RESOURCE SHARING COMMITTEE – INTERLIBRARY LOAN ADVISORY GROUP ANNUAL REPORT, FY 2007-2008

Submitted by Jason Newborn, Chair, RSC-IAG

GOALS AND ACTIVITIES ACCOMPLISHED IN 2007-08

1. Revised UC ISO-ILL Policy
    At the request of SOPAG and RSC, the ISO-ILL policy was re-drafted to include definitions and examples and to establish SOPAG as the authority for establishing ISO-ILL-relationships that would involve both requesting and supplying. This memo was drafted by Jason Newborn, Sarah Troy, and Scott Hathaway.

2. Initiated UC Wide Tricor Supply Survey
    The UC ILL community's use of Tricor has been a frequent item of discussion. Early in this fiscal year several campuses expressed concern that fewer Tricor bags and bins are available than should be. Many group members suspected that large numbers of bins and bags were lost or inappropriately stored. Aleta Asbury, Jon Edmondson, and Jason Newborn developed a survey protocol with a focus on taking a rough census of bags and bins and getting an idea of the flow of bins in and out of the various ILL units. The committee gathered and compiled the data and arrived a several conclusions: we own fewer Bins and Bags than we imagine, possibly through attrition; most of the time bag and bin distribution is equitable; and there is a slight trend to over-concentrate bins and bags in the smaller branches with irregular Tricor activity. Group members took these findings back to their home campuses along with several strategies to facilitate fair distribution of packing material. These numbers are available and should help guide future purchasing of bins and bags.

3. Compiled UC ILL Circulation Policy File
   While UC has fairly specific guidelines about loan periods, individual interlibrary borrowing and lending units apply these guidelines differently.   With the assistance of the other IAG members, Ann Harlow collected and collated the practices of most of the ILL units in the UC system. She gathered data for loan periods of locally checked-out materials, loan periods for loans to other UC ILL units and loan periods for material borrowed from another UC campus. Her findings were attached to the minutes of the April 2008 IAG conference call.

4. Developed Guidelines for UC campus libraries to follow when issuing recharges to other UC campus libraries for lost or missing items.

   An IAG group comprised of Laura Chipps, Bob Freel, Scott Hathaway, Pam La Zarr, and Jason Newborn, developed a list of guidelines for recharging lost items. The guidelines recommend communication protocols, standard waiting periods, and more. Following the guidelines will help get books returned and avoid creating recharges that later get cancelled.

5. Provide information to RSC and CDL as needed throughout the year.

   a. IAG maintains an ongoing discussion the CDL Request interface. This year we focused on the "opt-in" patron initiated override.

   b. IAG monitored the specification and testing of VDX web statistics and "My ILL Requests" statistics.

   c. IAG has started considering the statistics necessary to measure the effects of Next Gen Melvyl on ILL workload.

   d. Several IAG members attended this summer's ALA PreCon RRSF presentation "Throw off your policies and expose your resources: Rethinking Resource Sharing." At our most recent IAG meeting we discussed UC applications for the ideas presented there.

GOALS AND OBJECTIVES FOR 2008-09

- IAG will measure and report on the impact of Next-Gen Melvyl on ILL traffic.

- Explore performing and implementing a UC wide customer satisfaction survey.

- Review current shipping needs and the Tricor MOU.