Directory is checked and accepted.
UCLA: The Directory is checked, and accepted as proof.

C. Jimenez has a list of web sites for student verification.
L. Maclean asked the assembly if the correct websites should be linked to the Circheads page for easy retrieval. The general consensus was yes, but how up to date are these web sites?
Each campus should send the information about where their most up to date patron information can be gathered to C. Jimenez, and she will have it posted to the Circheads web site. It was noted that some of the campuses are not happy with their web sites because there is either too much information (like student grades) or too little (including missing staff members). L. MacLean mentioned that calls to individual campuses should still be considered, and may be the most effective considering how unreliable the web sites can be. C. Jimenez will compile an up to date list of people and contact numbers for each campus, and V. Novoa will post it to the Circheads web site.

4) Non-Salaried Staff and Faculty Affiliates. How should these categories be handled? How should other campuses treat these individuals? This is a large group of people considering that this can include doctoral students who are finishing their Dissertations.There seems to be a wide variety of ways in which these patrons are handled. There is an 'Approved Leave' group of patrons who get regular privileges at some U.C.'s and have to pay at others. P. Bertrang mentioned that there is a national movement to standardize how Post Doc students and Visiting Scholars are treated

Round Robin Discussion:

Budget Cuts:
How does your library plan to cope?
What Strategies have been successful during previous budget cuts?
Which have not?

XI.   **UCLA**
Anticipating 5-7% cuts in coming fiscal year
Principles for dealing with cuts
         Try to avoid staff lay off
         Maximize Operational Efficiencies
         Protect User Services

XII.   **UC DAVIS**
Anticipating $1.4 million cut
64% of cut to come from staff
Hoping for no layoffs
Physical Sciences Library dropping all print periodicals
Increased Resource Sharing

         UC SAN DIEGO
Has some money set aside to offset some of cuts
Cutting out print versions of periodicals
Currently not planning any staff layoffs
Combining service desks and other efficiency measures
Money has been set aside
Never the less, they are scaling back
No salary raises for the next two years
No anticipated layoffs

XIII.   **UC SANTA CRUZ**
UL is retiring. That should result in some salary savings to offset cuts.
Relying on electronic journals rather than print versions
No new services
Possible temporary reduction in hours and/or services?

XIV.   **UC RIVERSIDE**
Probably financially better off than most
         $1 million negotiated by new UL
         $600 for each new student added

XV.   **UCSF**
All vacancies frozen
Units are to be combined
Cut back on open hours?

XVI.   **UC IRVINE**
Anticipating 7% cut
Salary savings from 4 lost positions to offset
Job sharing
Hope not to lay off any staff

Merging some departments

XVII.   **UCB**

Planning for several possible cut scenarios (5%, 7% and 10%) *[A five percent cut would equal 25 to 30 positions; the maximum cut would involve 50-60 positions].*

Used to receive a GA supplement, but have been informed that will be lost next year *[=25% cut in GA budget]*

Since collections seem sacrosanct at UCB, will the savings have to come from layoffs?

UCB has cut print subscriptions in hard sciences.

Prospects for the new fiscal year appear GRIM!

GENERAL DISCUSSION

Integration of service points seem ineffective after a certain level of combination

Can students offer the higher level of patron services expected [such as actual reference, etc.]?

Most units combining Circulation and Reference Desks

Attempting to cross train for core competencies

Inevitable service degradation

STATISTICS:

What types of statistics do you collect?
How are they utilized and by whom?

XVIII.   **UCB**

Electronically keep stats on:
>   Charges
>   Items on reserve
>   Bills,
>   Warnings
>   Holds
>   Recalls
>   Etc.

Manually keep stats on:
>   Sweeps
>   Volumes added and withdrawn
>   Binding
>   Manual charges
>   Directional and informational questions
>   Etc.

We also make random room counts from time to time.

Technical processing stats are separate and not maintained by circulation

NRLF requests are kept separately by some units

Virtually any information desired is embedded in the electronic circulation stats, but not necessarily readily available. We are now developing a way of electronically entering data (for instance the # of times a particular item is charged out and by what category of borrower)

Subject specialty libraries also use stats to justify staff or donations from outside agencies.

Stats are reported to ARL and used for comparisons.

USELESS STATS
>   Many--# of book trucks shelved was suggested. Why kept? It is on the sheet! Stats are kept by
>   inertia.

STATS KEEP GROWING!
>   For instance E-records and E-reserves
>   Journal use study counts were used for previous budget cuts and may be re-instituted
>   They are used for comparing hours of operation and justification of staffing levels

UC DAVIS
Keep Stats on EVERYTHING! In addition to those mentioned by UCB, they keep stats on the categories of patrons using the library and stats associated with the document delivery service.

