

**University of California Interlibrary Loan Advisory Group (IAG)
To the Resource Sharing Committee (RSC)
Conference Call Minutes (*Approved 7/26/07*)
Thursday, April 12, 2007 (1-3 pm)**

Present: Charlotte Rubens, UCB; Sherry Willhite, CDL; Jason Newborn, UCD; Pam La Zarr, UCI; Linda Michelle Weinberger, UCI; Bob Freel, UCLA; Denice Sawatzky, UCM; Ann Harlow, UCR; Kymberly Goodson, UCSD (Recorder); Aleta Asbury, UCSF; Gary Johnson, UCSB (Chair); Jennifer Walker, UCSC; Jon Edmondson, SRLF; Patricia Rose Harrington, Stanford; Jutta Wiemhoff, NRLF; Eric Forte (RSC)

1) Approve agenda – additions/amendments to agenda: None

2) Approve minutes from the January 25th, 2007 conference call: Approved

3) RSC Report (Eric Forte)

RSC next meets on April 19 and last met in January, along with SOPAG, at which time they discussed “lessons learned” from the UC-wide VDX implementation process. As a result of that meeting, SOPAG is aware that more robust project management is needed for future such endeavors, such as the Verde implementation. However, it is still unclear how that meeting may impact the remainder of the existing VDX implementation. Other discussion topics at RSC’s April meeting include VDX peer-to-peer activity as well as a consideration of a redesign for UC e-Links, following the recent usability testing that was performed.

4) CDL Report (Sherry)

UC-Riverside went live in early April with VDX lending (including brokering) and borrowing, and all has gone relatively well thus far.

In support of enhanced patron privacy, CDL continues the daily process of breaking links between patron and bibliographic information for requests that were completed more than 60 days ago.

CDL will be starting the record archiving process at the end of April, which it hopes will speed up the production instance of VDX, as they have seen in the test instance.

Discussion is ensuing at CDL about Z-Portal, but the upgrade to VDX 3.1x, planned for June 2007, is its next big agenda item.

5) VDX Task Force Report (Gary)

The VDX Implementation task force, which was to sunset at the end of December 2006, has been extended as a result of the January (VDX “Lessons Learned”) SOPAG meeting (mentioned above in the RSC report). The reporting structure for the task force is still unclear, however, and this decision now lies with SOPAG. One option is for the existing PIR liaisons at each campus to report directly to CDL. The task force will continue to meet monthly via conference call on the third Tuesday of the month.

The impending upgrade to VDX 3.1x will coincide with an upgrade of the database to Oracle 10. The expectation is to have this upgrade completed prior to Mary Heath’s departure from CDL at the end of June 2007.

The VDX enhancements process is upon us and will run through May 11, with voting to take place in June. Ultimately, the North American Users group will choose 10 enhancements on which OCLC PICA should focus its efforts over the next year.

6) Direct ISO with other institutions: (See attached RSC-IAG 12 April 2007 Supporting Docs) (Sherry Willhite)

In a correspondence from February 2, 2007 (reprinted below), Sherry outlined many of the issues to be considered when deciding whether to implement peer-to-peer activity with non-UC institutions. CDL strongly encourages IAG to develop a policy governing our peer-to-peer decision-making.

Hi RSC and RSC-IAG folks,

Some of our campuses are getting inquiries from other institutions about becoming ISO ILL partners with UC. Currently the only ISO partner UC has is Stanford. Before we begin to add other partners, it would be a good idea for UC to have a policy for adding ISO ILL partners. Before setting a policy, we need to surface the issues that should be considered.

Here are some of the issues that need to be considered when setting up with an ISO ILL partner to get a discussion started. I am sure there are other things that need to be considered. Once we have defined the issues, we can move forward on creating a policy.

The type of institution:

Lending only vs. lending/borrowing: BLLD and the National Archive of Canada are lending-only institutions. The set-up for lending-only institutions is pretty straightforward. The set up is more complicated if the partner is borrowing and lending.

ISO Only: Some ILL partners will only accept electronic requests via ISO.

Handling of costs:

If all campuses have the same reciprocity agreement with the other institution, such as the UC agreement with Stanford, cost is not a factor. The set-up for this type of ISO ILL partner is also relatively simple.

If there are charges, the mechanism for handing the charges needs to be reviewed. At this time VDX does not have a component that handles charges in the way OCLC IFM does.

Handling of holiday and other closures

In VDX we can set our profiles so that when a campus is closed and not processing ILL requests (such as the week UC is closed between the Christmas and New Year holidays) the request from the borrowing institution is automatically sent to the next lender and does linger at the UC campus waiting to expire. For institutions with systems that handle closures in the same way on their system, no problem.

