FIL NEWSLETTER
FORUM FOR INTERLENDING

HAPPY 1ST BIRTHDAY TO FIL

Paul Jeorrett,
Oxford Polytechnic Library,
Chair of FIL Committee

Welcome to the third FIL Newsletter. Since our last issue FIL has reached its first full year, hence the felicitations of the title. Unfortunately instead of receiving any cards we have been sending letters asking you to renew your membership, it would appear that some of you think FIL is worthwhile as we have already received some replies!

The highlights in the past few months have been the two 'Exchange of experience' workshops which were run at Coventry in November and Newcastle in February. Over 60 people attended the workshops altogether, bringing a very wide range of experience from many different types of library. In both workshops the mornings were spent hearing from speakers from public, academic and special libraries and in the afternoons we broke into groups to discuss any issues of concern to interlending. Both the differences and the similarities in the way each institution handles interlending were quite surprising. Some common themes ran through both workshops though, the implications of copyright and whether charging will be forced on us; the less than favourable reaction to the BLDSC's rapid pursuit of automation and the intricacies of how to design inter library loan forms!

A lengthy article could be written for each of these themes but unfortunately there isn't enough space here, I have no doubt though that they will be key issues at Interlend '90 in Edinburgh both in the formal sessions and during the usual lively debate that occurs over meals and in the bar! If you have missed the workshops so far there will be another one being run on 21st May at Redbridge Libraries, details

of which are given later in the newsletter.

Most of the effort of the FIL Committee has been directed towards preparing for 'Interlend '90' in June. Having already learnt from our experiences in Lancaster last year we have tried to build on this knowledge, so the format will include some visits and workshops as well as formal sessions with speakers. The theme this year is to be 'The interlending network: 1992 and all that' and includes contributers from all over Britain and some from as far away as South Australia and Denmark. Of course one of the key elements to the seminar will be the FIL AGM which will include elections for the first time, so this is your chance to nominate someone for the committee or even get yourself nominated. So if you're bored with many little articles at the beginning of each Newsletter this is your opportunity to have a go next year! More details of this and 'Interlend '90' are contained in this issue. I hope you will be able to come, it promises to be even better than last year, the booking forms should be available shortly so please apply early there is already quite a lot of interest. See you in Edinburgh!

Contents

.M.I.L.L.

AN INTERLIBRARY LOANS MANAGEMENT PROGRAM FROM PORTSMOUTH POLYTECHNIC

Andrew Barrow,
Frewen Library,
Portsmouth Polytechnic

MILL (from Manager for Interlibrary Loans) is a stand-alone interlibrary loans management package developed by the Frewen Library of Portsmouth Polytechnic. It has been in use at Portsmouth since June 1989 since when it has handled over 6,500 interlibrary loan requests.

Indeed MILL has been so successful that the Polytechnic has decided to market it commercially, and MILL is about to be evaluated by a major special library in the City of London. Development of a public library version is also being considered in conjunction with a local public library authority.

THE GENESIS OF MILL

Portsmouth Polytechnic has been a member of the BLCMP library automation co-operative since the mid-1970s and by late 1987 had taken most of the available BLMCP automation offerings, leaving interlibrary loans as the only major library operation still managed manually. In a library that was

publicly making the maximum possible use of information technology this was unsatisfactory, and it was decided to automate interlibrary loans with a stand-alone package that would last until the arrival of the promised interlibrary loans module from BLCMP. In a sense the decision to automate interlibrary loans was irrational; the manual system was coping very well, and automation was undertaken more for the purpose of raising the 'credibility' of the interlibrary loans operation than for truly operational needs. Following the decision to automate interlibrary loans a small number of stand-alone interlibrary loans packages were studied and one was purchased.; unhappily one which proved so difficult to implement that it caused the interlibrary loans automation program to be shelved in late 1987.

This unhappy state of affairs changed in mid-1988 when a lecturer in the Polytechnic's School of Information Science approached the Library to see if it could offer a long-term project suitable for the final year dissertation of one of his students. After some discussion it was decided that the automation of interlibrary loans would be a suitable (if possibly over-ambitious) project and over the following 9 months the student developed a package, which was accepted for the award of a degree in the summer of 1989. Though the finished package was undoubtedly an academic success it proved to have a number of failings that made it less valuable practically, but even so it served a very useful purpose in that it made me decide to develop a more 'polished' version of the package which could be used until the arrival of BLCMP's ILLs module.

