IAG FAQ WEBPAGE PROJECT

October 21, 2010

MEMBERS

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PURPOSE

- FAQ resource on ILL basics
- Everything you wanted to know about ILL
- Assisting public service staff in managing patron expectations
- UC-wide ILL training checklist for access services staff and librarians.

TARGET AUDIENCE

- General Public
- Public Service Staff
- Reference staff

CONTENT

- Turnaround time
- What can be requested
- What can't be requested
- Loan periods
- Renewals
- Electronic vs print
- Costs
- Limitations
- Rush
- Request for things owned at home campus
- Reserves
- Eligibility
- Contact Information

QUESTIONS FOR IAG

- Additional recomendations?
- How would campuses use the page?
  - Will they link to it from their local web pages?
  - If so, might having this page allow elimination or reduction of existing local pages?
- Where will it be hosted?
  - Can it be added to the IAG web pages and hosted at CDL?
  - Will the IAG webmaster be able to update it?
  - Can it be hosted at one campus, but still be generic for use by all?

SCHEDULE

- Beta available by January 2011
- Testing by public service staff February 2011
- Live March 2011