

PRESENT: *UCD:* J. Newborn; *UCI:* G. Lopez (recorder); *UCM:* D. Sawatzky; *UCR:* V. Novoa & J. Moores; *UCSC:* J. Alper; *UCSB:* S. Hathaway; *UCSD:* K. Goodson (Chair); *UCSF:* A. Asbury; *CDL:* L. Wolfe; *NRLF:* J. Wiemhoff; *SRLF:* J. Edmonson; *Stanford:* R. Harrington

ABSENT: *UCB:* C. Rubens; *UCLA:* J. Lee

1. Approval of minutes from January 19, 2011 call: Approved by email

2. RSC update (Vince Novoa): No report; RSC hasn't met in a while and Leslie will report on RFP sub-committee. However, Vince reports that UCR has Water Resources Collection, which was supposed to open 4/21. Date pushed back to June 1 to finish loading records into local catalog. Collection shared with CSU San Bernardino. UCR working out details on how items will circulate.

3. CDL update (Leslie Wolf)

Ongoing courier RFP process managed by RSC:

The RFP bid process for a courier extended until May 19. RSC subgroup for the RFP put together requirements and scoring sheet for bids. Subgroup will evaluate non-financial aspects of bids and give recommendation to UCLA purchasing. Tricor approached directly for a bid, but ultimate bidders not yet known. No timeline yet on the whole process.

Recent changes to Request Team (also explained at Southern ILL meeting):

Debra Bartling is now technical lead for new project West. Bob Brandriff is new tech lead for Request Team and will train Joe Ferrie to take that role (Bob retiring at end of June). Current goals for team are to keep the system stable, do routine maintenance, ensure that data warehouse continues to work, implement Doc Store and site actions. They are tracking requests, but not currently making any vdx enhancements. Move to 5.1 won't be scheduled before end of 2012—no timeline yet. Report Runner continues to be updated, but no new reports are being added.

4. Recharging another UC for replacement costs (Jason)

Campus Billing at Davis no longer allowing ILL unit to refund for recharged item after it has been billed for replacement. Billing wants refund action to be initiated by borrowing unit. Jason asked if anyone was initiating their own refunds automatically, but seems that no one is doing this.

To comply with campus Billing, Davis considering pushing back billing cycle so they bill 6 months after item has gone overdue. They would ramp up overdue noticing and withdraw item at 6 months with no further option to return. Scott mentioned that campus Billing could be accommodated by unit policies that require clearance with corresponding units before initiating recharges for refund. There was general agreement that Jason's 6 month time frame was reasonable, though Vince noted that most campuses are withdrawing at one year. Jason will keep group informed on how they proceed at Davis.

5. UC ILL FAQ/Checklist (Jenny)

IAG FAQ Committee assembled mock-up of what the web page would look like in Word and offered it for review by IAG. Some institution names are hyperlinks. Page contains a variety of information, and maintenance would not going to be easy. Some questions for consideration include:

- Who will maintain the information and update as needed?
- Where will this FAQ page reside?
- Will you use this website?

- Would it not be more useful to just direct users to their own ILL unit's website?
- Is there still an interest to get this done?

6. Shibbolizing My ILL (All)

Gerry reports that UC Library Technology Advisory Group (LTAG) expressed concern about privacy issues related to the decision to not require the use of a PIN when users access My ILL accounts. They are concerned that anyone that guesses or discovers library account of a patron could then access their account. One solution is to Shibbolize My ILL so patrons could log on with campus ID and eliminate security risks related to the lack of PIN. Gerry asked if there has been discussion at the campuses about this issue. LTAG interested in writing a letter to CDL project managers in support of Shibbolization and would welcome IAG support for such a letter.

At campuses that do not require a PIN, no security problems reported. Vince remembers that at a UCSC privacy audit, the lack of a PIN was not considered a big deal and has not been a problem at UCR either. However, he does like the option of Shibbolizing My ILL because UCR has single sign-on.

Davis has always insisted on a PIN, but notes that off-campus patrons have had problems accessing My ILL from non-UC IP addresses. **Question:** If Shibbolized, would accessing through the VPN collapse to single sign-on or would a PIN still be required for My ILL? No one quite sure how this would work in conjunction with the VPN.

Leslie notes that there are a lot of questions and her team is discussing the issue, so they are very interested in what we have to say. **Question:** Is this more of a single sign-on issue or a security concern? Believed to be a security issue for those campuses that currently require a PIN and also for LTAG, but a customer service/ease of use issue for some others.