The student's project software had been written in dBaseIII Plus, a programming language chosen because there was expertise in the language within the library.; a vital requirement if the package was to be maintainable after the student's departure. In the event the package was not so much 'maintained' as

completely reconstructed, and MILL now bears very little resemblance to the original project package as delivered in June 1989, though techniques used in certain areas of the student's project software have been retained in MILL. dBaseIII Plus has proved to be a highly appropriate programming language for developing this application, and 'reconstructing' the project software has proved to be an enjoyable, even addictive, activity.

FEATURES OF MILL

The existence of a long-established national centre for interlibrary lending has ensured that interlibrary loans is probably the most standardised of all library operations. This standardisation is exploited in much of the design of MILL, which makes it a flexible package readily applied to the management of interlibrary loans in any any small- to medium-sized academic or special library. Though the current version of MILL supports only borrowing a future version may also support lending.

MILL, like other ILL management packages, is menu-driven, with all operations being selected from menus of numbered choices. Considerable attention has been paid to the user interface and the appearance of screens in MILL is highly consistent; the 4th line and the bottom 3 lines of the monitor screen are used for displaying prompts for information, or for displaying messages. Any messages that warn of problems are accompanied by a 'beep'; non-warning messages are displayed silently. Attention has also been paid to the consistency of prompts. Frequently used prompts are stored as memory variables so that the text of the prompt is always consistent no matter where in the programs (56 in total) the prompt is used. This design feature also means that if a purchaser dislikes the text of a certain prompt, this text need only be altered in one place and the new prompt text is immediately reflected throughout the whole package. A

text is immediately reflected throughout the whole package. A novel feature of the package is that new request data is entered into a free-text area shown on the screen, rather than being entered in response to a series of prompts. This free-text area corresponds to the 'shape' that the data needs to be in for transmission to ARTTel, and thus the time required to process the request stream prior to transmission to ARTTel is reduced. The operator also has complete freedom to describe and edit the requested item within this free-text area, but this freedom has its complications and the operator has to remember to enter the bibliographic description of the request in the format that the BLDSC recommends for ARTTel.

MILL (at the time of writing) allows the following operations :-

- Storage and automatic assignment of BLDSC ILL voucher numbers.

- Creation of requests for electronic transmission to the BLDSC's ARTTel service by JANET, PSS, or PSTN.

- Creation of non-BLDSC requests, with the automatic production of a letter to accompany a postal request.

- Checking of each request to see that mandatory data field contain information, and that the request has been assigned to a valid cost-centre.

- Rapid reviewing/editing of new requests so that experienced

  ILL staff can vet requests prior to transmission to ARTTel.

- Recovery of requests which have failed so that they may be re-transmitted.

- Assignment of requests (and costs) to user-defined cost-centres.

- Logging of BLDSC reports concerning an item, using the

  both the BLDSC's own shorthand codes, and locally created codes.

- Logging of items received, renewal of loans, and incorrect

  items received.

- Searching of the request databases by request number,

  requester, or 'main heading'.

- Production of printed overdue notices. Overdue notices can have up to 4 levels of 'severity'.

- 'One stop' customisation of the text of the overdue notices, and the levels at which the various notices are activated.

- Comprehensive file maintenance procedures including :-

  - Archiving of completed requests.

  - Backing-up of databases to diskette.

  - Restoring databases from diskette.

  - Purging the system of old requests.

  - Re-building the database indexes.

  - Easy maintenance of the databases of BLDSC report codes, and cost-centres.

- 'One-stop' customisation of the library's details used by all standard letters and reports.

- Simple statistical reporting, sub-totalling requests (over a chosen date range) by cost centre, together with a grand total. Though this simple reporting is quite adequate for Portsmouth's needs statistics module could easily be modified to suit a purchaser's requirements.

EXPERIENCES WITH MILL AT PORTSMOUTH

MILL has been in daily use at Portsmouth since June 1989. Requests are batched and sent each day to the BLDSC's ARTTel service via PSS. PSS is used because at present the library's use of PSS is free, though I recognise that this is not a common situation; should our Computer Centre decide at some future date to pass on the PSS charges to the library we would probably swap over to accessing ARTTel via JANET. No changes to MILL would be necessary to do so. Our interlibrary loans staff estimate that using MILL is equivalent to having an additional 1.5 staff members, and the package is very popular. No longer do the Library Assistants draw straws for who will do the overdue letters each week; this task is now performed by MILL in less than 20 minutes, as opposed to the 4-5 hours it took to perform the same task manually.

