

## AS OUR SECOND YEAR ENDS...

### Where has FIL been since July?

Paul Jeorrett  
Chair of FIL

This is a good question! Firstly, I must apologise for the long silence since the last Newsletter. This has not been because of a lack of news from the world of Interlending or an inactive FIL Committee. Could it be that we are trying to survive our success? - more of which later.

If you came to Interlend '90 at Edinburgh I am sure that you will agree that it was a resounding success. Everyone seemed to enjoy the occasion and came away with much food for thought. Unfortunately there isn't room enough to give you a complete overview of the event, but the proceedings should be published early this year. Robin Green, Vice-Chair of FIL, has been working hard at the papers of Interlend '89 and those proceedings have been now published (and reviewed in the Library Association Record).

At Edinburgh the FIL Committee gained some new faces: David Kenvyn from Redridge Libraries, Andy Jones from GEC Marconi and Maureen Ridley from Cleveland County Libraries. By now they have all been fully introduced to the workings of FIL and we look forward to their contributions to the Committee. At our next AGM in July you too could have an opportunity to become involved and elected to the FIL Committee, so if you are interested do get in touch with one of our Committee members.

The main discussion at the last two FIL Committee meetings has been the preparations for Interlend '91. This will be held on 12-13th July 1991 at the University of East Anglia, and speakers

will include, amongst others, David Baker (Librarian at UEA), Graham Cornish (IFLA Office for Interlending) and David Bradbury (Director, BLDSC). This year's conference is entitled 'Surviving success? Politics, promotion and PR'. We felt that as many Interlending sections are so busy and usually overworked it could be said that they are surviving the success of one of the best Interlending networks in the world. The conference will investigate some of the issues raised by this situation, such as charging, acquisitions versus interloans, staffing, copyright, and so on. I hope that you can come and enjoy the third FIL conference

In addition to this the new year will see some more of the popular 'exchange of experience' workshops in the north- and south-west, and also - possibly - one in Scotland (more details of these nearer the time). At the last FIL committee meeting many Interlending problems were discussed, and it seems that our area of interest is a volatile and growing area of the information world. Charging is certainly the key issue of the moment, with many libraries testing the water and getting a range of reactions from both fellow Interlenders and clients. It will be very interesting to hear your views on issues such as this, so do please do send in letters or articles; without it this Newsletter will have very little news!

Finally, look out for Interlend '92 in Bath: never let it be said that that we don't look ahead. A Happy New Year to you all!

## Contents

- ★ Editors note
- ★ Conference report
- ★ Seminar papers

- ★ Report from JUGL
- ★ FIL Committee
- ★ Membership

Edited by Thelma Goodman and Jacqui Weetman,  
Printed by the British Library Document Supply Centre.

## A Note from the Editors

We must add our apologies to those of the chair, for how long it has taken us to produce this Newsletter. It was not easy to find a member of the FIL Committee with both the skills and the technical know-how to take on the task single-handed. Hence the dual editorship.

Secondly, we apologise for not having achieved the same standards as the previous editor, Susan Wilson of Anglia Higher Education College. Susan has now left the Committee, but we still appreciate her sterling efforts in the past.

Now, a plea. This is your Newsletter, and we (desperately) need your contributions. There are strong feelings out there in Interlending land on topics such as charging, copyright, automation and staff gradings. Why not share these feelings with the FIL membership? Our 'exchange of

experience' workshops of 1989/90 were very successful, so why don't we continue to share these experiences through the pages of the Newsletter? We would be delighted to receive your articles, letters, questions, comments, photos... .

Also, advertisers: you have a guaranteed audience here of over 200 of the most influential people in Interlending. If you want to grab their attention it will only cost £25 for a half-page advert and £50 for a full page. We will be awaiting your call.

**Thelma Goodman**  
**Jacqui Weetman**

Please send contributions to either Thelma or Jacqui - addresses on page 9.



