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2006

LACUNY Interlibrary Loan Roundtable Meeting Minutes, October 2006

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ILL Roundtable Minutes

October 10, 2006

Attendance: Jay Bernstein (KB), Evelyn Bodden (CC), Barbara Bonus-Smit (QB), Dorothea Coiffe (BMCC), Richard Hickerson (ME), Rhonda Johnson (HO), Jeffrey Kroessler (JJ), Gene Laper (LE), Anne Leonard (NYCT), Clementine Lewis (LG/Co-Chair), Eric Neubacher (BB), Beth Posner (GC/Co-Chair), Evelyn Silverman (QC), Sherry Warman (BC), Pat Young (Central), Ellen Yurkovska (CC)

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

Minutes from June 13, 2006 were accepted. The minutes from the last meeting will be posted on the Web. Members agreed that future minutes would include a summary of the discussions without specific names.

CLICS

- CLICS is a Circ function in all CUNY libraries now, although ILL departments are helping in various ways. Students are now learning the difference between ILL and CLICS.
- QC-ILL is still getting calls about CLICS. Suggestions about how to deal with CLICS questions include the following: a) referring people to Circ, b) explaining ILL vs. CLICS on ILL and library homepages, and c) creating a list of email addresses (for those who use ILLiad) and emailing everyone about it.
- Extended day Circ staff need to be trained to use CLICS and provided information on responding to CLICS questions.
- All libraries are still filling ILL requests from other CUNY libraries through ILL, as well as CLICS. However, some ILL departments are letting patrons know when something is available through CLICS by canceling the request and adding a note. Some are also putting a slip in CUNY books that explains the book could have been ordered more quickly through CUNY+. BB and GC are checking CUNY+ to make sure an item is not checked out first.
- It has only been two months so far, but some libraries are seeing a lot more activity. Caps on requests may be necessary...one example of someone putting holds on many copies of one title has been reported.
- Items may be checked in twice which makes the system think an item has been returned and is one its way back. Hold notices with patron names are needed (not transfer notices). Pick slip will work.
- LAND is the delivery service that we use for CUNY libraries now. We can use it for media, as well. However, all materials will go to one location on campus that has been chosen for LAND deliveries. Some drivers do not pick up the manifest forms, so we should let LAND contact at NYLINK know at:
<http://www.nylink.org/land/landproblems.htm>
- More publicity about CLICS would help. The idea of a mass email from each campus was discussed.

- Since students change their preferred email, it can be hard to reach them. Their email is displayed now, but they are not allowed to edit it. They have to ask the Circ. Staff to make the changes. We should remind patrons to update emails.
- Patrons should be trained to look in My Account in CUNY+ to check on the status of requests in case emails do not work.

Odyssey

- Presently, some CUNY libraries do not send/deliver articles electronically. The Chiefs should be told about Odyssey, which is free software from ILLiad (<http://www.atlas-sys.com/products/odyssey/OdysseyDownload.asp>) that will provide this service. The only cost is a desktop scanner. Every library should have a look and we can discuss further at our next meeting.

ILL of E-Serials

- A letter has been drafted to be sent to Curtis Kendrick about the issue of ILL of e-serial titles. The Chiefs should also be told about this letter and issue. We need their support for this request and help in determining what titles we are allowed by CUNY contracts to use for ILL and whether we can send articles electronically or not.

OCLC E-Serials Service

- OCLC will display what e-serials a library has (for free) now (by using Serials Solutions, EBSCO info.) You can deflect ILL requests for these so the advantage is that students will have another way to see what is available.

Other

- Chapters from books should have copyright notices, as well as articles.
- Direct Request can be set up in WorldCat for patrons to use. These requests are made without having to log in to an ILL system or without staff having to process them.
- If patrons need items from CRL, they can request them from NYPL, which is a member. (Otherwise requests cost \$175 each.) Maybe CUNY Central could get a CUNY-wide membership in the future.
- The next meeting will be held on December 5, 2006 at 2:30. [This meeting was later postponed.]

The meeting was adjourned at 4:00 p.m.

Respectfully submitted by,

Beth Posner
February 20, 2007