

# FIL NEWSLETTER

## FORUM FOR INTERLENDING

Issue No 4 JUNE 1990

# THE INTERLEND '90 SOUVENIR EDITION

It only seems yesterday that I was writing my first article, as Chair, for the FIL Newsletter. Now four newsletters, one conference and three workshops later I am offering my last contribution as Chair, although probably not my last piece ever!

At the time of writing the final touches are being applied to this year's conference. I think you will agree that we have a wide range of speakers and a more varied format this year with visits, workshops, plenty of time to 'exchange experience' and to enjoy ourselves. The FIL Committee have endeavoured to incorporate some of the suggestions and comments which we received from last year's conference survey. I hope all those of you who have made it to Edinburgh will find Interlend '90 both interesting and enjoyable.

In many ways Interlend '90 marks yet another turning point for FIL, as you will be electing a new committee and subsequently new officers. FIL will finally come of age, losing its academic bias in the committee, and with the public sector more truly represented. A number of the present FIL Committee won't be

*Paul Jeorrett,  
Oxford Polytechnic Library,  
Chair of FIL Committee*



standing again and I would like to thank them for all their help and support during the last year and a half. Christine Hardwick for the unenviable task of being conference secretary for Interlends '89 and '90, Robert Cooper, who has been weighed down with the huge numbers of membership forms he has had to deal with and last but not least Susan Wilson, the fruit of whose labours you have been reading in the four newsletters she has edited for us.

FIL has achieved many things over the last few months and is now becoming recognised as representing

the interests of all those involved in interlending. In this edition of the newsletter you find articles about our involvement with the Janet Users Group for Libraries and something about the recent and increasingly successful 'Exchange of experience workshops' that we have run. We are also in close contact with BLDSC, LINC, and other organisations involved in interlending. From this base the new FIL Committee will have plenty on which to build and further the interests of everyone dealing with interloans on a daily basis. Interlending still represents one of the most exciting and fastest moving aspects of information work. FIL will hopefully remain fully involved. Judging by recent FIL Committee meetings there is no limit to what we can offer with regard to workshops, seminars and generally disseminating information. So, as the retiring Chair, I would like to say it has been hard work but very worthwhile, and long may FIL continue!

By the way, if you missed out on Edinburgh don't forget to put Interlend '91 in your diaries, it will be at the University of East Anglia in July 1991. See you there.

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Edited by Susan Wilson, Anglia Higher Education College

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# EXCHANGE OF EXPERIENCE

## Workshops find Favour with FIL Members

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*Jacqui Weetman, Lancaster Library, Coventry Polytechnic*



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**Left to right: Thelma Goodman, Catherine Feather, Jacqui Weetman, Paul Jeorrett, Pat Beech, Rob Corp.**

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**D**elegates at Interlend '89 were asked what kind of events they would like to see FIL provide for its members. As a result of these suggestions, the Forum decided to run a one-day 'Exchange of experience' workshop, aimed at staff involved in the day-to-day handling of interlibrary loan requests. This was planned for November 30th at Coventry Polytechnic Library. The response was overwhelming and, unfortunately, fifty applications for places had to be turned down.

In the end, there were over thirty delegates who heard from Catherine Feather, Thelma Goodman and Rob Corp, how interlibrary loans operate at Birmingham City Libraries, the University of Lancaster and the BBC Outside Loans Unit, respectively.

A second workshop was hurriedly arranged for February 12th, to cater for some of the overflow from November. Also, a northern venue - Newcastle-upon-Tyne Civic

Centre - was chosen to make travelling easier for Scottish and other northern members. Despite the short notice, thirty people attended, with a more even distribution between public, academic and special libraries. The speakers on this occasion were Maureen Ridley (Middlesborough Central Library), Gwynneth Thomas (Durham University Library) and Alasdair Russell (BP Exploration, Glasgow).

At both of these workshops the afternoon sessions have involved delegates splitting up into smaller groups for discussions on relevant topics. These have included issues such as copyright, stationery, staffing, customer relations and automation at the British Library Document Supply Centre.

