MERLIN ILL Committee Meeting, Sept. 11, 1997
Held at Library Systems Office, UM-Columbia
Chaired by Mary Ann Samson
Minutes taken by David Shocklee

Attendees:
Gary Harris, LSO
Janet Jackson, LSO
Georgia Hall, UMR
Mary Ann Samson, SLU Law
Alice Edwards, UMC HSC
Elizabeth Ader, UMKC
Needra Jackson, UMC Law
Janet McKinney, UMKC Law
Doris Beeson, SLU Pius
Marilyn Voegele, UMC
June DeWeese, UMC
Mary Ann McFarland, SLU HSC
David Shocklee, SLU Pius
Mary Zettwoch, UMSL

The meeting began about 10:30 a.m.

The opening discussion concerned the turnaround time study of the Patron
Initiated Request function and traditional interlibrary loan within the
MERLIN libraries. The study week for September was scheduled to begin
Monday, September 15. The Library Directors had a concern that patron
initiated requests which could only be printed late in the day because of
printing schedules would cause those books to not be available for van
transport until the next day. The discussion then turned to the necessity
of modifying the book wraps for the patron initiated requests so that the
date the paging slip was generated could be added. Needra Jackson had an
earlier version of a book band which had a line for this information.

There was much discussion that followed about teaching the G-function, or,
Patron Initiated Request function, to patrons. I mentioned that the Pius
Library Reference librarians were giving instruction for this in their
bibliographic instruction classes and mentioning it during their library
tours for SLU students. Also, help sheets for using the MERLIN catalog
contained a G-function instruction section and were available at the
Reference Desk. At the Interlibrary Loan Department of Pius, I was
involved in sending these help sheets to ILL patrons who requested books
from other MERLIN libraries as a "for your information" approach, after
telling them I had procesed their ILL requests. Other libraries are doing
similar programs and creating handout fliers for their patrons. Gary
Harris spoke about ILL staff doing G-function requests for their patrons,
but there were complications with this, such as the PIN number, and it was
thought it would be better to teach them to do it themselves.

Mary Ann Samson presented the Interlibrary Loan Turn-Around time
tracking sheet to be used for tabulating statistics. Each library needed
to add a line to the Borrowing Library section to record the date the
patron picked up the material. Mary Ann Samson also handed out copies of

her proposal to the Library Directors finalizing the information to be collected and the study dates.

The next item on the agenda involved the III ILL Module. Problems noted with the module included: only one ILL staff person per department can work with the module at the same time in Release 11, and in Release 10 it is one person per campus; only one department within the consortium can print at a time, and it can take up to four hours for information to be transferred from the ILL Module to OCLC. Following much discussion of these problems and the noting of negative opinions in discussion lists of the previous version of the module from ILL departments using it, the committee members unanimously agreed that the ILL Module would be unacceptable for our consortium. Mary Ann Samson will forward the Committee's recommendation to George Rickerson, LSO.

The next agenda item concerned whether the MERLIN ILL and Circulation Committees should be merged. One problem noted would be the amount of attendees and the necessity of finding a large enough meeting space to accomodate them all. It was thought that perhaps after the Library Systems Office moved to its new quarters this might be possible. It was decided to discuss this again at a later date. Mary Ann Samson indicated that she would add this topic to the Circulation Committee agenda.

The discussion then moved to standards for creating ILL patron records. Mary Ann Samson presented a help sheet for this purpose. Duplicate records were discussed. It was agreed that a duplicate record with no checkouts on it should only be deleted by the library that created it, so as to avoid eliminating a record for which there was a specific purpose. Finalization of the standards will be posted to the discussion list for review.

Georgia Hall brought up the problem of patron initiated requests where the patron has put in another campus as the pickup point. June DeWeese brought up that it could sometimes be a misunderstanding on the patron's part, and other times the patron might actually mean it because their parents might live near that campus and the patron would be visiting them that weekend, or some other reason. It was agreed that patrons mistakenly not listing their library as the pickup point when they meant to would certainly affect turnaround time.

Doris Beeson brought up the problem of "in process" holds not being seen by acquisitions staff so that the book would not get to the requesting patron. June gave Doris the telephone number for the UM-Columbia Ellis Library's Aquisitions staff person who could tell her what method they use to resolve this.

Mary Zettwoch asked that consortium libraries please mark their totes with magic marker so the owner is known. She said the routing labels were getting stacked up and it was difficult to establish the owner from the labels.

Mary Ann Samson discussed using "ILL" as a home library code. Janet Jackson thought this would be possible but that there might be problems depending on what reports one wanted to run, so look for possible

problems.

The next meeting was scheduled for October 22.

The meeting adjourned at 2:30 p.m.