

FIL NEWSLETTER

FORUM FOR INTERLENDING

Issue No 2 Nov 1989

Lancaster and After

Paul Jeorrett, Oxford Polytechnic Library, Chair of F.I.L. Committee.

Since the last F.I.L. Newsletter I'm happy to report that the Forum has gone from strength to strength. Our membership now exceeds 170 individuals and institutions and represents a wide cross section of the interlending community.

The main event since I last wrote has been Interlend '89, 'Who Pays?', held at Lancaster University. This was attended by 65 delegates from a range of institutions and businesses.

I went to the seminar with fairly strong feelings against charging for an interloans service, however having listened to the speakers and talked with colleagues, I came away with some very different attitudes! It seems that some form of charging is a reality whether we like it or not, although the chances of full cost recovery both for us and BLDSC are in the distant future, if at all.. I think it became very clear 'Who Pays?'. It is all of us who provide an interlending service, from BLDSC downwards. I am sure that delegates are working right now on the most important point of the seminar, which was, to be quite sure you know what the real costs of running a service are. This seems to be something woefully neglected in the information world!

The two day seminar was very thought provoking and judging by the busy hum amongst delegates at tea breaks and meal times there was a lot of discussion and exchanging of

Following the seminar we circulated a questionnaire to all delegates, the results of which are summarised later in the Newsletter.

For all of those who missed Interlend '89 there will be a chance to read the proceedings, as we hope to publish these in the near future.

The F.I.L. Committee has learnt a lot from Interlend '89 and we hope to incorporate all the suggestions and comments we have received from you into future events. F.I.L. is, after all, your organisation and the Committee aims to provide what the membership wants. With this in mind we have started work on an ambitious programme of events, starting with a workshop to be held at Coventry Polytechnic (the original birthplace of F.I.L.) at the end of November. This will concentrate on the practical aspects of running an interlending section. In January of next year we hope to run a one day seminar on electronic

communication which will be a mixture of theory and practice, and we have now booked Edinburg University for Interlend '90, to be held in June next year. Full details of these events will be published as soon as they are confirmed.



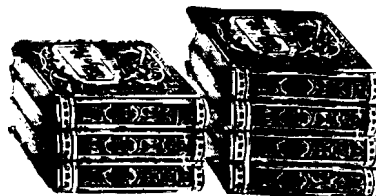
This way to the seminar!

views taking place.

In addition to our reflections on the economics of interlending we held our first F.I.L. AGM and afterwards were treated to a very interesting and visually stunning 'Portrait of the Wordsworth Country' from Ron Sands of the Lake District National Park.

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Questionnaire Survey Who Pays?

Malcolm Smith, British Library
Document Supply Centre.

Survey Response

Over 40 of the delegates to the seminar on interlending charging policies, held at Lancaster University, took the trouble to send in our survey sheet. Many thanks to all who did! The results will help with Committee planning for future events.

Good Value for Money

Readers may be interested to know that nearly everyone felt the seminar had been good value for money, and most were quite happy with the facilities provided by the University, although a few yearn for the comfort of a luxury hotel! Reactions to the individual presentations were interesting. Although it would be invidious to single out any particular person, delegates clearly knew what they liked. Only a handful felt any of the papers were not useful at all.

Workshops for the Future

Probably the most important finding, from your Committee's



point of view, was confirmation that many of you would like a more practical type of meeting, with provision for workshops and discussions. The theoretical papers were appreciated, but the overwhelming majority would have preferred a mixture of papers and workshops. We will be bearing this in mind when planning future events.

Timing Out

The Friday/Saturday timing was not quite as popular as we had hoped. A slight majority of those replying would have liked the event to have been held entirely during the week – avoiding Fridays to escape the higher rail fares!

Future Events

We now have a stock of very useful suggestions for future meetings. Many thanks for all your help – and watch this space!

INTERLEND '90
Edinburgh University
June 1990

INTER-LIBRARY LOANS MANAGEMENT SYSTEM

Lancaster University Library

The Lancaster University Inter-Library Loans Management System is a well established system which is used by 18 libraries in the UK and the Republic of Ireland.

The system is a complete multi-user system, based on the PICK operating system, and will support up to 17 users (depending on the hardware and version of PICK selected). Communications software can be supplied for the transmission of requests to BLDS and other libraries via public and private telecommunications networks.

The only hardware requirement is an IBM PC (or compatible) or any other computer with the PICK operating system.

Price: from £500 + vat.