## A Report on '1992 and all that', FIL's Second Annual Conference

This year's conference was held within the University of Edinburgh's Pollock Halls from the evening of Thursday 28th until Saturday 30th June, 1990, and was attended by over 70 delegates. The theme was the Interlending networks and 1992, and a truly international programme of speakers and topics was successfully presented.

On the first evening Paul Jeorrett (Chair of FIL) welcomed us, and his friendly cheerful manner ensured an informal and lively atmosphere throughout the Conference.

On arrival each delegate was presented with their previously selected preference for attendance at workshops and/or visits.

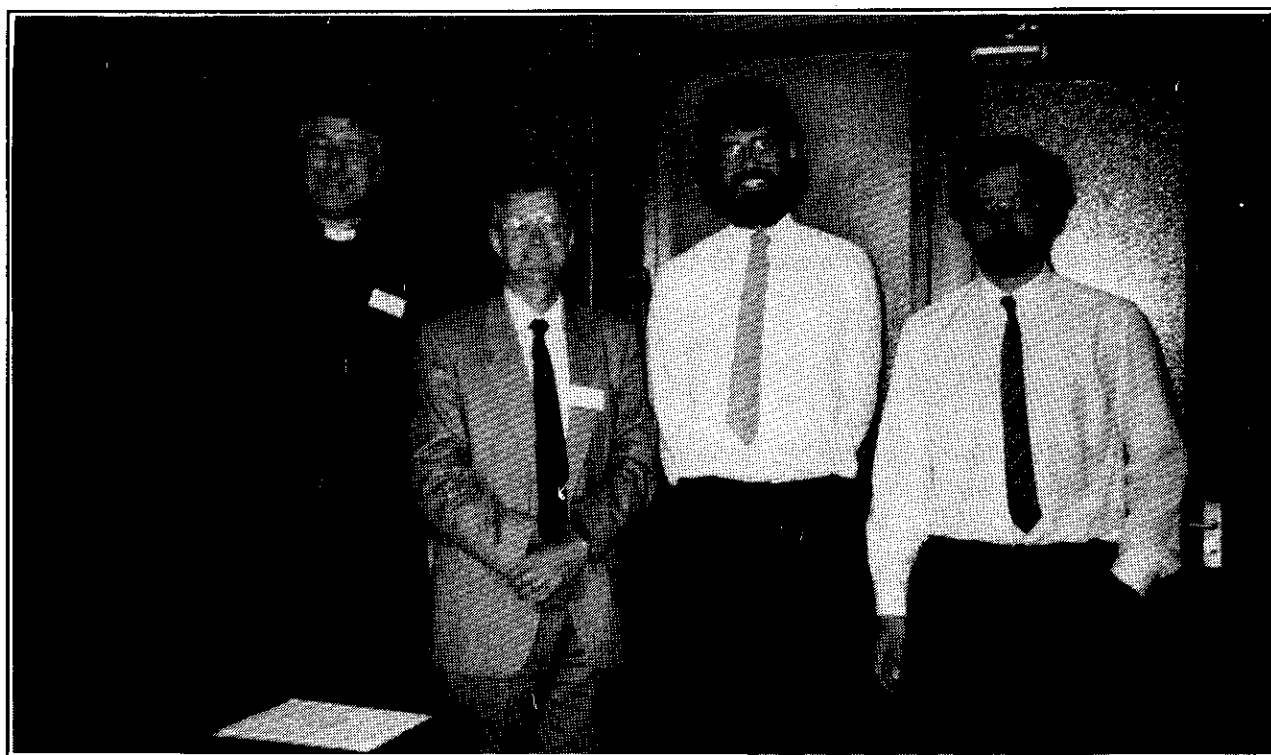
The first visit on Friday was ED/N-2, the Lending Services Division of the National Library of Scotland, and Miss Wright, the Librarian, welcomed those who had chosen to tour the new building. We were invited to examine the many binders of the unique Scottish Union Catalogue and observe a demonstration on VISCOUNT, the Interlending communications network.

