



Interlibrary Loan CKG

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UC CKG Webinar

Presented by:

Judea D'Arnaud, Head of ILL, UCSD

Tara Gooden, Head of ILL, UCSC

Jennifer Lee, Head of ILL, UCLA



ILL CKG Charter

- Summarized description and primary focus of group: “...The Interlibrary Lending Common Knowledge Group is a standing group of experts and pioneers in the area of interlibrary lending services. The Interlibrary Lending CKG focuses on systems/technology, support, recommended policies, and best practices for interlibrary loan between the UC libraries as well as UC's interlibrary lending and borrowing partners.”
- Charter updated in 2017; document [available](#) in wiki



Membership

Our membership currently consists of 26 Resource Sharing staff members from all 10 UC campuses, the two RLFs, CDL, and guest appearances from Stanford; monthly meeting held via ZOOM



ILL CKG Wiki & Google Drive

- **ILL CKG wiki page**
 - Current roster
 - Charter document
 - Unit contact information & campus policies
 - Small link library consisting of sites and topics relevant to resource sharing
- **Shared Google Drive**
 - Meeting minutes (also linked from wiki)
 - Project folders
 - ILL manual
- **Active listserve with regular discussion**

Accomplishments & Work Completed



- **ILL Manual**
 - Last update was in 1987
 - Includes standard policies and procedures
 - Recommended set of best practices
- **Recharge/Billing Committee**
 - Last update was in the 1990s
 - All ten campuses are following the new updates
 - Streamlined procedures, simplified communication, and consistent timeline

Accomplishments & Work Completed



- **Future of UC Resource Sharing**
 - Several CKG members served on the Phase 1 (RFI) and Phase 2 (RFP) committees
 - Charge was to find a suitable replacement product for VDX
- **Shared Courier Service Team**
 - Two person team
 - Responsible for troubleshooting courier issues and handling escalations
- **Subcommittees form regularly throughout the year**

Future Projects: 2017-18

- **Systemwide ILL survey**
 - Survey is done every three years
 - Goal is to improve our services through feedback submitted
 - Previous surveys have resulted in improvements to our services
- **Preparation for the next ILL management system**
 - Current ILL system, VDX, is sunsetting in the near future
 - Viable consortial replacement system was not found during RFP process
 - Identifying critical functionality requirements is part of the next step
- **Local campus ILS migration coordination with CDL**
 - Several campuses are in various stages of transition to a new ILS
 - Resource sharing customizations are needed; each campus will work with CDL to ensure full functionality

Future Projects: 2017-18

- **Northern and Southern UC ILL Conference Outcomes**
 - Marketing and Outreach plans
 - Other brainstormed ideas include Melvyl interface issues and ebooks and ILL
- **Sharing innovations**
 - Student scheduling software
 - Consortial group recommendations
- **Shared courier service team**
 - Troubleshooting statewide courier issues
 - Investigating various courier options

Thank you!

Judea D'Arnaud, UCSD
jdarnaud@ucsd.edu

Tara Gooden, UCSC
tgooden@ucsc.edu

Jennifer Lee, UCLA
jcl@library.ucla.edu

ILL CKG wiki:

<https://wiki.library.ucsf.edu/display/UCLCKG/Interlibrary+Services+CKG>