For further information, or to arrange a demonstration call 0524 65201 (extension 2540/2528)

Or write to **Library Computing,**
Lancaster University Library,
Bailrigg,
LANCASTER LA1 4YH

Automation - BLDSC Style

Automated request processing at BLDSC

Contact: Katy King, Public Relations, BLDSC, Boston Spa, Nth. Yorkshire.

Over the years the British Library Document Supply Centre has applied automation to many procedures in order to become more efficient and to provide a better service to its customers. Computers support a wide range of activities including acquisition, record creation, finance and sale of publications.

On the first of August, 1989, BLDSC introduced the first stage of a new automated request processing system. This involved changing the way in which reports are made on requests which cannot be satisfied immediately. Customers now receive a computer printout giving details of request numbers and the appropriate coded messages. For the time being the request forms themselves are also being returned. In the near future users of ARTTel will be able to access an electronic mailbox for their reply messages. The new system applies to all ART requests and those postal request

forms printed with barcodes (the replies procedure for non-barcoded forms has not changed).

Customer reaction to the changes has been mixed; most organisations have welcomed our move towards automation of request processing and are pleased with the extra facilities we will be introducing shortly. Some organisations who have not previously filed their records by request form number, have found it difficult to adapt to the changes, and, in addition, we have had to overcome some implementation problems ourselves. We hope that eventually everyone will benefit from our automation plans and the opportunities they present.

The basic system is very straightforward to operate. A reply code is keyed in at a terminal and the barcodes of a batch of requests requiring that reply are read. A new code is then keyed in and the second batch read, and so on until all replies have been dealt with. The file containing replies is linked to other files containing customers' addresses. As late as possible in the

afternoon replies for each customer are printed out and enveloped in time for the last post collection. Barcodes of all satisfied requests are also read at the point of despatch.

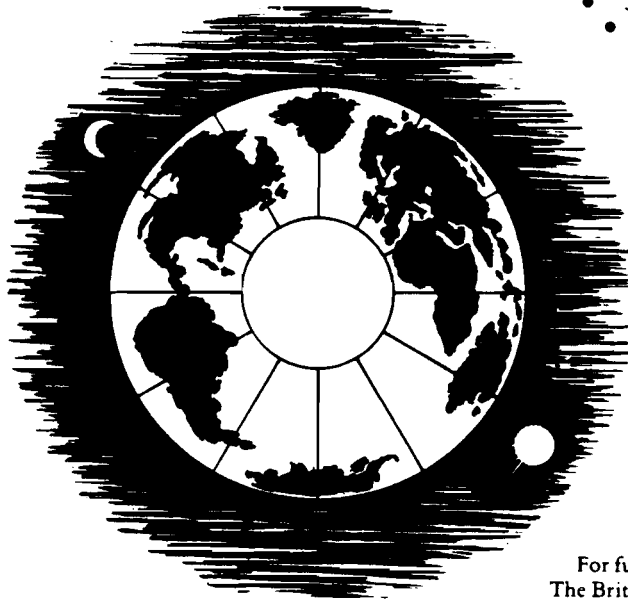
For all ART requests a full record is kept on the system from the time the requests are received. This record is updated when a reply is sent or the request is satisfied. For postal requests a simple record, without any bibliographical details, is created at the time when the barcode is first read. Thus we are able to monitor the eventual outcome of all requests on barcoded forms.

Looking ahead, over the next year or two we will be investigating how we can extend request automation to include overdue recalls, waiting lists, circulation control for serials and monographs and the way in which BLDSC and possibly other BL services are paid for. Changes will be introduced gradually and where they directly affect customers we will try to consult fully with both individual customers and representatives of all bodies with an interest in ILL.

BOSTON SPA SERIALS

THE BRITISH LIBRARY DOCUMENT SUPPLY CENTRE

on CD-Rom • 366,000 titles on a single disc
• 35,000 new records each year
• 80,000 amendments each year



Invaluable to:

- Acquisitions Librarians, Publishers
- Subscription agents, Interlibrary Loans staff
- Cataloguers, Reference Librarians
- Information specialists

Includes the holdings of:

- The British Library Document Supply Centre
- The British Library Humanities and Social Sciences
- The British Library Science Reference and Information Service
- Cambridge University Library
- Science Museum Library

Provides:

- Title verification and record creation
- Wildcard and Boolean searching

Access to probably the world's largest database of serials.

