

UC Circheads Annual Meeting
University of California, San Diego
March 27, 2008

Attendees –

(SRLF): Jon Edmondson

(UCB): Penny Bertrang, Peter Soriano, Mark Marrow

(UCD): Marianne Hawkins, Bonnie Hain-Anderson, Katica Got

(UCI) John Bareford –note-taker

(UCLA): Don Sloane, Philip Rech, Charlene Vinetz, Valerie Rom-Hawkins

(UCM): Mary Weppler-Selear, Brenton Patrick

(UCR): Vince Novoa, Sharla Desens, Leslie Settle, Sahra Missaghieh Klawitter, Elisha Barraza, Laura Gonzales, Eddie Alaniz, Ann Harlow, Diane Ortiz, Carol Crowder, Carla Reeske, Sharon Harris

(UCSC): Sarah Troy, Nicole Lawson

(UCSD): Peter Mueller, Jason Schulz, Marlayna Christensen, David Pollett, Kathy Rutledge, Meghan Baur, Lisa Ferguson

(UCSB): Claudia Jimenez, Gary Johnson, Mark Okuno

(UCSF): Andy Panado

(SRLF): Jon Edmondson

Not present - NRLF

1. Welcome – Catherine Friedman, AUL Public Services

Circulation is where many honed public service skills.

Enables access to unparalleled services and collections.

HOPS – the “Big Idea”, common user experiences, easier for users to get to UC services and collections. Prioritizing initiatives.

2. CAG Update

- Redoing CAG webpage – wiki possibly, Eric Scott offered to draft up changes we want to see happen.
- Report on SOPAG/HOPS meeting.
- Report from RSC, Marlayna Christensen – MOU with Tricor and how it has evolved
- VDX – expanding and new version
- CDL – opt in or opt out feature
- World Cat Project – pilot to begin April 28, 2008
- Emergency Preparedness Symposium – plans for summer 2008
 - Emergencies vs. disasters discussion
- Goals & Objectives
 - Emergency Preparedness Symposium
 - Updating CAG webpages
 - Public Service Symposium
- CAG & UC Circheads annual meeting will be held at UC Davis next year.
- Valerie Rom-Hawkins is the chair elect for next year.

3. Campus Reports

UCB

New Directions: The Library is in the first phase of the New Directions Initiative. The goal of the initiative is to support an open process that will allow the Library to understand and adapt to the evolving information needs of our faculty and students. Every aspect of library services will be examined, including new services, technology and staffing.

Chat Reference Services added:

- Humanities/Social Sciences – this service covers literature, art, philosophy, history, political science, sociology, etc. Librarians are available Tuesday through Thursday 1pm–5pm, and Sunday 6pm-10pm.
- Ask a Librarian – this service is a joint effort of all the UC libraries covering all subject areas. Service is available Monday through Thursday 11am-9pm, Friday 11am-5pm, and Sunday 5pm-9pm.
- Government Documents Reference Chat

Reserves: Bspace replaced ERes for electronic reserves in August 2007. The print exams collection no longer offered by the Moffitt Library effective spring semester 2008.

Doe Moffitt Circulation Services introduced a new electronic paging system for the Gardner Stacks study room keys. The pagers allow the circulation staff to notify users that they have stayed longer than their allotted time in the study rooms.

The Library introduced a new student employee pay program, eliminating the old three tier pay scale for a two tier system. All student employees are paid at the \$10.60/hr rate unless serving as evening/weekend work-leader (\$12/hr). The new rates were introduced July 1, 2007.

Doe Library hosted Fernando Botero's Abu Ghraib exhibit (January through March 2007).

Library moves, renovations, new building:

- Bancroft Library will be close its present location at 2121 Allston Way on May 23, 2008 in preparation for its move back to the Doe Annex around mid-fall 2008.
- East Asian Library moved into its new building (C.V. Starr East Asian Library), which opened March 17, 2008.
- Physics-Astronomy Library moved from the Hearst Annex to its new location in LeConte Hall on March 17, 2008.
- Public Health Library moved from Warren Hall to its new location in University Hall in October 2007.

UCD

Shields Library:

- Access Services has a new Department Head, Linda Kennedy. She is also currently the Head of Government Information & Maps Dept. A local hiring freeze is in place, and Circulation is busy rearranging & reapportioning staff duties to cover this shortfall. An integration of the Interlibrary Loan Desk with the Circulation Desk is in the early stages of planning. It will require some movement of shelving & books, and a lot of cross-training of ILL & Circ staff. We hope to implement this quickly, as ILL is also facing staff shortages & retirements.

