

**University of California Interlibrary Loan Advisory Group (IAG)  
To the Resource Sharing Committee (RSC)  
Conference Call, January 22, 2004**

Present: Charlotte Rubens, UCB (IAG/RSC Liaison); Christine Dechoretz, UCD; Pam La Zarr, UCI (recorder); Linda Michelle Weinberger, UCI (recorder); Bob Freel, UCLA (Chair); Ann Harlow, UCR; Barbara Slater, UCSD; Gary Johnson, UCSB; Kerry Scott, UCSC; Jennifer Walker, UCSC; Colleen Carlton, SRLF; Jutta Wiemhoff, NRLF; Rose Harrington, Stanford.

Absent: Terri Mason, UCSF.

**AGENDA:**

- 1. Approval of October 23, 2003 Minutes.**
- 2. VDX Update.**
- 3. Time Limits for Handling Requests in VDX.**
- 4. Developing Standards and Best Practices for Scanning.**
- 5. UCSD Gather Input for Planning Southern UC ILL Meeting.**
- 6. Changes in Billing for Book Replacement.**
- 7. Removing the Block for Requests that are in the A & I Databases.**

**1. Approval of October 23, 2003 Minutes.**

Minor changes were made to the minutes. Bob Freel will edit and post on the IAG website.

**2. VDX Update.**

UCLA, UCSB, SRLF:

- Version 2.6 is working in test mode.
- Printing barcodes is not working.
- Passing requests to OCLC via the OCLC bibliographic number is not working yet.
- Once OCLC problem is fixed, we're moving forward.

UCR:

- Will come up on Feb 1, provided configuration is up.

UCSD:

- 1 day live test will be on Feb 15, 2004.
- Goal is to come up on March 1.

UCB, NRLF:

- Lending came up in November 2003.

- Borrowing training at UCB will take place on January 27.

UCD:

-Considering going up on February 1.

UCSC:

-Lending will go up in mid-February.

-Borrowing will depend on how their patron interface can be incorporated into the VDX environment before going live.

### **3. Time Limits for Handling Requests in VDX.**

Charlotte Rubens' e-mail to the RSC/IAG list served as the basis for discussion regarding the length of time to answer requests in VDX. UCB ILL staff retrieves materials from many different libraries, sometimes requiring more than 4 working days to answer the requests. 94% of UCB ILL requests are answered within 4 days, but the remainder needs extra time or conditional messages to avoid having the request pass along to the next lender. C. Rubens assured the group that all requests that cannot be supplied are answered "NO" as quickly as possible.

Following is a post-discussion summary of UC campus responses to UCB's request for a 6 day expiration requirement in the VDX rota. The second response indicates opinions about extending the 6 day expiration requirement to all UC campuses.

UCLA:

Yes, Berkeley should have the 6 day expiration requirement in VDX.

No, this should not be extended to all UC's.

UCSD:

Yes

No

UCR:

Yes

No

UCD:

Yes

No

UCSC:

No

No

UCB:

Yes

No

NRLF:

Yes

Yes

UCSB:

Yes

No

SRLF:

Yes

No

UCI:

Yes

No

B. Freel will verify that VDX does not count holiday and weekends.

In summary, IAG continues to recommend a target time of 48 hours turnaround time to answer all ILL requests.

IAG agreed we would recommend that only UCB should have the 6 day expiration requirement in VDX.

#### **4. Developing Standards and Best Practices for Scanning.**

Scanned documents are often received with black bands around the page, and pages are reversed (one upside down, one right side up). Because files are locked they cannot be edited. This is especially problematic when the article is needed for a reserve unit.

IAG members are in agreement that developing standards, best practices, and guidelines for scanning is highly desirable. Barbara Slater and Chris Dechoretz volunteered to draft operational standards and best practices for scanning. The draft will be shared at the Southern UC ILL annual meeting and the next IAG conference call.

#### **5. UCSD Gather Input for Planning Southern UC ILL Meeting.**

B. Slater reiterated the invitation Laura Chipps extended to the UC's for the annual Southern UC ILL meeting. Northern UC representatives would be welcome to attend. Meeting dates had been narrowed down to either April 8 or April 13, 2004. It has since been determined that this meeting will be held at UCSD on Tuesday, April 13, 2004.

Potential agenda items may include:

- VDX implementation: Share implementation experiences and specialized campus modifications. Appoint a campus group leader prior to the meeting to head individual campus updates.
- Future VDX enhancements.
- Scanning Standards Draft.
- Web delivery statistics. What are the next steps?
- Web Delivery Troubleshooting Guide. Feedback and suggestions for additional problem resolution guidelines.

Please e-mail any additional agenda items to UCSD.

## **6. Changes in Billing for Book Replacement.**

At the North American Fretwell Downing User's Group (NAFDUG) meeting at ALA Midwinter, an Ohio consortium Moving Ohio Resources Everywhere (MORE) discussed their "Principles of Cooperation." One of those principles stated "the lending library will absorb the cost of any lost or damaged materials."

Preliminary discussion of this concept prompted a lively exchange among IAG representatives. Some concerns identified the amount of time spent billing, recharging and canceling book replacement charges among UC schools. Everyone identified that reducing the amount of time spent on billing would be desirable. There were differences of opinion on the best way to retrieve books from users before bills need to be issued. Perhaps part of the problem is that billing procedures are determined by administrative policies and protocols. They vary widely at each campus, inhibiting our ability to formulate a consistent ILL book replacement policy.

There was a consensus, however, that ILL users should not be "let off the hook." ILL staff will continue to actively pursue overdue and recalled items. Campuses will continue to be responsible for what they borrow.

B. Freel, C. Dechoretz, L. Chipps, and P. La Zarr volunteered to investigate costs and benefits for one UC ILL unit to bill another UC ILL unit and gather more data for discussion. Additionally this group will conduct a literature search and devise a billing survey. This may ultimately be formulated into a recommendation for consideration by RSC.

## **7. Removing the Block for Requests that are in the A & I Databases.**

Sometimes the on-line material really isn't behind the UC- eLink citation. Clarification was asked about determining exactly where this occurs and whether the UC-eLinks blocking message should be removed. IAG has supported removing the block for the A & I databases. This gives patrons the option of requesting the item through Interlibrary Loan.

Next IAG conference call is Thursday, April 15, 2004.  
Minutes will be recorded by UCLA.