UCSF
About the same as already mentioned

UC SAN DIEGO
Stats used to study historical patterns of behavior
Conducts an hourly census of space use
Usage studies have proved very helpful.
>	For instance lap top use has shown need for more outlets.
>	Carrel use studies have shown carrel use is down and they will be removed

UC RIVERSIDE
Keeps stats for ARL use and to justify the workload
Keep records of
>	information and directional inquiries,
>	phone calls
>	number of patrons
>	photocopies and books sent thru ILL

NOTE: No one seems to keep track of how many library privilege cards are issued or a snap shot of who patrons are.

UC SANTA BARBARA
During orientation week only kept tract of number of student library cards issue.
Also # of patron assists (send them in whether wanted or not!)

UC SANTA CRUZ
Administration asks for relatively few stats.
There is a need to know what stats are actually useful.
Administration seems immune to usefulness criterion—just send us what we have always asked for.

SCIENCE LIBRARY
>	Lap top borrowing is tracked
>	Also # of documents viewed
>	# of searches

UC DAVIS
Do head counts during finals

UCLA
All units use a web based stat form to report stats
Circ and reference stats are automated rather than manual

PATRON EMPOWERMENT

What can patrons do on their own?
>	*Self-checkout?*
>	*Self-registration?*
>	*Placing requests on-line?*
>>		*Document delivery?*
>>		*Recalls?*
>>		*Paging books?*

Address Updates?
What impact do these have on library staff?
UCB
NRLF
Patron can request can request on-line:

        Hard copies
        Photocopies
        PDF files

PATHFINDER:
Patron can request:

        E-mail notification
        Patron inventory
        RCLP Stanford requests
        Self-renewals (which has solved a lot of staff time)

Address updates must be done at circ desk
Discussing universal returns. It gets complicated with 23 subject specialty libraries

UCSD
On line requests:

        Renewals
        Page materials (library to library)
        Recall
        Used to deliver to individual academic departments but now stopped because of expense.

UC RIVERSIDE
Most everything is available for patron self-serve or on line
Have document delivery to departmental offices
ILL requests on line
E-mail reference questions answered
Change of address form must be submitted to circulation
No electronic reserves
Self renewals
Self checkouts

UC SANTA CRUZ
On Line:

        Holds
        Address Updates
        View records
        Renewals
        Billing appeal form
        ILL requests
        Document delivery

No on line paging from NRLF
No self check outs

UC SANTA BARBARA
On Line:

        Renewals since 2001
        Recalls
        ILL requests
        Document delivery (Officially, but it doesn't really work)
        Address updates
        ILL renewals
        Course reserves

Soon, they will purchase a self-checkout machine

UC DAVIS
No self check out
On Line:
>   Registration
>   Recalls
>   View Record
>   Doc Delivery Requests
>   Renewals
>   Holds and Recalls (starting this summer)
>   Reference Questions
Can't update records on-line

UCLA
~~Most everything is on line~~Patrons can do everything but self-check
About to introduce an on-line search form

NOTES:
Self check out only works if bar codes are consistently placed in the same place

IRVINE
Their CODACODE Self charge out machine works fine but they paid $25K for it. With 3M machines you need a maintenance agreement. CODACODE doesn't need one. They respond.

ELECTRONIC MATERIAL

How do campuses handle print material that has accompanying electronic material?

UCB
CD's etc. shelved behind circulation desk
Some electronic media are shelved separately from book
Some (mostly older) are shelved in the stacks with the books

UC IRVINE
The bibliographer decides but usually they are integrated in the stacks. The rest are scattered.

UCSF
CD in book treated as any other book

UC SAN DIEGO
Media are a controlled circulation.
There are stickers on book to show it also has a CD, etc.
Most media have a separate record, so CD can be charged out separately

UC RIVERSIDE
CDs kept behind Circ desk
There are separate records for the books and the media
Copies of CD made

UC SANTA CRUZ
CDs kept in electronics resources room
Actual circulation is based on the licensing of the CD

UC SANTA BARBARA
CDs shelved in main stacks with some exceptions. Not much security.
UC DAVIS
CDs kept in reserves with separate record from book so may be checked out separately

UCLA
Most CDs in stacks

NOTE:
Circulation policies to ILL varied enormously from campus to campus. Many campuses had no specific policy on this.

ACADEMIC COMPUTING SERVICES

What is the arrangement on each campus with Academic Computing Services (ACS), or Information Technology (IT) units?