- Shields Library is undergoing massive reorganizational changes: Government Information Dept. is being disbanded. Technical Services is being reorganized into 2 departments from its current three departments.

Health Sciences Libraries: The head of the Health Sciences Libraries (which includes Blaisdell Medical Center and Carlson Health Sciences libraries) is retiring in June. The new head of the Libraries is Terri Malmgren. The Health Sciences Libraries have reviewed and changed the following policies: Fines for late returns of collaboration room keys (remove fine and only bill for non-return), allowing 3 renewals instead of the current 2, and the guaranteed 14 day loan for our items that are recalled.

Physical Sciences and Engineering Library reports they are fully staffed and very happy about that!

UC Davis is looking forward to hosting CAG and Circheads in 2009

UCI

New Student Center opened Fall 2007 and it has lightened the load for us somewhat.

Winter quarter 2008 we implemented a paging system for Reserve items that are checked out. Basically, we take a page request (in paper form) and when the item is returned we page their cell phone. They must be in the Langson Library to receive the page because transmission is not guaranteed if they go to far away. They have fifteen minutes to pick up the item. It has worked really well so far and we don't have as many lingering around the desk for items and subsequent arguments over who was there first. The company we used is Long Range Systems.

We are now receiving more downloaded information from the Registrar for students. Now we only have to scan their barcode and create a PIN at the desk. No more paper applications and long lines of people filling it out and us having to input all of the information. We are hopeful that the Registrar will download barcodes beginning fall 2008 which means students will not have to come to the library to activate their privileges. We are also hoping to have faculty/staff downloads in place for fall 2008 also.

We raised our maximums for Reserve items to \$50 and changed the hourly accruals. It is now \$2/hour for the first 10 hours then \$5/hour after that up to \$50. We also changed how a bill prints for Reserve items to include the \$50 fine, item cost and processing fee. We are also changing the cost of textbooks on our bills to reflect the actual cost of the item instead of the default \$40 the system generates.

Text message a librarian began recently.

We are undergoing a significant space planning and remodel of both libraries. New furniture and carpet was installed on the 3rd and 4th floors of the Langson Library. More significant staff and service changes are coming.

We are hoping to move to electronic billing by next year's meeting.

UCLA

Student assistant starting pay was raised from \$7.65 to \$8.00/hour

Pilot project to turn over fine collection to centralized campus Student Billing Accounts Receivable.

Planning for remodel at Young Research and Management Libraries.

Bruincards (campus wide id card) now used for copy/print debit cards.

UCLA login used on our OPAC for requests and account access.

Common Desktop Initiative accomplished. All public computers in libraries now have the same desktop and software that our College Library Computing Commons uses.

UCM

This fall the campus student population increased from 1350 to about 1850. The expected population for next fall is 2800.

There is a new phase to the campus strategic planning in line with the projected growth of the campus; one of the primary goals of the campus strategic plan is to create a medical school at UCM.

The library continues to allow food in the library; this is extremely popular with students.

UCM is very focused on being a green campus, and the library building received gold LEED (Leadership in Energy and Environmental Design) certification at the end of 2007.

All items in the library's local collection are shelved by call number, including DVDs and CDs.

In the last year the library has made equipment such as VGA cables and dry erase marker kits available for 4-hour checkout.

The loaner laptop program continues to flourish, and the library circulates close to 200 laptops currently. Laptops account for over 80% of the library's total checkout.

This past summer the library acquired a robotic scanner that can scan 1200 pages per hour. This is used for the Supplemental Course Resource program - <http://ucmercedlibrary.info/scr/index.html>

The library recently opened an audiovisual room specifically for viewing library use only items assigned by faculty. The room has a large monitor and can seat up to 10 people. The DVDs are programmed into a player that can accommodate up to 500 discs.

The library has a total of 10 digital displays on which digital signage is displayed. The digital signage varies, including, but not limited to, campus activities, library services and digital collections.

Some long-term goals include:

- Inputting temporary ILL records into Millennium.

- Replacing about 60 of the older Gateway laptops with Macs.
- Expanding the student assistant program (the library currently employs about 33 students), especially in the area of training, but also in providing additional mentoring during their graduation year.

UCR

This year the library hired one new Associate University Librarian, Barbara Schader, AUL for Scholarly Communications. One AUL left for a job in campus administration, the AUL for Development, Jan Opdyke.