Unfortunately the timing of the walk to visit ED/U-1, the Main Library of Edinburgh University, coincided with one of the many torrential showers of horizontal rain prevalent during the Conference. However, Mr. Freshwater, Deputy Librarian, warmly welcomed the drenched party and invited them to tour the library with a member of staff.

The workshops, entitled 'The Regions: which way now?', 'International Searches', and 'Copyright and ILL', were stimulating and thought-provoking. I attended Graham Cornish's lively and humorous seminar on the intricacies of copyright, and it was disheartening to see that most of the libraries represented were breaking at least one aspect of the law regarding photocopies.

The international perspective of the conference included lectures on 'The European Outlook' by Niels Mark (from Denmark), 'Open Systems and VISCOUNT' by Peter Smith (of LASER), Australian Medical Library networks by Michelle McAuliffe (from South Australia) and an after-dinner talk with slides by Jacqui Weetman (from Coventry, England) on a six month job exchange with an ILL librarian from the USA. Meanwhile, back in Edinburgh, Scotland, it continued to rain!

>>>



*Left to right: Graham Cornish, Niels Mark, Paul Jeorrett, Robin Green*

## INTERLEND '90

The published version of the Conference papers will be fascinating, and I look forward to reading them when they come out. But who will own the copyright - the person who created, wrote and presented the paper, the owner of the tape who recorded it, the editor of the published version, or the publisher who actually produced the final hardcopy?!

The Committee must be complimented on their organisational skills for presenting such an inter-

esting and diverse conference, and for adhering to perfect timing of a non-stop schedule of events. For me, attending my first FIL conference, it was a worthwhile and stimulating experience having the opportunity to discuss the complexity of Inter-Library Lending in relaxed circumstances with fellow colleagues who are now friends and no longer just voices on the telephone, names and codes on email messages or signatures on a BLDSC form.

---

Jill Evans  
(Inter-Library Loans Librarian,  
Edinburgh University Library)

## "The Interlending Network" - was it all that?

Delegates at Interlend '90 were asked to complete a short questionnaire, aimed at giving them a chance to air their views of the Conference and to say what topics they would like to see discussed at future FIL meetings.

There was a disappointingly low return of only 16 responses - what are the rest of you doing with the postage-paid labels addressed to the BLDSC?

Of those who did reply, every one thought that the conference was good value at £90/100, and most felt that the Thursday evening to Saturday format was just right.

Most also said that the Conference had lived up to their expectations, but that won't let the Committee rest on their laurels. Work is afoot to incorporate as many of the suggested topics as possible into this year's Conference and future workshops.

## Interlend '89: Who Pays?

# Proceedings of the 2-day seminar on Charging and Interlending Lancaster University, 7-8 July 1989

### Papers by:

Lynne Brindley (*Aston University*), Bob Norton (*British Institute of Management*), David Bradbury (*BLDSC*), Ian Winkworth (*Information North*) and Ian Rogerson (*Manchester Polytechnic*).

The proceedings of Interlend '89 are now available at a cost of £10.

### Copies can be ordered from:

Andrea Seed,  
BLDSC,  
Boston Spa,  
Wetherby,  
West Yorks. LS23 7BQ

## STOP PRESS

"Interlend '90: The Interlending Network - 1992 and All That"

The proceedings of last year's Conference will soon be available, at a cost of £15 (only £12 to FIL members)

## ATTENTION

Did you miss the AGM at Interlend '90? If so, copies of the Chair's Annual Report and the 1989/90 Accounts are available from Emma Cusworth, Library and Information Services, Aston University, Aston Triangle, Birmingham B4 7ET (Tel. 021 359 3611)

## Proposed Guidelines for Email ILL

(Robin Green - FIL's representative on the JANET User Group for Libraries - reports on the joint JUGL/FIL proposed guidelines for email ILL requests.)