Are there non-library owned computers in your library?
Do ACS/IT units provide support for these machines?
How does the arrangement work for you and your staff?

UCB
Berkeley's public machines (and staff) are managed by library systems. There are computer labs which are maintained by outside sources, but the software is in house.

UC IRVINE
Computers owned and maintained by library

UCSF
Owned and maintained by library

UC SAN DIEGO
Two types of computers
Catalogs - Computers owned and maintained by the Library – proving access to the internet and catalog only
Computer Labs – Computers are owned & maintained by campus Academic Computing Services and are only accessible to student by means of a username and password. Printing form the machines require a debit account through ACS. The machine frequently freeze up on students and help in the form of student employee ("zebras") is lacking.

UC RIVERSIDE
All computers are library owned
There is support for patrons with disabilities

UC SANTA CRUZ
Access Services maintains all computers.
Have computer labs
Access services also have computer specialties (such as laptops)

UC SANTA BARBARA
Computers are essentially catalog stations. Can view but not modify documents.

UC DAVIS
Catalog (research) computers are maintained by IT systems physically located in the building but staffed from elsewhere.

UCLA
Owns terminals
There is a computer lab for doc processing
Have lap top check out

LAP TOP CHECK OUT?
UC DAVIS No
UC SANTA BARBARA No
UC SANTA CRUZ Have six, usage is high
UC RIVERSIDE No
UC SAN DIEGO The Biomedical Library has 4 laptops that they circulate to Graduate Students and Medical Doctors.
UC SAN FRANCISCO Currently have 5, hope to have 7 soon.
UC IRVINE Currently wired for wireless. Lap tops for staff only
UC DAVIS 4 or 5 lap tops for staff only
UCB Lap tops for staff only

SECURITY
Have your policies and procedures changed as a result of the current world political situation?
If so, how?
How do you deal with unattended backpacks and packages?
How is security organized in your library?

UCB
Security is part of regular library staff (Head plus 4 career staff plus students)
A special task force on security is now being formed

UC IRVINE
Had a Security Monitor Program composed of students that didn't work (students unsupervised and unmotivated) They are now going over to campus security officers after 5:00 PM. They are paid by campus. Loan desk staff have walkie talkies.

UCSF
Security guards paid thru campus but trained by library.
Library doesn't check packpacks.

UCSD
Circualtion mainly oversees security
At the SSH Library, there are three security officers, one morning, one mid-day and one evening.
Community Service Officers (CSO) are also made available by the Police Department for escorting patrons to their cars or residences at night.

There is a camera system with videotape
Tape is reviewed if an incident
Recycled on weekly basis

UC RIVERSIDE
Two security guards assisted by library security monitors (about 11 students)
Security guard does all student training (He is good!)
There are regular safety drills
Riverside is acutely aware of safety and security
Have cameras at all emergency exits
Radios at circulation desk and with students in stacks

UCSC
Security is run by circulation and they have radios
Don't have security guards
No training from police
No cameras
No building alarms
The AUL concerned with security is out on medical leave.
Staff is concerned about security lapses.
Lots of flashing incidents

UCSB
Have a safety office which reports to access services
There is a unit head, 2 career staff plus students
They once blew up a faculty member's book case that was left. Very concerned since discovered a pipe bomb during first Gulf War.

UC_DAVIS
3 security guards (They are present most of the time library is open)
They have radios
Backpacks left are handled by security guards

UCLA
Security handled by Community Service Officers (mostly students)
They are present in the larger libraries
They open and close libraries

What is the minimum staffing nights and weekends?
UC_DAVIS
1 LAII and 2 students

UCB
Branches are typically run by only one student (Sometimes 2)
Biosciences is only branch to still have weekend and night supervisor (career)
MAIN Nothing but students and professional security in evenings (usually 4 people in MAIN closing at 10:00 PM)
MOFFITT has 3 until 2:00 AM
Library Security sweeps stacks at closing
MAIN has approx. 35 circulation students and 50-75 stack students
MOFFITT similarly (Need a library card to enter MOFFITT after 10:00 PM)
There is very little range of pay and pay incentives for student employees
Homeless and other non-students allowed in library during open hours

UCSC
LAIII closes building with 3 students
There is a further complication that there are non-library tenants in the building
Library is open until 11:00 PM but they stop charging out materials at 8:00 PM

UCSB
One safety officer plus one student

UCLA
CSO plus one student

UCSD
Social Sciences & Humanities Library – 1 LA IV, 1 Library Security Officer, 3 support staff and 6 students

Other Branches – One LA III and 1-4 students

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