Vince Novoa is the new Head, Access Services for the libraries. This newly formed position is a merger of the Rivera and Science Libraries Head, Access Services positions. The two departments have now been combined into one Access Services department.

Due to budget shortfalls, library positions are now individually reviewed before recruitment is allowed.

The UCR Libraries are looking at reorganization. The R2 consulting firm has been hired to look at Technical Services and will also be interviewing departments they interact with.

The Rivera and Science Libraries now allow food and drink in the public and general collection areas. Vending machines for cold drinks, snacks and hot drinks (coffee, tea and hot chocolate) were installed in the lobby of the Rivera Library. The policy is "light snacks" and is not supposed to include large and/or fragrant meals. We have a "no fault" policy concerning spills and just ask that we be informed when they happen.

A new Rover service is being offered in both the Rivera and Science Libraries. Student Assistants hired as Rovers roam the library and assist patrons in answering information/directional questions, questions about library databases and/or software such as the Microsoft Office Suite. In addition, they verify all public computers, copy machines, public printers, micromedia machines and scanners are working properly and submit work tickets as needed.

New printing (including a color printer) has been installed in the libraries. There is a printer on every floor. There are also new public scanners.

We now have Learning Commons machines in the Rivera and Science Libraries.

We no longer stamp materials and started using receipt printers at the end of Spring Quarter 2007. Initially we gave out receipts for everything, but now we are only giving out receipts for hourly items or if the patron wants one. Currently, we are looking toward eliminating receipts altogether.

We implemented the staff mode in "MySCOTTY" (My Millennium) so staff can have access to staff features in the OPAC.

Since the campus requires all official communication to be done by e-mail, we no longer require faculty, staff and students to have a street address in their library record, relying solely on e-mail for notices.

The new University Commons opened this year. This is the first half of the new structure, with the second half slated to be finished in 2 years. When the old Commons closed two years ago, we saw an increase in the number of students who came to the libraries. The new Commons has not decreased the number of people we see here.

With the opening of the new Commons, the UCR Carding Office (issues photo IDs) moved out of the Science Library and into the Commons.

The UCR Card Office and the Libraries have collaborated on loading student information into "SCOTTY" (Millennium). This includes the barcodes on the student ID cards. Science Circulation processes the student loads Sunday-Thursday.

Circulation Developments:

Library users may now place holds *with recalls* online.

We created a new patron type for library workers, including career staff and librarians. The loan period for monographs is a rolling one year date.

The laptop pilot program is now permanent. It has been very popular with the students. Currently we have 10 laptops each for the Rivera and Science libraries. We often run out of laptops during peak times.

The reservation system for study rooms that we began last year has proved extremely popular with the students. We started with 4 rooms, 2 each in Rivera and Science, and have added 1 more room in the Science Library and 2 more rooms in the Rivera Library.

We moved all CDROMs, CDs and DVDs that accompany books out of cabinets behind the Circulation Services desks and put them back in the books in the stacks to facilitate ease of access for the library users.

The use of the LINK+ service continues to grow.

Collection Maintenance (Stacks) Developments:

Rivera Library is doing a measurement project in order to fit 30,000 new volumes into the stack space.

We started using PDAs with "SCOTTY" (Millennium) for in-house use and rapid updating of records. We hope to use these for remote check-out and check-in in the future.

Reserve Developments:

Rivera and Science Reserve Services are working toward placing all photocopied material that meets copyright guidelines on E-Reserves. We hope to accomplish this by Spring Quarter 2008.

An online form was developed to allow faculty to submit Reserve requests electronically and upload documents for Electronic Reserve. All submissions go into an internal database that staff can use to determine repeat use for copyright. Currently, we are developing an area for faculty profiles which will allow them to sign in and bring up their previously submitted profile information. A history of items they had on reserve in the past will also be available, so they can choose items for repeat submission.

A new location code for Electronic Reserve will be added to "SCOTTY" (Millennium) in order to distinguish hard copy items from electronic items.

The Reserve Units are currently involved in a pilot project of accepting holds for reserve items. It is being tried both manually and through "SCOTTY" (Millennium).

Rivera Reserve is beta testing a scheduling program developed by our Systems Department to schedule student workers.

UCSD

Arts Libraries Remodel

The goal of this renovation will be to consolidate the Music, Film & Video Library with Film & Video Reserves and the Art & Architecture Library into a single service (reference/information/reserves) desk, to consolidate collections, and to install new technology to support the delivery of new media to users. Major construction begins in August 2008.

