

**CIRCULATION HEADS ANNUAL MEETING
UC MERCED
THURSDAY MARCH 29, 2007**

Attendees: Eric Scott, Mary Wepler-Selear (UC Merced); Marianne Hawkins, Katica Got, Bonnie Hain-Anderson, Felicia Bryan, Colleen Evans, Nancy Nicolos, Anne Bressler (UC Davis); John Bareford, Irene Morris (UC Irvine); Valerie Rom-Hawkins, Philip Rech, Charlene Vinetz (UC Los Angeles); Sharla Desens, Ann Harlow, Sahra Missaghieh-Klawitter (UC Riverside); Jack Neves, Gina McCullough (UC San Diego); Andy Panado (UC San Francisco); Eric Forte, Rick Caldwell (UC Santa Barbara); Vince Novoa, Sara Troy (UC Santa Cruz); Jon Edmondson (SRLF)

The group was welcomed at 9:00am by Donald Barclay, Deputy University Librarian of UC Merced. The meeting was chaired by Jon Edmondson, incoming Circulation Advisory Group chair. The minutes were taken by Marianne Hawkins.

Proposed Minute Rotation:

Cirthead Rotation (starting in 2007)

- SRLF
- UC Irvine
- UC Riverside
- UC San Diego
- UC Santa Barbara
- UC Santa Cruz
- UC San Francisco
- UC Merced
- UC Davis
- UC Berkeley
- UC Los Angeles

If the institution is not represented at the meeting, the rotation passes to the next institution on the list. Hosting CAG exempts the institution from taking minutes.

All reports should be emailed to the minute taker

All presentations should be emailed to the minute taker

Minute taker may edit the reports and/or presentations to make the minutes shorter.

Minute taker should send the unapproved minutes to the Web master, Chair and Chair-elect

Sign the minutes

Report from CAG: The Circulation Advisory Group met at 1pm on March 28. The minutes of 2006 were approved. Eric Forte reported for RSC. The major issue facing RSC are the VDX-ILL problems. RSC has not tasked CAG with anything this year. Goals & objectives for the coming year were discussed, including Disaster preparedness and a listserv for it, Statistics (although there was a question of whether these were available on the UCOP web site), Reserves statistics, and Job Descriptions. Discussion centered on what might be good/useful/appropriate for the CAG web site. Jack Neves, Jon Edmondson and Eric Forte agreed to create and maintain an emergency listserv. Jack Neves indicated that UCSD administration is interested in hosting a UC-wide Symposium on Emergency preparedness at UCSD, possibly over the Labor Day weekend. CAG discussed the Bibliographic Services Task Force report and agreed that some charges to CAG may come from further development and implementation of their recommendations. Andy Panado, UCSF, agreed to service as Chair Elect for 2008; Jon Edmondson, SRLF, is Chair for 2008. The next meeting will be held at UC San Diego.

Campus Reports:

UC Berkeley: no report

UC Davis: Marianne Hawkins reports that there were 7 attendees from UC Davis this year. The new Blaisdell Medical Center Library has opened in Sacramento. The General Library has 2 new AULs: Amy Kautzman, AUL for Humanities/Social Sciences, and Helen Henry, AUL for Administrative Services.

UC Irvine: John Bareford reports that Irene Morris is the new Circulation Coordinator at the Grunigen Medical Library, part of the UCI Medical Center in Orange.

UCI Libraries undergoing major Space Planning initiative. Among the major considerations:

- Moving Reference to the Main Lobby at the Langson Library
- Moving the Loan/ILL/Reserves Desk down to the main entrance floor at the Science Library
- Major renovations of our study center (across from the Langson Library) now that we have taken over the majority of the building.
- Staff relocations

UCI now allows food and any drink container as of Jan. 2007. Our policy indicates only snack-type foods but will allow anything and address if patrons complain about smell or noise. We changed hours last summer:

- Langson Library open M-Th 7:30am - 10pm, was 8am - 7pm
- Science Library open M-Th 7:30am - 10pm

UCI is considering going to paperless patron registration, electronic billing and pagers for reserve holds

UC Los Angeles: Valerie Rom-Hawkins reports:

UCLA is in the process of recruiting a lot of librarian positions that had been left open for salary savings and a hiring freeze has been under, but that appears to have melted, as there are lots of new librarian positions, many of them with "digital" in their job title

UC Merced: Mary Weppeler-Selear reports: UC Merced hosted this year's annual CAG & Circheads meetings on March 28th & 29th. On March 29th, UC Merced took all attendees on a tour of the library. Some of the information shared during this tour included:

Collection: As part of the University of California, UC Merced Library shares resources with other campuses and has developed much of its electronic collection in conjunction with the California Digital Library (CDL).

