UC Circ Heads Meeting
UC Davis
March 26, 2009

Attendees:
SRLF: Jon Edmondson
UCB: Peter Soriano
UCD: Anne Bressler, Felicia Bryan, Lars Cederquist, Nancy Ervin, Katica Got, Bonnie Hain-Anderson, Marianne Hawkins, Linda Kennedy, Judy Ng , Sylvia Villa, Claudia Whitfield
UCI: John Bareford
UCLA: Philip Rech, Valerie Rom-Hawkins
UCM: Brenton Patrick, Sarajum Quazi, Mary Weppler-Selear
UCR: Sahra Missaghieh Klawitter
UCSD: Marlayna Christensen, Peter Mueller, Jason Schulz
UCSF: Andy Panado
UCSB: Claudia Jimenez
UCSC: Nicole Lawson, Sarah Troy

Not Present: NRLF

1. **Welcome:** Amy Kautzman, UC Davis AUL for Humanities and Social Sciences

2. **Housekeeping:** Marianne Hawkins

3. **Campus Round Robin:**

   SRLF:
   - The Open Content Alliance (OCA) program at the SRLF has been reduced from its original parameters. It has essentially been halved, with scanning continuing at a rate of 500 items per week.
   - The SRLF will be full in 2011/2012. There is no news on any plans for building Phase 3.
   - The SRLF is taking part in a reclamation project with OCLC. The ZAS (SRLF) code will be added to OCLC records for all un-restricted (circulating) holdings for deposits from all campuses. We expect the process will take 3 months (April to June 2009). Special Collections and UC Shared Print holdings are not included in the project.
   - The SRLF has 5 vacant positions. We are not recruiting at this time.

UCB:

- Bancroft Reopens (January 2009)
  - Reopens after 3 years
  - $64 million retrofit (1/2 public 1/2 private donors)
- Moffitt Revitalization Project
  - Anticipated costs of $30-35 million
  - Construction expected from July 2011-May 2013 (23 months)
  - Expected completion August 2013
- Morrison Print Collection Online (Aug 2008)
  - galc.lib.berkeley.edu
  - The program is 50 years old
  - Over 700 items (each less than $600 in value) checked out as semester loans.
- Study room Reservations in Main Library
  - Began using phpSheduleIt for online reservations. It is an open source program that one of our programmers adapted for our use.
- Millennium
  - Tons of subgroups
  - PIG - public information group - oskicat logo design contest
  - Cataloging goes live april 20th (delayed until ????)
  - Circulation goes live may 27th (delayed until june 16th)

UCD:

- In June 2008, copying and printing services in all University libraries was contracted with campus Reprographics. There were improvements in services offered (i.e., scanning, color copying, ability to charge using student IDs), and some also kinks that have been worked out successfully. There are also more Kerberos enabled computer work stations in all the libraries. Binding of current periodicals has been reduced in a budget saving measure. All units in all Libraries have seen a reduction in their student budgets.

- Also in June of 2008,   the Interlibrary Loan Desk & Circulation Desk in Shields were combined, and the ILL office area was closed.   Cross training has resulted in more staff available to work the Circulation Desk, and ILL staff are always on call if the questions require their expertise. This has been a very successful venture. ILL has also had some Technical Services staff transferred to their unit on a temporary basis.

- Shields Stacks Unit has taken over duties for maintaining the Gov Info Stacks, searches, and setup for special events. They are delighted to be recognized as capable of performing these additional duties, even with reduced staffing.

- Shields Reserves Unit has seen an 11% increase in Circulation coupled with a staff vacancy.   Reserves is also acquiring approximately 800-900 DVD's from the Hart Hall media collection, which will now be housed in Shields Reserves.