MILL has benefitted from being designed in very close co-operation with a busy ILLs office, and a number of design features were suggested by Portsmouth's ILLs staff. Our ILLs
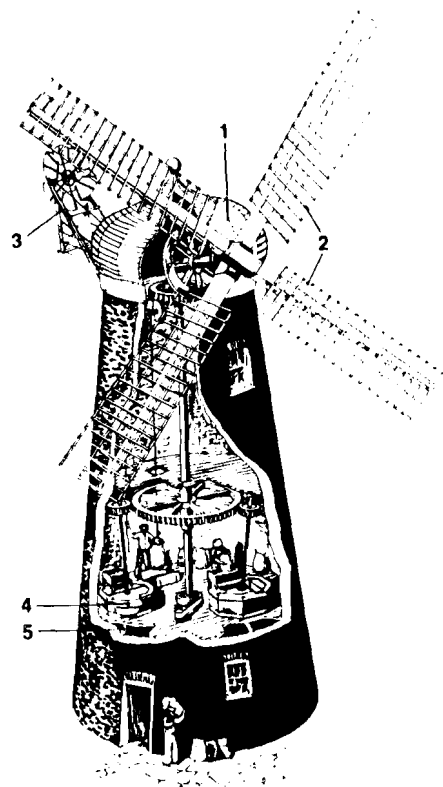
staff are very proud of the package and are still suggesting modifications, as a result of which the package is still evolving.

HARDWARE REQUIREMENTS

MILL's hardware requirements are at the same time commonplace and straightforward. MILL requires an IBM-compatible microcomputer with 512 kilobytes of processor memory, Version 2.0 (or higher) of MS-DOS/PC-DOS, one floppy disk drive, and a 20 megabyte hard disk. A library that already has dBaseIII Plus amongst its 'pool'of software can purchase MILL as encrypted dBaseIII Plus code; a library that does not possess dBaseIII Plus may purchasing dBaseIII Plus I would strongly recommend its purchase since very occasionally problems may arise with MILL's databases which can be solved more quickly by using dBaseIII Plus directly on the databases rather than by using MILL. Anybody using a microcomputer system with a hard disk should also consider purchasing a disk management package such as <u>Norton Utilities</u>. Hard disks are complex enough when empty; once a large number of files are stored on disk the potential for problems is greatly magnified. Running a hard disk microcomputer without having a disk management program to hand is rather like driving an old car, but always leaving your tool-kit at home. Quite simply it is asking for serious trouble.

trouble.

COMMUNICATIONS SOFTWARE

Included with **MILL** is a communications program called **ProComm** (Version 2.4.2). This is the communications program used to send the request/chaser batches to ARTTel. **ProComm** is a 'shareware product' and is highly regarded as an easy to use communications program which integrates very smoothly with **MILL**. Should a library wish to use some other communications program in place of **ProComm** this is perfectly possible, but a library that decides to use **ProComm** must after a short trial period (say 2 weeks) pay a small registration fee ($25.00 - $50.00) to the developers of **ProComm** to do so. Instructions for registering to use **ProComm** are supplied with every copy of **MILL**.

FURTHER INFORMATION

MILL currently costs £500 + VAT. The purchase price includes the **MILL** software, full documentation, 1 year's telephone support, 1 day's training (at Portsmouth), plus all software and documentation updates produced during that year. Telephone support after the first year can be purchased for £100 + VAT per year. Multi-site purchases, installation of **MILL**, or further customisation of **MILL** can be arranged at negotiated prices. Further information about MILL can be obtained from :-

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BarrowA@uk.ac.portsmouth.csovax
dBase II Plus is a trademark of Ashton-Tate Ltd.
**Norton Utilities** is a trademark of Peter Norton Computing, Inc.

INTERLENDING

— THE VIEW FROM JUPITER —

1 JANET

JANET was established in 1984 by the Computer Board for Universities and Research Councils, and SERC (the 'Science and Engineering Research Council'). It was created in order to rationalise what was at that time a heterogeneous networking situation in the UK's higher education and research community. JANET is based upon X.25 technology, which is the international standard for packet-switching. It operates its own 'open system' protocols, which are known as 'Coloured Book' protocols. These will gradually be replaced by the International Standards Organisation's 'Open Systems Interconnection' ('OSI') protocols.