- . Approximately 15 000 online journals
- . 300 databases
- . 50 000 books
- . [150 000](#) online books
- . access to 34+ million items in the UC system (students, faculty, and staff can request materials e.g. books and articles at no charge)
- . The UC Merced Library is a fully electronic US Government Information Depository.

Space:

- . [180 000](#) sq. ft. (entire building)
- . Initial seating capacity of 1 000 with room for growth
- . 24 group meeting rooms (Students can use these rooms for group study.)
- . The Gonella Discovery Room (Room 260) and other library instruction rooms are equipped with laptops
- . study carrels wide enough to accommodate books and a laptop
- . large tables for comfortable seating
- . soft seating
- . PS: You can eat in the library.

Technology:

- . Students, faculty and staff can check out laptops for use in the library. There are 175 laptops available and all have wireless capability. Guests to the library are able to access the wireless network with a guest login.
- . There are 8 public workstations that any library visitor can use to access library information online.
- . The Library has 3 self-checkout stations.
- . The library currently has 6 digital signs, which they use for advertising library resources & campus-wide events.

Services:

- . Books and laptops can be borrowed at the 2nd floor service desk.
- . Reference services e.g. Ask a librarian a question through email or in person by dropping by or making an appointment. UC Merced also provides staffing for Ask a UC Librarian -- a chat reference service.
- . Instructional services - e.g. Writing students are introduced to the library through a 50 minute instruction session. Other faculty members have invited librarians to share research tips with their students. Students can request one on one instruction.

Hours:

- . The library's service desk is open 92 hours a week.
- . The Library opens at 8:00AM on weekdays and stays open until midnight Monday through Thursday. The Library opens at Noon on weekends.
- . Holiday hours vary. Please see "Hours" on the library's website for updates.

Library Staff:

- . There are currently 7 librarians and 7 staff members.
- . There are ~25 student library assistants.

Conclusion:

UC Merced enjoyed showing both CAG & Circheads around the library and sharing details of the campus' short history. The meetings provided an important forum for sharing ideas, and UC Merced benefited greatly from this exchange. Slide show of photos of UC Merced at: <http://libraries.universityofcalifornia.edu/rsc/cag/uc-merced.pdf>

UC Riverside: Sharla Desens reports that two new Associate University Librarians have been hired. They are:

- AUL for Development, Jan Opdyke.
- AUL for Preservation, Dr. A. Patricia Smith-Hunt.

Both the Rivera and Science Library Access Services departments have been dealing with low staffing issues this year. Once a position is vacant, it takes a long time to get it filled, e. g. it took 9 months to get Rivera's Circulation Desk Supervisor hired. The Head of Access Services position is still vacant, which has delayed the reorganization of the department.

UCR began a graduate carrel program in the Rivera Library during Winter Quarter. It has gone well so far and the graduate students have responded favorably.

UCR began a system of reserving study rooms for 2 hr. increments in the libraries, 2 rooms in Rivera and 3 rooms in Science. Students make a reservation online on the library website and then come to the desk at the appointed time to check out the key. There have been a few snags that had to be resolved, i.e., students booking for more than 2 hr. a day, or finding other ways around the system, but our systems staff has been able to correct problems each time they occur.

UCR began a pilot project of circulating laptops, 10 in Rivera and 10 in Science. It has been extremely popular with the students.

The Link+ Consortium (using Millennium INN-Reach) which we joined last year is going well, but we are not happy with how the billing works in the INN-Reach module. We are working on developing a better procedure.

The libraries are in the planning stages for another re-model of Rivera and improvements for the other libraries on campus. The renovation of the Rivera Library five years ago did not take changing technology into account. For example, we can not even adjust the shelves on our Circulation desk to accommodate a new desensitizer unit.

UCR is working on setting up receipt printers at circulation points within the libraries, instead of stamping books.

UC Santa Barbara: Claudia Jiminez submitted the following report:

UL Sarah Pritchard left in August 2006. We are currently interviewing for her replacement.

