University of California Interlibrary Loan Advisory Group (IAG)
To the Resource Sharing Committee (RSC)
Conference Call, May 4, 2006

Present: Charlotte Rubens, UCB; Mary Heath, CDL; Jason Newborn, UCD; Pam La Zarr, UCI (Recorder); Linda Michelle Weinberger, UCI (Recorder); Bob Freel, UCLA; Denice Sawatzky, UCM (Chair); Janet Moores for Ann Harlow, UCR; Eric Forte, RSC Liaison; Kymberly Goodson, UCSD; Keir Reavie, UCSF; Gary Johnson, UCSB; Jennifer Walker, UCSC; Jon Edmondson, SRLF; Patricia Rose Harrington, Stanford.

Absent: Jutta Wiemhoff, NRLF.

AGENDA

1. **Approval of February 2, 2006 minutes**
2. **Reports from RSC, VDX update, and CCC update**
3. **Old Business**
4. **Updates on Action Items from the Feb. 2 meeting**
    a. **CSU Lending and Borrowing transactions – Gary/Charlotte**
    b. **UC Intercampus ILL code – Jon**
    c. **UC ILL copy/scanning limits – Kymberly**
    d. **VDX Task Force exploring media and special collections filled rates – Charlotte/Eric**
5. **VDX Record Retention**
6. **Best Practices – Jenn/Denice**
7. **New Business**
    a. **Proposal to IAG – Web Delivery Option – Kymberly**
    b. **"Background for Resource Sharing" – Charlotte**
    c. **Peer-to-peer ILL with Stanford in VDX – Charlotte/Rose**
8. **Campus updates**

1. **Minutes of the February 2, 2006 conference call were approved.**

2. **Reports from RSC, VDX update, and CCC update**

    - Gail Nichols will no longer be the RSC Chair; she will retire effective June 30, 2006. The new Chair and IAG Liaison is Eric Forte, UCSB.

    - Mary Heath provided the VDX update. CDL has had a hiatus on programming changes for VDX due to a delay in bringing back the staging instance. Now they are moving forward with patches and PIR changes.

    There will be 2-day workshops in the North and South on various VDX configuration topics and questions. The workshop in the North will be held in Oakland on May 8-9. The workshop in the South will be at UCI on May 11-12. On the Wednesday between the workshops, Gary Johnson, UCSB, and Debbie Cox, UCSD, will meet at

UCLA-YRL for a site visit. The focus will be a workflow evaluation to determine where improvements can be made in ILL operations.

CDL hopes to have the VDX 3.0 stage/test instance in July and production in August. The ZPortal will hopefully be available for testing by the end of May. Each campus will link to it as they wish. The VDX Implementation Team will test the new features.

- Pam La Zarr reported that all participating UC's have now been finalized into CCC's TRS Volume Purchase Program for Consortia. This consortia discount reduces the processing fee per granted transaction from $3. to $1. UCI was able to successfully submit the 2004 CCC report electronically; the TRS volume discount displayed on the preliminary invoice. CCC brought up a new computer system in April. The Log In screen has changed considerably; it now asks for an e-mail address and password. If your e-mail and password do not work, please contact Barbara Clark at CCC. After UCI's information was corrected, CCC technical support was able to allow entry into the Web site in less than an hour.

Action: Continue to direct account and contact updates and questions to Pam.

3. Old Business

Bob Freel led a discussion on the Draft Guidelines for Shared Access to Special Collections Materials. The general consensus was the Guidelines are workable but rather long. Most campuses are no longer using the form developed for the pilot project.

It was proposed that we revise Part E in the UC Manual of Policies and Procedures, eliminating **Part E2a –Special Collections Request Project** and **Part E2b – Form for Special Collections Project using "Request."**

Each campus needs to review **III. Guidelines**, evaluating how local operations would be impacted. There are different procedures for **c. Request System** for the individual campuses. Mary reminded the group that, depending on campus protocol, Requests may go directly to potential lenders or may go into the VDX Idle queue. Most Special Collections Requests go to the Idle queue because there are some locations that will absolutely not lend. CDL understands how PIR determines the campus protocols, but often in the final analysis, the ILL staff makes the determination how Requests are handled.

In summary, all campuses will look at the **Guidelines** and look at the Request System separately.

Action: Send any comments to Bob by Friday, May 12, 2006.

4.a. CSU Lending and Borrowing transactions – Gary/Charlotte

The spreadsheet for the CSU Lending and Borrowing transactions has been distributed.

Action: Each campus will check their figures for accuracy. Report any discrepancies to Gary by Friday, May 12, 2006.
Action: Denice will forward the document spreadsheets to RSC.

4.b. UC Intercampus ILL code – Jon

The CAG/IAG Draft Policy Change to the UC ILL Code has been distributed. CAG and IAG recommend that RSC change the ILL Lending Code to allow all RLF circulating material needed by course reserves either be:

1) scanned or photocopied. Up to 50 pages will be provided by the RLF.
2) if a copy of the material will not suffice and the condition of the item is satisfactory, the material may be loaned for course reserves. Material loaned for course reserves is not normally recallable.

Action: Recommendation forwarded to Eric Forte, RSC.

4.c. UC ILL copy/scanning limits – Kymberly

Draft revisions to the UC ILL Code have been distributed. After extensive discussion, the following revisions have been proposed:

1) **V. Responsibilities of Supplying Libraries – H. Provision of Copies:**

   Copies will be delivered electronically whenever possible. Copies may also be delivered by courier (not USPS). Copies may be limited to 50 pages (not 30) but these limits may be exceeded at the discretion of the supplying library.

