

University of California
Interlibrary Loan Advisory Group (IAG)
January 26, 2012 Meeting Minutes

Present: UCB C. Rubens (chair); UCD J. Newborn; UCI G. Lopez and L. Weinberger; UCLA J. Lee; UCM D. Sawatzky; UCR J. Moores (recorder); UCSB S. Hathaway; UCSC J. Alper; UCSD J. E'Arnaud; UCSF A. Asbury; NRLF J. Wiemhoff; SRLF J. Edmondson; Stanford R. Harrington; CDL/UCOP L. Wolf

Minutes of the October meeting will be reissued for approval.

RSC update (Charlotte Rubens)

RSC has approved the ILL User Satisfaction Survey to run from February 21, 2012 through March 9, 2012. The proposal now awaits approval by SOPAG.

There was a report on the transition to the Accurate Courier Service. RSC will explore ways to devise more effective financial tracking procedures. Sarah Troy, as vice-chair of RSC, is the UC Accurate Contract Coordinator.

A Melvyl Advisory Group, comprised of UC Heads of ACGs, has been instituted. The need for this new group will be re-evaluated in a year.

Eric will forward to HOPS the RSC recommendation for more coordination between RSC and HOPS.

CDL Update (Leslie Wolf)

ILL should become familiar with OCLC WorldShare Management Services, since that will be the future platform for UC ILL. Jenny Lee will forward the link to the VDX ILL Ops Team webinar discussing the future of VDX.

NLM Change in Request Policy (Denice Sawatzky)

Denice announced that the National Library of Medicine recently implemented a new ILL request form, which must be used for requesting.

Accurate Courier Service – questions/concerns/discussion

Some expressed concern about Accurate stop charges, and information they have received when inquiring about going down to 1 stop per day, rather from 2 (a pickup and a delivery). Sarah Troy will forward to RSC the various complaints about billing discrepancies and unclear billing policies.

There was discussion about where to purchase labels and supplies. Jutta will forward information about where she purchases labels and Scott will explore where to purchase protective plastic bags.

For tracking purposes and maintaining accurate turnaround times it is important for staff preparing materials to note the actual pick-up date on the label, not the day the material is packaged, which can be different from the ship date.

ILL User Satisfaction Survey (Jenny Lee)

Survey will run from February 21-March 9, contingent upon final SOPAG approval.

Jenny still needs campus logos for UCD, UCM and UCSF.

Jenny will send the list of patron emails from each campus to the IAG representative so each campus can eliminate their duplicate emails.

Jenny will need the campuses to read the mock-up and edit and approve, preferably by February 3, 2012. Each campus also needs to let Jenny know whether the choice is to return the user to the campus ILL web page at the end of the survey, or to return the user to a "thank you for taking the survey" page.

Jenny is working with Joe at CDL to see if it is possible to have a link to the survey from Melvyl.

Jenny suggested that campuses may also want to have a link to the survey in their email pick-up notices.

Textbook requesting via ILL (Jason Newborn)

Jason mentioned the ongoing issue of textbook requesting and the impact it has on interlibrary loan units. There was a brief discussion on the various ways the campuses attempt to handle this issue, but there is no agreed upon UC-wide best practice.

Southern UC ILL Meeting (Gerry Lopez)

Gerry said UCI is scheduled to host the next Southern UC ILL Meeting and will confirm with his library administrators. There will most likely be a web cam set up at the meeting so the Northern UCs may participate as well. Gerry will send out more information as the meeting details are finalized.

Next Regular Conference Calls (*note: off-schedule calls will be set up as needed, especially regarding the survey*):

April 26, 2012 2:00-4:00 p.m. (recorder: San Diego)

July 26, 2012 2:00-4:00 p.m. (recorder: San Francisco)