JANET was not built with libraries in mind, yet our very many requirements for inter-site communication and remote system access makes the library sector an obvious user of the network. By 1986, a few academic libraries had registered their OPACs on JANET as addressable services, and this trend has continued to the point we have now reached, where there are around 50 registered OPACs on JANET. In 1987, the British Library connected to the network in order to provide a cheap means of access to its remote services, Blaise-Line and ARTtel, for its academic library customers. The British Library remains one of the few commercial service providers on the network. In the same year a libraries' special interest group – the JANET User Group for Libraries, or 'JUGL' – was formed.
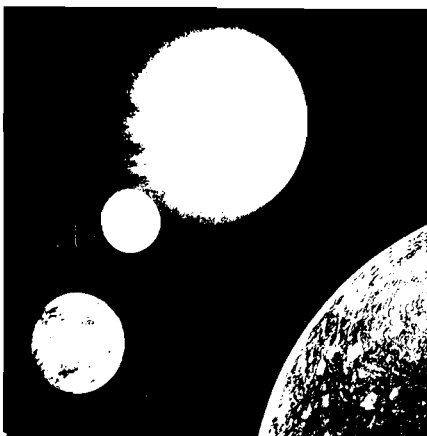
2 JUPITER

JUGL set about the task of promoting JANET to its member libraries - a task necessary because the JANET organisation itself was unable to provide training or documentation specifically for library staff. Workshops were organised on the topic of access to interactive services such as OPACs and Bulletin Boards. Electronic mail was publicised through the creation of a directory of library e-mail addresses. Nevertheless, JUGL was unfunded, and could not undertake the giant task of promotion, training and documentation without financial help. Consequently, it approached the University Grants Committee (UGC) for help, and received £60,000 to support a two-year project. The project, then christened 'Jupiter' ('JUGL/UGC Project for Information Transfer, Education and Research'), was awarded to Glasgow University Library to run. I was seconded from Glasgow University Library as full-time Project Officer.

Project Jupiter runs Seminars designed to 'train trainers' in the use of JANET in the library. It also produces a reference publication, the Guide for libraries on JANET, and will launch a Bulletin Board on JANET ('BUBL' - the 'Bulletin Board for Libraries') in the spring. Practical Workshops are also being organised.

3 JANET & INTERLENDING

While library use of JANET for OPAC and Bulletin Board access, and for electronic mail, is still developing, and access to Blaise-Line and ARTtel over JANET is well established, there are a number of operations which could be carried out over JANET, but which - for various reasons - are not. Online ordering direct from booksellers, and machine-to-machine transmission of bibliographic records are two examples of our failure to take advantage of JANET for library operations. Interlending is a third. Leaving aside for the moment the development of the ISO interlending standard, which will allow requests and messages to be transferred 'transparently' between libraries on different networks, there *are* practical ways of using JANET now for the benefit of interlending. Admittedly, some interlending over JANET does already take place, but only in a very unauthoritative way, using the general library mailing list "Library-mailing". A means ought to be found of using JANET to its full potential, rather than as a last resort, as at present. Mark O'Conner, in the November 1989 issue of this newsletter, sketched out one practical way - a human-level' (as opposed to 'machine-level') protocol, which would create a positive and authoritative use of JANET to support ILL.

The drawback, of course, is that any agreed protocol could only involve libraries connected to JANET. The advantage, to these libraries, could be considerable, however. The use of JANET is free (all sites pay for connection of course, though universities do so only

indirectly). An electronic mailbox dedicated to ILL therefore costs nothing. Requests sent out across the network also cost nothing.

Brunel University recently proposed a '3 part protocol' similar to Mark O'Conner's scheme. The essence of the idea was that a number of JANET libraries would agree to participate in the scheme, and to make at least once-daily checks of their ILL electronic mailboxes (after all, why use an instant transmission medium, if mail is left 'unopened' for a day or two?). A mailing list of participating libraries could easily be set up on JANET, allowing a multiple copy of each request to be sent out to all members of the scheme instantaneously. Libraries would respond to requests within a day, confirming either ability or inability to lend. The borrowing library would then establish the loan with one particular library, by sending a BL number.

A seminar to discuss these proposals is being organised jointly by JUGL and FIL, and will take place later this year.