Patrick Dawson, acting AUL for Public Services was made permanent AUL.

New self check was installed in May 2006. Self check usage is about 5 – 6% of total check outs.

We were to upgrade to Version 18 of our Aleph software during Spring Break, but have been having major problems with the servers, so it has been postponed to Summer.

Change in Reserve fines and overdue procedures has been largely successful. Rick will talk about that later.

Due to several thefts, DVDs are being moved to Circulation. Cases will remain available to the public.

UC San Diego: Jack Neves reports:

Library hours

Geisel Library building open until 2am Sunday–Thursday all quarter. Library services are maintained until 12am. The Center for Library and Instructional Computing Services (CLICS) is open 24 hours the week prior to and week of finals.

Food & Drink Policy

The UCSD Libraries' food and drink policy permits the bringing in and consumption of beverages from containers with lids and individual size snack food items, except in designated areas, such as Special Collections. All other food and beverages are not permitted in the Libraries.

<http://libraries.ucsd.edu/services/foodanddrink.html>

County Library joined Circuit

The Circuit is a consortium created in 1997 between San Diego's major university libraries – UC San Diego, San Diego State, University of San Diego, and CSU San Marcos. In February 2007, the San Diego County Library became an active member. San Diego County Library cardholders are now able to freely borrow books from each of the member university libraries, and university library cardholders, from the County Library. The Circuit creates a virtual library of several million books that can be requested by borrowers from all member libraries, and delivered free to their university library or nearest County Library branch within a few days. Books may be checked out for 28 days. Customers are allowed to have 20 Circuit books checked out at any given time

CD-ROM consolidation project

UCSD recently completed a reunification project for CD-ROMs accompanying materials. Rather than storing accompanying CD-ROMs separately from the monograph, they are now placed in the back of the book with a copyright statement.

Biomedical Library (BML) addition completed

The BML addition added 23,330 assignable square feet, nearly doubling the size of the building. Highlights include 16 group study rooms and a 24-hour graduate study space.

Science & Engineering Single Service Desk

The S&E Library had a remodel this summer. S&E merged the Circulation Desk and the Reference Desk into a Single Service Desk. One side of the desk is still set up to handle Circulation Checkouts and the other end to answer reference questions. However, staff have

been cross trained. If a patron walks up to the reference side of the desk, the librarians will checkout books and reserves for the patron if needed. If the line on the circulation side becomes long, reference providers will assist by helping patrons in the line. Conversely, circulation staff will attempt to answer basic reference questions but will refer patrons with more difficult questions to the reference provider who is conveniently located on the other end of the Service Desk. It has been a great success for both staff and patrons.

The Social Sciences and Humanities Library (SSHL) held a promotion for its self checkout machines: "Shuffle on over to ExpressCheck." Each time an individual used ExpressCheck during Winter Quarter 2007, s/he could enter a drawing for one of two iPod Shuffles. SSHL saw a 35% increase in usage compared to Winter Quarter 2006.

UC San Francisco: Andy Panado reports:

Security:

§ There seems to be an increase of library incidents from dealing with homeless persons & those with mental illness to increase stolen laptops.

§ Library has had meetings with campus police to address security issues and changes may be implemented in the next year or so which may include UCSF-only access on certain periods of the year.

§ Library also reconfigured its workstations so that more stations are UCSF-only login stations and public terminals are situated in more visible areas.

§ We are also finalizing changes to Library Conduct Policy that will allow us to request persons to leave the building - for example, unreasonable use of library restrooms and strong/pervasive odors.

Staff communication:

§ Based on campus wide staff survey, the library has implemented CSI which stands for Customer Service Initiative.

§ CSI introduced WIKI to entire library staff to improve communication, provide feedback to management and allow reports (such as monthly reports done by managers) be easily accessible.

UC Santa Cruz: Sara Troy reports:

*Kerry Scott, formerly the Acting Head of Access Services, began working in Collection Planning this past summer. Cheryl Gomez is currently the Acting Head of Access Services. Sarah Troy is the Asst. Head of Access Services, and the Head of Circulation.

*UCSC is currently recruiting for two AUL's--one for Public Services, the other for Collections and Library Information Systems.

*Access Services is currently recruiting for two part-time Library Safety Officers (our first ever!).