The following document was prepared in conjunction with the JANET (the Joint Academic Network) User Group for Libraries, with the intention of providing a basis for guidelines or standards for email ILL. It was circulated over JANET via the LIS-ILL mailing list, and over LANET (the Library Association Network on BTGold) in order to attract as much interest as possible from libraries using or considering using email to conduct their Interlending. The guidelines were primarily intended for users of JANET, ie., mostly academic libraries, but there is no reason why they should not be applied to a wider sphere (eg., fax requests).

To my (initial) surprise only a very small number of libraries have offered to participate in the scheme. However, on reflection I think it is due (I hope) to a lack of suitable equipment/facilities and the comparatively small number of requests made library-to-library as much as to an unwillingness on the part of ILL sections to conform to what were seen by JUGL and FIL to be commonsense, easy-to-apply procedures.

There has been a delay to the start of the pilot scheme, mainly because of the small take-up, but the scheme should commence very soon. I will keep FIL members informed, and will be glad to receive any comment or criticism (especially that of the constructive variety!).

Robin Green

The number of libraries making and receiving ILL requests over JANET (and BTGold), both via the BLDSC and directly to/from other libraries, is continually increasing. ILL over JANET gives the potential to provide a faster, cheaper and more responsive service than using other methods.

However, a number of queries about the use of email ILL to make direct requests between libraries have been raised, amongst which are:

- which libraries are able (and willing) to accept email ILL requests?

- are email requests getting through to ILL Departments or disappearing into 'general' library mail?

- how can libraries retain some control/knowledge of the status of their requests?

- libraries have been sending requests out on a general mailing list to all JANET sites. If everyone does this mailboxes will be swamped and no-one will have the time to check them: how can this be avoided?

- what order of priority are email requests expected to be given?

In addition to the possible problem areas that such questions show up, whilst some libraries using JANET for email ILL are happy with the system, others have experienced the following situations after making requests:

- no response is received

- no response is received, but after a period of time a loan results

- after a long period of time a negative reply is received

(the delay in 2 and 3 being anything up to 3 weeks)

There may be other problems which have not come to light as yet.

With such a relatively new and untried system, especially one that will increase in importance as time goes by, it seems sensible to try to ensure that it is used to everyone's best advantage right from the start. With this in mind, the JANET User Group for Libraries (JUGL) met with representatives of the Forum for Interlending (FIL) to discuss how to make email ILL as easy and efficient as possible.

It was felt that this would be best done by suggesting guidelines for libraries to follow when making and receiving requests. For example, guidelines could ensure that a requesting library would receive some sort of response within a certain period of time, and that only one library would actually supply a requested item. >>>

## PROPOSED GUIDELINES FOR EMAIL ILL

### What is proposed:

- a list is compiled of libraries willing and able to make/receive requests over JANET (the existing listing in the JANET directory is felt to be suspect in that some libraries may have answered 'yes' without a clear understanding of what that entailed);

- the list could include libraries using the JANET PSS gateway in either direction to enable non-JANET libraries to become involved (though mailing list messaging would have to be relayed by the list coordinator);

- these libraries would observe a set of guidelines (listed below), as a 'pilot scheme' to test what standards for ILL email are desirable and practical. Libraries would not be restricted to only using others on the list, but would not be able to expect the same standards from non-participating libraries;

- the guidelines could be amended as necessary until the libraries involved were happy with them;

- the intention is to involve as many libraries as possible: libraries could be added to the list at any time, the only requirement being that they would be able to observe the guidelines (the scheme is not intended as competition for the BLDSC, but reflects the need to cater for the growing number of requests made directly between libraries);

- the participating libraries would form a user group with a separate mailing list (similar to the existing LIS-ILL, LIS-IT, etc., lists) for administration and discussion of the scheme (the LIS-ILL list would remain as a general discussion list, with matters arising in the closed list being disseminated through it);

- there would be a list coordinator to record problems, suggestions and agreed changes to guidelines. The coordinator would also add libraries to/remove them from the list as necessary;

