**UC Circ Heads Meeting**
**UC Santa Barbara**
**March 30, 2006**

Attendees:  John Bareford (UCI), Felicia Bryan (UCD), Rick Caldwell (UCSB),
Lars Cederquist (UCD), Sharla Desens  (UCR), Jon Edmonson (SRLF),
Lydia Emard (UCSB), Colleen Evans (UCD), Ann Harlow(UCR),
Marianne Hawkins (UCD), Claudia Jimenez (UCSB), Ayumi Kameda (UCLA),
Gina McCollough (UCSD), Sahra Missaghieh Klawitter (UCR), Jack Neves (UCSD),
Gail Nichols (UCD) Vince Novoa (UCSC,) Andy Panado (UCSF),
Valerie Rom-Hawkins (recorder – UCLA), Diane Russell (UCSB),
Jason Schulz (UCSD), Eric Scott (UCM), Don Sloane (UCLA),
Jonathan Thomas (UCB), Patty Torres (UCSD), Silvia Villa (UCD).

1.  Welcome by Sarah Pritchard, UCSB University Librarian

2.  Introduction by Jonathan Thomas, UC Circheads Chair

3.  CAG Report
    1.  Eric Scott will continue to be CAG-RSC liaison; Eric Forte will be RSC
        Chair. Next year's meeting will be at UC Merced.
    2.  Jon Edmonson (SRLF) is the chair-elect for next year.
    3.  Eric Scott (UCM) presented a slide-show tour of their new library.
    4.  The BSTF report was discussed.  Gail requests that UC Circheads forward any
        comments on it to her for inclusion in the RSC response.

4.  Webpage
    1.  Each campus agreed to read through their campus contact information and
        circulation policies and send corrections and updates to Gail.  Fax your
        marked-up pages to (530)752-7815.

5.  Campus updates

# Berkeley

Personnel:

- New AUL for Collections Librarian has been hired, Charles Eckman. **He was a Librarian in Environmental Design and Government Documents at UCB from 1987 to 1995. He spent the next decade at Stanford and leaves as head of the Social Sciences Resource Group.**

- The search for a new AUL for Doe/Moffitt and Instructional Initiatives is ongoing. The Library hired a search firm Isaacson/Miller to assist with this search and the search for a new AUL for Collections. Interviews are scheduled for April 10 to 25 for the four candidates.

- Joyce Ford, manager of the Library Privileges Desk for the past 38 years is retiring at the end of June. A search will begin soon for her replacement

- Jonathan Thomas, Head of Doe/Moffitt Circulation Services is retiring at the end of April. A search will begin soon for a replacement.

- JoLynn Milardovich the head of the Interlibrary Loan department's Borrowing unit retired at the end of March. A search for her replacement will begin soon.

- A search is about to begin for a new head of the Mathematics/Statistics Library

- New Librarians for Africana and Federal Documents Librarian have been hired and have begun.

- Marjorie Irao the head of Interlibrary Borrowing's Baker unit and the supervisor of the reserves unit has resigned and a search for a replacement will begin shortly.

- New head of security, Gary Bland began in January. The former head of security has moved to a new position in the Library.

Circulation

- In order to be in alignment with the new California Privacy law the Library no longer uses social security numbers as a PIN for online renewals. We are now using birth month and birthday as PIN. Users can change their PIN if they wish. We have also eliminated the use of California Driver's license numbers in patron records.

- Several of the smaller campus subject specialty libraries are now sharing circulation supervisors.

- Discussions have begun in several of the Library subject councils about raising the replacement fee for lost materials upward from $100.

Construction

- The Bancroft Library moved to temporary location while seismic reftrofitting is going on. It will reopen in fall 2007.

- The Starr East Asian Library construction is under way. This should be completed by fall 2007. One result of this is the return of approximately 50,000 East Asian titles from NRLF.

Computers

- In November 2006 access to all library computers was limited to educational resources only.  Library patrons can get to any web site that ends in .edu and to selected .com sites.  UCB students, faculty and staff can get to any web resource by logging on with the CalNet ID.  This was done as the result of problems with community users

- Library moving to Windows XP as the operating system for all computers.  This move has begun, but is moving slowly because of work being done for computer security and machine backups.

