Resource Sharing Committee – Interlibrary Loan Advisory Group
Annual Report, FY 2008/09
Submitted by Bob Freel, Chair

Progress Report on Goals and Objectives for 2008/09

1. IAG will measure and report on the impact of Next-Gen Melvyl on ILL traffic.
   Led by Jason Newborn, IAG began analyzing Patron Initiated Request Source Data. Preliminary data suggest that there has been no or little impact on ILL traffic because of the Next-Gen Melvyl Pilot. IAG will continue to monitor PIR Source Data as the pilot becomes permanent in fall 2009.

2. Explore performing and implementing a UC wide customer satisfaction survey.
   Led by Kymberly Goodson, Josh Alper, and Bob Freel, a survey was developed and vetted by RSC, RSC-IAG, SOPAG, and HOPS. Currently IRB approval is being finalized for those campuses that wish to participate. Plans are to deploy the survey for a two week period around October/November 2009.

3. Review current shipping needs and the Tricor MOU.
   This goal was not pursued because there does not seem to be any problems or other drivers.

Other Activities

4. A joint RSC\RSC-IAG\CDL task force was appointed to make recommendations for a permanent ILL Operations Team to replace the VDX Implementation Task Force and the CDL PIR team. Members of the RSC\RSC-IAG task force were: Gary Johnson (RSC), Bob Freel (IAG), Kymberly Goodson (IAG), Josh Alper (IAG), and Sherry Willhite (CDL). After extensive review and consideration, a charge and responsibilities for such a group was drafted, and then approved by CDL & SOPAG. SOPAG will assign members to the team in late summer 2009.

5. IAG assisted the Shared Print Steering Task Force (SPSTF) by gathering data to determine loss rates for interlibrary loan transactions.

6. Administrative Changes
   - Chair date rotation shifted from calendar year to fiscal year at RSC's request. Transition to new rotation schedule will be complete in 2010/11.
   - Chair appointment moved from election to appointment by campus alphabetical order. Transition to new appointment schedule begins in 2011/12.

Goals and Objectives for 2009/10

1. Continue moving system-wide ILL User Satisfaction Survey forward.
   - Perform survey.
   - Distribute results to individual campuses.
   - Analyze results of survey to determine if current practice and communication mechanisms meet user expectations and needs.
   - Prepare summary report of results.

2. Continue to analyze the impact of Next Gen Melvyl on ILL traffic.

3. Provide support to the new ILL Operations Team. Promote communication among staff at all levels across the UC system, via the ucvdx-listserv and other means.

4. Provide a statement to CDL in support of "Green" ILL practice. Negotiating licenses that allow libraries to use the online article, instead of first printing, will reduce consumable and save staff time.