4 CLOSER LINKS

Because JUGL represents a substantial portion of the academic library community, and because JANET provides a very cheap and efficient communications medium with great potential - as we have seen - for interlending, it has been decided that closer links should be forged between JUGL and FIL. Consequently, Robin Green of the FIL committee has been co-opted onto the JUGL committee and FIL committee minutes are circulated to JUGL committee members (over JANET, of course!). Both Groups hope for closer collaboration in the future.

5 THE WIDER PICTURE

Some FIL members may be interested in the possibility of including Telecom Gold and LA-Net libraries in the 'protocol' described above. While this is technically feasible (since JANET sites can now send X.400 electronic mail messages), British Telecom discourages JANET e-mail users from communicating with users of its networks by requiring costly registration. JANET e-mail users can freely 'inter-message' with users of the Istel 'Microlink' service however.

If any FIL member wishes to comment on any aspect of the use of JANET for interlending, I shall be happy to receive e-mail at: JUPITER@ UK.AC. GLASGOW. VME.

Alternatively, you may wish to contact:
JUGL, c/o the Secretary, Michael Breaks (LIBMLB@UK.AC.HERIOT-WATT.VAXB).

John A. MacColl

COMPUTERISATION OF INTERLENDING

WHATEVER NEXT?

Martin Myhill,
Exeter University Library

The Exeter Interlending system (EXILE) began in 1986. It was not the first I.L.L. system in the U.K. but other systems did not suit our requirements for a variety of reasons. A description of EXILE appears in Vine (67), October 1987, although that article no longer does the system justice. EXILE continues to be extremely functional, coping with a constant stream of changes within systems, agencies and users with whom it interacts. For Exeter University, and also for Teesside Polytechnic, EXILE is the solution, at least for the moment.

This article does not seek to look in detail at EXILE, or indeed any of the other excellent systems which are available. Instead, I wish to consider a number of questions emerging from computerisation of I.L.L. practices in this country. I raise these questions as a system designer and not as a practitioner of interlending and the views are my own and not necessarily those of Exeter University Library.

1. USE OF ELECTRONIC MAIL

The Joint Academic Network (JANET) began operation in the early 1980's, and by 1987 a few libraries (particularly those at Leicester University and Sussex University) had got into the swing of using it, even to the extent of making some I.L.L. requests that way. COPOST was started by Roy Adams in 1984/5 as a closed user group for Polytechnic Libraries within BT GOLD. University libraries started to join in 1986, with LANET developing in 1988. Using either JANET or LANET all libraries have the ability to talk to each other electronically. Both are cheaper than Telex and as fast and reliable. At Exeter, EXILE functions not only as an administration system for interlending but also as a communication system. Over sixty libraries are contacted by us for interlending purposes via JANET. Of the thousand or so libraries we have contacted using EXILE since 1987, the majority use some form of electronic mail, although Telex still seems to be the most prevalent E-mail system. Fortunately 80% of our requests go to the British Library using JANET so the majority of our request transmission is free.

I am still bemused by the number of comments I receive from around the country about libraries which have problems not only in using electronic mail, but also in accepting requests for interlending in this manner. A quick scan through the library DIRECTORY on JANET.NEWS, or the LANET directory reveals a number of gaps. I am aware of the logistic problems that some libraries suffer and am sympathetic, but the library community needs to consider how to extend the use of E-mail for interlending and I welcome Project Jupiter in this light. JANET, of course, is not available to the public libraries.

EXILE not only deals with requests made elsewhere, but also with incoming requests. Public libraries usually pass a request from a central office for an item to be sent directly to a branch library. The supplying library ought to send a message to the central office confirming that the item is being sent. EXILE allows this messaging to be done automatically if applicable. Over 50% of our Telex work at Exeter is for this purpose, and the communication cost is absorbed into our I.L.L. budget. EXILE uses LANET's link into Telex, rather than a dedicated Telex machine or line and this is still cheaper than leasing a Telex or sending first class surface mail. However, it is not as cheap as using LANET. Faced with budget cutbacks it is not surprising that some libraries are refusing to use Telex any more, reverting instead to surface mail when other E- mail modes are not available.

