

**NCC ILL/DD Committee Meeting in Hawaii**  
**March 14, 2012, 4:40-6:00 p.m.**

**Minutes**

**Present:** Tokiko Bazzell, Vickey Bestor (NCC Executive Director), Hiroyuki Good (recorder), Kazuyo Good, Michiko Ito (Co-Chair), Toshie Marra (recorder), Ikki Omukai (guest), Mai Sekido (guest), Keiko Yokota-Carter (NCC Chair)

**Absent:** Sanae Isozumi

1. Updates from Co-Chair

Michiko Ito shared with the committee members that she had introduced the activities of the ILL/DD Committee at the Junior Japanese Studies Librarian Training Workshop held on March 12-13 in a 15 min. presentation. She focused on the NCC ILL/DD LibGuide which was recently updated by Tokiko Bazzell in response to the replacement of Webcat by CiNii Books. As mentioned in the NCC ILL/DD LibGuides Update Task Report prepared by Tokiko (which is discussed below more in detail), the updated ILL/DD LibGuides pages are not easy to find with Google. Michiko will add tags in order to improve access to the LibGuides. At the same time, she reminded committee members of the need to update their own LibGuides for ILL/DD at their library websites.

Michiko also reported about the latest statistics of the GIF member libraries and the use of the services. (<http://wwwsoc.nii.ac.jp/gif/statistics/us/gif-statistics.html>)

Regarding the communication tools among the committee members, Michiko reported that the committee would continue using Google Group for discussion of any matters and Google Docs for archiving any documents of importance. However, Michiko is looking for more appropriate place to store documents. She also noted that the current ILL-DD Committee pages on the NCC website included some records of discussion among the committee members which should be deleted. Tokiko made those deletions. In addition, Michiko reported that the committee recently created a new group for those in charge of processing GIF registration application (NCC ILL/DD Registration Group) and shared the registration procedure document that should be used by the NCC staff in charge. ([https://docs.google.com/open?id=0B\\_rtCEGWOB RHOGJiZGIxNTMtMmU3NS00N2YzLTkwMWEtNWY0MDkxYjkwZmU3](https://docs.google.com/open?id=0B_rtCEGWOB RHOGJiZGIxNTMtMmU3NS00N2YzLTkwMWEtNWY0MDkxYjkwZmU3))

OCLC will discontinue support of the ISO Protocol which connects ILL systems between North America and Japan at some point in the future. We have been in regular communication with them on this. OCLC has stated they will not discontinue support until there is an alternative in place. NCC decided to invite NII and OCLC to its coming fall Council meeting to discuss strategy for coping with the post-ISO Protocol. Lars Leon will be attending the meeting on behalf of the ILL/DD Committee.

2. Project Report I: OCLC Policy Directory

Kazuyo Good reported about the findings of the project with which she and her student assistant investigated reasons for non-filling ILL requests and presented possible solutions for certain problems.

As one of serious problems, Kazuyo pointed out that some OCLC symbols were not accurate in the list of the GIF participants in Japan. It was suggested that we should ask Japan Association of National University Libraries to correct the information.

See appendix A) Report on the Issues between GIF Participants (the US-Japan Case) for details of Kazuyo's report. (NOTE: This report is originally prepared for this meeting, but Kazuyo later made more complete written report.)

### 3. Project Report 2: LibGuide Instruction

Tokiko discussed the NCC ILL/DD LibGuides Update Task Report. See appendix B) for details of Tokiko's report.

The meeting adjourned at around 6:00 p.m.

## Appendix A

### **Report on the Issues between GIF Participants (the US-Japan Case)**

(Note: This report was compiled by Kazuyo Good after the committee meeting)

#### **I. American perspectives**

What follows are the problems identified thus far and the analyses for them. Please note that the issues are raised mostly from the perspective of the lending process in the U.S. and may appear less attentive to different contexts.

- **The communication device to be connected**

Effective communication is vital for the ILL service. If needs be, librarians in the U.S. can resort to the OCLC ILL function called “Lending Notes,” a common function to send queries and information requests to the borrowing library. However, this function is not available on the Japanese ILL system; Japanese libraries do not seem even know about the function. Thus, while US libraries keep sending questions to Japanese libraries through “Lending Notes,” Japanese libraries never receive those questions. Accordingly, the messages from both sides are often lost as the time limitation for an OCLC ILL request is four days.

Notes: “Lending Notes” is frequently used within US ILL service organizations and between US and other national ILL service organizations: e.g., the U.S. and European countries or South Korea. A sample note is: "Bad citation. We found the author's work in this journal but the title is different. Do you want us to send the copy?"; "This title consists of 16 volumes. Our ILL book lending policy is to lend only 5 volumes per request. Would you like us to send the first 5 books?" Unless Japanese ILL services accept the function, it is necessary to inform US libraries that a message through “Lending Notes” will not reach Japanese libraries.

- **The difficulty of *extending the four-day limitation***

The Japanese ILL request system does not have the function of placing an OCLC symbol in more than once. In case, a US lending library owns a requested item in its storage facility, it often needs more days than the four-day limitation (one symbol) to get it. If “Lending Notes” is a viable option for requesting an extension of the working day limitation, there would not be a problem. As pointed out above, however, the “Lending Notes” function is not available for Japanese libraries, and US libraries have to find another way of contacting their partner in Japan. Certainly e-mail serves as a good alternative. Yet, Japanese libraries rarely include their e-mail addresses on ILL requests. It would be very helpful to facilitate ILL services if Japanese libraries provide their contact information in their requests at least until the “Lending Notes” function is established between US and Japanese libraries.

