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The Official Newsletter of the Interlibrary Loan Roundtable

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Rachel Watters, Secretary/Editor

Business Meeting Minutes

October 24, 2001

Attendance: Anne Miller, Laurie Freund, Peggy Shaffer, Joy Schwarz, Maureen Welch, Bob Blitzke, Faith Berglund, Mary Struckmeyer, Carol Mittag, Rachel Watters, Joy Pohlman, Bob Shaw, Sherri Michaels, Colleen Angel

Sherri Michaels moved to accept the minutes of October 2000 business meeting. Anne Miller seconded the motion. The minutes were approved.

The new ILLRT officers: Sherri Michaels (Chair), Laurie Freund (Chair-Elect), and Rachel Watters (Secretary). Colleen Angel, current Chair, stated that there is enough money for another newsletter this year and has requested money from WLA for membership fees. The Membership stated that there is no money for the idea of having a drawing to cover new member's fees for committees but individual committees may do so on their own.

The budget for next year was submitted with goals tied in:

1. Support WLA legislative agenda (i.e.: provide newsletter article on Library Legislative Day)
2. Provide at least one program
3. Increase membership

Continued on page 2, "Meeting Minutes"

ILLRT Sessions at WLA's 2001 Conference

The ILLRT sponsored sessions at the 2001 WLA Conference were well attended. People came early and stayed to ask for more information after each of these sessions had finished.

Session 1

In the morning session Dr. Tomas Lipinski spoke to a group of more than 30 of us about "Copyright in An Electronic Age." He offered information and insights on a variety of legal topics including "fair use" of multimedia productions, some of the issues surrounding "shrink wrap," "click-wrap," and "browse-wrap," and some of the meanings and intent of subsections of the Anti-Circumvention and Anti-Trafficking portions of 17 U.S.C.

Near the end of this session, and for some time after its finish, Tom answered specific questions for those of us with queries about situations and practices in our own libraries. Were we within the legal limits? If not, what could we do to correct the situation and still provide the best service to our patrons?

For those who were not able to attend this session there is one piece of good news. Tom has a book coming out this year which will cover many library-related topics. We'll want to watch for it!
—Colleen Angel

Session 2

We were very fortunate to also host a session entitled "What's the Score?! How to find Music Materials When You Are Musically Illiterate." Geri Laudati, Thomas Altmann, and Kelli Miller guided us through the often times confusing world of finding the correct music for our patrons.

The more than thirty people in attendance got an education about the basic vocabulary, the print resources available, as well as the web resources available. I was most impressed hearing about software developed at Johns Hopkins where you can hum a tune into the computer, and the program will tell you the name and artist! (Of course, since I can't sing and even my humming is out of tune, it would be interesting to see what the computer thought I was doing!) The panelists passed around several materials so that we could get a first-hand look at the resources available, and what the differences were between two formats. This was a very informative session, and I hope you had the opportunity to attend.
—Sherri Michaels

INSIDE THIS ISSUE

- 1 October 2001 Meeting Minutes—*Laurie Freund*
- 1 2001 WLA Conference Sessions—*Colleen Angel & Sherri Michaels*
- 2 WLA Calendar of Events
- 2 ILL/DD National Conference—*Rachel Watters*
- 3 ILLRT-sponsored WAAL Session—*Sherri Michaels*
- 3 Upcoming Educational Opportunities
- 3 The State of the Budget—*Sherri Michaels*

Nation's Librarians Discuss ILL Issues

Meeting Minutes *continued from page 1*

4. Keep all members informed of educational opportunities (i.e.: emails, newsletter...)

Ideas on how ILLRT can work to meet those goals:

1. Increase participation within membership of ILLRT by asking for volunteers.
2. Use the newsletter and/or the WISILL listserv to explain what the ILLRT officers do and how much time it might take.
3. Revive the membership subcommittee.
4. Request the public library systems can encourage member libraries' ILL people to join.

Sherry would like to see ILLRT revive the membership subcommittee. Peggy stated that we need to start with getting our current members active by contacting them and asking them to volunteer more. Sherry will email current members and ask if anyone is interested in this membership subcommittee, help with programming, and ask members for programming ideas.

Program subcommittee: Laurie will be the contact person for ILLRT programming this year. The subcommittee is responsible for things like contacting speakers, WLA forms, and speaker follow-ups.

