RSC Minutes - 20100301

1. Roll Call & Announcements (10 minutes - ALL)

Berkeley - unable to attend XDavis - J. Newborn XIrvine - C. Ford

XLos Angeles - D. Sloane XMerced - E. Scott XNRLF - S. Miller

XRiverside - V. Novoa XSan Diego - M. Christensen San Francisco - P. Tahir

XSanta Barbara - G. Johnson Santa Cruz - unable to attendXSRLF - J. Edmondson

XCDL/UCOP - L. Wolf LAUC - unable to attend XSOPAG - S. Parker

1.1 Welcome Leslie Wolf as the new CDL/UCOP representative

1.2 Welcome Jason Newborn as the new Davis representative

1.3 December conference call minutes were reviewed & approved with additions from Leslie.

1.4 Selection of incoming RSC chair (M. Christensen)

- The selection of the incoming RSC chair was turned back to SOPAG to appoint.

2. Updates (30 minutes)

2.1. SOPAG Update (5 minutes - S. Parker)

2.2. CDL/VDX Update (10 minutes - L. Wolf)

- Leslie Wolf is the new representative to RSC and IAG.
- Sherry Wilhite is back at CDL, but is transitioning to a role of project consulting.
- CDL and the VDX ops group are looking at the VDX new version (4.1). One of the most hopeful elements is the possibility of using the built in Electronic document delivery.
- Changes in Request processing are imminent. The Request system will no longer be querying Classic Melvyl for availability information, instead using NGM's availability mechanisms.
- VDX ops group is up and working and are providing a excellent resource to the CDL.
- VDX ops group will be participating in an upcoming Webinar on ERMS.

2.3. Shared Print Update (5 minutes - G. Johnson)

- Gary reports that the Shared Print Report is a mammoth document. It's big -- 4 pages of Executive Summary, 30 pages of report, and 36 pages of appendices. CDC has not yet approved its content but is working on it.

2.4. CAG Update (S. Troy)

- Due to the budget situation, we will not have a UC Circheads meeting this year
- CAG will have a conference call on March 31, 2010, at 10am

- Friends of the Library accounts (Do we have them? How much do they cost? What are the borrowing privileges?)
- Questions regarding laptop policies (What are some common pitfalls? Any tips for a campus that is going to begin lending laptops?)

2.5. IAG Update (5 minutes - V. Novoa)

- Announcements:
  Gerry Lopez is the newest IAG representative from UCI.
  UCSD will be consolidating their six ILL units into one. Implementation will come in the summer 2010 and be completed by fall 2010.
- Update on ILL User Survey: Kymberly Goodson reported that the survey at a high response rate for the five campuses that participated (17 to 25%). Half of UCB, UCLA and UCR respondents identified themselves as graduate students, while UCSC and UCSD were more balanced. It was noted that "My ILL Requests" questions may be an area were campuses can work together. Satisfaction with "My ILL Requests" varied from campus to campus, while some campuses have not really promoted the service. It was also noted that users were not satisfied with communication for unfilled request at higher percentage than expected. Most users showed a strong preference for email notification, followed by in person communication. The IAG members from the participating campuses will further discuss, analyze and synthesize the survey results.
- Planning for the Southern UC ILL meeting: The Southern UC ILL group will meet at Riverside during UCR's Spring Break. All staff members from these institutions confirmed that they have support to send some staff to this meeting.
- TRICOR Shipping Labels: There was a discussion involving the issue of ordering new labels from TRICOR. Jason Newborn (UCD) developed an Access program to create TRICOR labels. Vince Novoa (RSC Liaison) asked IAG to hold off on using Jason's labels until he could check with Marlayna Christensen (RSC Chair) to see we could use our own labels.
  Follow-up: A flurry of emails went back and forth on the IAG list discussing the issues. Bob Freel used the information to contact Sherry Lopez (UC TRICOR Account Executive) to resolve the issue of getting the new labels. Sherry confirmed we can get new labels at no charge, and if there are any further problems to let Bob know.
- CDL hosted Confluence Site for IAG is ready: IAG will discuss how they will be using the site at a later date.
- CDL end-to-end testing: Charlotte Rubens requested all campuses to run test before the January 29th deadline.
  Follow-up: All campuses participated in the testing.
- Assignments to IAG from RSC:
  IAG was asked to complete a table of campus loan periods for ILL material.
  IAG was asked to choose a member for the "Brainstorming" group that will include RSC, CAG and IAG members. Bob Freel was chosen to represent IAG.
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- Planning Southern UC meeting is going forward. It is scheduled to be in Riverside on March 23.
- IAG discussed Tricor labels and Bob Freel has determined that these can be replaced and should be ordered through Sherry Lopez at Tricor.
- Discussed User Survey.