Apart from the obvious benefit of interlibrary loans staff from all over the country being able to meet together and make useful contacts, the workshops also brought comfort

to people who thought that they were alone in experiencing certain problems. People also went away with some useful tips.

At the time of writing a third workshop has been arranged for May 21st at Redbridge Central Library, Ilford. This has again been oversubscribed, so a further workshop is being planned for the autumn. Possible venues are being sought in the East Anglia area or the South West, in pursuance of FIL's objective to cater for its members all over the country.

If any member of FIL would like to offer their library as a venue for a workshop, or to volunteer personally as a speaker, then the Committee would like to hear from you. The success of these workshops has been due to the participation and co-operation of FIL members, either as speakers, delegates or host institutions, and we look forward to more such events.

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# Costings for Interlibrary Lending: Report on BL Funded Study 'MODELLING THE ECONOMICS OF INTERLIBRARY LENDING'

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Martyn Lunn, Management Information  
British Library Document Supply Centre, Wetherby, West Yorkshire

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**h**ow much is bibliographic checking costing? What proportion of our costs is accounted for by transportation charges? If we change our procedures what will the effect be on overall costs? These and many similar questions need to be answered by librarians in the cost conscious nineties. Faced with rising costs and falling budgets the need for an accurate means of assessing costs is essential.

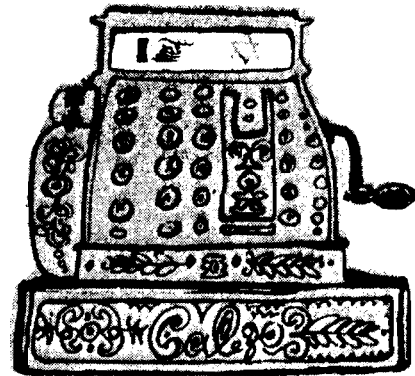
The need for a means of costing ILL operations was discussed at a seminar held in Peterborough in April 1988. The development of an economic model of the whole ILL process was proposed and The British Library Document Supply Centre offered to fund a study into the feasibility of developing such a model.

Coopers and Lybrand Deloitte, management consultants and chartered accountants, were commissioned to carry out the study which was intended to look at both current and future costs of ILL activities. A consultative group consisting of experienced librarians in interlibrary lending was formed to provide guidance and oversee the project. After developing a methodology for describing interlibrary lending activity the

study then went on to produce a computer economic model of ILL. During the summer of 1989 over forty UK libraries provided data for the testing of the model.

The report of this important study 'Modelling the Economics of Interlibrary Lending'\* which includes sample results produced by the model was published in April 1990. In addition to the report, the economics model itself is being marketed by the British Library. A bureau costing service is also being offered to libraries. For details of the economic model or the bureau service please contact Martyn Lunn in Management Information at BLDSC on (0937) 546041.

*'Modelling the Economics of Interlibrary Lending',  
The British Library,  
ISBN 0 7123 2068 7.  
Available from  
Publications Sales Unit,  
British Library Document  
Supply Centre,  
Boston Spa,  
Wetherby, West Yorks.  
LS23 7BQ  
Price: £20  
Overseas: £24.00*



## STOP PRESS

Martyn will be demonstrating the Economic Model during our Conference in Edinburgh.

Please contact Conference Registration for further details.

# REPORT

*from*

# JUGL

**A**s a representative of FIL, I have been attending meetings of the JUGL (Joint Academic Network User Group for Libraries) Committee. The following is a digest of reports and discussion from the February meeting.

JUGL is fostering contacts with similar European and Scandinavian groups, hoping to pool experience and, as the most developed of these groups, to act as 'big brother'.