Programming ideas for 2002:

1. Universal Borrowing status report and impact on ILL
2. Book transfer project in January on the UW-Madison campus
3. WISCAT & Fretwell-Downing ILL management system--status report
4. Unmediated ILL

Continued on page 3

2002 WLA Calendar of Events

WAAL Annual Conference

April 17-19, Heidel House Resort & Conference Center, Green Lake

WAPL Annual Conference

May 1-3, Ramada Inn, Wausau

WLA Annual Conference

October 29-November 1, Marriott Madison West, Middleton

I attended a national interlibrary loan conference last November titled, "Shaping Interlibrary Loan/Document Delivery in the 21st Century," co-sponsored by the Association of Research Libraries (ARL) and the University of Michigan. Held on the University of Michigan campus, this two-day gathering focused on the future of interlibrary loan as it relates to technological developments, standards, and office management. There were so many good topics and speakers that I just can't write about them all here, so I will only focus on a few.

Shirley Baker, president of the ARL, gave the keynote address. Her talk, "Change, Change, and More Change" described how interlibrary loan has transformed over the years to become faster, cheaper, and more efficient. Baker explained that ILL management software is making ILL operations streamlined and efficient. She also showed that the average costs associated with ILL decreased by 15% between 1992 and 1996. Finally, Baker urged us to evaluate our operations, take risks, and keep policies simple.

Jim Vaughan of the University of Chicago and WiLS's Mary Williamson presented a joint session on how to be good ILL borrowers and lenders. In a 1995 ARL study, the University of Chicago was recognized as a "best borrower," and WiLS, acting as UW-Madison's lending agent, was recognized as a "best lender." Vaughan identified techniques for shortening turnaround time, including using OCLC's direct request, Prospero and Ariel, borrowing from lenders who use expedited means of delivery, and having good ILL management software. Vaughan's library also keeps fill rates high by working on a request until it is filled or no longer needed, setting their maximum cost high, and having staff specialized in medicine, non-print formats, and traditional materials. Williamson told the audience how WiLS is able to process 120,000 requests annually and keep turnaround time low. She emphasized the value of controlling each step of your workflow, giving special attention to lending operations, specializing and centralizing your workflow, and using technology to decrease turnaround time and increase quality.

Several vendors set up booths at the conference and demonstrated of their products. CISTI, The British Library Document Supply Centre, Fretwell-Downing, OCLC ILLiad, Relais, RLG, Clio, Linda Hall, and Colorado State University WebZap were all there. It was a great time to talk to vendors about specific ILL issues and test out their products.

The conference proceedings will be published by ARL sometime this spring. Keep an eye out for it.

-Rachel Watters

5. CDRS -- Library of Congress & Reference and Loan Library (cosponsor with Reference Section)
6. Advertising and promoting ILL service in your local library

ILLRT web page: Joy Schwarz wanted everyone to note that the ILLRT web page is available at the new URL: <http://www.winnefox.org/ILLRT>.

Submitted by Laurie Freund

The State of the Budget

As many of you are aware, the state of the Wisconsin budget is currently being hotly debated. However, did you know that WLA has an official legislative agenda? Check it out at: <http://www.wla.lib.wi.us/legis/legis.html>

Keep up with the latest information on the budget, governor candidates, and federal legislative information too.

-Sherri Michaels

Upcoming Educational Opportunities

For ILL Librarians

Improving Patron Service in Interlibrary

Borrowing: A Case Study, April 17, 2002

WAAL Conference

5:30-6:30 p.m. poster session

ILL Issues, August 15, 2002

Northern Waters Library Service

Register at www.nwls.lib.wi.us/CLE-calendar/index.html

WiLS Annual ILL Meeting, October 1, 2002

Pyle Center, UW-Madison

Programs and registration will be available in August at

www.wils.wisc.edu/ill

Going to WAAL?

The ILLRT is pleased to announce that we'll be sponsoring a program at the upcoming WAAL conference. The Wisconsin Association of Academic Librarian's Conference will be held April 17-19, 2002, at the Heidel House Resort and Conference Center in Green Lake (just west of Ripon).

The Interlibrary Loan Roundtable is sponsoring a session entitled "**WISCAT Union Catalog and Linked Automation Systems**" presented by Sally Drew, Director of the Reference and Loan Library. The description of this session is as follows:

The WISCAT resource-sharing program is undergoing big changes in 2002. Users will still be able to search the union catalog of over 7 million titles, but new software will also allow for searching of local automated systems and enhanced interlibrary loan management. Software incorporates Z39.50, ISO interlibrary loan and the emerging NCIP national standards. Reference and Loan Library staff will demonstrate the new services available through Auto-Graphics, Inc. and Fretwell-Downing, Inc., as they are interfaced to create a full resource sharing system for Wisconsin.

Please plan on attending this session to show your support for ILLRT! There are also other ILL-related sessions at WAAL this year, so it's a perfect learning opportunity. There will be sessions on Universal Borrowing as well as how one ILL office improved turn-around times for borrowing. Full conference details can be found at <http://www.wla.lib.wi.us/waal/conferences/waal2002.html>

See you there!

-Sherri Michaels

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