UCSD has stopped requiring a PIN for self-check machines as this requirement caused problems for many patrons and the library is very happy with the results. This change was made after visiting UCSB and learning that it does not require a PIN for self-check and has not had problems. UCSD would consider Shibbolization if convenient for patrons.

General agreement that IAG could possibly support, but that there are questions and we are unsure exactly how it would work with the VPNs. Kymberly summarized by saying that IAG could be open to LTAG providing us with outline of issues involved for IAG to consider more closely.

- 7. Annual Report:** Kymberly has started a draft of our annual report and will be distributing for feedback. Also, this fall marks 2 years since the ILL user satisfaction survey and we had agreed to run it again. Kymberly will no longer be with IAG as of July 1, so this would go to Charlotte. **Action:** Determine which campuses will be participating and have them get approvals from their administrations.
- 8. Doc Store:** Scott asked if there had been a lot of problems with Doc Store due to the firewall issue. Davis, San Diego, and Irvine have included wording regarding the vpn in their notification message. No further issues after that.
- 9. Campus Updates (All):**

Santa Cruz going through moves due to retrofitting, so will have some service disruption. Expect to go non-supplier from June 9-19, but downtime may extend a bit on either end. Also, still not up with vdx Doc Store and will continue to provide DTD as before. Expect to upgrade to Relais in the future.

San Diego closed the Medical Center Library on April 1 and planning to close CLICS (computing) on June 10. Planning for budget cuts that will require closing IRPS and SIO libraries. Science & Engineering will move from Geisel to Biomed. The primary foci of current UCSD Libraries activities relate to planning for and implementing actions to accommodate budget limitations (<http://libraries.ucsd.edu/budgetcutsFAQ/index.html>) and/or to advance strategic planning initiatives (<http://libraries.ucsd.edu/files/pdf/strategic-plan/ucsd-libraries-strategic-plan-2011-2014.pdf>).

Stanford's Illiad renewal messaging problems have been resolved finally by OCLC. Thanks extended to CDL for their help and their influence with OCLC.

Irvine moved out of temporary quarters at end of April and back into newly remodeled space on second floor of Langson Library. Lorelei Tanji, who has been AUL for Collections since 2002, has been appointed interim University Librarian.

UCSB Library announced appointment of Denise Stephens as next University Librarian, effective July 1, 2011. She comes from University of Kansas, where she held several positions including Strategic & Organizational Research Librarian, Vice Provost for Information Services, and Chief Information Officer. Her administrative experience also includes terms as Acting University Librarian and Associate University Librarian for PublicServicesatSyracuseUniversity. Addition & renovation to Davidson Library continue to move as planned, with construction slated to begin in January 2012. UCSB ILL will be permanently moved from present location to share space with Access Services Department. Renovation will affect access to Science & Engineering collection. We will do our best to minimize impact of move, but may have to become "non supplier" for brief period, likely December 2011. More announcements forthcoming as we get closer to the action!

10. For future consideration: Kymerly has offered the following for our consideration and future discussion.

Though we may not all be prepared to discuss these issues at this time, it may become increasingly important for us to think about these and other related questions, as each library learns more about its budget situation and about how it could or will absorb significant budget cuts this year and in upcoming years. The questions below are meant to help us think about the role of ILL within the libraries, and the funding and staffing required to operate the service. Feel free to brainstorm additional questions to include in our list.

- Is ILL considered a "protected" service? If so, protected to what degree? Is this interpretation consistent across all libraries and among library administrators?
- How might UC ILL services function if most or all libraries received from mild to medium to massive budget cuts?
- Is there agreement among participating libraries about what UC ILL units would consider limiting or stopping if there were massive budget cuts?
- What would it mean for an individual ILL unit(s) if its staffing was reduced by 10%, 20%, 40% or more of its FTE? What would that mean for the remaining UC ILL units?
- What might a best practices minimum staffing standard be to maintain at least current levels of ILL productivity?
- Is there any agreement among participating libraries about what productivity level UC ILL is willing to accept as a result of massive budget cuts?
- To what extent, if any, will demand for ILL increase as collections are weeded to free up space for other activities and online, patron-initiated requesting and access to citations continues to get easier?

NEXT CONFERENCE CALLS:

Date	Meeting Time	Location	Recorder
July 21, 2011	2 pm – 4 pm	Conference Call	Los Angeles
October 20, 2011	2 pm – 4 pm	Conference Call	Merced
Charlotte to schedule forthcoming meetings			