- The Physical Sciences & Engineering library started a long-overdue stacks shift in the basement of the PSE building. Their Circulation unit is fully staffed.
- The Health Sciences Libraries encountered several personnel changes during the past year: Jo Anne Boorkman, Department Head of the Carlson Health Sciences Library retired; Carolyn Kopper, Carlson Health Sciences Library Collection Development Librarian retired; Terri Malmgren was appointed Head of the UC Davis Health Sciences Libraries (Davis and Sacramento campuses); Rebecca Davis was appointed Assistant Head of the UC Davis Health Sciences Libraries (Davis and Sacramento branches); and finally, following the resignation of both Carlson Health Sciences Library Night and Weekend Leads, the decision was made to break the two positions (one 1.0FTE and one 0.5FTE) into three 0.5FTE positions, each with responsibility for a specific functional area. Carlson Health Sciences Library also combined the Circulation/Reserves Desk and Reference Desk into a single service point. Responsibility for manning this desk is shared between librarians and library assistants. The remodel of the Carlson Health Sciences Library is on hold indefinitely.
- And finally, in November 2009, the Blaisdell Medical Library suffered extensive flood damage due to a burst seal on a steam pipe in the Education Building. Damage to flooring, walls, furniture and collection resulted in approximately a two week closure of the library. Fortunately, only approximately 150 volumes were withdrawn as a direct result of flood damage.

UCI:
- The ILL desk at Langson is now closed. Circ staff are now paging and checking out items all the time now.
- Copy Center student staff are now behind the circ desk at Science and Langson. They provide service for copying/printing questions and problems while also providing some support for checking out material.
- We hope to go live with Bursar In/Out sometime in late summer or early fall. Due to staff shortages on campus we had to table this for awhile and are now gearing up to implement once again.
- Document Delivery is only delivering 3 days per week due to budget cuts.
- Paging system for Reserve items that are checked out has been a huge success. We are also able to track which items are in high demand and follow up with the instructor to get another copy if possible. Thanks again to Jason and the UCSD folks for their assistance on this venture.
- Our late night study center has been remodeled with new furniture, pain, carpet and increased space for computing.

UCLA:
- We are conducting a Library Use Survey. Each month, twice a month, for one year, we survey our users to discover whether their use of the library is supported or funded by a grant, public or private. Ultimately the information could contribute to the library being included in the funding.
- The Young Research Library ground floor and A-level are being renovated. The ground floor will end up almost exclusively public areas. Most staff offices will relocate to the A-level. This includes our Access Services offices, leaving our circulation desk on the ground floor all alone. Newspapers, periodicals, maps, and microforms will be combined into space on A-level, but a much smaller total space, requiring a review of those collections.
- We designed a new library card for external users and will begin issuing in June/July. They have no space for patron's name, so we have to look up the barcode to see the name, but they will be easy and fast to issue. Our current external user card requires typing the user name, but we are willing to sacrifice the name on the card for easy issuance.
- We revised our online statistics tally sheet which we use to record questions/ answers at circulation desks. We used to use the same tally form as Reference, but we don't handle reference interviews or tutorials, so we deleted those and customized the form just for circulation. We hope by customizing the form that we will get more people to use it, as we believe these stats are under-reported.
- We did some reorganization in library administration and created a new AUL position for Academic Services in the Social Sciences and Humanities that brings together all of the library units (including Access Services) within the Research Library and now report to the same AUL, along with Print Acquisitions and the SRLF.
- All year we have been planning to deal with potential budget cuts in 2009/10. We call it the 90% plan. The approach has been to determine what would we still be able to do with 90% of our budget.

UCM:
- Current student body is 2700 (180 of which are graduate students)
- Next fall's projected enrollment is 3200, which includes 1080 new freshman.
- Business School broke ground in 2008, and the childcare center is almost complete.
- Plans for a Medical School are moving forward – projected date is 2013.
- Pioneer Freshman Class graduates this semester.
- LEED (Leadership in Energy and Environmental Design) awarded by US Green Building Council to the University's Science and Engineering building.
- *Beginnings* Sculpture (by Aris Demetrios) 40 feet high – two encircling arms – metaphor for the caring university. Pioneer class graduation will include walking through this sculpture.

- Holocaust Exhibit this past December: curated by 3 students w/ assistance of history professor. Exhibit addressed genocide in history.
- Implementation of Scala software for our digital monitors. Video wall was installed on the 3rd floor of the library.
- Laptop checkouts have increased. We're currently dealing with an increased population and fewer laptops than we've had available in the past.
- New library website went live in January.
- Millennium: Fines change in real time via epay web interface.
- We now make records in Millennium for our ILLs so that we can use the autonotices feature.

