

**UNIVERSITY OF CALIFORNIA
INTERLIBRARY LOAN ADVISORY GROUP (IAG)
July 21, 2011 Meeting Minutes**

PRESENT: UCB C. Rubens (chair); UCD J. Newborn; UCI G. Lopez; UCLA J. Lee (recorder); UCM D. Sawatzky; UCR J. Moores; UCSB S. Hathaway; UCSC J. Alper & S. Troy; UCSD J. D'Arnaud; UCSF A. Asbury; STANFORD R. Harrington; and CDL/UCOP L. Wolf

- **Approval of minutes from April 21, 2011 call:** Approved by email
- **Announcements**

Denise Stevens – New UL at UCSB has started.

1. **RSC update** (Vince Novoa) –C. Rubens gave an update she received from V. Novoa because he was not able to participate in the conference call.
 - a. Response to draft shared print – No update to the response submitted.
 - b. Courier Service RFP – update deferred to L Wolf.
 - c. Eric Scott is the RSC chair (Peggy Tahier left a year early). Next chair will be Gary Johnson.
2. **CDL update** (Leslie Wolf)
 - a. Courier Service –RFP – The RFP for courier service was created and sent out for bidding because TRICOR's MOU was not done via an RFP process. Tricor was rated with the highest in terms of quality but Accurate had the best cost, so adding up the "cost per quality" points, Accurate was the apparent winner. Next step – RSC will meet with the vendor to air concerns, and then endorse the selection if appropriate. (Later: the selection of Accurate was approved by RSC and CDL.)
 - b. VDX being hosted by OCLC - CDL will put together a financial and non financial benefits and risks report. This report will be presented to the administration. The main Goal is no degradation of services and best financial solution possible.
3. **ILL User Satisfaction survey planning**
 - Which campuses to participate?
 - AUL/UL approval for those intending to participate? Each campus will get the approval of their AUL.
 - Consider local IRB/human subjects research requirements/guidelines.
 - a. UCSC is good to go.
 - b. Many campuses need to get permission from their AUL.
 - c. Most campuses are interested in participating in the survey.
 - d. J. Lee; C. Rubens and J. D'Arnaud volunteered to be in the committee.

Next Steps: J. Lee, C. Rubens and J. D'Arnaud will put a packet together to present to the AUL for permission. (Do we need to notify/get permission from SOPAG and RSC if it was already approved in 2010?)

Members should send an email to the IAG list as they get permission from their AUL.

- 4. Review of http://libraries.universityofcalifornia.edu/rsc/iag/web_del_help.html: Need to update?**

This is very outdated. J. Newborn will take a look and update the document. There's a possibility that this can be replaced with the DocStore troubleshooting guide. All members should see if this is being used on their campus and if it is not being used it can be eliminated and replaced with the DocStore guide. Couple of units at UCD is not using DocStore so J. Newborn will put together a version that combines this document and DocStore guidelines.

- 5. UC-wide ILL training checklist/website/FAQ for Access Services and other staff on ILL basics (Jenny)**

A draft of the FAQ page was sent on 4/27/11. The following are questions that members felt needed to be answered before moving forward.

- a. Who will maintain the information and update as needed?
- b. Where will this FAQ page reside?
- c. Will you use this website?
- d. Would it not be more useful to just direct users to their own ILL unit's website?
- e. Is there still an interest to get this done?

Member's discussed the work that had been done by the committee. The members felt that this can be tabled at this time.

- 6. ALA Updates/reports of interest?**

- a. VDX will be going away in 3-5 years.
- b. Materials that we went over at the face to face NAVDX meeting will be done again via a webinar.
- c. OCLC is moving to a new platform.
- d. Purchase on demand through ILL or through acquisition was the dominant discussion at this ALA.

- 7. Campus Updates (All): Please note Doc Store implementation status, as well as any other relevant information.**

UCB - Lost another borrowing staff. Lost another AUL (Public Services). Went from 4 AUL to 1. Up on VDX DocStore.

UCD - Interim UL, Randy Siverson. No staff lost. 7 retirements – small number was/is being replaced.

UCI - Budget is not as horrible as expected. UCI Med Center library is getting a contribution from the Med Center.

UCLA – Library renovation of the first floor of YRL is almost complete. New space is expected to open in the fall. Staff is stable. There's lot of retirements in the other sections. A proposal for Purchase on Demand Acquisition (PDA) via ILL is being written up for implementation in fall.

UCM- Their UL Bruce Miller retired in May. Donald Barklay will be the new interim UL.

UCR – Library received a fairly major budget cut. There's talk of layoffs. Hopefully, no ILL staff.

UCSD – 2 more UCSD Libraries closed, CLICC and IRPS. Staffs are in temporary appointments for now, 4-6 months. They gained a ½ FTE. Renovations are happening due to library closures. Currently at SAL and S&E

UCSF – slow summer. Lending began DocStore. They hope to be up with borrowing soon. In terms of budget, there were 3 layoffs over summer. None were from ILL or public services. New teaching and learning center opened which is a big hit. They hopes to vamp up the main floor.

UCSB – ILL Staff is stable. AUL is retiring in Sept. Library renovation plans are going forward. They're scheduled to begin in January. They might be moving to a new building in winter. New renovated space will have ILL together with Access Services.

UCSC – They moved into the new renovated space. ILL Staff is stable. Retirements are in the other sections in the library. They hope to get Relais very soon, may be as soon as early August. They're going up with borrowing VDX DocStore early next week.

Stanford – staffing is stable. Volume is low. They have many librarian openings due to retirements.

8. **[mentioned but not discussed in April 21 call] For future consideration:** 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?

C. Rubens will obtain more information on these questions/issues from K. Goodson for discussion at the next conference call.

A brainstorm group with the following members; Aleta Asbury, Scott Hathaway, Jason Newborn, Charlotte Rubens and Leslie Wolf, was formed to go over these issues.

NEXT CONFERENCE CALLS:

<i>Date</i>	<i>Meeting Time</i>	<i>Location</i>	<i>Recorder</i>
<i>October 20, 2011</i>	<i>2 pm – 4 pm</i>	<i>Conference</i>	
<i>January 26, 2012</i>	<i>2-4</i>	<i>Call</i>	<i>Merced</i>
<i>April 26, 2012</i>			
<i>July 26, 2012</i>			