Service

- Doe Library has reduced its reference hours from 9am-9pm to 9am-7pm.  There has been a noticeable decline in reference interactions in the evening.  Student assistants now staff the 7-9pm hours who assist with troubleshooting problems with computers and monitoring the three reference rooms.

- A Library security working group studied building security and a couple of their suggestions were implemented.  We are moving to having card entry for staff who wish to enter the Moffitt undergraduate library during hours the library is closed.  Technical Services, which is located on the second floor of Moffitt, has already moved to card entry.

    A thorough review of technical services procedures and practices going on.  Phase I identified the top priorities to work on.  Phase II will involve taking the top 3-5 priorities and launching a consultative process to address these issues.  Ginny Moon (NRLF) has agreed to work with Technical Services division to analyze their current systems and procedures, develop a communications

Submitted by Jonathan Thomas

**Davis**

- Gail Nichols is retiring as Head of Access Services June 30, 2006

- We successfully migrated to Aleph v.17 this past year, and will be migrating this summer to Aleph v.18

- The F. William Blaisdell Medical Library is scheduled to open in Sept. 2006. It will be located on the ground floor of the Center for Education at the UCD Medical Center in Sacramento. The Center will house all 4 years of the School of Medicine, offices, classroom and research space, a café, lounge and the Library. It will contain 2 Special Collections – the F. William Blaisdell Collection on American Civil War Medicine and the C. John Tupper Collection on Bioethics.

- Shields Reserves purchased and implement use of pagers as a direct result of the Circheads meeting at UC Santa Cruz in 2005. The pagers have been well-received by students and are working well.

- Shields Stacks Unit has implemented a new shelf reading procedure called "Speed Shelf Reading". This supplementary shelf reading method consists of reading only the first 2 lines of the call numbers within a section for accuracy. For example, in the call number PS3561 .E5454 L4 2005, only the lines PS and 3561 would be shelf read. The purpose is to find obvious shelving errors quickly, to straighten and order the most browsed areas of the library collection in a timely manner, and to standardize the time required to read a shelving unit. The "Speed" method does not replace conventional shelf reading, but rather complements it.

- Shields and the Physical Sciences & Engineering Library are fully staffed, and have not much to report!

Submitted by Marianne Hawkins

**Irvine**

- **Student Center** – Is closed as it is under construction and will be completed Fall 2007.  During the construction, the Libraries are looking into the possibility of increasing its hours to accommodate the student's needs.  Possibilities are open until midnight Su.-Th. and possibly later.

- **Library Copy Service** - Has been working the deficit for quite some time now. The Copy Service is looking into closing the copy centers as well as eliminating some copiers form each library, therefore reducing costs. The Loan Desk staff will take over some responsibilities of the Copy Service.

Submitted by John Bareford

**Los Angeles**

- Three libraries installed 3m self check machines (Biomedical Library, College Library, and Young Research Library).

- Biomedical library stopped stamping date slips in books, and began printing out due date slips from individual Star receipt printers connect to each loan desk workstation.

- To address comments from the LibQual survey about books missing from our shelves, we began converting unfound search requests into ILL's.

- Also from the LibQual survey, people complained about recalled books not coming back fast enough, so we did a pilot project to order an extra copy of some recalled books and compared the amount of time it took compared to the recalled copy being returned.

Submitted by Valerie Rom-Hawkins

**Merced**

## Campus / Site:

- 4 Main Academic Buildings:
- Library--completed, not commissioned
- Classroom & Office Building (COB)--completed, not commissioned
- Science & Engineering (S&E)--nearly completed
- Dining Commons
- Campus Housing--Phase 1 = 800 beds
- Campus Housing--Phase 2 = 200 beds (under construction)
- Recreation Center (under construction)
- Central Plant
- Telecomm Building

## Library:

**Library Staffing:**

- 7 Librarians
- 5 Career Staff
- ~30 Student Employees (12 FTE)

**Access Services:**

- 1 Librarian
- 3 FTE Career Staff
- FTE Student Employees

**Collections:**

- Shelving space for 250,000 volumes
- Approximately 10,000 online journals
- 300 databases
- 36 000 books (currently located on the 3rd and 4th floors)
- 32 000 online books

**Space:**

- 180,000 sq. ft. (entire building)
- Initial seating capacity of 1,000 with room for growth
- 24 group meeting rooms
- The Gonella Discovery Room: Library instruction facility seating and laptops to accommodate 24 trainees
- 48" study carrels
- Food is allowed in the Library.

