TO: Keri Botello, LAUC President (kbotello@ucla.edu)

FROM: Lynn Jones, LAUC Systemwide representative to HOPS

DATE: June 4, 2013

SUBJECT: 2012-2013 Report on Heads of Public Services (HOPS)

Charge:

- Identifies and analyzes public services innovations, strategies and trends that require action for planning, problem-solving and resolution.
- Advises SOPAG and the University Librarians on public services policies and issues and recommends appointees to SOPAG functional groups.
- Identifies and implements system-wide public services programs to increase efficiencies, stretch our resources and leverage the power of the ten campuses.
- Identifies and shares information on best practices in public services in the UC libraries, toward the goal of building on successful efforts.
- Identifies and addresses educational needs of public services staff across the UC libraries.

During the period between July 2012 and June 2013, HOPS held ten conference calls and one face-to-face meeting. Approved minutes are posted to http://libraries.universityofcalifornia.edu/hops/meetings.

Group changes: In July 2012 Amy Kautzman (D) began her term as chair of HOPS.

HOPS provides a valuable forum for discussion of the public service implications of developments that affect all campuses.

The following topics resulted in HOPS action during this year:

1. **Online instruction**

   a. HOPS charged a task group to assess the role of the libraries in online instruction. The Report of the Online Library Instruction Group was accepted [here], and included the following points
      i. Interest in building an online community so UC librarians can learn more from one another, build trust. A Facebook group has been initiated to facilitate this
      ii. There are opportunities to develop best practice in supporting online learning. For example, online education program including MOOCs will affect many public services, such as privileges, proxy, instruction, reference, circulation/reserves, interlibrary services, and liaisons/outreach. The TF showed support for professional development for instruction librarians in this area. There were questions on how to do this remotely.

   b. Creative Commons licensing for UC Library learning objects-
   HOPS charged a task group to recommend the level of CC license appropriate for online UC Library learning objects. Their report is here. The CC-BY license was recommended as the best overall license, with other levels to be used as appropriate to the campus and the learning object.

2. **Ask A UC Librarian Digital Reference**

   As a program whose Common Interest Group reports to HOPS, policies and improvements to our digital reference consortium remain central to HOPS discussions. This year, HOPS

a. Tasked a group to recommend a central funding mechanism to support the infrastructure for the service. (report [here](#))
b. Approved funds to supplement our contract with OCLC to pay for 24/7 backup coverage for the QP qwidget interface.
c. Approved a proposal to add links to Ask A UC Librarian in the Proquest and EBSCO databases.
d. Approved guidelines regarding sharing licensed Tier 1 content with UC patrons through QuestionPoint.

3. **Melvyl**

   a. HOPS endorsed the recommendation of the task group assessing Melvyl enhancements, Central Index and View Now, with the added comment as soon as the Melvyl Operations Team has examined and resolved the issues regarding View Now and the Government Documents, that View Now be turned on for Government Documents electronic links in Melvyl.
   b. HOPS continued to Shared Print in Place (SPiP) and coding records for monographic series for discovery in Melvyl.

4. **Services for users with print disabilities**

   The lawsuit brought against Berkeley's library by Disability Rights Advocates (DRA), a student group, prompted discussion among HOPS regarding their own libraries' services to this group. Subsequently, HathiTrust agreed to make copyright-protected works in their corpus available to print disabled users. HOPS has begun research into the most efficient mechanisms to make this possible.

5. **ILL**

   HOPS spent several meetings in discussion of changing current ILL and circulation practices: lending rules, using more duplicates/surrogates, and generally questioning what we do so that it better meets the needs of our patrons. Responded to the report on ILL and reviewed the performance of the new ILL courier system

HOPS considered changes and contributed to systemwide discussions and assessment of initiatives in other aspects of managing the UC Libraries, including in the near and longer term, that will affect public service librarians and the provision of public services.

1. HOPS discussed the possibility of developing a (light weight) Next General Public Services platform that will allow the UC Libraries to build public services that support teaching, learning and research from a UC-wide perspective.

2. There was discussion of how to support, share, and re-skill librarians as they move into the 21st century multi-campus model. Potentially partner with NGTS POT 7, especially in regards to training for new skills and management of shared services such as Multi-Campus Subject selection.

3. HOPS contributed its thoughts and concerns relative to the new UC Libraries advisory and consultative structure, the UC Open Access policy development, prioritizing resources and content to be Shibbolized, Mass-digitization of University resources, and UC participation in WEST (http://www.cdlib.org/west), the Western Regional Storage Trust