For further information on BOSTON SPA SERIALS contact
The British Library Document Supply Centre, Boston Spa, Wetherby
West Yorkshire LS23 7BQ, United Kingdom. Telephone: 0937 843434 (Switchboard),
0937 546061 (Direct Dial). Fax: 0937 546333. Telex: 557381.

Automation - Janet Style

Transmitting inter-library loan requests via JANET: a possible protocol.

Mark O'Conner, Queen Elizabeth Library, Kings College London, Chelsea.

The British Library Document Supply Centre now allows requests with a form number on computer paper to be used as a substitute for a 'C' form when reclaiming expenses. Computer mailing systems now allow us to transmit a request for a particular item to a number of libraries simultaneously, thus providing a great saving in time. However problems could arise if requests are sent out, via JANET, in the old format. A number of libraries could send the same document and all claim expenses on the same form

number, and the requesting library could receive several unwanted copies of the same document. A simple answer to this problem would be to provide no form number when requests are made. When a library agrees to supply the document the requesting library then issues a form number. This whole process can be carried out relatively quickly using electronic mail. If there is no reply from libraries to which the request has been sent it could be assumed that they were unable to supply, thus obviating the necessity for further correspondence. Once a form number has been issued the document would then be despatched to the requesting library.

This simple protocol which would have to be adopted nationally seems

to undermine one of the main objections to those wishing to maintain the three part forms, namely, that they would lose their 'unit of currency' for loans between non BL libraries. It would also reduce overall expenses as the Document Supply Centre would no longer have to produce its expensive three part stationary. It is also a proposal on the side of the trees.

Finally, a word of advice. Although computer centres can be somewhat coy about how to send the same message to a number of addresses, because of possible abuse by users, your computer centre should be able to help you to make the best use of the available utilities for disseminating mail.

Inter-library Lending

Paper presented at Inter-Library Loans: A national forum. Kings College Chelsea, November 8 1988.

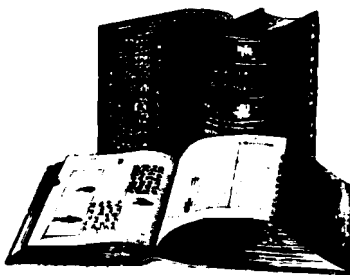
Nick Moore, Professor of Information Management, Birmingham University.

I have always been impressed by the wonders of inter-library lending. Even now I can remember the first inter-library loan I ever dealt with. Someone had requested Mayhew's Life and Labours of London's Poor. I can see now the look on his face as he arrived to collect the book and realised it was in 24 volumes.

That was about 20 years ago, just at the time when LASER were introducing their new and sophisticated system for handling inter-library loans by ISBNs. I was working at the time in a small suburban branch library in London and I remember predicting, with all the weight of my six months' experience, that these silly numbers would not catch on and sooner or later we would go back to using authors and titles.

I feel that, having been invited to take part in this event, I must, with regret, acknowledge that I was wrong. In the 20 years which have passed since I made my confident prediction an enormous amount has happened in the field of inter-library

lending and even greater changes are in prospect.



The Mechanics of Inter-lending

Perhaps the greatest changes have taken place in the mechanics of inter-library lending. The techniques and systems being used now are a far cry from my memories of reading out lists of ISBNs to a disembodied voice on the telephone. Instead, today, we have automated systems for inter-library lending within libraries. We also have now the general application of automated library housekeeping systems which could make the exchange of book data easier. Until now, however, I suspect that the inter-library lending needs have not been paramount in the design of the systems. This perhaps needs to be changed in the future.

We also have dramatic changes in the technology used to communicate information from one library to

another. The recent postal strike provided dramatic evidence of the effectiveness of facsimile transmission and I suspect that this will be a constant feature of our lives from now on. There has also been much talk of electronic document delivery. Just like the ISBNs, I can predict with some confidence that this will not catch. Certainly for the next few years the costs and complications involved in electronic document delivery will limit its use to a very small range of documents. We cannot, however, afford to ignore developments such as these as they will undoubtedly have a greater and greater impact in the years to come.



The Material Being Lent

Major changes are also taking place in the form of the material which is being lent. Already, we are beginning to see the growing impact of desk-top publishing. As this becomes more widespread we shall

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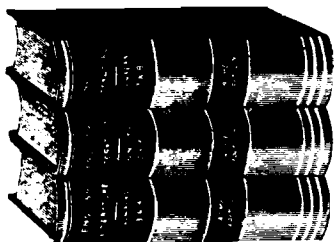
Inter-Library Lending

...Continued from Page 4

see an explosion in the growth of ephemera and short-run publishing. This is undoubtedly going to place new demands on inter-library lending services.