**Services:**

- NO RESERVE!  Instead, Supplemental Course Resources (scanning materials that are linked from the campus course management system (UCMCROPS/SAKAI).
- 72 Loaner Laptops, circulate 4 hours + 4 hour renewal; some overnight available.
- Interlibrary Loan with delivery to campus addresses
- ILS:  Innovative Interfaces, Inc. Millenium
- Security:  Checkpoint Systems, Inc. Intelligent Library System (RFID patron cards & books)
- 15 public computer workstations

**Future Plans:**

- Complete stacks distribution
- Get Millenium Circulation system fully operational
- Get Checkpoint system fully operational and integrated with Millenium
- Perform inventory of book collection
- Complete deployment of public workstations
- Reclaim rooms used as classrooms; re-furnish/re-purpose for library use
- Hire Library Services Coordinator (beginning May 1, 2006)

Submitted by Eric Scott

**Riverside**

- The Palm Desert Campus opened Fall 2005 as a remote site.  The library is not yet online with our circulation system.

- Two new Associate University Librarians have been hired.  The positions have been vacant for three years.

    1. AUL for Information and Technology, Diane Bisom, began on March 13$^{th}$.
    2. AUL for Research and Instruction Services, Ann Frenkel, began on March 15$^{th}$

- Rivera and Science Access Services have been working with a lot of staff shortages.  We did manage to start a new Co-operative program, Link+, which uses the Inn-Reach software in Innovative Millennium.

- We have been working on setting up a graduate carrel program, which will begin soon.

- We plan to go with wireless equipment on the desks by fall quarter and have tested touch screens.  The staff really like the touch screens and we will be getting additional touch screens for the Circulation service desks.

- Our student center, the Commons, was demolished fall quarter in order to make room for a new one.  We have seen a lot more traffic in the library, especially on rainy days and during finals, because there is no where else to go.

- Both Rivera and Science Access Services are being looked at in the next three months for reorganization.

Submitted by Sharla Desens

**San Diego**

- The newly remodeled BioMed Library will be opening in July. The staff and part of their collection is currently being housed in the west wing of the Geisel Library.

- The Science & Engineering Library will be merging their Circulation and Reference Desks into a Single Service Desk this summer. This follows the BioMed Library model. One end of the desk will focus on checkouts and transactions while the other end of the desk will be devoted to information and reference. Both academic and support staff will be constrained so that they can assist patrons and provide back up for services offered at the single service desk.

- Most of the libraries at UCSD (except Film Video and Arts Libraries) are in the midst of a CD Reunification Project. CD's that accompany monographs are currently stored in controlled circulation behind public service desks. In this project, the CD's will be placed in CD envelope type holders in the back of books that they accompany. They will then be placed in the stacks so that they will circulate with the monograph. A message appears during checkout and check-in that alerts staff to check for a CD in the back of the book.

- UCSD has received access to the Offline Circulation Module from Innovative. It has yet to be put into service but the expectation is that staff will be able to use the offline module to checkout books when Millennium is down.

- 5. A new food and drink policy has been put into place. To view the policy go to http://libraries.ucsd.edu/services/foodanddrink.html   Following is a summary:
    - The UCSD Libraries' food and drink policy permits the consumption of beverages carried in spill-proof containers and individual size snack food items, except in designated areas*.
    - Examples:
    - Acceptable spill-proof beverage containers include plastic or glass bottles with twist-on lids, travel mugs with secure lids, and sport-type water bottles. Lids should be kept on bottles and containers except when drinking.
    - Unacceptable beverage containers include those without lids or with lids that are not spill-proof, such as disposable coffee cups or soda cups, containers with snap-on lids, and pop-top cans.
    - Acceptable food items include individual "snack size" containers of chips, cookies, candy, and other snack foods; small containers of finger foods (e.g., cut or small size fruits and vegetables, dry cereal, dried fruits and nuts).; candy bars, granola bars, power bars, etc.; and other relatively non-messy, individual snack foods.
    - Unacceptable food items include burgers, French fries, pizza, noodles, sub sandwiches, burritos, soup, hot entrees, and other hot, aromatic or

potentially messy items; or large size bags or packages of chips, crackers, cookies, doughnuts, etc.