- **Problems in the list of GIF Participants in Japan**

<http://wwwsoc.nii.ac.jp/gif/statistics/us/gif-japan-library.html>

The list was created for users in the U.S., yet, it is not so friendly to American ILL service workers in terms of both the content and design.

1. Library names on the list sometime do not match with those in the database of the OCLC Policies Directory: e.g., “Aichi Prefectural University Library and Academic Information Center” on the list vs. “Aichi Prefectural Univ” in the OCLC database. Besides, some of OCLC symbols on the Japanese list have typos: e.g., “JAOULID” for Ochanomizu University Library on the list should be “JAOUL.” For the typos, see Attachment 1 “GIFList(Japanese).pdf”
2. The list is not organized in alphabetical order, which makes it very difficult for American ILL service workers to identify a target organization on the list. The list also includes information of no or little use to American users: e.g., “NACISIS-ILL ID” and “Abbreviation.”
3. Each title on the Japanese list is clickable and linked to the CiNii Japanese library database. They provide English language pages. However, oftentimes, the majority of the contents on the English language pages are yet to be translated into English. In addition, the CiNii pages are configured in different formats; some are well organized and more informative, but many of them are still poorly organized and lacking in some important information such as ILL-OCLC symbols. They also have links to online catalogues and library webpages, but the links are all still in Japanese and of no use to American ILL service workers.

- **The OCLC Policy Directory of Japanese libraries to be updated**

To contact Japanese libraries, US libraries rely on the OCLC Policy Directory of Japanese libraries. Yet the directory is old and less informative than it used to be. This is mainly because Japanese libraries have no access to the OCLC Policy Directory. Unless they can be allowed to access the OCLC Policy Directory and update their profile information on their own, a viable solution to this issue could be that Japanese libraries become properly informed of how they are profiled on the OCLC Policy Directory (institution names, institution symbols, contact information, lending policies, and so on). This will help Japanese libraries to better communicate with their US partners.

## **II. Other Potential Problems**

- **The List of GIF Participating Libraries in North America to be updated**

<http://guides.nccjapan.org/content.php?pid=190477&sid=1970290>

1. It is not friendly to Japanese ILL service workers; especially, it does not provide a Japanese version.
2. It also includes data incorrect or unnecessary to Japanese ILL service workers, or lacks necessary information: broken URL links, old contact information, incorrect

price, the name of library director, mechanical information such as Z39.50 Access and so on.

Note: Feedbacks from Japanese participants is encouraged to identify problems; it is fundamental for making the GIF project mutually beneficial, which is the ultimate goal of the project, not an assimilation of one system to the other.

## Appendix B

To: Ms. Michiko Ito, NCC ILL/DD Committee Chair  
Date: March 9, 2012  
From: Tokiko Y. Bazzell, University of Hawaii at Manoa (UHM)  
Re: NCC ILL/DD LibGuides Update Task Report

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### Task charge

There is an expected replacement of the NII Webcat with the CiNii Books database in April 1<sup>st</sup>, 2013. Therefore, the Chair of the ILL/DD Committee created a taskforce to update the current NCC ILL/DD LibGuides pages related to the Webcat instructions. Bazzell was asked to oversee this task. The first phase of the update was completed. Revisions may be needed after we get user feedback during the CEAL/AAS conference.

### Progress report as of March 8th, 2012

- Erin Green has been hired on February 6, 2012, to review the existing guides, CiNii Books functionalities, and draft updates. Erin is a new student with Japanese studies background, currently enrolled in the UHM Library and Information Science Program.
- The initial reviews of the current guides and CiNii Books functionalities were completed.
- Drafting updates was completed.
- Bazzell has set up a test site, which contains updated pages: (1) "Instruction Step 2" <http://guides.nccjapan.org/content.php?pid=190477&sid=1615522>, (2) "How to use Webcat for your ILL/DD requests" <http://guides.nccjapan.org/content.php?pid=190477&sid=1631032> and (3) "Webcat instructions for staff" <http://guides.nccjapan.org/content.php?pid=190477&sid=1631058>.
- The test site has been shared with the ILL/DD Committee Chair. Bazzell also solicited comments from Naomi Chow, the University of Hawaii at Manoa ILL/DD services librarian.
- The site has been also shared with the DRC Chair when open access (OA) materials issues have been recognized.
- Bazzell tested the site with her bibliographic class students on March 8 to get user reactions.
- NCC web master updated two image files.
- The updates were shared by the ILL/DD members to get feedback.
- The ILL/DD Chair, DRC Chair, and Bazzell are scheduled to meet on March 13th prior to the ILL/DD Committee meeting on March 14th.

### Issues identified to be discussed among the ILL/DD Committee members

As per the Chair's request, Bazzell conducted a short survey among her bibliographic class. The students were asked to find the NCC ILL/DD site through Google. None could find the NCC ILL/DD page itself but they found a third-party sites that contained

information about GIF.

The students were then asked to find the NCC ILL/DD page from NCC's home page: 1 student immediately noticed "Global Interlibrary Loan" in the top right box. But the students who first went "Guides a-z" in the top left box had a hard time finding the page because it is under "G" (Global Interlibrary Loan). They assumed it would be filed under "I" for Interlibrary Loan. The combination of "Global" and "Interlibrary Loan" caused confusion for my students.

The Chair requested NCC to change the term "Global Interlibrary Loan" to "Interlibrary Loan," and asked the web master to make the page more easily found using Google.

The following issues will be discussed during the Committee Meeting:

- CiNii's romaji search function: non standardized Romanization other than the North America's standard (modified Hepburn) makes CiNii's "Romaji to kana" function unusable among the ILL/DD community and some users.
- How the ILL/DD Committee and DRC can collaborate to educate about open access resources and document delivery requests.

