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Meeting Minutes

Library Association of the City University of  
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2007

### LACUNY Interlibrary Loan Roundtable Meeting Minutes, February 2007

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## **CUNY Interlibrary Loan Roundtable Minutes February 20, 2007**

**Attendance:** Richard Hickerson (ME), Jeffrey Kroessler (JJ), Anne Leonard (NYCT), Clementine Lewis (LG/Co-Chair), Eric Neubacher (BB), Beth Posner (GC/Co-Chair), Evelyn Silverman (QC), Sherry Warman (BC), Ellen Yurkovska (CC), Barbara Bonus-Smith (QBCC), Hope E. Young (YC), Pat Young (Central), Raymond Wang (CSI), Judy Wild (BC), Rhonda Johnson (HCC).

The meeting was called to order at 2:30 p.m. by the Co-Chairs.

Minutes from June 13, 2006 were accepted. We approved the minutes from the last meeting and will post them on the LACUNY site.

Everyone should sign up for the ILLCUNY-L. We can check to see that a representative from every campus is signed up.

### **Report on Letter to University Librarian**

We sent a letter to Curtis Kendrick about the negotiation of E-Serial subscriptions and their use in ILL. We wondered if the new position being advertised in the OLS will have some responsibility for licenses.

### **Document Delivery Statistics**

Our Document Delivery service provider statistics were delivered to the Chief Librarians. Susan Vaughn also sent it to us via the listserv. The numbers go through October only. No campus has been questioned about using it too much. There is some interest in asking CUNY Central to subsidize the British Library as one of the document suppliers we can use. CISTI requires that we each set up an account although CUNY Central will still get the bills...fill in the registration as a NYLINK member.

### **CLICS**

ILL takes more time and costs more money so patrons should be encouraged to use CLICS even though some are accustomed to ILL and it might seem easier.

If there are LAND delivery problems contact Jane at NYLINK. [nealej@nylink.org](mailto:nealej@nylink.org) or 800-342-3353

We could suggest a joint Circ-ILL meeting to discuss workflows. Maybe we should limit the number of hold requests for students-they do request multiple copies of a title – difficult to manage penalizing people for not picking items up that they order – circulation people can talk to patrons when they see it happening

**BC** - had been getting more requests than they could fill so CLICS now has lightened their work and they can fill more ILL requests. Patrons used to pick up at reserves but now both ILL and CLICS are at circ so it's less confusing

**GC** - doing about the same, as they adjust their limits. GC blocks patrons on Banner if they have recalls, lost items or very overdue items so patrons cannot register without clearing their ILL account

**NYCT**-not much effect.

**ME**-no impact on ILL although some patrons are coming to ILL with CLICS questions.

**QC**-still doing CUNY requests and getting lots of CLICS questions. They are telling patrons about CLICS by giving them a handout as their requests come in...since they have ILLiad they could send mass email through that to ILLiad users, if they cannot send to all QC people in another way.

**YC** -only borrows through OCLC, lending is done through fax or phone requests.

**CC**-net lenders-as busy as before-CLICS very busy, as well. They make dummy requests in CUNY+ for Ill books – blocks on CUNY+ may be ignored because people don't look at notes

**Hostos** – not a lot of Ill but some decrease – faculty only for now but if can get more staff they want to do ILL for students – B not L – CLICS is not working well because of technology issues

**Baruch** – lending has decreased in ILL – B same – ie there were 70 CLICS requests today after a long weekend, and usually there are about 40. ILL person pulls CLICS books too now – Patrons are taught to check My Account if there are problems and they haven't gotten an email about a request – they have a lot of items that have not been picked up because although a patron's home school library is first in the list, Baruch is second so some may pick it by mistake – Every morning circ gets a report to pull items that have been there for over 10 days and send them back. It looks like they are already back though when they are probably still in transit, maybe the next release will fix this.

**QBCC** – not big impact – ILL is only for faculty

**LC** – some – faculty, staff, and honors program students do ILL – still do not do online request forms- less article requests for other reasons

**Pat** – Stats for Sep-Oct-Nov-Dec and monthly – circ people get report of hold requests and pickup libraries so you know it's a CLICS request and not a hold – counting filled requests

**CSI** – ILL uses intercampus mail but not for CLICS

**GC**- QC-will ups ILL to Calandra Institute – no library does so for alums or professors on sabbatical

## **Metro News**

The next METRO ILL SIG meeting will be held in April at Metro – there is a METRO delivery taskforce on the metro delivery system which we use less now because of LAND but still have a need for to deliver to non-CUNY libraries nearby.

## **Discussion**

Staffing shortages prohibit us from considering document delivery of library owned items to our own students but there was some debate as to whether such services lead to too much patron entitlement or whether they represent a valid and valuable patron service

The next meeting will be held Tuesday May 29 at 2:30

Beth Posner and Rhonda Johnson have volunteered to be our next co-chairs.