



South Central Regional Library Council

Resource Sharing Advisory Committee Meeting
Thursday, January 9, 2020 at 1 PM
SCRLC Office; Zoom Room <https://zoom.us/j/924611225>

Minutes

Present: Caitlin Finlay, Cornell University; Virgilio Pinto & Ben Hogben, Ithaca College;; Noah Roth, SUNY Broome; Deb Geier, Finger Lakes Library System; Mary-Carol Lindbloom, SCRLC; Molly Brown, SCRLC.
Excused: Gregg Kiehl, Tompkins Cortland Community College; Lorie Brown, STLS; Sarah Shank, Ithaca College; Elise Thornley, Binghamton University; Julia Iannello, ONC Boces SLS.

- **Last meeting minutes** – approved.
- **User’s Group meeting review:**
 - The committee reviewed the satisfaction survey for the 2019 “ILL Goes to the Moon and Back”.
 - i. The majority of responses were positive, and with the help of feedback comments, the committee suggested that we build in networking time for next year’s user group meeting, since most attendees only see one another in person once a year. Perhaps, in 2020, we replace one of the 45-minute presentation sessions with a networking activity.
 - ii. The date chosen was also discussed as attendance was lower than the year before and thus the dates for the Fall 2020 meeting might be in early October, instead of September.
 - iii. We will work in conjunction with CLRC and Molly will contact Anna and begin brainstorming ideas to bring to the committee.
- **SCORA:**
 - The committee was asked how to increase participation among members for SCORA, as we only have 2 libraries who have signed up for it thus far.
 - Ben asked we discuss this policy statement from the manual: “*The home library may issue a SCORA card to a serious, responsible, eligible user, i.e. no currently overdue books or a history of lost or repeatedly overdue material*”. He explained that the agreement between IC, Cornell, and Wells is between the patron and the lending library. At IC they grant cards as long as the person can prove they can show their affiliation with the other institution(s). He stressed this policy would put extra time and work on the lending library to contact the patron’s home institution to find out if they are in good standing. He also said that if someone really wanted a book, they would simply take it, without being a patron of the library – and Caitlin agreed. Thus, Mary-Carol said this policy could be rewritten, considering Ben’s concerns, and would alter the conditions of issuing a SCORA card by removing the wording regarding if the patron is in good standing, and adding the phrase, “affiliated with a member institution”.
 - The committee discussed how we could get more interest in member libraries signing up for SCORA. One idea was to look at clusters – for example, Cooperstown, Oneonta, and Delhi all being in the same area – and to reach out to library directors within these clusters to see if they would be interested in participating in the program. Mary-Carol and Molly will work on this, and incorporate it into field visits.
 - Ben also suggested that if a potential patron knew they could have walk-in access to the library’s databases, that might help increase interest. Committee members agreed.
 - Mary-Carol told the committee METRO has a similar program to SCORA and are using electronic IDs. Mary-Carol and Molly will be attending a webinar about how METRO is implementing this.

- **Diversity, Equity, and Inclusion:**
 - The committee looked over the DEI initiatives for Resource Sharing to see what we are already doing and what we can improve on.
 - We agreed we should always have a section of Inclusion on the agenda for each meeting so we can discuss possible ways in which we can encourage more DEI in the field of Resource Sharing.
 - The DEI initiative for the RS committee can be found here: https://docs.google.com/document/d/1YMB3AlhQ7rpkMauMGatFrYHHR_zWAWi1BF0PKQwQr0M/edit
- **Review of 2019 – 2020 Activities and ideas for 2020-2021:**
 - Many of the activities for 2019-2020 have been completed or are always ongoing, but the committee discussed the item: *Plan a program for mentoring/coaching staff who are new to ILL*, as we have yet to implement something for this.
 - Suggestions that were made included:
 - i. Sending out a post on the RS listserv asking if any staff would be interested in mentoring or coaching.
 - ii. Having an announcement in the newsletter for members interested in either being a mentor/coach or desiring one.
 - iii. Finding and focusing on member institutions that have a high turnover rate in their ILL departments and contacting them to see if there is a need for training/coaching/mentoring.
 - iv. Creating a survey for member libraries to determine if there is a need/desire for mentoring/coaching for staff. Mary-Carol did mention that the last needs assessment survey for RS had been done in 2014 and perhaps it was time to create another one, especially with SCRLC's Plan of Service in the process of being developed. The results from a need-assessment survey could inform the Resource Sharing part of the Plan of Service. However, we would need to start creating a survey soon, as the results would have to come in by fall 2020, so we can assess the resource sharing needs of our members.
 - v. Discussing mentoring/coaching for ILL during field visits to member libraries.
 - Virgilio suggested for 2021, that we investigate a hands-on workshop for members about OCLC's WorldCat Discovery. Results from the satisfaction survey for the user group meeting showed the need for more understanding of this platform. Molly offered to reach out to OCLC to see if this was something they could do for us, once we determine all our Activities for 2020-2021. We will continue to discuss activities for the coming year in future meetings.
- **Around the Table**
 - **Virgilio** – just returned from holiday and was busy catching up on work.
 - **Noah** – nothing at this time
 - **Ben** – just upgraded to ILLiad 9.1. Went well except for two things – on the borrowing side, the routing for campus delivery stopped working, as did their automatic routing. They are working on fixing these issues.
 - **Deb** – super busy after a 3-week vacation
 - **Caitlin** – they just hired a new director of Access Services and they have joined the Atlas Concierge service, which they are very happy with.

Next meeting will occur in March. Molly will send out a Doodle poll in February for the committee.

Notes taken by Molly Brown.