Disposition of Slide Collection

The circulation of slides ceased on March 22, 2008 (end of Winter Quarter, 2008) and the Art & Architecture Library's Slide Collection will close May 30, 2008. Slides will be disposed and faculty will be directed to ARTstor, a database of over 550,000 digital images licensed by the UC campuses to support classroom teaching.

Google Books Project

In 2006, UC entered into a mass digitization agreement with Google. Google's initial focus has been on material held in the Northern Regional Library Facility, from which they have digitized hundreds of thousands of volumes. Google is now ready to focus its efforts on digitizing materials held on the campuses, beginning with UC Santa Cruz and UC San Diego. Two UC San Diego collections have been identified as priorities for the Google Books Project: the International Relations & Pacific Studies Library collection and the East Asian collection. Google Books will provide full-text searching of the entire collections when the project is done. However, access to the full-text of books and journal articles will depend on copyright status and related issues. Initial shipments will begin early April 2008 and the project is expected to continue through Summer 2009.

New Technologies

Libraries Moved to Office 2007

The UC San Diego Libraries moved to Office 2007 in June 2007 and to Outlook 2007 in late-August 2007.

New Libraries Website

The UC San Diego Libraries, in conjunction with the general campus, launched a new website on December 17, 2007 utilizing the Vignette Content Management System. However, due to delays with the installation of efficient workflow features in Vignette, the Libraries were not able to extend access to all library staff. Attempts are being made to have this rectified as soon as possible, but the earliest date anticipated for starting training is March 2008. In the meanwhile, each department or committee has designated an editor or editors to serve as content gatekeepers for their department or committee.

Increased Hours

CLICS 24/7 Access Extended to Week Prior to Finals

Building upon the popularity and heavy use of its 24 hour access during finals week, beginning Fall 2007, the Center for Library & Instructional Computing Services (CLICS) extended its 24 hour access to 10th week as well.

Entire Geisel Library Building Open Until 2am Sunday – Thursday

Beginning January 2008, a grate on the 2nd floor and doors on the 1st floor of the Geisel Library building were opened to allow free flow access between the Science & Engineering (S&E) Library and the rest of the building. 3M security gates between the S&E Library and the Social Sciences & Humanities Library (SSHL) were removed, creating a single set of 3M gates for the building. Building upon the popularity of the 2am hours, students were hired to assist with securing the S&E Library space as its hours were extended to 2am as well. With this change, the entire Geisel Library building is open until 2am Sunday – Thursday, with services available until 12am.

Increased Group Study Space

Scripps Institution of Oceanography Library

Offers five ocean-view verandas. The eight person capacity second and third floor balconies offer electrical outlets for notebook computers and electronics in addition to a table and chairs. Usage is limited to UCSD affiliates and veranda key circulates through circulation desk.

CLICS

Offers 12 general purpose small group study rooms available on a first-come, first-served basis. Students may reserve small group study rooms only during exam week with their valid ID card.

Biomedical Library

Offers approximately 20 group study rooms that may be signed out by groups of two or more. Group study rooms are equipped with whiteboards, electrical outlets and wireless network access. Users may book rooms for later the same day at our Circulation desk. Dry-erase markers and eraser may be checked out from Circulation Desk.

Science & Engineering Library

Offers four group study rooms: one by reservation only for UCSD students, faculty and staff with valid UCSD ID, and the other three on a first-come, first served basis.

Social Sciences & Humanities Library

Opened an additional six group study rooms in Fall Quarter 2007 for a total of ten. Four are by reservation (same- or next-day), while the remaining six are on a first-come, first-served basis. All study rooms are by reservation during Finals Week. Each of the group study rooms is stocked with two dry-erase markers and one eraser. Estimate replacement costs at \$200 per year, but eliminates need for checkout of what are considered disposable materials.

Social Sciences & Humanities Library (SSHL) Stacks Maintenance

Shelving Model

Implemented a new shelving model Fall Quarter 2007, assigning students to a single shelving location, i.e., floor, on a quarterly rather than daily basis. Shelving efficiencies were dramatically improved, reducing, and oftentimes eliminating, any reshelving backlog.

Barcoding Project

Began comprehensive barcoding project in September 2007, reviewing each item on shelf and pulling non-barcode materials. Initially begun to ensure all SSHL's journal volumes were represented in the Libraries' catalog, the project shifted to the East Asian collection in January 2008 in preparation for the Google Book Digitization Project.