At Exeter we will need to be able to use Telex for many years to come for interlending, not just nationally but internationally, but there is room for considerable re-evaluation on its usage.
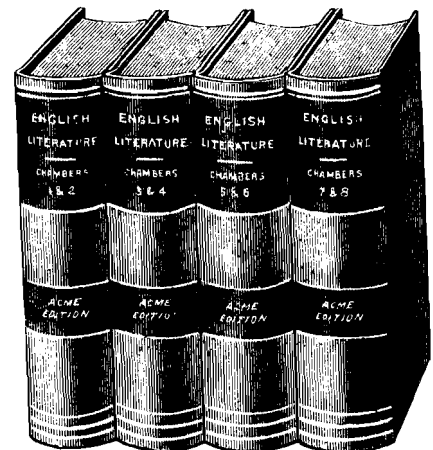
2. MESSAGE FORMAT STANDARDS

It is sometimes stated that the lack of a standardised message format for interlending is a reason for not computerising I.L.L. work. ISO are working on this together with BLDSC and a number of others (for a review see Interlending and Document Supply vol 17(1), 1989 pp23-24). An international standard is clearly going to be a complex matter, although very worthwhile (work is also being done on X400 protocols in this area so that different networked systems can talk to each other). I know of many libraries which create their own request files without using one of the I.L.L. computerised systems and until the ISO standard is available I would suggest the following format:
For a mongraph:
Request/Reference/BL Form number and message (e.g. please supply or chaser)
Author:
Title
Publication details
ISBN (or other)
(Optional notes about edition required etc)

For a serial etc:
Request/Reference/BL Form number and message (e.g. please supply)
Serial Title
Volume and/or part number, (page numbers),
Date
Author of article
Title of article
ISSN/BL Shelfmark (or other)
(Optional notes)

EXILE has used this format successfully since its inception for all requests, both to BLDSC and elsewhere. Its roots go back further than EXILE. These few 'fields' allow sufficient, clear information to be sent electronically. No doubt there are other suggestions, FIL is the place to air them!

3. LOCATION/MESSAGING SYSTEMS.

So far I have only just scratched the surface of the I.L.L. computerisation scenario. EXILE is not the only system which is efficient in the administration of Interlending, although EXILE's use of electronic mail networks is advanced. There are many useful and advanced features available on most systems. In the recent history of interlending in the U.K. the administration systems predominate. However, location-providing systems are emerging. To be able to administer requests, send chasers, overdues etc is one thing; interlending is really about getting an item to its requester as fast and efficiently as possible. BLDSC has an important role to play and is often treated as the point of first reference (backup libraries expect this), and this is one important reason why most systems have concentrated on administration of I.L.L. work.
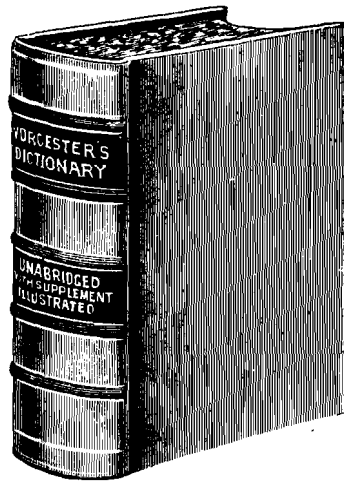
In practical terms it is far more effective to be able to locate precisely an available copy of the desired item, preferably at the first attempt. LASER's VISCOUNT (see VINE (73) December 1988) is one such system and offers I.L.L. staff from participating libraries and regions the chance to identify where an item is held and to request it.

It even includes a substantial run of BLDSC holdings. The locations concept is developing in the U.K. academic library sector too, but many more resources are required to make this widespread. Having OPACs available via JANET helps (EXILE allows I.L.L. staff to get straight into any of these), particularly if the I.L.L. librarian possesses expert knowledge of likely locations. However, anyone who has used OPACs via JANET will know that it can take minutes to log in and consult just one catalogue and this solution is too far from perfect to use for every request. What is really required is a central system offering immediate locations and availability information providing messaging and administration. I suspect that this is too much to ask, especially in the present financial climate, although the CURL project is making

inroads where the UKLDS idea did not (see Interlending and Document Supply 17(2), 1989). Perhaps the large corporate databases held by BLCMP, SLS, CURL, BLDSC and LASER (amongst others) could be indexed centrally. In France, an examination of the SUNIST serials location/messaging system shows how effective location systems can be on a national basis.