UCR:
- UCR's eighth Chancellor, Dr. Timothy White, was inaugurated on March 17th, 2009.
- Several new buildings on campus were opened, including Phase II of the new University Commons and a new Student Services Building. The Commons now houses a Welcome Desk where students may checkout laptops to use within the Commons complex area. As this is a new program, we have not seen an impact on the number of laptop checkouts within the UCR Libraries.
- Due to budget shortfalls, library positions (both student and staff) are individually reviewed before recruitment is allowed. All open positions are left unfilled for a minimum of 2 months for salary savings. We were, however, able to fill our LAIV, Night/Billing Supervisor position in the Science Library and our LAIII, Assistant Night Supervisor in the Rivera Library. Some positions still remain open, but not filled until we get funding.
- The Head of Reserve Services in the Rivera Library has retired. Access Services has been charged with reviewing our workflow with the possibility of reorganizing the department.
- Last year it was reported that our Access Services Departments were merged into one. This year, we have made our policies more consistent across all service desks and we have cross-trained staff in Circulation, Reserves, Collection Maintenance and Interlibrary Loans to assist when needed.
- The R2 consulting firm concluded their assessment of the structure and workflow of the UCR Libraries. Their recommendations have been reviewed and several have been implemented, primarily within our Technical Services Department.
- There is a committee looking at the merging of the Government Documents and Reference staff.

- The Rover service in the Science Library has been discontinued due to budget cuts. Science Circulation now refills paper in the public printers and reports any technical issues to the Systems Department.
- In June, the Arts building, which houses the Music Library was flooded. The Music Library was closed for about 2 1/2 months while the affected areas were cleaned and restored. Approximately 60 music scores and 800 CD's were damaged in the flood.
- The UCR Libraries rolled out their newly designed web pages in late September 2008.
- Due to a significant number of requests received in a LibQUAL survey, the Rivera and Science Libraries have increased their hours of operation, opening at 7:30am M-F during the Quarter (previously 8am). In addition, through a financial partnership with the Associated Students of UCR, the Science and Rivera Libraries are piloting 24 hr. finals in the Winter and Spring 09 Quarters.
- Thanks to a generous donation, the Rivera Library will be celebrating the opening of a new Leisure Reading collection and lounge space on April 14th.
- Rivera Circulation has assumed responsibility for sorting and packaging ILL and LINK+ material for Tricor.
- The Rivera Library Circulation and Reserve Desks have been merged. This has reduced GA spending dramatically, as now only one desk needs coverage.
- The reservation system for bookable study rooms has continued to be extremely popular with students. We've added an additional room in Rivera and 5 more in Science, bringing our total to 4 in the Rivera Library and 8 in the Science Library.
- The Rivera Library is no longer using paper search cards for missing materials. All search requests are processed in Millennium instead.
- Rivera Library has completed a measurement project, implemented in order to fit 30,000 new volumes into the stack space.
- Collection Maintenance staff have been trained on checking in material on VDX and Millennium. When items lent through ILL are returned, they are routed directly to Collection Maintenance to be checked in on VDX and Millennium and then shelved immediately. This has streamlined our workflow.
- Rivera and Science Reserve Services have gone paperless. Only a few photocopies are placed in binders on Reserve (per a faculty's request). The remainder is available only on Electronic Reserves.
- The due time for Reserve material is now rounded to the nearest hour. This has been well received by students, in particular because we are no longer issuing receipts for Reserve material.

- The Reserve Units have continued placing holds on Reserve material using the Millennium hold functions. Overall, the process works well for students, as long as patrons return Reserve books on time.

