

MOBAC ILL Committee Meeting Notes
Tuesday, July 14, 2015
1:00 pm – 3:00 pm
Marina Branch Library

In Attendance: Irma Fink (NPS), Charlene Wells (MPC), Jennifer Hooker (SCPL), Claire Conklin (CAB), Rebecca Bergeon (CSUMB), Ray Melendez (MCO), Jean Chapin (HML), Jen Waterson (MIIS), Susan Renison (WPL)

Note taker: Jenn Hooker

1. Call to Order and Introductions

2. Addition(s)/Change(s) to the agenda -None

3. Approval of the minutes of April 14, 2015 – draft minutes posted to the Committee’s website <http://www.mobac.org/committees/interlibrary-loan-committee/> - Motion to approve – Ray Melendez; Seconded – Irma Fink; Approved.

4. Reports

- a. Administrative Council – June 12, 2015 meeting: *New fee structure starting July 1, 2015. There will be a cap for base fee: large public libraries at \$25,000 and at \$5,000 for academic and special libraries There is currently a strategic plan in the works. The Technology Committee recommendation for virtual meeting software was approved.*
- b. Technology Committee –*Tech Committee tested a number of various virtual meeting softwares and officially recommended Zoom due to its ease of use and quality for price. They are expected to purchase two licenses although what that entails remains elusive. It is hoped that this software allows attendees who are unable to attend meetings physically to maintain a virtual presence instead. Susan offered to explore further to see what we need to do to enable other members to participate in our ILL Committee meetings. Here’s more info about Zoom:*

“Zoom is a fairly recent product that was clearly designed with virtual meetings in mind. Video images of participants are larger and quite clear, creating an interactive experience that closely mirrors that of an in-person meeting. Zoom offers whiteboard, chat, screen sharing and remote control capabilities. The free version offers the option to record sessions to the moderator’s computer and a “video webinar” add-on is available as a paid option. The free version of Zoom supports 25 simultaneous participants, but sessions are limited to 40 minutes. A Pro version is offered for \$9.99 per month per host that supports 25 users on each host with no time limit. No accounts are needed for participants, although software does need to be installed on each connected device.

For virtual meeting participation, the Technology Committee recommends that MOBAC purchase two Zoom Pro host accounts at \$9.99 each per month for use by the various MOBAC committees, including the Admin Council. Having two host accounts would avoid potential conflicts were two meetings to be scheduled simultaneously. The Committee recommends that the ability to initiate a meeting be widely available to multiple members of each MOBAC

committee by sharing access to the two accounts. The Committee also recommends that PLP consider replacing the existing MegaMeeting license with these two Zoom Pro licenses for an annual cost savings of over \$2000.

(From the Technology Committee to the Admin Committee, June 2, 2015)

Product Website: <https://www.zoom.us/>

Overview: Zoom claims to be the “#1 Web and Video Conferencing Service.” It includes video, screen sharing, audio, and chat. Zoom offers a variety of pricing plans, including one for educational institutions. Meetings may be scheduled in advance or impromptu.

Pricing: Basic - Free

Equipment Required: Computer (desktop, laptop, mobile); camera, mic, speakers/headphones optional

Software Required: Zoom Cloud Meetings client

Account Required: Yes, for host

Platform/Device Compatibility: Mac, Windows, iOS, Android

Number of Attendees/Meeting Capacity: 25 (free version)

Key Features:

Live Video & Audio Streaming

Messaging & Chat - Send to all attendees or private message; “raise hand” feature

Markup - Annotation tools available during screen sharing, all participants may annotate

Screen sharing & Remote Control - Available to all participants (unless locked by host); any participant can grant/request remote control

Participant List & Rights Management - Participant list available to all attendees; host can control screen sharing, mute attendees

Recording & Archiving - Recording can be enabled/disabled during meeting; free version saves files to local machine

Suitability for broadcasting programs vs meetings - can share screen and keep presenter window visible. Attendees/time limited in free version. “Video Webinar” product available as add-on

Pros: Free; no admin rights needed to install; full-featured

Cons: Limitations of free version

(From the Tec Committee Workshop April 24, 2015, Deborah Stephens, Hartnell College Library)”

- c. Reference Committee- Jean Chapin had the idea to include all participating MOBAC libraries in a singular Summer Reading rack card for CLA’s One Million Readers which is beautiful and available to all. Although Summer Reading is almost over, please feel free to take some and display them anywhere and everywhere. The Ref Committee also has a new chair: Be Astengo from the MCO.
- d. SPLAMBA –No updates available.
- e. Literacy Committee –No updates available.