Also over recent years we have seen the emergence of some very highly priced material. Market research reports and audio-visual materials are obvious examples but there are others. Publishers are realising that it can be quite profitable to commission a high-cost publication aimed at a very small market where demand is relatively inelastic. For such publications, print runs are very low and prices are very high. How should such material be treated by the inter-library lending system?

In these cases, and in others, the publishers and producers may very well try to place constraints on our ability to lend material.



Political & Economic Philosophy

In some ways it is quite remarkable that inter-library lending has survived for so long as a fairly simple bartering system. The whole system is founded on the principle that the cost of lending material from a library will roughly equate with the value of the material that same library can borrow. When that equation goes out of balance the scope for inter-lending is much reduced.

A form of money was introduced into the system some years ago with the British Library loan forms. These provided a means of exchange and very quickly librarians began using them for all sorts of ingenious purposes. There is, however, now a much greater need to look at costs and to generate income. Imagine, for a moment, what would happen if this group introduced a system of tokens which people could use to pay for loans. If this were priced correctly it could provide a positive incentive to lend material rather than simply to borrow.

The Politics of Inter-Library Lending

This is another area of great change. Changes are afoot with the National Committee for Regional Library Co-operation. Alex Wilson has produced his report and various activities and changes have been set in train. These are simply a response to a wider need to evolve and inform new policies on the part of the regional library systems and, most particularly, Big Brother, or as some of you may know it, the British Library.

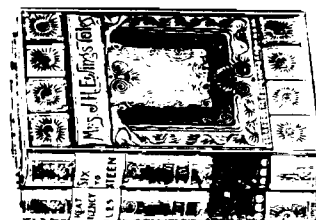
The overwhelming significance of the British Library in the field of inter-library lending cannot be ignored. Because of its central role and dominance it has the potential for holding the rest of the system to ransom. Certainly, one would question some of the pricing decisions which have been made in the past. Those decisions have obviously made sense from the perspective of the British Library but it is much less clear whether or not they have been the most sensible decisions, in economic terms, for the rest of the system. It is possible that the greater use of technology by libraries generally may redress the balance of power simply by making the British Library no more efficient than the rest of the system. Whatever happens, a voice will be needed to present the view from outside the British Library.



Changes in Europe

Few of us can now be unaware of the fact that a single European Market will come into being in 1992. It is already possible to identify a growing concern with things European amongst organisations of different kinds. Academic institutions are furiously establishing links with their counterparts on the other side of the Channel. Commercial organisations

are taking each other over and merging in an attempt to have a secure European presence by 1992 and within government circles there is a steadily increasing flow of traffic between Britain and Europe. All of this will, in due course, produce a greater demand for materials



published outside this country. Much of this demand will have to be met through the inter-library lending system. Now is the time to begin establishing the links with your colleagues in Europe and I imagine that this will be one of the major tasks for the new national organisation.

The Management of Libraries

In addition to all the other changes that are taking place, the way in which we manage libraries is also altering significantly. I believe that in the years to come we will see the development of information-intensive management in libraries. Information will be used as a resource to improve the efficiency and effectiveness of the library services we operate. There is no greater need for such information-intensive management than in the area of stock management. Here, the inter-library lending system provides essential management information, highlighting the gaps and strengths of the collection. The inter-library loan system can, therefore, provide vital management information within an individual library. If such information could be collated on a national basis we could begin to develop an overall picture of our national strengths and weaknesses.

I can only conclude that, in the face of all these changes and developments, the formation of a national group for inter-library lending could not have come at a better time. I believe that you face a major task in the years ahead and I wish you all well.

— News and Notes —

• FORTHCOMING EVENTS FOR 1989/90 •

EXCHANGE OF EXPERIENCE WORKSHOP ON INTERLENDING

Designed for those involved in the daily handling of interlibrary loan requests, a chance to meet others doing the same work and discover how they do it differently!

30th November 1989

Lancaster Library
Coventry Polytechnic
FULLY BOOKED

15th February 1990

Repeat workshop
Somewhere to be arranged in the North

17th May 1990

Repeat workshop
Somewhere to be arranged in the South.