UCSD:
- Administration - Tammy Dearie, Head of the Social Sciences & Humanities Library will move to a new position as AUL, Administrative Services on April 13, 2009.
- Google Books Project - Begun in April 2008, the Google Books Project continues. Scanning has been completed for the International Relations & Pacific Studies Library collection and the Melanesian Collection, while scanning continues for the East Asian Collection and the Scripps Institution of Oceanography collection.
- Arts Libraries Remodel - The renovation continues on schedule. When completed, it will consolidate the Music, Film & Video Library with Film & Video Reserves and the Art & Architecture Library into a single service (reference/information/reserves) desk shared with the Current Periodicals, Newspapers & Magazines unit, consolidate collections, and install new technology to support the delivery of new media to users.
- New Technologies -
  Video Signage - UC San Diego will be installing four video signs: two within the Geisel Library building and one apiece at the CLICS and Biomedical Libraries.
  Infrastructure upgrades - From November 2008 through February 2009, the data and telephone network within the Geisel Library building was redesigned and redeployed. Cat6 networking cable was pulled to every staff machine and network switching equipment was replaced, moving the building from a 100Mb network to 1Gb.The 1Gb backbone connection was upgraded to 10Gb and there will soon be a 10Gb end-to-end backbone connection to the Biomedical Library. The redesign also included a complete refresh of the wireless infrastructure. The building was completely remapped for WiFi coverage, and new 802.11n wireless access points were installed throughout, allowing for encrypted communications and making the WiFi much safer for sensitive staff work.
- Circulation Policies -
  Popular Reading Collection - The loan rules for the Popular Reading collections held at the CLICS, Biomedical, Medical Center, and Scripps Institution of Oceanography Libraries were standardized to provide a consistent user experience with these materials.
  Elimination of Overdue Fines - In July 2008, the Library eliminated overdue fines for library materials excluding Reserves and recalled items. Patron records/privileges are now blocked/suspended upon the sending/printing of a

second overdue notice. The blocking of the record prompts more users to contact the library and avoid billing charges.

- Name Tags - Access Services staff and students at the Social Sciences & Humanities Library are issued magnetic backed name tags – first name only – as a method of enhancing the level of communication between staff and library users. Staff are asked to wear the name tag at all times while working since they may be called to provide assistance at any time during their shift.
- Statistical Sampling - In July 2008, the Social Sciences & Humanities Library implemented statistical sampling for the collection of transaction statistics rather than full counts. Thirty-six sampling days were selected randomly throughout the year for data collection. On "Sampling Day," a statistics sampling tally sheet is placed at each terminal and at each telephone within the department. The tally sheet acts as a visual reminder throughout the day that statistics should be gathered, while the uniqueness of the day helps to make the recording of questions a break in daily routine rather than a disagreeable aspect of it.

UCSF:

- Summer 2008: Circulation Unit started using pagers for items with holds. This system had dramatically decreased user/staff frustrations, ensuring that users are timely notified of holds at public service desks.
- August 2008: the library launched its new Collaborative Learning Environment (powered by Moodle) to replace WebCT. We hope to integrate eReserves into the CLE over the next year or so.
- October,2008: Chancellor J. Michael Bishop, MD, who has led the University of California, San Francisco for the past 10 years, announced plans to step down from his post, effective June 30, 2009. The campus is undergoing search process at this time.
- October 2008: Construction began for Teaching & Learning Center on 2nd floor of the library. Major collection move happened in October, 2008. However, construction halted in December, 2008 due to budget crisis.
- January 2009: The Library officially migrated from Corporate Time to Exchange Calendar on January 1, 2009. We are in the process of completing the migration from UNIX Sendmail to Microsoft Exchange Mail with a planned completion no later than August 2009 for all Library staff. Campus OAAIS (Office of Academic and Administrative Information Systems) migrated from Microsoft Exchange Server 2003 to Exchange Server 2007 on 3/19/2009.
- February 2009: UCSF Library new website (using Drupal) launched.
- February 2009: Interlibrary Loan Unit and Information Desk are now under the Manager of Public Services.
- March 2009: The library did a soft launch of the cross-database (federated) search. It allows users to search across multiple databases. It will be publicized more in April, 2009.

UCSB:

- Staffing –
  Cuts in Circulation - Out of 12 positions in the last 2 years, we have eliminated 3. 2 are half time, and 1 is full time. Student staffing has been cut back dramatically for spring quarter. No more shelf reading. Adjustments have been made to night & weekend schedule to better reflect departmental needs.
  Cuts in Stacks Services – Had changed 4 - 50% positions to 2 - 75% & 1 - 50%. Ended up dropping 1 - 75% to 50%, net loss of 25%. But also changed an LAII to LAIII in charge of copiers.
  Cuts in ILL – Librarian position not filled when Gary Johnson became head of Access Services, plus one full time staff position remains unfilled.
- Building – believe it or not, we're in discussions about an addition and renovation of old building. A committee was formed in November; we were told that the Governor wants it in the stimulus package. We met twice a week so that we would be prepared to go as soon as we got the word. Were told that it would not have to go to voters, the legislature would be approving or denying it. It has changed in size and scope almost weekly. Now I am just holding out to get rid of the "angry orange" counter top and floor at Circulation. We are also trying to find more study space for students. In preparation for renovation, departments are being compressed/combined, space is at a premium.
- We have been unable to migrate to the new version of computer software (Aleph) because of server problems.
- We have been working on booking online for Reserves, also claims returned as a functioning part of the ILS system.
- There is a committee working on a re-design of our library webpage.
- We have relaxed our Food & Drink policy. It is now, "light refreshments & covered drinks."
- Just hired a new AUL to coordinate outreach. We now offer free coffee during midterms and finals, free massages once a week, students only. We had a game night at the beginning of Fall and Winter quarters.
- We are in our third year of the "UCSB Reads" program. We are reading Ethics for a New Millenium, by the Dalai Lama. We have had ethics discussions in the library and the program will culminate with a visit from the Dalai Lama in April. We gave out 2000 free copies of the book to UCSB students.

UCSC:

- The renovations to our main library, McHenry, are well underway. We moved into the new addition in March 2008 and anticipate that the full building will be open in July 2010.
- We have a new AUL for Public Services, Elizabeth Cowell, who joined the library in July 2008.
- In January 2009 we began installed our first self-check out machine. Patron response has been generally positive and we anticipate adding more in the completed renovation.

- Because of budget concerns, we ended our Document Delivery Service as of March 21, 2009.
- Our library website is currently being redesigned and will migrate to a new platform, Drupal, as of Summer 2009.
- We have relaxed our food & drink policy to allow from liquids in covered containers and small snacks. So far we have not noticed any significant spills or food debris.
- In light of staff shortages and the budget forecast, planning for changes to the library's organizational structure are underway. The new structure will likely be in place as of July 2009.

4. **CAG Report (including Melvyl Update) – Andy Panado (UCSF)**
   - Review of 2008 Goals and Objectives:
     - Emergency Preparedness Symposium - Sarah Troy (UCSC) gave an update on the proposals to create a UC-wide listserv and hold a symposium on emergency preparedness. The proposals have gone between RSC and SOPAG and the listerv has been approved. Sarah Troy and Gary Johnson will be working on it.
     - CAG and IAG might work together in order to provide service continuity and due to limited staffing and budget cuts. Marlayna Christensen suggested that we have service continuity as a goal for next year.
     - Tricor – CDL is paying for everything. UCOP wants to set a limit of one stop per campus. SOPAG and/or UL's are still discussing it.
     - Newest version of VDX will be up next year.
     - UCM will be creating and hosting a new Circ Heads website, which will include a historical background on Circ Heads, etc. A web committee was established (Valerie Rom-Hawkins, John Bareford & Sahra Missaghieh Klawitter) to give feedback on content and style. Marlayna Christensen will check with SOPAG and CDL for approval. Deadline for website is end of August 2009.
   - 2009 Goals and Objectives:
     - Theme and future presentations should focus on service continuity.
     - Sharing resources – UCSB suggested we investigate the purchase of a DVD repair machine which can be shared by all UC's. UCM is in the process of purchasing a machine and will check with Eric Scott (UCM) for approval on multi-UC use. If implemented, we will have to track how much cost and time is involved.
   - Next CAG and Circ Heads meeting will be on March 24-25, 2010 at UC Riverside. Jason Schultz (UCSD) is Chair Elect. Agreed that teleconferencing would be ideal due to budget situation.
   - Report on Next Generation Melvyl – Amy Kautzman (UCD) gave a presentation.
     - The Bibliographic Task Force report was completed in 2005.
     - Why choose WorldCat Local? Can search beyond local libraries; resources and search screens available in different languages; different citing formats.

- NGM Pilot began in May 2008 and continued through December 2008.
- By Fall 2009, a more fully developed request system will be in place.
- Old Melvyl won't go away until NGM meets all of our needs.

