

RSC Interlibrary Loan Advisory Group (IAG)

Conference Call Minutes: Thursday, July 23 (10 am – noon)

Attendees:

- Berkeley – **C. Rubens**
- CDL/UCOP – **S. Willhite**
- Davis – **J. Newborn**
- Irvine – **P. La Zarr & L. Weinberger**
- Los Angeles – **R. Freel**
- Merced – D. Sawatzky (absent)
- NRLF – **J. Wiemhoff**
- San Diego – **K. Goodson**
- Riverside – **J. Moores & V. Novoa** & A. Harlow (absent)
- San Francisco – **A. Asbury**
- Santa Barbara – **S. Hathaway**
- Santa Cruz – J. Alper (absent), **S. Troy**
- SRLF – **J. Edmondson**
- Stanford – **R. Harrington**

Announcements:

- **Retirements:** We bid a fond farewell with our sincere thanks and congratulations to Ann Harlow (UCR) and Pam LaZarr (UCI) who will be retiring shortly.
- **Change to IAG leadership cycle:** Prior to May 2009, the positions of IAG chair and vice-chair ran on the calendar year. However, RSC recently directed IAG to change the terms to run from July 1 to June 30, to align with other UC groups. To accommodate this change, Bob Freel (current IAG chair) and Kymberly Goodson (current IAG vice-chair) proposed the following remedy, which has been approved by RSC and is now in effect.
 - UCLA will extend its existing term as chair (along with UCSD's vice-chairship), so that it will run from January 1, 2009 through March 31, 2010.
 - UCSD's term as chair will run from April 1, 2010 through June 30, 2011.
 - UCB will assume the chairship following UCSD's term, so that representative will serve as vice-chair from April 1, 2010 to June 30, 2011, becoming chair on July 1, 2011. [At the Fall 2008 IAG meeting, it was agreed that each campus and the RLF's would rotate the chair position in alphabetical order starting in 2011.]

Discussion Items:

1. CDL Report (Sherry):

- **Statistics from VDX:** CDL has reviewed the back end of VDX and identified all data elements needed for current ILL statistical reports. They have been placed into a system separate from VDX (called jReports) that has been optimized for reporting, which is now running in beta. The new system is significantly faster and more robust, sophisticated, and flexible than VDX was for this purpose, allowing for a wide variety of flexible reports and for data to be output into more useful formats (including tab-delimited).

ACTION: Sherry will send details to the group. IAG members should test and/or begin using the system and ensure that all needed reports and data elements are available. Report any problems or needed additions to vdxtrouble-l@ucop.edu by **August 7**.
- **ILL Operations Team:** Following the call, Sherry emailed the group the final version of the ILL Operations Team charge, which has been approved by SOPAG and includes a large section on communications regarding ILL issues. The goal is to have a flexible, open communications structure regarding VDX and Request that is inclusive for all ILL staff. SOPAG will assign members to the new group after August 1, but each campus will not have a direct representative on the group.
- **Next Gen Melvyl:** CDL has continued to test OCLC for holdings and availability information for Request. While Request will appear in Next Gen as of mid-August or so, it will still use Classic Melvyl behind the scenes for holdings and availability info until approximately October, when this functionality should be available in Next Gen.

- **Policies Directory:** As of mid-August there will be a change to handling of ILL data for the OCLC policies directory. Rather than maintaining the information in the directory itself, the system will pull unit name and address information from the OCLC registry to populate the directory. CDL has been cleaning up the registry in preparation for this. IAG will be considered the authoritative agency for name and address information in the registry.

ACTION: Sherry will send details. Campuses should review the information currently in the directory to ensure accuracy. CDL will update the registry against the info campuses have in the directory. Once the change has been made, campuses should review the information again to ensure the registry and directory are accurate.

2. **UC ILL Staffing Spreadsheet (Sarah):** In Fall 2008, via RSC, Sarah developed a spreadsheet outlining ILL staffing levels at each campus. Because of the increased emphasis on having this kind of data right now, given our budget situation, the document should be updated.

ACTION: IAG members should each participate in adding or updating their information in the spreadsheet (maintained as a Google document). To do so, email Sarah Troy at snyder@ucsc.edu to request to be added as a collaborator. Thereafter, access the document and input the information by **Monday, August 3.**

3. **IAG Charge (Bob Freel):** Group reviewed the charge [<http://libraries.universityofcalifornia.edu/rsc/iag/charge.html>]

ACTION: Bob to make edits for group review. Feedback should be forwarded to Bob by **Friday, July 31.**

4. **Goals and Objectives for 2008/09 (Bob Freel):** The group reviewed progress on its current goals, found at bottom of the 2007-08 Annual Report at <http://libraries.universityofcalifornia.edu/rsc/iag/IAGAnnualReport2007-2008.pdf>.