Pam Box Project

Adding pam boxes to the collection to hold publications bound in small folders. The pam boxes will ideally prevent the folders from falling off the shelf and help keep them together and in call number order. Also provides structure when numerous folders are shelved together.

Inventory Project – High Use Areas

In September 2007, completed an inventory of three high use areas – DS 376-9999, E 184-185, and PN 1992-2000 – inventorying a total of 35,370 items. Missing items were noted, while cataloging and labeling discrepancies were resolved as found. Conducted searches for all

missing items; many were found misshelved in alternate collections. In light of these finding, considering conducting regular inventories as time permits or using the project as a supplement to or replacement for shelf reading.

UCSB

June 2007 - billing supervisor reclassified to LAIV. Responsibilities of this position have changed significantly over the last few years. This person is responsible for co-ordinating all patron billing issues within the library. She makes corrections and issues credits when library materials declared lost have been returned. She trains billing staff in other library units and advises department on billing issues and the need for changes in policies and/or procedures. She keeps the billing manual updated, tests the billing functions in any new version of our ILS and supervises one staff member. She handles the Write-Off project twice a year

August 2007 - we implemented version 18 of Aleph. We are looking at moving to version 19 this summer if it is ready. We are also trying to implement online holds for Reserves instead of our manual system. This procedure is in the set up stage, we hope to start testing it next quarter and implement in Summer or Fall.

August 2007 - Renée Trenholm became head of Stacks Services and Copy Services. Copy Services used to be outsourced. Moved in-house 3 years ago.

September 2007 - Eric Forte left to assume position of AUL at Boise State Idaho. Gary Johnson was appointed acting Head of Dept. and accepted the position on a permanent basis in January 2008. Scott Hathaway, formerly Operations Manager of ILL, took over as Head of ILL when Gary became Department Head.

September 2007 - Circulation took over responsibility for assigning faculty carrels and doctoral cubicles. Keys for the rooms used to be in the Safety Office. They were checked out to the patrons manually. They are now checked out in our ILS and we are moving the keys to the Circulation Office.

October 2008 - Mark Okuno replaced Rick Caldwell as head of Reserves.

January 2008, new UL, Brenda Johnson started.

February 2008, began "Student of the Month" program in Circulation. Student is selected based on input from all supervisors as well as quality of work.

New building/renovation scaled back. We are now looking at a stand alone addition that will eventually be linked to the north end of the building by a walkway. Right now discussions are centered around what will we put in the building. Suggestions include coffee shop, Technical Services, Special Collections, Library Administration, more study space. Construction may begin by Fall 2009.

Wireless access is now available throughout most of the library on a secure network.

We now have a softened food and drink policy. Entryway signs read, "Drinks allowed in covered containers. Snacks are OK with us. Please eat meals outside."

Security cameras have been installed at our primary Entrances/Exits as well as Special Collections, Map and Imagery Lab, the Arts Library and the all night study area.

Our Friends of the Library organization is on the verge of dissolving due to lack of involvement by members. We are working on a marketing strategy to encourage patrons to join the Affiliates rather than the Alumni Association, since we do not receive any reimbursement from the Alumni Association.

We are continuing our efforts to cross train Circ and Reserve staff and we're also looking at a better use of space in Access Services as a whole. Some areas are extremely cramped while others have excess unused space.

Stacks Services is developing a procedure to scan articles and send them directly to the patron from our local Annex.

Interlibrary Loan hosted the Southern ILL meeting on Tuesday, March 25th. They are working on creating stationery/templates for email notification of our patrons regarding renewals and recalls.

Overall, the library is looking at "repurposing" space in our buildings to accommodate the changing needs of our patrons.

UCSC

Nicole Lawson and Sarah Troy are the new co-Assistant Heads of Access Services, McHenry Library

McHenry Library staff and collections are, at this very moment, moving into the McHenry Addition. The collections, staff, and Special Collections moves should be complete by April 7. We will remain in the Addition for 18-24 months, while the existing McHenry Library building is completely renovated and retrofitted.

We are in the process of recruiting an AUL for Public Services

UCSF

We're undertaking a project to migrate our website from Zope to Drupal. In conjunction with the move, we'll be doing a website refresh, especially of the home page.

We released the Japanese Woodblock Print Collection website (<http://asian.library.ucsf.edu/>) in August.