5. **Merging Public Service Desks Presentation** – Sarah Troy (UCSC) & Nicole Lawson (UCSC)

6. **Scheduling Software, Comparisons and Options Presentation** - Claudia Jimenez (UCSB) & Peter Soriano (UCB)

7. **Building Use Policies Presentation** – Brenton Patrick (UCM), Jason Schulz (UCSD) & Sahra Missaghieh Klawitter (UCR)

8. **Self Service Options Presentation** – Andy Panado (UCSF)

9. **Budget Cuts Discussion:**

   UCB:
   - 10% reduction at Library from campus (cuts will be primarily on operations)
   - 25% cut in GA (7-9% cuts last year)
   - Contract employees not renewed
   - Considering reducing hours, including closing during intersessions, saturdays
   - Will be cutting many phone lines and consolidating others, or moving to Skype
   - Individual departments end bottled water deliveries
   - 47% cut to travel + admin budgets
   - 20% cut to Staff Development Committee / professional funds
   - Has a great development officer who has raised funds for Bancroft Library.

   UCD:
   - Cuts are from whole library, so may reallocate staff from other units to fill positions.
   - Defining core functions in each unit (i.e. is a search a core function?)
   - May cut supplemental billing.
   - May increase FOL price and ILL rates to non-UC's.
   - PSE Library – 35% cut in student G.A. with more cuts to come next year.
     - Stopped binding anything owned electronically.
     - Looking at shorter hours.
     - 7% cut in operations.
     - Reviewing service contracts for machines – worth it to keep them?
     - Reviewing supplies budget – where to cut?
     - Limiting printing
     - Reconsidering cutting book budget

- Shut down NAMS (Ethernet ports) since library is wireless; maybe check out wireless cards at the desk instead.

UCI:
- Considering shorter hours on weekends.

UCLA:
- May close a branch library.
- May sell reusable bags with library logo to hold books.
- Have development officers who bring in money for the libraries.

UCM:
- Providing only supplemental Course Reserves; provide links to professors' websites; no Reserves staff.

UCR:
- All campus Divisions presented their budgets to a campus budget committee. The Chancellor has said he will not be doing a straight cut across divisions, but one that will protect our campus mission. It looks like we are not going to have any more cuts this year, but we will see what happens next year. The budget information is meant for next fiscal year decisions.
- Reduced student budget – reorganized departments; cross-trained students.
- Reduced Library Service Monitor (security) hours – reduced hours during the day and in later at night.
- Book collection budget cut – no ordering of new materials for the collection, with the exception of limited books for Reserves.
- Discontinued binding materials.
- Reduced supply budget – sharing supplies between departments; ordering on a case by case basis.
- Eliminated patron handouts – laminated floor maps for patrons; using online resources to direct patrons; printing on demand only.
- Consolidated phone lines.
- Proposal to cut Science Library Reference hours – close 2 hrs. earlier in evenings at 6pm, change Sat. hours from 1pm-5pm to 10am – 1pm and eliminate Sunday 1pm – 5pm hours.

UCSF:
- Reviewing closing hours; mostly off-campus patrons at night, so may close 8pm-12am.
- Book donor program – will add a book plate to a book if money is donated.

UCSB:
- May need to allow lines to form at service desks.
- Cutting back on shelf-reading.

UCSC:
- Closing at 5pm on Fridays (previously 8pm)
- Closed Spring Break weekend.

Topics for 2010 Meeting:
- Patron problem behaviors – intervention/managing techniques; reporting to authorities (UCR, invited speaker)
- Department/Unit cross-training 6 (Marianne Hawkins & UCD staff)
- Student rewards/acknowledgement 6 (Valerie Rom-Hawkins, Lars Cederquist, Felicia Bryan)
- Patron privacy issues/policies 5 (Nicole Lawson & John Bareford)
- Results of Budget Cuts (Round Robin)

Other Potential Topics:
- Repurposing of space 2
- Reserves in the digital age 3
- Techniques/tips for interviewing job applicants 3
- Using Digital signage for advertising/displays 2
- Library fund raising 0
- How can Access Services contribute to the mission of collection development 3

*A request was made to provide teleconferencing (if possible) at the 2010 Circ Heads meeting at UC Riverside so that those with limited travel budgets may still participate.

Submitted by: Sahra Missaghieh Klawitter (UCR)