For institutions that cannot indicate closures on their ISO ILL system, this could mean an unnecessary delay in our patrons getting their ILL items, since the item would have wait out the expiry period at the potential lender site. Adding special handling for these institutions within UC's VDX system is not a viable strategy.

So, what else should be considered before we work on a policy?

As stated above, going peer-to-peer with lending-only institutions makes sense for us and comes with little burden for us, but we would need to make sure that an institution is truly lending-only. Other considerations include the number and level of transactions generally made between UC and a particular institution. Added workload for UC campuses might be another consideration; however, some interest was expressed in accepting the additional workload to bring in the revenue and offset declining statistics. Nonetheless, a fee mechanism would need to be established to go peer-to-peer with institutions between which fees are exchanges. International shipping issues would also need to be addressed. It was stated that peer-to-peer arrangements require the participation of all UC campuses, and cannot be made to only affect a selection of campuses. It was expressed that the peer-to-peer activity recently implemented between the UCs and Stanford has been positive and that there are no fee issues involved. It was also noted that the CSUs remain interested in going peer-to-peer with the UCs.

ACTION: A practice of cautious advancement was generally agreed upon, in order to learn more and to gain experience in this arena. A small working group consisting of Bob Freel, Jason Newborn, Denice Sawatzky, and Gary Johnson was formed to draft language for a formal policy. Gary also intended to learn more from OCLC PICA about the future of any IFM-type feature that may be made available.

7) UC Net Borrowers or Net Lenders distinction for Request processing (See attached RSC-IAG 12 April 2007 Supporting Docs, page 2, UC Net Borrowers or Net Lenders distinction for Request processing) (Sherry Willhite)

This issue stemmed from a correspondence from March 1, 2007 (reprinted below) from Sherry in which she outlined the current way that net lender or net borrower status is determined, which hasn't changed since first implemented around 1999 when self-reporting was used.

The current load balancing scheme dictates that, when requested items are held at multiple locations, requests are first sent to the RLFs, then to net borrowers, and finally to net lenders. A sub-scheme within the net borrower category is also in place. Currently, and since 1999, only Davis, LA, and Berkeley hold the status of net lenders.

ACTION: Despite the likely, though possibly minor, increase in workload that may result, Davis currently wishes to be designated as a net borrower, rather than lender. The group decided to permit Davis to make this move. It further decided that the campuses would review this annually at their fall meeting when they share their Form Cs of ILL transactions.

UC Net Borrowers or Net Lenders distinction for Request processing:

The division of net borrowers and net lenders in Request has not been changed since Request started in the 1990's. The original division was based on campuses self identifying and since that time no campus has asked for a status change. No monitoring system was created to oversee these designations in Request and no plan for revisiting the original decision was created. When CDL was asked to make a change, these circumstances triggered the question to RSC-IAG. CDL does not set UC ILL policies so we can't (and shouldn't) make this decision.

8) UC Interlibrary Loan / VDX –Jasper <Java> Reports: (See attached RSC-IAG 12 April 2007 Supporting Docs, page 2 and attached “VDX Java Reports Scheme and Glossary” document) (Gary)

From VDX Task Force Minutes March 20th, 2007:

Java Reports organization, process, procedures, templates (see GJ's email 3/20/07 entitled, “VDX Java Reports Overview”): OCLC PICA has asked users to review and respond to drafts. UC staff should send to Gary examples of the kinds of reports you would like to see, and Gary will add this info into the templates. He needs the fields of interest and the type of presentation we would like to see. In this method, OCLC PICA uses Jasper reports to send data to Java reports.

Next steps: Gary will check with Ralph after he does consolidation of data due 3-27, then check back with this group. Mary asked Gary to ask OCLC PICA about the possibility of customers being able to create their own reports in this system.

Related question from UCI about patron record: Does every field get replaced when user makes Requests, e.g., the departmental data. So, if the user listed Women's Studies one time and Wom Stu the next time, would the first data be overwritten? No one was sure, Linda will do some testing.

Action: IAG members were asked to send their ideas about reports to Gary by Friday, April 20. Thus far, he has heard suggestions for reports covering CCC activity, patron borrowing request details, overdues for lending, overdues for borrowing, collection management, and duplicates.

Gary distributed the URL for the UC system-wide library statistics (<http://www.slp.ucop.edu/stats/index.html>).

9) Ariel / Infotrieve discussion (Gary)

Infotrieve's support for Ariel remains in question, as evidenced by their non-response to formal letters of concern written by the Ariel Academic Advisory Board and the Committee on Institutional Cooperation (CIC) Interlibrary Loan Directors (<http://www.cic.uiuc.edu/AboutCIC.shtml>) last December, including follow-up requests for engagement in writing and by phone. A conference call attended by Cindy Ballard, Vice-President of Infotrieve, in late January 2007, and conducted by Anne Beaubien from the University of Michigan, revealed that Infotrieve was in an evaluation period of how to go forward with Ariel. Cindy

indicated in an email written to Anne in early March 2007 that Infotrieve would continue selling the product, but gave no hint at whether the current list of problems with Ariel were being addressed.