2.6. HOPS Updates (5 minutes - E. Scott)

- HOPS Discussion Topics & Agenda Items 12/01/2009 - 02/28/2010
  ILL Survey Results - Finding Submitted to AULs
  InCommon/Shibboleth Library Services Survey

Next Generation Melvyl Pilot Enhancements (various items)
Shared Print Policies comments - response from SPSTF
NGTS updates
Collection Cuts in UC-eLinks
communications to users -StackMap http://stackmap.com/public/

2.7. Shibboleth Task Force Update (5 minutes - E. Scott)

- Goals:
  Phase 1 - Costs & benefits [Report due March 15, 2010]
  Phase 2 - Lobbying; policies; technology/implementation; partnerships [Report due June 15, 2010]
  We are on track for Phase 1. The following tasks have been accomplished toward this goal.
- Education of Shibboleth TF members to reach a common understanding of Shibboleth
- Analysis of current Shibboleth implementations within UC
- Review of selected Shibboleth implementations at other libraries (nationwide)
- Inventory of library applications that need authentication
- Review of InCommon Library Shibboleth project
- Determining how libraries will deal with a shibbolized content vendor
- Determine end-user impact (survey of selected library student employee groups)
- Examine costs associated with implementing Shibboleth
  Currently, John Ober is writing a first draft of the Phase 1 report.

3. Action Item Updates *(30 minutes - ALL)*

3.1 ILL User Satisfaction Survey results (M. Christensen)

User Survey - At the IAG meeting there was a lot of comparison - looking at relative high and low results and trying to identify where particular locations are showing strong points and areas in need of improvement. Kimberly and subgroup are working on analysis.

3.2 NGM Brainstorming Task Force

3.3 Emergency listserv (M. Christensen)

Marlayna is working on emergency response contact list. She anticipates stumbling blocks due to the diversity of the group. She wants to try to overcome them by developing a set of scenarios to help provide context for this effort. Some steps towards developing such scenarios:

- Share local plans for disasters/emergencies/disruptions in service.
- Irvine has plans for emergency and pandemic - will share.

The question arose, what degree should we involve HOPS in such an emergency list. The conclusion is that it is better to provide HOPS with information and let them determine their degree of involvement. Eric will help convey information to HOPS

3.3.1 Brainstorm public service emergency/recovery scenarios

3.3.2 Next steps

3.4 Green ILL & Licensing (G. Johnson)

Gary provided a scenario capturing licensing dynamics and pointed out that there is already heightened awareness of the ILL (green ill) and e-reserve issues among the licensing specialists. Who is our target audience for our ongoing discussion of Green ILL? It seems like the licensing specialists are already well aware of this issue. Our ILL operatives are still have limited understanding of the reasons for the seemingly irrational limitations sometimes imposed by electronic licenses.

Action -- Refine information for ILL and Reserve/Circ staff to help them understand the reasons for the licensing rigmarole.

3.5 Tricor labels update (M. Christensen)

Vince/Jason -- IAG has issues with Tricor labels in hand with recently confirmed conduits for maintenance of Label supplies. There are two new locations: Irvine law and UCSF Fresno. These are not part of the CDL contract. During the early days of their new contracts, these locations have very low overage limits to establish patterns - watch for overages.

4. Next Steps on RSC Goals/Objectives 2009-2010 *(20 minutes - M. Christensen)*

4.1 Review of Tricor alternatives

Gary has been looking in to Tricor alternatives. The Colorado library consortium maintains a similar courier service and may offer some resources.

4.2 Develop Resource Sharing Code (see 2003 memo)

There is some question as to whether this is an urgent goal. Is it significantly different from IAG - ILL code? Are those differences in areas where 10-campus wide guidelines can have much effect. The original goal of looking at an RSC code was to improve congruity between user experiences across campuses. Some of the greatest incongruities arise out of traditions and expectations that extend outside of the library community. Due to the difficulty of effecting change in these areas and expense of making such guidelines and changes this goal is not currently a priority.

4.3 Review ILL loan periods

IAG is gathering data for this. A table of loan periods is available with data from 2007.

Agenda Building
* Review of RSC 2090-2010 Annual report/goals
* Service Continuity Plan
* Resource Sharing Manifesto - Manifesto available at
  http://www.rethinkingresourcesharing.org/manifesto.html

Upcoming RSC Meeting and Conference Calls

Date	Meeting Time	Location	Recorder
June 4, 2010	9:30am - Noon	Conference call	Irvine (Los Angeles)