- The new policy as raised a whole new set of issues and will be reviewed at the end of the year.

- All the light fixtures in the Geisel Library (thousands) have been changed out to new energy efficient long lasting bulbs.  The new bulbs are suppose to have a life of 2 years.  Part of the cost of this project was through a grant from the local gas and electric company.

Submitted by Jack Neves

**San Francisco**

Not too many changes at UCSF Library.

- The biggest changed we have made this past year is relaxing our No Drinks
- Policy. We used to only allow bottled water, but effective Fall 2005, we
- started allowing any type of drinks as long as it's an approved container.
- See:  http://library.ucsf.edu/info/policies/bevfood.html

- We also saw an increase in our vacancies due to retirement, staff going to
- library school and other personal reasons.  We encourage everyone to check our
- job website and see if there is any position that may be of interest:
- http://library.ucsf.edu/jobs/

Submitted by Andy Panado

# Santa Barbara

- We have just hired a new AUL over Technical Services.  Brad Eden will start in June.

- AUL for Information Services – Marilyn Moody has accepted a position as Director of the Boise State University Libraries and will be leaving next week

- UL Sarah Pritchard has accepted a position as Charles Deering McCormick University Librarian at Northwestern University.  She will be here until the end of the summer.

- Cylinder Project - A new digital collection featuring the library's cylinder recordings from the mid 1890s to the mid 1920s is now online. The site features downloadable mp3 audio files as well as streaming versions of 5,000 of the library's cylinder recordings. More cylinders are being added as they are cataloged and digitized.

- Aleph Version 16 came up in September, a new service pack was installed this week, and we will be moving to version 18 in the summer.

- Barcoding project – began in December 1996, as of February 2006, we have barcoded 85,000 items, a little over 10,000 per year.  The Arts Library, working on their own project has barcoded approximately 90,000 items.

- The library took over the copier services this year.  It is being handled by Stacks Services.  Vendor service was not acceptable.

- Spring Quarter will see some changes in the way we handle Reserve overdues.  Students who cause other students to be unable to use books because they keep them overdue will have their borrowing privileges restricted.  Fines have been raised to $2.00/hour

- Purchase of a second self-check machine has been approved.  No idea when it will be purchased and installed.

- We are now allowing drinks in covered containers, but not food in (Davidson) Library.  Patrons are very happy about it and generally tend to ignore the ban on food.

- In March we began charging patrons the full replacement cost of lost or damaged items if it is higher than our default of $65.00

Submitted by Claudia Jimenez

# Santa Cruz

- Ginny Steele is our new University Librarian – currently reviewing organizational structure, which will most likely lead to changes. Library as a Place Symposium was held in Ginny's honor with Geoffrey Freeman as the honorary speaker.

- McHenry Library is under construction – tenants have moved out and staff are being moved into new areas. Approximately 250,000 volumes will be removed from the collection temporarily – RLF's, S&E Library, Off-campus storage?

- Circulation, Reserves, and Interlibrary Loans will be combined on July 1$^{st}$. One desk with cross trained staff. McHenry Library Only.

- Ecommerce – working with I.I.I. to get them to add authorize.net as a SSL for the next beta release. This is extremely important, because OP will not let us use Verisign even though it works. According to Best Practices and Auditing we can not have collectors and waivers in the same department, which will be a problem for McHenry Library. The goal is to have all billing transactions done by the patron through I.I.I.'s "View your own Circulation Record".

- We will finally be uploading student records from the campus, and we now have access to staff and faculty appointments for UCSC.

- We are changing the way we are doing proxies. All proxies will now be attached directly to the patron's record, instead of using the family method, and we change the limit to three.

- We are close to getting rid of our annual April 15$^{th}$ due date, and going to a yearly check-out from the time you sign up for a card for extended borrowers.