5. New Business

- a. Discuss Committee Chair (rotation) for the next Fiscal Year – July 1, 2015-June 30, 2016. It was agreed to continue discussion at the July meeting - Irma can continue and Charlene expressed interest in co-chairing. –*Charlene will train under Irma for the foreseeable future and act as a co-chair. However, Charlene’s tenure is tentative depending on her graduate school plans.*
- b. Update Committee Roster as needed –*Please check the MOBAC ILL committee roster and be sure the appropriate person is representing and is asterisked. This will be updated as needed.*
- c. Draft Annual Report for FY 2015 –*The annual report is due October 1st, which Irma will include stats in. There is no movement on Monterey Public Library, Pacific Grove Public Library or Salinas Public Library rejoining ILL.*

6. Public Comment –N/A

7. Old Business

- a. Presentations

Copyright PowerPoint from the CSU ILL Conference - Rebecca Bergeon

WorldCat Discovery – Ray Melendez
(WorldCat Discovery Services will replace OCLC FirstSearch in December 2015)

Thanks to Rebecca and Ray for presenting!

- b. OCLC Webinars <http://www.oclc.org/events/webinars.en.html> Upcoming webinars of interest:

Expanding discovery and visibility of all your library’s collections: A demo of WorldCat Discovery Services and WMS

Ready, Set, GO: Making the move from FirstSearch to WorldCat Discovery

WorldShare Interlibrary Loan: Update and Chat with the OCLC Team

- c. Continued discussion about whether or not to update/revise the ILL Annual Survey – last updated 2010 <http://www.mobac.org/committees/interlibrary-loan-committee/ill-committee-documents/ill-committee-annual-surveys/> Is there any resource sharing related information that we need from one another. One question that came up (Technology Committee) is who has or does not have their holdings in OCLC. *The Technology Committee is pursuing this. In general, the ILL Committee does not feel a need for a survey at this time.*

8. Announcements - None

9. Problem sharing/solving

Questions from MIIS...

- a. **Max cost** We are wondering if anyone knows how to find out the average maximum cost for non MOBAC and non SCELAC academic libraries for books and articles. We currently charge \$15.00 for articles and \$20.00 for books, but it seems like academic libraries now often charge more than \$20.00 for books.
- b. **Patrons who do not return interlibrary loan books on time** We have a couple of professors who almost always return their books a few weeks late. Do other libraries block patrons from making new requests in ILLiad if they have outstanding overdue interlibrary loan books? If so, what is the procedure? Can the patron see that their ILLiad access has been blocked?

Tara Gooden (UCSC) responded via email. Here was her response:

- A. *Max cost: At UCSC, we did a bench mark study a couple of years ago. I am not sure if there is a way to find out the exact average of every library out there, but I did sample a very large number of libraries to get a good average. Two years ago, the numbers were \$19.78 for loans and \$19.75 for copies. The sample included large and small libraries, but didn't include any free libraries. I would suspect the number has gone up in the past two years. Of particular interest was the average fee to lend internationally: \$51.83. I was also surprised the loan and copy fee were nearly the same. We raised our lending fees to what yours are currently after the data was collected.*
- B. *Late ILLs: I am not sure if you only wanted to hear from Illiad users, but here is what we do: When an item becomes three weeks overdue, we block and bill the patron's library account an initial replacement fee and processing fee. We don't use Illiad, but the block doesn't allow them to use any library services, check out any materials, or request ILL items. The processing fee is non-refundable. We have many patrons, mostly faculty, who might never return items if there wasn't some sort of consequence. We do the same for recalled items not returned. The replacement fee is removed when the item is returned. It is an extraordinarily effective system. We have several thousand items out at a time, but most of our patrons return on time or before the billing date to avoid the fee and block (or, not long after they are billed).*

Irma added that NPS frequently receives requests for international materials. In addition to high costs (not all libraries participate in OCLC IFM), Customs forms are mighty onerous. NPS does occasionally block patrons from placing new ILL requests until overdue ILL items are returned.

10. Next meeting date(s)/location(s)

October 13, 2015 – WAT

11. Agenda items for next meeting

- a. Discuss workshops/webinars

b. Annual Report – FY 2015

12. Adjournment of Business Meeting – *Adjourned at 3:15pm followed by news from the libraries.*

13. News from the libraries

-Not recorded.