- the scheme would be self-policing: problems would be aired through the list, and requests could be refused from those not observing the guidelines;

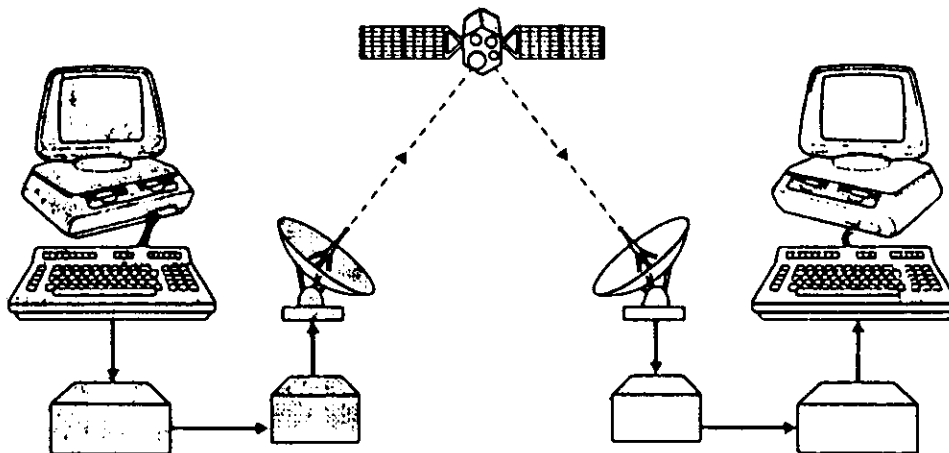
- participating libraries would be asked to record (for the duration of the pilot scheme only):

- the number of requests made directly to other libraries (not the BLDSC) over JANET

- the number of requests received directly from other libraries over JANET

these would be submitted to the list coordinator monthly.

If the pilot scheme is successful, after an initial period (probably 6 months) it will be 'opened' to any library. There would then be no need for a closed group and separate list, which would disappear, leaving the guidelines recognised - and in general use - as a standard for email ILL.



## PROPOSED GUIDELINES for the pilot scheme

1. The scheme should be used for items which can not be traced by the BLDSC, or are not likely to be held by the BLDSC, or which are in a specialist subject area. The BLDSC should in general remain the first source for ILL requests.
  2. ILL sections of participating libraries must have their own, or easy and regular access to, a JANET mailbox.
  3. Mailboxes must be checked once a day; there should be continuity over holiday periods, etc. (other members of the scheme must be informed of times when libraries are not available to deal with requests, eg., over closed periods).
  4. As far as possible, requests should be prechecked on source library OPACs or union catalogues to determine specific locations.
  5.
    - 5.1 Requests should be sent to a single known location and headed 'Please can you lend...?'. Forwarded requests (requests with a rota of possible locations) are not permitted.
    - 5.2 Broadcast requests (requests sent to all members of the group) should only be used as a last resort, eg., no more than once or twice a year by each library. Such requests should be headed 'Can anyone lend...?'
  6.
    - 6.1 Where requests are sent to a specific library the BLDSC form number should be quoted on the request.
    - 6.2 Where broadcast requests are made, the form number should not be quoted on the initial request. Libraries willing to lend should contact the requesting library. The form number is then released to the chosen lender (if potential lenders receive no form number/confirmation of request it should be assumed that the request is being satisfied from another source).
  7. Requests should contain the following:-
    - bibliographic information of the item requested (including the source library's classmark/call number if known)
    - the signature (JANET address, postal address and 'phone number) of the requesting library
    - the standard request message (see 5 above)
    - any other relevant information
  8. Responses: one of the following responses must be made within 4 working days of the request being received:-
    - 'your request XXXX is being processed'
    - 'your request XXXX is coming' (the item is then shipped)
    - 'cannot satisfy your request XXXX' (the requesting library is then free to cancel/apply to another source)and as a positive response to a Broadcast request:
    - 'can satisfy your request XXXX'XXXX must be as a minimum the BLDSC form number, if possible also the bibliographic information of the requested item.
- Other discretionary messages can be added as desired, eg., 'incoming requests are processed once a week'.
9. Once a request has been made to a specific library, the same request should not be sent to other libraries unless no response is received by 1 week from the date of the initial request. Should the library the request was originally made to then satisfy the request without confirming that it is still wanted, the requesting library would be under no obligation to provide payment for the loan.