Suggested IAG goals for 2009-2010:

- Continue moving system-wide ILL User Satisfaction Survey forward. Perform survey, distribute results to individual campuses, analyze results of survey to determine if current practice and communication mechanisms meet user expectations and needs, and finally prepare summary report of results.
- Continue to analyze the impact of Next Gen Melvyl on ILL traffic.
- Provide support to the new ILL Operations Team. Promote communication among staff at all levels across the UC system, via the ucvdX-listserv and other means.
- Provide a statement to CDL in support of "Green" ILL practice. Negotiating licenses that allow libraries to use the online article, instead of first printing, will reduce consumable and save staff time.

ACTION: Bob will draft IAG's 08-09 annual report, distribute it for group feedback, and submit it to RSC by **Friday, July 31.**

ACTION: Bob will draft the "green" ILL statement mentioned above and distribute it for group review.

5. RSC Update (Vince Novoa)

- IAG/CAG chairs are now on the RSC listserv to improve communications between the groups.
- Linda Kennedy has retired; Eric Scott, UCM replaced her as the HOPS Liaison from RSC.
- Amy Kautzman will now serve as UCD Representative to HOPS
- RSC will establish fixed dates for calls and follow up in order to remain on track with projects.
- In its last call, RSC discussed in upcoming ILL survey and encourages all campuses to participate (though participation is voluntary). RSC will write to HOPS to again encourage widespread participation.
- The Tricor budget was discussed. Tricor has agreed to honor the existing MOU, but campuses must now pay for additional stops if they wish to have more than one.
- RSC discussed its goals for the current year, which include improving communication and its working relationship with SOPAG. It is also investigating alternatives to in-person meetings.
- Another ongoing discussion item is the shared print project/process.

6. Update of ILL User Satisfaction Survey (Kymberly Goodson, Josh Alper, Bob Freel)

The IRB exception application for system-wide participation was submitted to Human Subjects Research Office at UCSD and has been approved. Approval for participation is being sought from each campus' HOPS and/or SOPAG representative or other appropriate administrator. Survey implementation is anticipated for mid- to late October 2009, but approval will be obtained from participants on both quarter and semester system for this timeframe.

SUBSEQUENT UPDATE: UCSD's IRB application for the survey (originally intended to cover all UC's wishing to participate in the survey) was recently approved. However, it was approved as *exempt*, meaning that full IRB review was not necessary and that we need not follow any further IRB procedures/restrictions (assuming that we follow the protocol outlined in our application). Because of this exemption, UCSD's approval will not cover other campuses that participate. IRB approval (even for an exemption) may not be needed for campuses that don't intend to participate in any subsequent publishing – or some campuses may wish to cover their bases and seek exemption through their own IRB offices just in case. This development has been forwarded to RSC to discuss and advance as appropriate (to HOPS or others), and for each campus to discuss and decide for themselves whether to follow the IRB process on their campus.

Expected participation:

- **UCB:** Will participate; approved by Isabel Stirling, AUL for Public Services & Head of Public Services Council, and Elizabeth Dupuis, AUL for Educational Initiatives & Director of Doe/Moffitt Libraries
- **UCD:** Still under consideration
- **UCI:** Will not participate; confirmed by Carol Ann Hughes, AUL for Public Services
- **UCLA:** Will participate; approved by Sarah Watstein, AUL/Research and Instructional Services
- **UCM:** Will not participate; confirmed by Donald Barclay
- **UCR:** Will participate; approved by Ann Frenkel, AUL/Research & Instructional Services
- **UCSB:** Will not participate; confirmed by Sherry Dedecker, AUL/User & Instructional Services
- **UCSC:** Will participate, approved by Elizabeth Cowell, AUL for Public Services
- **UCSD:** Will participate; approved by Catherine Friedman, AUL/User Services
- **UCSF:** Will not participate; confirmed by Gail Persily, HOPS representative

7. Budget impact on ILL operations: Round robin report on staffing levels and strategies

Completed, pending, or anticipated impacts:

- **UCB:** Taken a 25% GA cut; losing 2 FTE (1 borrowing next week / 1 lending in Oct) which will not be replaced; seeking efficiencies; had some problems during recent transition to Millennium; shortening some hours library is open to the public
- **UCD:** Fully staffed currently, but any future vacancies will not be filled; taken some GA cuts; recent retirement of Linda Kennedy and another person in Access Services; stretched administratively right now, but not too bad off operationally
- **UCI:** Been a challenging year; Pam La Zarr retiring end of Sept 09 (absent as of mid-August to accommodate accrued vacation) and will not be replaced immediately; Collette Ford, Head Access Services, will be acting unit head for Langson & Science ILL/DDS; lost 2 FTE (1 borrowing / 1 lending) which will not be replaced at this time; closed ILL public service desk in January 2009, but ILL staff spend at least one assigned hour in their offices to take phone calls or assist patrons at the Loan/Reserves Desk as needed; getting help from Reserves and other staff; saves money by not subsidizing ILL for most undergrads or Extension students (not a new or changed policy). Document Delivery Service deliveries and pick-ups were reduced to three days weekly (Monday, Wednesday, and Thursdays). All other DDS procedures/services remain the same.
- **UCLA:** All ILL staff and students are paid through income funds from ILL, while some borrowing fees are paid through collection development funds; charging users for borrowing is under consideration, but no decisions yet made; also may need to increase lending fees to cover costs; has done cost studies to support these investigations
- **UCM:** ILL unit has not been affected by the budget cut.
- **UCR:** Ann (LA5) retiring in late July and position will be eliminated; effective August 1, 2009, Bernice (LA4) in Science will be doing both borrow&lend with some assistance from Rivera staff; Rivera will retain 4 staff (1 LA5, 1 LA4 and 2 LA3); will still maintain the two units and codes, with one Tricor drop at Rivera; Janet Moores will be the manager of both units; GA cut of nearly 40%; will begin checking out ILL materials on Millennium to improve

efficiencies and provide quicker response time (Fall 2009); may discontinue membership in LinkPlus to save money; conducted a cost study which showed LinkPlus requests don't take less time or cost less than regular ILL; has moved paging to Circulation from ILL

- **UCSB:** In a hiring freeze; losing 1 half-time position in August which will not be replaced; no GA cut yet, as they have been able to shift GA among Access Services units to cover needs; may eliminate document delivery for faculty for ret & non-ret; likely to lose more staff through attrition, so need to do more cross-training of existing staff for ILL and Access Services, but doing OK just now overall
- **UCSC:** Eliminated document delivery earlier this year; two ILL vacancies from staff departures in 2009 which will not be replaced (down from 4 to 2 ILL staff indefinitely); cuts to GA last year and this year; reducing open hours for summer and perhaps for fall; leaving LinkPlus which is estimated to save them \$40,000 per year; considering charging for borrowing
- **UCSD:** Two ILL positions (both in SSSL) eliminated/on hold since March 2009; currently investigating consolidation or reorganization of our 6 ILL units as a primary budget strategy; considering reducing library hours (under investigation); may consider raising lending fees and/or reviewing borrowing policies; paging and delivery of UCSD-owned items between the UCSD libraries for patrons may be investigated for elimination or limitation; took GA cuts last year and expected again for this year
- **UCSF:** No recent or anticipated staffing changes; raising document delivery charges as of August 1 to \$5 minimum; already charge for borrowing from outside UC (\$15); recently combined ILL with Circulation/Access Services so they have ILL help when needed
- **NRLF:** Fully staffed in Access Services; took 25% GA cut; also impacted by recent transition to Millennium
- **SRLF:** Main ILL assistant left last year and was not replaced; has some half-time staff to cover some workload; several other open positions; relying more than ever on students, especially for paging and packaging

8. **Report on impact of Next Generation Melvyl on UC ILL operations (Bob Freel & Jason Newborn):** Jason created several spreadsheets recently which show PIR source data from July 2007, July 2008, and January and April 2009; another chart shows system-wide Request source data from January 2007 through April 2009; while the vast majority of requests still come from Classic Melvyl, those from Next Gen have been growing since its appearance; Bob also made some comparisons that show steady growth in Next Gen use, which will likely increase even more following August 19 when Next Gen is to be promoted more heavily on each of the campuses, and when the Request button finally appears directly in Next Gen; despite the existing data, it's difficult yet to draw conclusions; IAG will continue to monitor ILL impacts from Next Gen and attempt to gauge its full effects over the next year or two.

ACTION: IAG should polish its stats and information which show only an insignificant impact on ILL from Next Gen at this point for CDL to use in talks with administrators.

9. **Next IAG Meeting:** The group opted to meet by conference call in lieu of meeting in person this fall; all supported this as a cost-saving measure during these difficult budgetary times, but agreed that an annual in-person meeting is indeed beneficial and should be accommodated in the future whenever possible.

ACTION: Bob will propose conference call dates for meetings through July 2010.

NOTE: RSC initially planned to meet in person on September 1 in Oakland, 10am – 3:30pm, but is still considering alternatives to an in-person meeting