4. ATTITUDES & RESOURCES

I am aware that some libraries use more highly trained staff than others for interlending and that expert knowledge counts for much. Nonetheless as we go through the 1990's the library community must carefully consider the priorities and requirements of its interlending systems if we are to avoid 'fumbling in the dark'. For as long as BLDSC remains prepared to support the voucher 'currency' system, payment for requests supplied to other libraries does not have to be a problem. The role of BLDSC as the predominant source for interlending will continue, especially in particular subject areas. The service from BLDSC is basically good. As financial cutbacks affect BLDSC purchasing power however, there can be no reasonable objection to libraries using their own initiatives to borrow items not held by BLDSC. At Exeter 6% of last year's requests (over 750 items) were located, using our SLS shared system, at libraries other than BLDSC. For reasons of not overloading certain libraries, slow responses from others and non-availability of certain items few of these requests actually came from non-BLDSC locations. Consolidated networks therefore, are only part of the answer. Attitudes to lending to other libraries, and more especially resources to provide such services will need considerable reappraisal. At Exeter one member of the I.L.L. staff (half-time) deals with all incoming requests. This seems sufficient to cope with demand at the moment, but more use of non-BLDSC sources will inevitably mean that libraries either provide adequate servicing for incoming requests or cause bottlenecks for everyone else.

There is still a lot to do to facilitate the flow of interlending in the U.K. before 1992 brings further challenges of a more international nature.

WORKING WITH EXILE

ELECTRONIC MAIL IN THE INTER-LIBRARY LOANS DEPARTMENT AT EXETER UNIVERSITY LIBRARY

Heather Eva, Exeter University Library

EXILE has now been in use in the Inter-Library Loans department at Exeter University Library for 2 years. It runs on the University's central PRIME computer, and is both a data base and a messaging system using electronic mail, with links via JANET and LANET using Telecom Gold. It has both a library postbox and individual postboxes for all users, so that the messages come straight into the Inter-Library Loans department.

We started using EXILE in February 1988 and the first 6 or 9 months were a period of transition, using it side-by-side with the old manual system until that had run its course. Now only the Arabic requests are kept on a manual system; EXILE is used for everything else.

The data for each request is entered and given a BLDSC form number, or local reference number if a BLDSC form is not needed. This number only is then used to identify that request for each additional transaction after the initial order: reports to readers, notes for EXILE, requests to other libraries, entering of details when the item arrives or is returned. Much time is saved by not having to compose a text for each message. Reports to readers are also printed at each stage of the transaction: BLDSC copy on loan, trying another library, wrong reference, please supply photocopy of source, not available in Britain, item now received for you, etc.

There have been great savings in the time taken for processing inter-library loans and I feel that we operate more efficiently; nothing is overlooked by the machine and requests are chased automatically - sometimes too frequently for the BLDSC! Because EXILE was developed in-house and tailored for us we have been able to adapt it and change it to fit our needs.

For example, one of the major developments at the British Library last autumn was their 'ARTEL replies in-tray' and we are now able to log into that and print it at our end.

There are also great advantages in using an electronic mail system for direct requests between libraries; if used correctly there will be a speedier and more efficient service. But messages must be sent direct from inter-library loan office to inter-library loan office (rather than to a general library post-box) or the time saved is more than wasted, and postboxes must be read and printed out once a day. Inter-library loans departments must have regular staff who know how to use the equipment, not just people from the Issue Desk who happen to be free that afternoon. It is impossible to train such staff adequately when changes and developments are so rapid and staff must realise and accept that E-mail is a substitute for BLDSC forms and accepted as such by the British Library, and stop asking for the form to be sent on receipt of the book, which denies the whole purpose of E-mail. (Are you hearing me, various polytechnics in the North and Midlands, and a certain college of the University of London?). Trust the system! It does work, and BLDSC have never yet failed to refund us for an E-mail BLDSC form proxy.

ANNUAL GENERAL MEETING

Notice is hereby given that the Annual General Meeting will be held on Saturday 30th June 1990 at 9am at St. Leonard's Hall, Pollock Halls of Residence, University of Edinburgh.
Nominations for the committee should be returned to the following address:
Miss E Cusworth
Secretary and Information Services
Aston University
Aston Triangle
Birmingham B4 7ET
Committee members serve for two years. The committee has 10 members. Several current members of the committee are not willing to stand for re-election. A nomination section is included This should indicate that the candidate is willing to serve and give the name of the proposer and seconder.

AGENDER
1. Apologies
2. Minutes of the last Annual General Meeting 1989
3. Chairman's Report
4. Statement of Accounts
5. Election of Committee
6. Any other Business

Name of Candidate..