2) **Part C. Guidelines for FAX:**
   I. EQUIPMENT LIMITATIONS
   A language change from "Ariel" to "electronic delivery" was endorsed.
   The Group 3 fax machines language was removed.
   Whenever possible, electronic delivery is preferred over fax delivery.
   Because of the time involved in faxing lengthy articles, requests may be limited to 20 pages (exposures) or less. Articles more than 20 pages may be sent electronically or by courier.

3) **Part D. Guidelines for Electronic Delivery**
   II. GUIDELINES FOR ROUTINE TRANSACTIONS
   The common UC-wide goal is to supply articles directly to patrons electronically whenever possible.
   A. Lending libraries will:
       1) Fill requests via electronic delivery (not "Ariel").
       2) Include the borrowing library's request form or same information in the electronic transmission.
       3) Agree to use Fax as an alternative during electronic delivery equipment failures.
       4) Agree to provide turnaround time of two working days.
       5) Fill all documents via electronic delivery up to 50 pages (not 30) or longer at the lender's discretion, with the goal of supplying articles directly to patrons electronically whenever possible.
       6) Use other expedited services when electronic delivery or Fax is inappropriate.

Action: Kymberly will make the agreed-upon changes and distribute to IAG.
Action: Denice will forward our proposed revisions to RSC.

4.d. VDX Task Force exploring media and special collections filled rates – Charlotte/Eric

A subgroup composed of Gary Johnson, Jennifer Lee, and Mary Heath will be looking at these issues as a summer project. RSC is interested in the types of media and special collections being requested. Mary has suggested that media types be looked at separately in VDX to use that information in a statistical manner.

Action: Eric and Charlotte will do some background work on these issues.
Action: The subgroup will continue to investigate media and special collections filled rates as captured in VDX.

5. VDX Record Retention

VDX Record Retention discussion centered around a document distributed by Charlotte Rubens and Gary Johnson. Key elements include:
1) VDX Records Retention Background and Recommendation
2) CDL-VDX Data Fields

After discussion it was agreed we would recommend:
- Export all inactive records three months after being completed from the lender's perspective (checked-in at the lending library).
- Exported data elements will be the same for each campus.
- "Anonymize" all patron information, including eliminating patron e-mail addresses in the "notes" fields for both borrowing and lending.
- Develop a process and establish a schedule for regularly purging VDX User Accounts that have been inactive for six months or more.
    (VDX automatically creates a new user account when an inactive patron or new patron submits a Request through Melvyl.)

Action: VDX may not track date of last request. Mary will investigate.
Action: Gary will draft wording for IAG, including elaboration of the definition of an inactive User account.
Action: Denice will forward the document and two supporting spreadsheets to RSC.

6. Best Practices – Jenn/Denice

Per the February 2006 conference call, Jennifer and Denice have agreed to continue working on Best Practices. Their suggestions for next steps are:

- Document tangible ideas to create a list of what is important to us for decision making.
- Update local campus Contacts list. Check local campus policies on the IAG Web site.
- Feature a Best Practices of the month/quarter/year. These might include local procedures that work well for our campus.
- Formulate a shared UC ILL Mission Statement, including our commitment for efficient delivery of materials and cost efficiency.

Action: Jennifer will document the Best Practices suggestions and e-mail them to IAG.

7. New Business

7.a. Proposal to IAG – Web Delivery Option – Kymberly

Comments have been made by UCSD patrons showing confusion about the "preferred method of delivery" line in the CDL Request form. Some confusion may result because the patron's initial selection does not match the material actually received.

At present, the "Preferred method of delivery" line offers a choice between Web delivery and a Paper copy. IAG discussion ranged from eliminating the Paper copy choice completely to continuing to allow patrons to choose the service method.

Sherry Willhite/CDL is currently working on a re-design of the Request form so that choices relevant to the patron's campus will appear. For example, the box asking for the PIN will show only on those campuses which require a PIN to place Requests.

Action: IAG members may e-mail additional responses, but the IAG recommendation is to move forward and eliminate the "Preferred method of delivery" line from the Request form.

7.b. "Background for Resource Sharing" – Charlotte

RSC has asked IAG to insert the document "Background for Resource Sharing" as a preamble to the UCI ILL Code. Some of the language in this document is obsolete, e.g. commercial jitney should be restated as courier.

Action: IAG agreed that this addition to the Code is useful.

7. c. Peer-to-peer ILL with Stanford in VDX – Charlotte/Rose

Stanford is very interested in becoming a peer-to-peer institution in VDX for ILL with UC. This is an opportune time to clarify and bring up-to-date Part B of the UC ILL Code describing the UC/Stanford Reciprocal Services Agreement. In addition, Charlotte indicated that UCB will be coming up in VDX borrowing this summer. Mary Heath seems to think that peer-to-peer with Stanford would not be difficult to implement. CDL will test with Stanford and UCB to work out the technical configurations made easier because there are no invoicing considerations. Other campuses may also be used for test

sites. All campuses may go peer-to-peer with Stanford when the technical considerations have been worked out.

The next RSC-IAG conference call will be Thursday, August 3, 2006, from 1:00 – 3:00 pm.

Recorders,
Pam La Zarr
Linda Michelle Weinberger