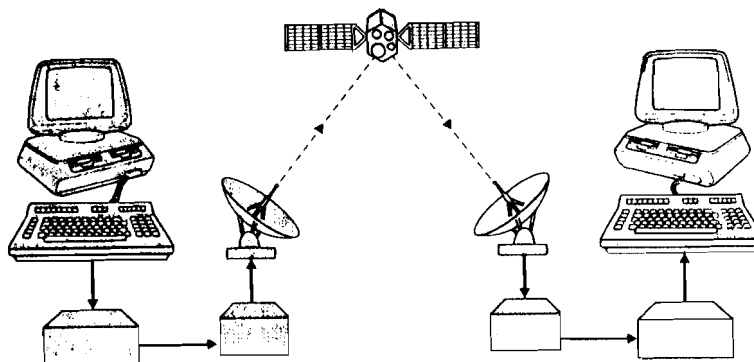
A Bulletin Board for Libraries (BUBL) is being set up on JANET. This will be similar to HUMBUL, the Humanities Bulletin Board, and so will be separate from the 'JANET.NEWS' service. It is accessible already (NRS address 00007110004011).

The Computer Board has approved funding for the database to be run by CHEST, the Higher Education Software Team, which will give institutions who subscribe access to a wide range of databases.

Members of the JUGL Committee are on the panel which will select the supplier who will provide the service. They are reckoning on 100-300 simultaneous logins (the maximum for all US hosts at any one time is apparently around 600). The future for this service looks good: hosts are now approaching CHEST with a view to being added.

There is an interesting problem over access to the service: it is on a subscription basis, so do you give individual passwords or allow institutional access? Individual passwords can be given to non-members (it won't be 'pay by use' so this wouldn't automatically be penalised), but if it is to be access by anyone at a particular institution, how do you stop someone from a non-member institution logging in via the system of a paying institution, and how do you allow a login by someone from a member institution who is working at home? They will be recommending institutional access and hope to iron out these problems: the criteria is to be ease of access and use.

*Robin Green University of Warwick Library*



Hot news (at the time of the meeting): the new officer of the UK Office of Networking (UKOLN) is John Smith, a former librarian. There are three projects on the go already, all intending to increase the user's understanding of networking with a view to our involvement in future development.

OCLC is discussing the possibility of access to JANET, as also is JMLS, a library supplier. This may mean services similar to those already available in LANET, such as being able to order books/periodicals online.

Work has started on JANET2, which will improve the handling capacity of the existing network. However it is almost superseded already as 1992/3 may see the first stage of the fibre optic network SUPERJANET, which could bring sound and vision possibilities.

JANET and Campus 2000 (the educational information service) are discussing a mutual link, enabling access to BTGold services and email facilities, etc., over JANET. There are problems with Campus, as anyone who has tried to use it will know. Apart from the fundamental split between the two parts of the service, the Prestel side (Viewdata-type displays) and the TTNS side

(with 80 column screens and access to BTGold email facilities), the marketing, done very successfully, was way ahead of the organisation, so there have been delays and disappointments. There does not seem to have been much interest from education libraries so far (please tell me I am wrong!) which is a pity.

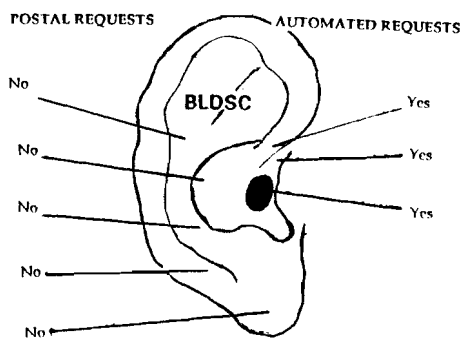
JUGL is preparing a mailing list service on JANET. There are now information boards and address lists, etc., for specific library groups: Universities, Polytechnics, Research, Scottish Libraries, and Information Services, plus one for ILL (FIL is co-ordinating this).

Polytechnics seem to be reluctant to let their funding body the PCFC 'top-slice' them for an automatic connection to JANET (this happens to Universities, which is why we at street-level don't have to pay when using it, and is probably the biggest single reason for the success of JANET). Their directors would prefer to take and pay only for what they use. Fair enough, but I think demand will soar, as it has done in Universities. There is tremendous potential in JANET for development of library services in general and for interlending in particular.