## Your Committee Needs You!

At the AGM in June the FIL Committee was elected for the current year. Their names and addresses are listed below. The Committee consists of 10 elected members and 3 observers from related national bodies. In practice, the 'observers' are very hard-working and make a valuable contribution to the work of the Committee.

Unfortunately, as the FIL membership grows, so does the pressure of work on the Committee

members. The Committee would be very glad to hear from FIL members who are willing to get involved on an 'ad hoc' basis. Already Ann Wood (University of East Anglia) and Jill Evans (Edinburgh University) have been cajoled into helping with worthy causes such as preparing for Interlend '91 and the 'exchange of experience' workshops.

If you are interested, please contact any of the people below:

---

### Current FIL Committee Members

Paul Jeorrett (Chair)

Oxford Polytechnic Library, Headington, Oxford OX3 0BP  
Tel: 0865 819144; Fax: 0865 819073; JANET: Pjeorrett@Oxpoly.A; BTGold: 79:LLA033

Robin Green (Vice-Chair)

Westwood Library, University of Warwick, Coventry CV4 8EE  
Tel: 0203 523523 x2427; Fax: 0203 524211; JANET: Lyaas@Warwick.Sky; BTGold: 79:LLA1037

Emma Cusworth (Secretary)

Library and Information Services, Aston University, Aston Triangle, Birmingham B4 7ET  
Tel: 021 359 3611 x5102; Fax: 021 359 7358; JANET: CusworthEA@Aston; BTGold: 79:LLA1015

Ann Knock (Treasurer [until January 1991])

King's College London, Kensington Campus, Campden Hill Road, London  
Tel: 071 333 4373; Fax: 071 937 7783; JANET: UDLY014@KCL.CC.Hazel;

David Kenwyn (Treasurer [from January 1991])

Redbridge Libraries, Central Library, Clements Road, Ilford IG1 1EA

Jacqui Weetman (Newsletter Editor)

BLCMP (Library Services) Ltd., Institute of Research and Development, Birmingham Research Park, Vincent Drive, Birmingham B15 2SQ.  
Tel: 021 471 1179; Fax: 021 472 0298

Pat Beech (Membership Secretary)

Bibliographic Services, Shropshire County Library, Column House, Shrewsbury SY2 6NW  
Tel: 0743 253672; Fax: 0743 253678

Thelma Goodman (Newsletter Editor)

Lancaster University Library, Bailrigg, Lancaster LA1 4YH  
Tel: 0524 65201 x2528; Fax: 0524 63806; JANET: LBA005@Lancs.Central; BTGold: 79:LLA1007

Andy Jones

GEC Marconi, Hirst Research Centre, East Lane, Wembley, Middlesex HA9 7PP  
Tel: 081 908 9052; Fax: 081 908 9090

Maureen Ridley

Cleveland County Library, Central Library, Victoria Square, Middlesbrough, Cleveland TS1 2AY  
Tel: 0642 249449

---

### Observers

Alastair Allen (LINC)

c/o Sheffield Information 2000, Information House, 67 Surrey Street, Sheffield S1 2LH

Ann Hobart (Library Association)

Library Association, 7 Ridgmount Street, London WC1E 7AE  
Tel: 071 636 7543 x238

Katy King (BLDSC)

Boston Spa, Wetherby, West Yorks. LS23 7BQ  
Tel: 0937 546059; Fax: 0937 546333

## FIL's First International Member

1990 saw FIL gain its first overseas member. Michelle McAuliffe from Hillcrest Hospital Library, South Australia. This prompted a dilemma for the Committee: what is our international rate?