Institution..

Proposer............................... Institution...............................

Seconder............................... Institution...............................

— News and Notes —

• FORTHCOMING EVENTS FOR 1990 •

INTERLEND '90 –THE INTERLENDING NETWORK: 1990 AND ALL THAT

Where:
Pollock Halls, University of Edinburgh

When:
28th – 30th June, 1990

What:
The emphasis this year will be on the interlending network at home and abroad, what will 1992 mean for us, how will the new copyright laws change interlending procedures, what do interlending peaple do in South Australia? All this and more will be included in this years conference.

Who:
Speakers booked so far include

Graham Cornish, IFLA Office, BLDSC;

Fred Friend, Librarian, King's College London;

Hilary Jackson, Redbridge District Health Authority;

Niels Mark, Statsbiblioteket, Denmark
(to be confirmed);

Michelle McAuliffe, Hillcrest Hospital,
South Australia;

Jacqui Weetman, Coventry Polytechnic;

Peter Smith, LASER/VISCOUNT.

In addition there will be a visit to Lending Services at the new National Library of Scotland buildings and to the University of Edinburgh Library. Workshops will include the future of the regional Library Systems, interlending and copyright and using the international loans service at BLDSC.

For further information and a booking form contact:
Christine Hardwick
Hartley library
University of Southhamton
University Road
Southampton
SO9 5NH
Tel: 0703 592412

19–21 NOVEMBER
2ND INTERLENDING AND DOCUMENT SUPPLY INTERNATIONAL CONFERENCE

New Connaught Rooms, London. Over 20 papers an all aspects of interlending and document supply worldwide. For more information contact:
Graham Cornish,
IFLA Office for International Lending,
c/o British Library Document Supply Centre,
Boston Spa,
Wetherby,
West Yorkshire. LS23 7BQ.
Tel: 0937 546123
FAX: 0937 546185

EXCHANGE OF EXPERIENCE WORKSHOP

This will be the third in our series of workshops; the first and second of which were held in November and February.

21st May 1990

Redbridge Central Library
Ilford
Essex
£10 for members
£12 for non members
Applications (before 16th May please) and further details from:
Jaqui Weetman
Lanchester Library
Coventry Polytechnic
Much Park Street
Coventry
CV1 2HF
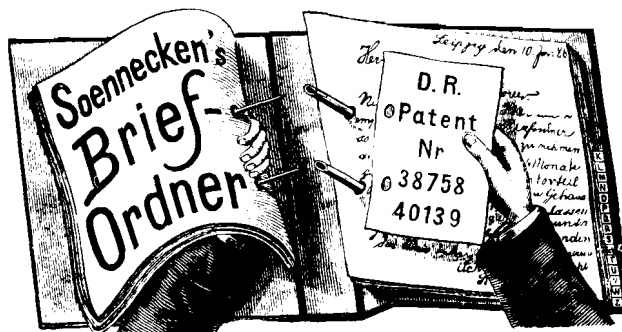
Copy urgently needed for the June 'Conference' issue of the Newsletter. Please keep articles down to 500 words if possible and send by 17th May to:
Susan Wilson,
Libraries and Information Studies Division,
School of Educational Services,
Anglia Higher Education College,
East Road,
Cambridge,
CB1 1PT

QUESTIONNAIRE FROM LANCASTER UNIVERSITY LIBRARY

REPLACEMENT OF LOST INTER-LIBRARY LOAN ITEMS

We would be interested to know how other Libraries deal with Inter Library Loan items which are lost by readers. We are particularly interested in the following:

1. Library lending the item

   a. Is a handling charge added to the replacement cost of the item and if so, how much?

   b. How is the replacement cost of an out- of-print item calculated? (If based on the number of pages what is the scale of charges.)

   c. If a lost book is subsequently found and returned is the replacement cost

      i. refunded in full

      ii. not refunded

      iii. refunded in part

      iv. does the refund depend on how much time has elapsed?

2. Library receiving (and losing) the item

   a. Is the replacement cost (and any other charge) re-charged to the reader?

   b. If the reader subsequently finds and returns the lost item do you re-imburse the replacement cost paid, or does this depend on the policy of the Lending Library?

Please indicate on the form whether you are interested in seeing the results of this survey.

Send completed questionnaires to:
Winifred Clark
Sub Librarian.
Readers Services
Lancaster University Library
Lancaster UK LA1 4YH

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

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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

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