*Circulation is now fully staffed (it's a miracle). Sadly, Reserves and Interlibrary Loan are each down 1 FTE.

*Circulation has reorganized our staffing. Our 4 staff members are all classified at the same level (LAIII), they have identical job descriptions, and they are all fully cross-trained and responsible for the same work.

*UCSC has merged three public service desks (Reserves, Interlibrary Loan, and Circulation) into a single public service point. All Access Services staff work desk shifts, and all have been cross-trained on basic desk tasks for each unit.

*UCSC will begin testing patron data uploads from the campus student database into Millennium this Spring. Once we get the uploads working, we won't have to manually enter patron records anymore!

*UCSC will begin checking out laptops this Spring. We have purchased 10 Macs (which can be run as either Macs or PCs). They will be checked out for 2 hours, with in-person renewals. For the moment they are library use only, but that may change in the future.

*Construction of the McHenry Library addition continues. We should be able to move into the addition sometime during Winter/Spring 2008. Once we move into the addition, the renovation of the existing building will begin.

*UCSC has changed the way we assign item due dates for regularly circulating items. Faculty due dates will match their library account expiration dates. Graduate students will have rolling one-year checkout periods. Undergrads will continue to have three week checkouts.

*UCSC is working on implementing ECommerce, which will allow our patrons to pay their library fines online.

*A committee has been formed, but not charged, to review and liberalize our food and drink policy.

*To support our new Computer Game Program, we have created a video game room in the Science & Engineering Library. Patrons can check out a variety of consoles and games.

SRLF: Jon Edmondson reports:

- First, a brief synopsis of what the SRLF is in a library circulation sense; a high density shelving facility with approximately 5 million items, including books, boxes of special collections material, oversized material, maps, microfilm and microfiche, recorded media in various formats, and film. We are open 1-5 Monday through Friday, and are not open to the public evenings or weekends.

SRLF stacks are closed to the public, and we shelve by sequential barcode numbers and do not use call numbers or shelve by subject. We have no librarians, no reference, and no reserves. Patrons can come to the SRLF to check out and view material on site, but the vast majority of what we do is ship filled requests submitted via the UCLA Voyager catalog and CDL Request in Melvyl.

- SRLF has one open position right now, for our Special Collections Paging Assistant.
- The SRLF reading room has moved to a much smaller space, our old conference room. This now serves as a conference room in the morning and our public reading room in the afternoon. The old reading room space is now shared by the OCA and JSTOR projects.
- The Open Content Alliance (OCA) project has now scanned 22,000 books (SRLF and UCLA holdings) as of March 21, 2007 to be put online. We have 10 scribe stations operating with two shifts of 10 staff each, along with a supervisor. OCA staff are in the building from 6am until 11pm Monday through Friday.
- The JSTOR (Journal Storage) project will be concluding on April 30, 2007. We have validated 12.4 million pages and are over 87% complete. We have added almost 22,000 volumes to the print archive at SRLF. A second phase project may begin as soon as May 2007, for another 5 million pages in 274 titles.
- There is nothing new to report on Phase 3 construction. Ideally, it will be completed in 2013/14. See last year's minutes for more details.

UCSB Reserve Policy: Rick Caldwell, Head of Reserves at UC Santa Barbara, reported on UCSB's new fine and blocking structure for patrons who abuse Reserve borrowing privileges. The new fines are labor intensive, but allow staff to identify problem patrons and "control" their behavior with regard to Reserve titles. UCSB felt that the new fines, warnings and blocks do work. There are few repeat violators, but the system is labor intensive.

Billing Practices: Jason Schulz, UC San Diego, presented the results of a Billing Practices survey of UC campuses. All campuses send over dues, generate fines & fees, and accept replacement copies for lost/damaged items. Those are the commonalities. All other practices vary from campus to campus.

Tour of Kolligian Library: See UC Merced campus report.

Emergency Plans and Disaster Practices: Jack Neves and Gina McCollough did a presentation on Emergency Plans, including preparation, response, resuming operations after an emergency and disaster & recovery based on UC San Diego's Emergency Response plan.

Topics for next year's meeting at UC San Diego:

Job Descriptions: Vince Novoa and Valerie Rom-Hawkins

Supervising Students: Katica, Got, Felicia Bryan and Sylvia Villa

Staff Technical Training Needs: Bonnie Hain-Anderson, Colleen Evans and Sylvia Villa