# RSC INTERLIBRARY LOAN ADVISORY GROUP (IAG) CONFERENCE CALL MINUTES: WEDNESDAY, JANUARY 27, 1 TO 3 PM

## 1. Attendees

☐ Berkeley – C. Rubens

☐ Los Angeles – R. Freel & A. Amador

☐ San Diego – K. Goodson

☐ Santa Cruz – J. Alper & S. Troy

☐ CDL/UCOP – P. Martin (absent)

☐ Davis – J. Newborn

☐ Merced – D. Sawatzky

☐ San Francisco – A. Asbury

☐ NRLF – J. Wiemhoff

☐ Stanford – R. Harrington (absent)

☐ Irvine – L. Weinberger & G. Lopez

☐ Riverside – V. Novoa & J. Moores

☐ Santa Barbara – S. Hathaway

☐ SRLF – J. Edmondson

### 1.1. Additional Agenda Items

7. World Cat Local end-to-end testing
8. CDL update

### 1.2. Announcements

- Scott Hathaway – UCSB lost staff member for next 3 months due to FML
- Kymberly Goodson – UCSD will be consolidating their ILL units, six into one. Planning (location, staffing, etc) is currently underway, with implementation to come in summer 2010 and be completed by fall 2010. Updates will follow.
- Gerry Lopez is the newest IAG representative from UCI – welcome Gerry!

## 2. Update from December 7, 2009 RSC Meeting (Vince Novoa)

- CDL VDX – ILL Ops team up and running. The team is getting ready for VDX version 4.1.1.
- Shared Task force issued a report 1/18/2010
- RSC accepted IAG statement on Greening ILL. Sarah Troy (UCSC) and Gary Johnson (UCSB) will be crafting language to be included in license agreements between UC and content providers.
- RSC will identify an alternative courier in case Tricor becomes unavailable.
- RSC is creating a listserv to address emergency\disaster planning and business continuity.

RSC Assignments for IAG
- IAG will be asked to complete a table of campus loan periods.
- Charlotte Rubens is convening a "Brainstorming" group for delivery services beyond "Request," which we may want to suggest for NextGen Melvyl. Bob Freel will join this group. Charlotte urges other IAG members to join as well. More to follow.

## 3. Update on ILL User Survey ( Josh Alper, Bob Freel, Kymberly Goodson, Vince Novoa, Charlotte Rubens)

Kymberly led a discussion on the results of the UC wide ILL survey. She reports that the survey results are still being analyzed, but the five participating campuses had a high response rate (17 to 25%). Survey results will most likely be relevant to and inform all campuses, not just the participants. Some highlights:
- Half of UCR, UCB, and UCLA respondents identified themselves as graduate students, while UCSC and UCSD were more balanced.
- UCSD followed by UCLA and UCB had the highest infrequency of requests. This may have an implication for user education and publicity of the service.

- Response to the "My ILL Requests" questions is an area that might provide the greatest opportunity for campuses to work together. UCB users were not asked about "My ILL Requests" since it has not been promoted there.
- UCSC followed by UCR had the highest rates of users who reported using "My ILL Requests."
- UCSD and UCR users expressed a higher rate of dissatisfaction with "My ILL Requests."
- Users indicated forms are easy to use.
- A higher percentage of users indicated that they were not satisfied with communication for unfilled request.
- UCR showed notably higher approvals for staff accessibility.
- Users showed strong preference for email notification, followed by in person communication.

Kymberly categorized UCSD's open-ended question responses into several broad categories:
- Turnaround time
- Loan periods & renewals
- Communication and staff / patron education
- Request process & web forms (also My ILL Requests)
- Policies & Practices
- ILL-Related Acquisitions/Subscriptions

Next step: IAG members from the participating campuses will meet to further discuss, analyze, and synthesize the survey results. More to come.

4. **Planning for the Southern UC ILL meeting**

- Where: Riverside
- Southern campuses support an in-person meeting, and all report that they can send staff members.
- Bob Freel will explore ways for Northern campuses to participate, possibly through skype or Ready Talk.
- Date for meeting undecided.

Action: Janet Moores will coordinate efforts to set the meeting date via email discussions.

5. **TRICOR Shipping Labels**

- Some campuses report that ordering labels from Tricor has been problematic, in that many of the labels received were incorrect.
- Jason Newborn reports that he has developed an Access program to create Tricor labels, and will be testing its efficacy.
- It was noted that in December 2009 Bob forwarded to IAG an email from Marlayna Christensen explaining the current status of Tricor labels and discontinued stops, the gist being that old labels from discontinued stops should be discarded. Vince Novoa will contact Marlayna for follow up.
- Janet Moores and Vince Novoa report that, if possible, shipments to Rivera and the Science Library should be separate. If not separate, books for the Science Library should be clearly marked.

6. **CDL hosted Confluence Site for IAG is ready (Bob Freel)**

Bob Freel reports that the CDL Confluence site for IAG members is ready. Instructions for logging on will be sent shortly.

7. **WCL end-to-end testing (Charlotte Rubens)**

- Instructions for testing were sent to IAG on Friday, January 22, by Charlotte.

- Charlotte stressed that the deadline for sending results is Friday, January 29, and that if possible testing should be completed by the end of Thursday, January 28. WCL will not have another chance for testing, and problems need to be resolved ASAP to accommodate a production date of late February, early March.
- Each participant should submit 10 to 20 test requests, and follow instructions for reporting problems.

8. **CDL update (Bob Freel)**

Debra Bartling from CDL will be archiving VDX records completed in 2007 next month. (We retain active records plus the current year and two previous years in the VDX database.)  She is looking into ways to archive more frequently to improve VDX performance, and will work out a plan to bring before IAG in the next few months.