UNIVERSITY OF CALIFORNIA
INTERLIBRARY LOAN ADVISORY GROUP (IAG)
October 25, 2012 MINUTES

PRESENT

CDL/UCOP – L. Wolf; Stanford – R. Harrington; NRLF – J. Wiemhoff; UCB - C. Rubens; SRLF – J. Edmondson; UCD - J. Newborn (Chair); UCI – G. Lopez & L. Weinberger; UCLA - J. Lee; UCR - J. Moores; UCSD – J. d'Arnaud ; UCSB - S. Hathaway; UCSC – J. Alper; UCSF - A. Panado (recorder)

ABSENT

UCM – D. Sawatzky; UCR – V. Novoa

July 26, 2012 MEETING MINUTES

- July 26, 2012 minutes approved by the group.
- Jason will post.

RSC UPDATE (J. Newborn for V. Novoa)

- Last conference call was held on October 23, 2012.
- OCLC symbols:
    - Document was forwarded to SOPAG for review.
    - SOPAG wants to form a group to discuss the issue with members from different areas of expertise/units (and not just technical services).
    - OCLC & WEST are against the additive approach because it shows that there are two copies when, in reality, there is only one.
- Accurate:
    - RSC chair (Sarah Troy, UCSC) and Accurate Courier Coordinator (Claudia Jimenez, UCSB) now have regular conference calls with Accurate to discuss pending issues/problems. Calls have been reasonably productive.
    - There appears to be a slight rise in a variety of problems (no scanning, misdeliveries, missing packages), so UC ILL units are encouraged to continue putting in trouble tickets to keep track of problems.
    - UCSC, UCSD and UCSF have had recent Accurate delivery problems (e.g. packages not being sent out to destinations but, instead, being returned to the sending ILL unit).
    - **ACTION:** Jason will create a 'survey' to send to IAG to complete.
- ILL management software:
    - There was discussion about ILL tools, vendors and products (aside from OCLC VDX) that may help improve workload.
    - Leslie reminded everyone that there is a scheduled 10/30/12 webinar (presenter: Kate Birch) and this issue may be asked during that time.

o   RSC will then discuss this issue in their November meeting.

CDL UPDATE (L. Wolf)

- OCLC WorldShare ILL webinar (10/30/12):
  o   Leslie encourages everyone to participate in the webinar to see what OCLC is thinking and to learn all the changes that are happening.
- CDL ILL Operations Team:
  o   This is 3 year commitment.
  o   New members have been announced: Jason (Davis), Denise (Merced), Scott (Santa Barbara), Debbie (San Diego), Jutta (NRLF), Jenny (Los Angeles), and Linda/Michelle (Irvine)
- VDX 7.x:
  o   Jenny Lee (UCLA) will be working with CDL for the next 6 months to work on the VDX 7.x implementation. She is currently working with all UCs on site actions.

2012 ILL SURVEY GROUP REPORT / UPDATE (J. Lee)

- 15,000+ email invites were sent out, received 3400+ responses with 1900+ comments. 450+ also were praises.
- Group is currently working on the comments right now and dividing them up into 'categories' such as MYILL, Melvyl, renewals, due dates, loan periods, office hours, other miscellaneous.

TRACKING ACCURATE CONTAINERS – DAMAGES (J. Newborn)

- It is agreed on by the group that it is difficult to determine the damage considering many of the bins are used even before Accurate came on board.
- The idea of perhaps writing down the condition of the bins we have now may not be useful and/or not doable since some of the ILL preparation tasks are done by student assistants.
- There is an agreement that we could notate the date of when new bins have been purchased in the inside lid as an additional mark. This, hopefully, will help us determine how long it takes for a new bin to get damaged.
- There is also a request that any plastic bag that is in bins should stay in bins, and not taken out.
- **ACTION:** Jutta will send out specs on the plastic bags they purchase for shipments.

PATRON NOTES IN MYILL RECORDS (J. Newborn)

- UCD received a couple of requests from users asking if there is a way to add 'notes' so that they (the users) will remember why articles/loans were requested in the first place.
- Group agrees that programming may be needed to accommodate the users' request. With the upcoming implementation of VDX 7.x, this may not be possible due to time involved.
- One idea is to 'require' users to add their email addresses during the Request process so they will always (and immediately) get confirmation emails. This could act as 'reminders' for them.
- **ACTION:** Leslie will ask CDL if this is possible and what will it take for this to work. She will work with Jenny.

ROUND ROBIN

- **CDL/UCOP:** None.

- **Berkeley**: On November 1st, will start using Accurate when sending materials to CSUs.

- **Davis**: Hired a 75% lending staff member.

- **Irvine:** Lorelei Tanji has been appointed University Librarian after having served in that capacity on an interim basis since April 2011.

- **Los Angeles:** None.

- **Merced**: Absent.

- **Riverside**: UL is retiring at the end of January.

- **San Diego**: Will soon open a 24/5 Study Commons in the Library. Will begin phasing out DocStore lending since we are unable to get an updated version of Relais to work with our new scanners.

- **San Francisco**   Working very closely with Copy Services, ILL, and IT, hoping to do away with ARIEL and completely migrate to OCLC Article Exchange (for both lending and local document delivery services).

- **Santa Barbara**   Hired 2 new borrowing staff members (one started in September and another in November).

- **Santa Cruz**: Hired 2 half-time staff. Currently working on site actions with Jenny.

- **NRLF**: None.

- **SRLF:** New scanner is now being used. No longer using ARIEL or Relais.

- **Stanford:** They were closed for a little while to non-research patrons due to serials project but they are now open again. Signed a new contract, and are continuing to use Tricor (instead of Accurate) when sending out materials.

NEXT IAG CONFERENCE CALL

- Thursday, February 7, 2013 2:00PM-4:00PM
- Thursday, April 25, 2013, 2:00PM-4:00PM