# WHO SAYS DSC DOESN'T LISTEN TO IT'S CUSTOMERS?

Mick Osborne, The British Library Document Supply Centre Wetherby, West Yorkshire

Last August DSC introduced an automated system for sending messages about unfilled requests and overdue recalls to customers. The change has met with a mixed response: most customers with automated systems being enthusiastic while many of those who use postal requests have found it difficult to adapt. In response to the concerns which were expressed, DSC sent a questionnaire to all British customers to get their views. The results taken together with comments made at various consultation meetings and to DSC Customer Services staff, gave a very clear message: ILL staff have generally reacted unfavourably to the new Request Status Reports as a method of responding to postal requests. Given the strength of feeling on this issue, DSC decided to take postal requests out of the automated replies system and revert to the pre-August position.



Automated requests are not affected by this change.

While DSC is disappointed that the new system did not gain widespread acceptance, many customers, particularly those who send requests by automated methods, have positively welcomed the changes. The Replies Inray service which allows ARTTel customers to view their replies online has been a particular success and has encouraged some customers to

switch from post to ARTTel.

DSC stress that automated replies are only one element of the Automated Request Processing system which is being developed. Inputting all replies to the request monitoring module together with details of satisfied requests allows chasers and queries to be dealt with more quickly and accurately. The system will also be used to produce more timely and accurate management information about DSC's request handling procedures. A more sophisticated, user-friendly ARTTel system is being developed and, by the end of the year, it is hoped to speed up processing times by having ART requests sorted automatically into alphabetical and chronological order. Later developments will be the automation of waiters and overdue recalls and, more long term, full circulation control.

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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.

# NEWS AND NOTES

## WOOD WANTS WORDS

David Wood, editor of Interlending and Document Supply would welcome any longer, analytical articles on ILL matters, deemed too lengthy for the FIL Newsletter. Articles received for our Newsletter, which fall into this category may be passed to David, but contributors will be informed of this. David can be contacted at Document Supply Centre, Boston Spa, Wetherby, West Yorkshire LS23 7BQ

## 19-21 NOVEMBER 2ND INTERLENDING AND DOCUMENT SUPPLY INTERNATIONAL CONFERENCE

New Connaught Rooms, London. Over 20 papers on 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



## OCLC/SLS ALLIANCE

OCLC Online Computer Library Centre Inc., and SLS (Information Systems) Ltd., have identified areas of mutual interest and cooperation that would result in important benefits to libraries in the UK.

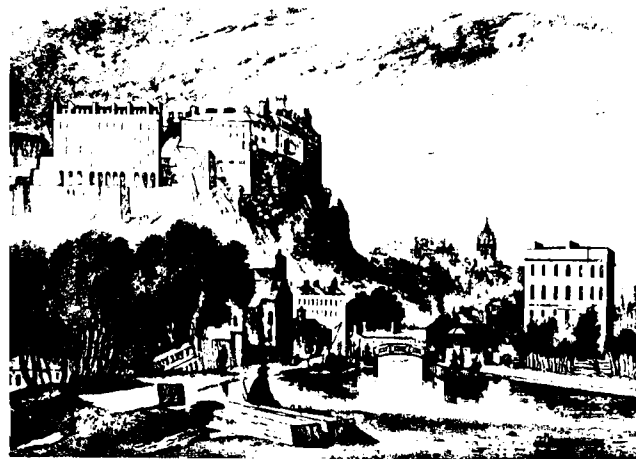
OCLC is a non-profit computer service and research organisation whose computer network links more than 10,000 libraries in 39 countries.

SLS is the developer of the LIBERTAS integrated library management system.

The key areas of cooperation include resource sharing, reference and technical services, derived from OCLC's database of more than 21 million unique records (MARC) and 351 million holdings.

This will have obvious implications for developments in interlending throughout the UK and Europe.

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**Copy urgently needed for the September issue of the Newsletter.**

**Please keep articles down to 500 words if possible and send by the end of July to:**

**The Editor, Susan Wilson,  
Libraries and Information Studies Division,  
School of Educational Services,  
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

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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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