Mindful of Infotrieve's stance and the resource sharing communities' need for an effective electronic document delivery system, the Ariel Academic Advisory Board crafted a letter outlining the functional requirements of an envisioned replacement system to be considered by the Interoperability sub-group of the Rethinking Resource Sharing Forum meeting on April 19-20, 2007. It is hoped that the Interoperability sub-group can provide further guidance, including organizations that may be willing to develop such a system, including the vendor community.

NEXT STEPS: Meanwhile, RSC-IAG should begin developing a backup plan to sustain UC DeskTopDelivery in the event of further deterioration of the Ariel delivery system, but will await the outcome from the Forum's deliberations before proceeding.

10) Z-Portal use within UC (Gary)

- Santa Barbara went live with Z-Portal, which they term call *My ILL Requests*, several months ago and has found it a positive experience and a useful and well used service.
- Merced is also using Z-Portal and reports no significant problems.
- San Diego is currently testing with selected library staff and is expecting a fall 2007 roll-out, but is currently attempting to determine the magnitude of and to address the problem of due dates in Roger (the UCSD OPAC) and Z-Portal not matching.
- Irvine plans to go live with Z-Portal on approximately May 1. Irvine will also experience the "due date problem" reported by UCSD, but plans to go back and correct the discrepancy in Z-Portal after checkout.
- LA recently went live with Z-Portal, which they also call *My ILL Requests*, and is pleased thus far. LA also experiences a due date discrepancy, but hasn't found it to be too problematic. UCLA has trained Circulation staff to correct the due date misalignment at checkout.
- San Francisco hopes to go live by the end of April.

Other campuses are encouraged to go live as well, so that a more well rounded and hearty discussion can take place.

Some additional interface changes are coming soon, but until June 2007, CDL's focus will remain on the VDX and Oracle upgrades.

11) UC ILL Springtime Meeting (Gary)

Southern meeting was on March 26th at UCI and the agenda is reprinted below. The Northern UC ILL Meeting is scheduled for June 8 at UCSF. At the Southern meeting, afternoon breakout sessions were arranged that proved to be useful and well-received. The 5 groups included Docline/Clio, Borrowing, Lending, Ariel/DTD, and Billing.

AGENDA

Coffee, juice, fruit, and pastries will be available at 9:15 a.m. A catered lunch will also be provided and served at 12:30 p.m.

- 10:00 a.m. Welcome – Carol Ann Hughes, Ph.D., Associate University Librarian for Public Services
- 10:15 a.m. Campus Introductions & Updates – All
- 10:45 a.m. "Request Service Architecture and Automation" – Gary Johnson
- 11:45 a.m. NLM ISO ILL Protocol Update – Bob Freel

12:00 p.m. VDX Task Force Update – Jenny Lee
12:15 p.m. Ariel - Infotrieve Update, Staff and User Needs, Options Available and the Path Ahead – Group Discussion
12:30 p.m. Lunch
1:15 p.m. Overview of ILL Issues, Best Practices, & Procedures.
We will break into small groups for collaboration about topics of mutual interest. This will be the time to share what's working well, what's not working so well, and learn from each other! Please bring any documentation that would be useful to share with the group.
2:10 p.m. Group Reports & Wrap-Up

At approximately 2:30 p.m. we will conclude our meeting with an offer of a tour of the Langson Library compact shelving. In 2002, we shared plans for the design and installation of moveable compact shelving in the Langson Library basement. It has greatly alleviated our acute shortage of collections space. We would love to show it off!

Old Business

12) DocLine update (Bob Freel)

Bob distributed the workaround procedures used at UCLA Biomed to keep DOCLINE requests current in Z-Portal.

13) Campus ILL unit responses to UC-CSU peer-to-peer technical issues to be sent by February 16th to Sherry. (See January 25th RSC-IAG Minutes, Old Business – CSU ILL.) (Sherry Willhite)

The CSUs are in the midst of great change. CDL is currently awaiting a response from them.

14) Review and Revise UC ILL Loan Code (See January 25th RSC-IAG Minutes, Old Business – Review and Revise UC ILL Loan Code.) (Denice Sawatzky)

ACTION: Send updates to the policy pages to Denice by April 20, 2007. Updates to the directory pages will also be accepted.

15) Campus updates (not part of minutes)

- **Next conference call scheduled for: July 26 – 1-3 pm**