Michelle heard of FIL through the pages of the BLDSC Newsletter and wrote to our Chair, Paul Jeorrett, to enquire about FIL and Interlend '90. In the time it takes for Anglo-Australian postal deliveries Michelle was snapped up to speak at the Conference. She proved to be a popular

delegate, and her informal paper on Australian Interlending was both interesting and informative.

We look forward to hearing more from Michelle (perhaps an article for the Newsletter?) and receiving more international interest.

Michelle is pictured here (on the left) with Jacqui Weetman, both of whom spoke on the international Interlending scene at Interlend '90.



Anyone interested in joining FIL is invited to complete the form below and return it to: Pat Beech (Membership Secretary, FIL), Bibliographic Services, Shropshire County Library, Column House, Shrewsbury SY2 6NW

Both institutional and individual members are welcome. The subscription rate for both categories is £15

-----  
*✍*  
Please register me as a personal/institutional\* member of the Forum for Interlending.

I enclose a cheque for £15 made payable to the FORUM FOR INTERLENDING/Please invoice my Institution\*

\* Delete as appropriate

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Institution: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# BOSTON SPA CONFERENCES

THE BRITISH LIBRARY DOCUMENT SUPPLY CENTRE

**New for 1991**

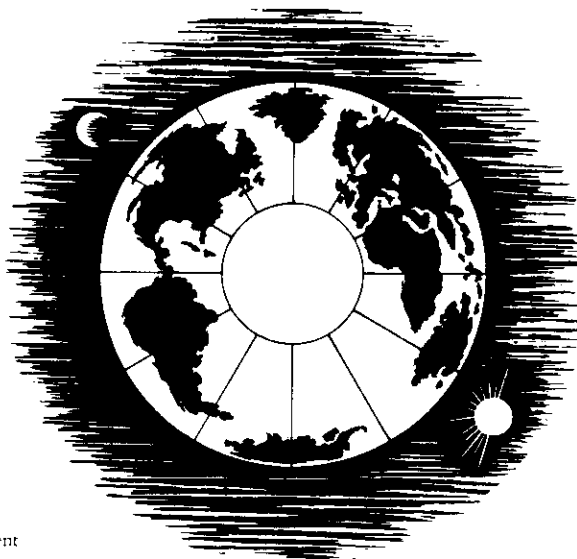
on CD-ROM

Spring 1991 will bring the release of BOSTON SPA CONFERENCES on CD-ROM. This will be the newest addition to the Centre's CD-ROM programme for bibliographic databases.

The Document Supply Centre holds the world's largest collection of published conference proceedings, currently totalling 280,000 with 20,000 additions each year.

The CD-ROM's Search and Browse options will include: Title, Series, Date, Venue, Sponsor and Keyword access, together with Boolean searching.

For further information on BOSTON SPA CONFERENCES contact:  
Mike Curston, CD-ROM Development, The British Library Document Supply Centre, Boston Spa, Wetherby, West Yorkshire, LS23 7BQ, United Kingdom. Telephone: 0937 546000 (Switchboard); 0937 546061 (Direct Dial); Fax: 0937 546333; Telex: 557381.



THE BRITISH LIBRARY

## CURRENT RESEARCH IN BRITAIN

### *What is Current Research in Britain?*

Quite simply it is Britain's most valuable research aid. It is the *national register of research* in universities, polytechnics, colleges, government and other organisations.

It is compiled annually by The British Library from information submitted by 500 institutions, and is published in four volumes:

Physical Sciences  
Biological Sciences  
Social Sciences  
The Humanities

### **For further details please contact:**

Marketing - CRIB  
The British Library · Boston Spa · Wetherby  
West Yorkshire LS23 7BQ · United Kingdom  
Tel: (0937) 546232  
Fax: (0937) 546333  
Telex: 557381

# FIL NEWSLETTER

*Forum for Interlending*

Designed by the Lancaster University Graphics Unit