Meeting Minutes

Library Association of the City University of New York

3-31-2014

LACUNY Interlibrary Loan Roundtable Meeting Minutes, March 2014

LACUNY

LACUNY-ILL ROUNDTABLE
Spring 2014 Meeting

MEETING MINUTES

Time: March 31ˢᵗ, 2014

Location: The Graduate Center, Library C196.05

Attendees: Sherry Warman (BC), Jay Bernstein (KB), Evelyn Bodden (CC), Simone Yearwood (QC), Judith Schwartz (ME), Judith Wild (BC), Monique Prince (BB), Silvia Cho (BB), Karen Okamoto (JJ), Gene Laper (LC), Clementine Lewis (LG), Neera Mohess (QB), Beth Posner (GC), Silvia Cho (GC).

Borrowing services for undergraduates. Judith Schwartz of Medgar Evers started a conversation about the issues related to offering borrowing services for undergraduates. The strategy of offering article services first, with a view of expanding to full service later, was positively received. Instruction was suggested as part of implementation. Other issues when dealing with undergraduate interlibrary loan patrons were discussed, including desired turnaround times, returns and pickups.

Fines. CCNY and the GC charge late fines to borrowing patrons. CCNY charges via Aleph; GC via ILLiad. CCNY charges $1/day which is effective; GC relies more on blocking overdue patrons to get material back.

OpenURL. The functionality of SFX from WorldCat was demonstrated. All databases can be set up to link to ILLiad.

Processing Copyright. Options in handling requests that require copyright payment include discussion with patron about nearby libraries that have the material or even ILL from public library if there is no budget to pay copyright, saving copyright information in ILLiad for later processing with CCC, and the Get It Now addon. The rule of 5 is just a guideline though so libraries can order at least 5 articles from the most recent 5 years of a journal each year. You can also contact authors directly if material is unavailable through ILL.

Referrals to locally available articles. Workflows to handle referrals to locally available articles were discussed. Rather than cancelling, routing the item to the Document Delivery module within ILLiad and sending a template letter with instructions to retrieve the full-text article appears to more accurately reflect the work done on behalf of the patron. A similar approach can be followed for resources available in open access repositories. Beth Posner of the Graduate Center demonstrated this method live.

Lending copy quality. Brooklyn College acquired new equipment, and is finding that the scan size is not optimal for final printing. Reviewing settings and contacting the vendor was recommended.

Library symbols with multiple addresses. To minimize confusion when dealing with institutions or consortia that have multiple addresses associated with a single symbol, Sherry Warman of Brooklyn College created a new custom queue, "Check addresses". Training all ILLiad users to be aware of addresses is not always possible but is recommended!

Lending Terms. The majority of the libraries present are reciprocal chargers. The greatest benefit is the ability to accumulate IFM to pay for borrowing requests. Proper setup for charging was also discussed, starting with OCLC, and Exempt/Default categories. Charges and credits go on OCLC bills.

Lending late fees. No library present reported charging late fees to borrowing libraries.

Shipping addresses. Standard formatting of U.S. addresses in OCLC/ILLiad was briefly mentioned.

Ebook projects. Current ebook projects, such as Occam's eReader project, as well as other possible models for lending ebooks, were introduced. The possibility of speaking to the E-resources librarian or committee was raised so that they are aware of the usefulness of being able to ILL chapters of books and eventually having the technology to ILL ebooks.

ILLiad conference brief: The roundtable congratulated Simone Yearwood for her presentation at the March 2014 ILLiad conference. This conference was discussed, as well as the upcoming IDS conference in summer.

Academic Commons group: The group has been set up, but members did not recall invitations. The pros and cons of having a group were discussed. We also have the CUNY ILL listserv to share questions and issues on.

CLICS and ILL. A discussion was started on how issues with CLICS service affect ILL service. The proposal is that CLICS service should be improved so that all libraries are checking every day. However, staffing shortages and computer glitches seem to make this problematic. If patrons tell ILL that they have tried CLICS we can let them use ILL but this is not helpful if the person needs the information asap or is a student in CC and cannot use ILL.