

To: HOPS  
From: Lynn Jones and Cynthia Johnson for Digital Reference CIG  
Re: Campus Staffing and Evening Service for Digital Reference  
Date: October 26, 2009

**Recommendations:**

- Provide 50 hours of coverage per week (Sundays 5pm-9pm; Mondays through Thursdays 11am-9pm; Fridays 11am-5pm).

Assuming a minimum of double-staffing for all of these hours, this is a total of 100 staff hours. It also restores our Spring 2009 evening schedule of Sunday through Thursday. Thursday nights were dropped because of a lack of staff during the current quarter.

- Share evening hours (Sundays-Thursdays, 5pm-9pm) among more campuses, employing the multi-campus staffing model if necessary.
- Each campus, excepting UCSF, will staff a minimum of four hours each week (two 1-hour shifts, double-staffed). This accounts for 36 hours of the 100 service hours we are committed to providing. The remaining 64 hours will be distributed across the campuses, based on volume of use and campus enrollment.
- Begin this staffing model in January 2010.

**Discussion:**

With each campus staffing four hours, then adding in hours based on Enrollment from Fall 2008 and use of QuestionPoint from February 2009-June 2009, the new distribution of hours would be:

Campus	<b>Suggested new staff hours, double-staffing (begin January 2010)</b>
Berkeley	<b>13</b>
Davis	<b>9</b>
Irvine	<b>14</b>
Los Angeles	<b>12</b>
Merced	<b>5</b>
Riverside	<b>12</b>
San Diego	<b>13</b>
San Francisco	<b>Exempt</b>
Santa Barbara	<b>11</b>
Santa Cruz	<b>11</b>
Totals	<b>100</b>

## **Evenings:**

The campuses with the highest use of the service in the evenings are:

- Irvine, Riverside, San Diego and Santa Cruz (16%-18%)
- Berkeley and Santa Barbara (11%)
- Los Angeles (9%)

For the nights we staffed in Spring 2009 (Sundays-Thursdays), no evenings showed significantly higher or lower use. Because of this, we believe that we should return to staffing these five evenings.

The campuses that have provided evening service for the past three years are UCI, UCLA, UCR, and UCSB. UCLA had been staffing two evenings since the UC digital reference consortium started, but needed to scale back to one evening due to staffing constraints Fall 2009, reducing our evening coverage to Sundays through Wednesdays. We recommend returning to Sundays-Thursdays, 5pm-9pm coverage, since our patrons' use of the service remains steady for all of these evening shifts. We recommend distributing the evening hours among more campuses.

For statistics about staffing and use see the DigRef wiki  
<http://ucdigref.pbworks.com/Staffing-brainstorming-ideas-and-information>