INTERLEND '90 - THE INTERLENDING NETWORK, 1992 AND ALL THAT

29th-30th June 1990

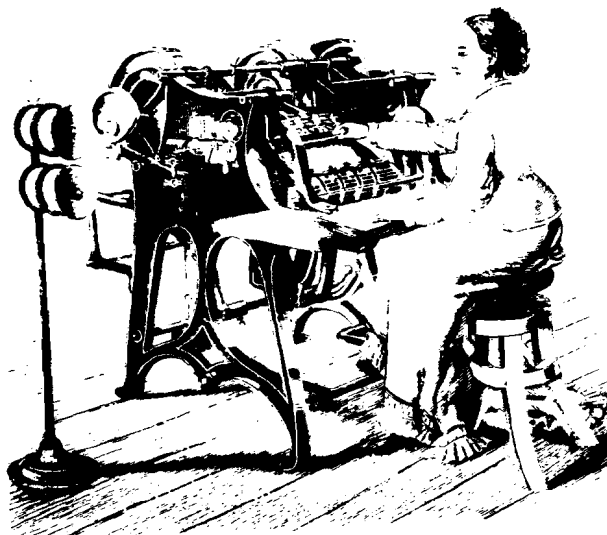
Pollock Halls, Edinburgh University
This seminar will aim to look at links both informal and formal, at national and international levels, with anyeto future developmens. We are at present calling for any papers or ideas for workshops, visits, or discussion so if you want to make a contribution to this year's main event please contact

Paul Jeorrett,
Circulation Librarian,
Oxford Polytechnic Library,
Headington,
Oxford,
OX3 0BP,
(0865) 819144,
Fax (0865) 819073,
BTGold 79:LLA033.

F.I.L.'s second Annual General Meeting will also be held at this seminar.



LIBRARY TECHNOLOGY FAIR 1990



11th-12th July 1990

Hatfield Polytechnic

F.I.L. will be jointly running an afternoon seminar on automating interlending systems, it is hoped that there will be product briefings from suppliers and a presentation on what to look for when automating an interlending system.

The Library Technology Fair is well worth a visit as well with a vast range of exhibitors covering all aspects of library technology.

For more details about these events or any other aspect of F.I.L. please contact Paul Jeorrett at the address above.

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YOUR NEWS IS WELCOME

This page has been reserved for 'News and Notes' concerning interlending. If you have an announcement please submit it by 30th February 1990 to be included in the next issue of the newsletter, and send to Susan Wilson, Library, Anglia Higher Education College, East Road, Cambridge CB1 1PT

MEMBERSHIP FORM

Dear Colleague

FORUM FOR INTERLENDING

You are invited to join the newly-established Forum for Interlending, the only national group to welcome everyone interested in interlending and document supply. We aim to include information officers and suppliers, as well as librarians from every type of library.

Interlending specialists build up considerable expertise in locating difficult material through the highly organised worldwide interlending network. Some have valuable experience of automated systems and telecommunications. Until now there have been no opportunities on a national basis for them to meet to exchange ideas. The prime aim of the new Forum is to provide formal and informal channels of communication, the desire for which was amply demonstrated by the enthusiastic conversation which occupied every spare moment at the inaugural meeting.

High on the Executive Committee's agenda is the compilation of a completely new directory of interlibrary loans and document supply contacts giving the fullest and most up-to-date information with the names of the people actually working in inter-library loans and all available addresses including e-mail. There will be a Newsletter which will concentrate initially on exchange of experience, with a substantial NEWS & NOTES section. The Annual General Meeting planned for this summer will be a two-day residential event with a mixture of speakers and plenty of opportunity to chat.

As membership grows, the Forum hopes to offer seminars dealing with specific topics, and to provide a series of occasional publications. It is also hoped in future to become involved in training schemes.

All these benefits are offered for an annual subscription of £15. Institutional members will be able to send as many representatives as they wish to seminars and the AGM, but will have only one vote.

If you wish to be among the founder members of this exciting new venture, return this slip below with your cheque for £15 to:

Robert Cooper
Membership Secretary
Forum for Interlending
Hugh Owen Library
University College of Wales
Penglais
Aberystwyth
DYFED SY2 5DZ



FORUM FOR INTERLENDING

Please register me as a personal*/institutional* member of the Forum for Interlending for 1989. I enclose my cheque for £15 made payable to Forum for Interlending*/Please invoice my institution.

* delete as appropriate

Signature.....

Name..... Position.....

Institution.....

Address.....

..... Postcode.....

PLEASE WRITE CLEARLY