We're augmenting and updating the UCSF History website (<http://history.library.ucsf.edu/>). The first phase of new content will be available in early May.

We combined Collection Development and Resources Management departments to create a new Collection Management department, and Anneliese Taylor was named the new manager.

We developed a prototype for a federated search engine. Currently it's searching library run resources (except PubMed), but we're about to pilot a federated search engine for nursing resources using DeepWeb Technologies. The pilot should be available in April.

We started a Popular Reading collection that augments our magazine and newspaper subscriptions and includes 200-300 leased fiction and non-fiction books. We're receiving a lot of positive feedback from our users.

To meet the ongoing need for educational space on campus, we are freeing up 13,000 square feet on the 2nd floor for clinical skills and simulation labs and general assignment classrooms. Construction is to begin early 2009.

SRLF

The SRLF has recently filled two positions, one full time and one half time ILL positions. In October 2007 OCLC added ZAS (SRLF) to the holdings of several million records, thus increasing our ILL workload.

The Open Content Alliance project continues at the SRLF, and will probably be expanded soon to include more scanning stations. The OCA occupies the space that was once our reading room.

The JSTOR project also continues at the SRLF, and has begun another phase.

Phase 3 of SRLF construction is still pending, and will hopefully be completed in 2013.

4. Job Descriptions – Vince Novoa, UCR & Valerie Rom-Hawkins, UCLA

- Received over 70 job descriptions
- Looking for commonality across campuses.
- Not much difference between LAII & LAIII's.
- LAIV's have more sole responsibility for building security and decision making.
- LAV's wide range of functions.
- Hopefully, jd's will be linked to the CAG/UC Circheads website in the near future.

5. UC-WorldCat Local Pilot and Circulation Transactions– Gary Johnson, UCSB

See attached Powerpoint presentation.

Unlike the current set of user services offered in the current Melvyl system, the Next Generation Melvyl Pilot may include circulation transactions as recommended in the Bibliographic Services Task Force Report. To understand how users currently conduct circulation transactions from their local OPACs, a survey was distributed to CAG in August 2007. The survey revealed that different campuses offered different types of circulation functions to their users. Distilled from the survey was a recognition that circulation transactions were tied to the material type, library location and status, and the user's authorizations. All in all, this is a complicated set of conditions distributed across 10 campuses to resolve into a single service. The short-term strategy to best cope with these complicated conditions is to offer a "PlaceHold" button based on criteria established by each campus and built into the WCL processing architecture. In effect, a user that selects the "PlaceHold" option would then be carried over the wall into his native OPAC wherein he would then be authenticated and authorized for taking the action on the item originally selected in WCL. The downside to this strategy is that some users may end up in their local OPAC and learn there that they are not permitted to take their intended action. This problem, however, would be mitigated if the NISO Circulation Interchange Protocol were implemented for a given campus. See the attached PowerPoint presentation for more details.

6. Supervising Students – Katica Got, UCD

See attached Powerpoint presentation

7. **Staff Technical Training Needs – Bonnie Hain-Anderson, UCD; Colleen Evans, UCD; Sylvia Villa, UCD**

- Discussed importance of identifying core competencies and creating a formalized technical training module, including assigning instructors by position and designing a training checklist.
- Highlighted the importance of having quick-reference documentation accessible wherever it is needed – behind a service desk, at the public terminals, etc.
- Listed existing resources to help begin identifying core competencies and to help create quick reference materials.

See attached Powerpoint presentation

8. **Topics for 2009**

| | Total Votes (per campus votes) |
|--|---------------------------------------|
| Scheduling software comparison/options report <i>Claudia Jimenez (UCSB), Carol Crowder (UCR), Peter Soriano (UCB)</i> | 20 |
| Building use policies <i>Val Rom-Hawkins (UCLA), Jason Schulz (UCLA), Sahra Missaghieh Klawitter (UCR), Brent Patrick (UCM)</i> | 12 (7) |
| Self-service options (checkout, reserves, hold shelf) <i>Mark Marrow (UCB), Andy Panado (UCSF), (UCSD candidate?)</i> | 13 (6) |
| <u>Other potential topics</u> | |
| Patron privacy issues/policies | 11 (3) |
| Departmental/unit cross training | 10 (2) |
| Using Digital signage for advertising/displays | 3 |
| Reserves in the digital age | 8 |
| Repurposing of space | 9 |
| Techniques/tips for interviewing job applicants | 8 |
| Automated Student scheduling software demonstration | |