IAG Conference Call Meeting-January 15, 2009

Attendance: UCB Charlotte Rubens, UCD Jason Newborn, UCSF Aleta Asbury, UCM Denice Sawatzky (minutes), UCSB Scott Hathaway, UCI Linda-Michelle Wienberger and Pam LaZarr, UCR Ann Harlow, UCLA Bob Freel (chair), UCSD Kymberly Goodson, UCSC Sarah Troy, Josh Alper, Sheri Kursi, SRLF Jon Edmonson, NRLF Jutta Wiemhoff, CDL Sherry Willhite, Stanford Rose Harrington

Agenda:
1. RSC Report – Charlotte Rubens
2. UC ILL Customer Satisfaction Survey – Kymberly Goodson
3. Rethinking Resource Sharing Manifesto – Charlotte Rubens
4. Reserve Material – Ann Harlow)

1. RSC Report – Charlotte Rubens

   - RSC last draft of the "Direct ISO-ILL Policy" was accepted and agreed that the revisions addressed SOPAG's questions. RSC Chair, Marlayna Christensen, will forward the policy to SOPAG.

     Reminder: this policy was proposed by IAG in order to assist CDL in responding to inquiries from external institutions regarding establishing ISO-ILL peer-to-peer communications with UC's Consortial Borrowing System (VDX).

   - RSC will be preparing a charge related to disaster recovery training for IAG and CAG.

2. UC ILL Customer Satisfaction Survey - Kymberly Goodson
   - The ILL Survey Subcommittee is led by Kymberly Goodson, and includes Josh Alper and Bob Freel. IAG reviewed the ILL Customer Satisfaction Survey proposal. IAG members were asked to consult with their RSC representatives, AUL's, public service heads, and others about individual campus participation in the survey.
     - The subcommittee will explore the possibility of getting email address from VDX and placing links to the survey on Request and MY ILL pages with Sherry Willhite.
     - Members were asked
       - to confirm participation by Jan 30, 09
       - to choose their top 7 questions from a list of 14.
       - to select dates each campus will distribute the survey.
   - This information was provided in an email Kymberly sent to group on 1/14/09 with the subject: Outline for survey discussion in IAG call

3. Rethinking Resource Sharing Manifesto – Charlotte Rubens
   IAG reviewed the principles of the Manifesto and discussed.
   The Manifesto is available at http://rethinkingresourcesharing.org/

   1. *Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment are presented to the user.*

IAG members expressed that UC is doing an excellent job and leading the way.

2. *Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.*

Again UC is leading the way. Campuses provide digital copies when it is possible to do so. Though practices vary, many campuses purchase materials when they are not available or it is otherwise appropriate. Most campuses purchase dissertations, while many others purchase items that cannot be borrowed. Links to Amazon are available through the Melvyl catalog should patrons wish to purchase for themselves.

3. *Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.*

There is a wide range of practices among campuses. Many campuses borrow and lend materials from and to institutions around the world.

4. *Sharable resources shall include those held in cultural institutions of all sorts: libraries, archives, museums, and the expertise of those employed in such places.*

See 5 (below).

5. *Reference services are a vital component to resource sharing and delivery and shall be made readily accessible from any initial "can't supply this" response. No material that is findable should be totally unattainable.*

Campuses borrow materials from around the world. Most campuses loan hard copies and provided digital copies to locations worldwide.
   o Copyright and licensing agreements may pose problems for us in the future.
   o UC has been proactive in providing access to Special Collection materials.

6. *Libraries should offer service at a fair price rather than refuse but should strive to achieve services that are not more expensive than commercial services, e.g. bookshops.*

UC campuses cover the costs of borrowing for users. Consortial agreements are in place and vary among campuses.

7. *Library registration should be as easy as signing up for commercial web based services. Everyone can be a library user.*

At most campuses users accounts are created automatically for faculty, students, and staff. .

IAG strongly supports the Manifesto principles.

4. Reserve Material – Ann Harlow
   Ann queried members about individual campus practice for requesting materials on course
   reserve through ILL. Practices among campuses vary widely.

The next IAG conference call is scheduled for Thursday, April 16, 1pm-3pm.