- S&E Library will probably be checking out video games and consoles similar to our laptop program to support the Computer Engineering Department. Video gaming stations will be placed in the library.

- Synergy Lecture Series presented by the S&E Library may be featured in New Scientist. The event has been very successful leading to other opportunities to utilize and showcase our library.

- Instructional Technology Services (ITS) has taken over all computing for campus. All computing staff now report to a department outside the library. This is a transitional implementation, and we still control a lot of our computing, but the staff now reports to ITS. Each Division has a divisional liaison.

- **Santa Cruz, cont.**

- The campus has also centralized campus HR departments. All the staff have been transferred to the University Business Park, and the campus has been broken down into different teams.
- Task force on licensing.
- Food and drink – coffee cart.
- Billing Appeals/Request Tracker.


Submitted by Vince Novoa

# SRLF

- A note that the hours for the SRLF are Monday through Friday, 1-5, and that patrons can charge out items at the SRLF front desk.

- Brief updates on three departments housed in SRLF:
  - Conservation Lab: Has been running for 2 years now, conserving UCLA collections.
  - JSTOR Project: This has been running at the SRLF for one year now, validating pages in the physical JSTOR dim archive housed at the SRLF. Half of the SRLF reading room was sectioned off to accommodate this project, which should run for about one more year.
  - Preservation Imaging: This department microfilms newspapers, manuscripts, and other ephemera for preservation purposes. It also is able to copy pre-copyrighted works onto CD's.

- We have an LAI student position running the day to day operations of the front desk, such as scheduling and basic training. This is working well.

- We have two open processing positions at the SRLF. These positions also page items from the stacks for 25% of their time.

- UCOP has SRLF Phase 3 on the capital programs schedule for 2010. We are expecting to see initial funding in 2010 for plans and working drawings. Construction funding comes separately, hopefully the following year. Phase 3 could be complete and ready for occupancy in 2013/14 if all goes well.

Submitted by Jon Edmonson

5. Reserve Practices

    Rick Caldwell (UCSB) reported on their analysis of reserves kept out past due. They found that 15% were returned late. To improve their on-time return rate, they will institute new reserve policies including increased late fees for reserves, and a type of demerit/delinquent system to discourage late returns. When someone has 4 infractions, they are set to a blocked or delinquent status, requiring them to use all library material in the building only, and to have a supervisor override their block at each transaction. Each new quarter will start with a clean slate, but he hopes this will bring attention to the importance of on-time returns for reserves.

6. Security Workshop

    UC Davis reported the results of the survey they did among the campuses regarding handling of security of collections and people.

7. Handling Multi-Media Workshop

    UC Davis reported the results of a survey the did among the campuses regarding handling of multi-media, including storage, security, and cleaning.

8. Handling Difficult Patrons Workshop
    1. Vince Novoa (UCSC) presented insights and strategies for successful interaction with patrons in difficult situations.
    2. Bibliography
        i. Willis, Mark R., Dealing with difficult people in the library / ALA, Chicago, Il 1999.
        ii. Rubin, Rhea Joyce, Defusing the angry patron : a how-to-do-it manual for librarians and paraprofessionals / Neal-Schuman Publishers, New York, NY 2000.
        iii. Turner, Anne Willis, Mark R., Dealing with difficult people in the M., It comes with the territory : handling problem situations in the library / McFarland & Co., Jefferson, NC 2004.

9. Topics for 2007 meeting in Merced
    1. Tour of UCM library including RFID demo
    2. Presentation:  Billing Practices - appeal forms (online, paper), patron blocks - Claudia, Jason, Patty
    3. Presentation:  Emergency plans & Disaster Practices (including library safety) - Lars, Jack, Gina
    4. UCSB - Reserve Policy - follow up discussion - Eric and Claudia

11. Other suggestions that were not chosen for presentations this year:

- A copyright speaker
- Security procedures
- What is good customer service/How to get patrons into the library
- Special Collections:  overview of what is at each campus
- Job descriptions for Circ Staff
- Food/drink policies
- Extending library hours
- Public terminals use policy
- Combined Circ, Ref Desks and Reserve Desks

**2007 UC Circheads meeting**
**UC Merced**
**March (spring break)**