

IAG Conference Call Meeting – October 21, 2009 (1 pm – 2 pm)

Attendance: UCB Charlotte Rubens, UCD Jason Newborn, UCI absent, UCM Denise Sawatzky, UCR Janet Moore & Vincent Novoa, UCLA Bob Freel (chair)(minutes) & Jenny Lee, UCSD Kymberly Goodson, UCSF absent, UCSB Scott Hathaway, UCSC Josh Alper & Sarah Troy, SRLF Jon Edmonson, NRLF Jutta Wiemhoff, Stanford Rose Harrington

Agenda:

1. Roll call
 2. Update from September 1, RSC Meeting
 3. Update on ILL User Survey
 4. Finalize Green ILL Statement
 5. Finalize IAG Charge
 6. Explore creating specifications for CDL that would prevent requests made during the December holiday closure from going out to WCRS.
 7. CDL hosts Confluence which is available to IAG.
 8. CDL\VDX Update
 9. Common Access Policy for ILL and “Reserves”
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2. RSC Meeting Update – Vince Novoa
http://libraries.universityofcalifornia.edu/rsc/RSC_Minutes_20090901.pdf
 - Charlotte Rubens is leading an RSC group to brainstorm what may be desirable in NextGen Melvyl. Other group members include Marlayna Christensen, Gary Johnson, and Vince Novoa. Having an additional IAG representative is desired.
 3. ILL User Survey – Josh Alper, Kymberly Goodson, & Bob Freel
Five campuses (Berkeley, UCLA, Riverside, San Diego, and Santa Cruz) will participate in the UC ILL User Satisfaction Survey. Users from the above campuses, who have made a request, and supplied an email address since September 2008 whose requests have not yet passed 60 days after their ‘completion’ in VDX, will be sent an email invitation to take the brief survey. A link to the survey will also be posted on the request confirmation page for users of those campuses. In addition, some campuses are creating bookmarks or bookbands, or placing the survey link on campus ILL pages. The survey will be open from October 26 through November 8.
 4. Finalize Green ILL Statement – Bob Freel
IAG approved a statement in support of getting publishers to allow direct use of their PDF’s when filling ILL requests. Being able to use the publisher’s PDF would reduce consumables such as paper, toner, and cartridges, as well as save staff time.

Action Item: Freel will forward statement to RSC liaison Vince Novoa.
 5. Finalize IAG Charge

IAG approved revisions to IAG Charge with minor changes.

Action Item: Freel will forward IAG Charge to Marlayna Christensen for posting to IAG's website.

6. Explore creating specifications for CDL that would prevent requests made during the December holiday closure from going out to WCRS. – Scott Hathaway

IAG was in general agreement of creating specifications that would delay requests from going out to WCRS during the December holiday closure. Further discussion and exploration on how to hold requests made from Friday, December 18 through Sunday, January 4, will follow.

Action Item: Scott Hathaway and Freel will work on a proposal for IAG evaluation within the next two weeks.

7. CDL hosts Confluence which is available to IAG.
IAG was receptive to having a Confluence site.

Action Item: Freel will follow up with Marlayna Christensen.

8. CDL\VDX Update

- (1) CDL ILL Operations Team

- CDL's new ILL Operations Team held its kick off meeting on October 14. Members have been chosen from each of the representative ILS systems and they communicate through a listserv, wiki, and monthly phone/web meetings. The team's first tasks will be to help develop FAQ's for CDL's revamped ILL/VDX/Request information pages; help assess the value of implementing VDX 4.1.1; and establish "ambassador" relationships with those ILL units that share the same ILS.

- (2) VDX Statistics Reporting

- The new VDX reporting system is in a limited preview release, with production data available from 2003 to the present, current to within 24 - 48 hours. CDL has been collecting feedback from early reviewers, doing extensive Q&A, and working on end user documentation. We expect the initial release to go to production this quarter.

- (3) VDX 4.1.1

- CDL is in the process of previewing VDX 4.1.1 in its test system. The goal of this pre-planning step is to assess the work required and the benefits to campus ILL staff in implementing the upgrade. Based on what is learned, and in consultation with the CDL ILL Operations Team and the campuses, an implementation timetable will be established.

- (4) Next Gen Melvyl

- NextGen Melvyl remains in its Evaluation Phase. Request continues to utilize current Melvyl on the back end while CDL/OCLC develops needed functionality to implement WCL on the back end. Request is very complex; UC and OCLC have had some unexpected and interesting challenges getting the performance UC requires, both for quality and response time. Per CDL, "We know that we have only one chance to get it right in the eyes of the end users, so we are being very thorough."
 - The yet unknown timetable will be published widely, once established.
- (5) UC ILL User Satisfaction Survey
- CDL has set up the survey link for Sunday and has sent the e-mail addresses for the survey recipients to participating campus reps. CDL is looking forward to seeing the results.

9. Common Access Policy for ILL\Reserves

IAG discussed the Common Access Policy and "Reserves". There was not strong feeling among IAG on having a policy statement. It's uncertain how often this would come up and if it would have any effect on ILL operations.

NEXT CONFERENCE CALLS:

Date	Meeting Time	Location	Recorder
January 27, 2010	1 pm – 3 pm	Conference Call	Santa Barbara
April 21, 2010	1 pm – 3 pm	Conference Call	Santa Cruz
July 21, 2010	1 pm – 3 pm	Conference Call	Southern Regional Library Facility