

CHAIRPERSON'S REPORT

The past year has been a busy one for the Forum for Interlending with 3 one day workshops since Interlend 91, in Edinburgh, Cardiff and Glasgow which have been very well supported and produced some lively debate on topics of interest to ILL staff. There is never any problem in persuading delegates to the one day workshops to contribute to discussion and the exchange of experience in small groups between people coming from varied library backgrounds is in my opinion one of the most valuable functions that we are able to contribute. The presence of a member of DSC staff and staff from the regions at each of the workshops has also been most useful in encouraging dialogue to take place. I am most grateful to those who organized the workshops Jill Evans, Jane Sparks and Helen Durnell, and to those who gave papers at them and led the workshops.

The newsletter has during the past year appeared on a regular basis, each quarter and for this our thanks must go to the editor Thelma Goodman, who has persuaded people to contribute to the newsletter. Anybody who has edited a newsletter knows just how difficult it is to persuade people to write even a small article and to ensure that it is then delivered on time. It is a time consuming and often thankless task and FIL is grateful to Thelma Goodman for undertaking this. I would urge all members to remember that it is their newsletter and that they should be thinking of items that they could write however brief, because it is the forum for members views and they would be most welcome to the editor.

1992 saw the publication of the first edition of the directory of FIL members which we have been promising ever since 1988 when FIL was first formed. We are aware that there are a number of errors in the first edition and we would urge all members to look at their entry and to use the amendment sheet to send corrections. We can only make the directory as good and as useful as the information that we receive. I would like to thank Ann Illsley for undertaking the task of editing the directory and its production and she has agreed to undertake the next

edition in 1993 when hopefully she will have received the amendment forms from you all.

As chairman and the one responsible for the publication of Interlend 91 I have to report that these proceedings are still not ready for publication, unfortunately one paper which was only available from the tape of the proceedings has still not been received back from the author. As soon as this paper has been received the proceedings will be published and the committee has decided that in future copies of the proceedings will be sent free to all those attending the conference, starting from Interlend 91.

The Committee was very sorry that shortly after last year's conference Robin Green had to resign as he was seconded from Warwick University to the University of Cyprus for a year. Robin had over the past three years done an enormous amount of work for FIL not least in being responsible for drafting the constitution and his organizing abilities and ideas were much missed by the committee. Three people were co-opted to the committee during the year Rob Corp from the BBC, Mark Perkins from LSE and Elaine Dean from Sheffield University.

During the year the committee put forward its concerns regarding thesis provision to LINC who have taken note of our views regarding the provision of theses on loan. The committee on your behalf has also been able to contribute to CONARLS and to JUGL through having members co-opted to those committees.

My final task is that I should thank all members of the committee for their hard work and support during the past year. In particular I would like to thank Thelma Goodman who completes four years as a member of the committee and is therefore not eligible for re-election, she was one of the original members of that committee and has given much time and effort to FIL. My thanks also go to the officers the secretary Brian Else and the treasurer David Kenwyn for their contributions in the past year.

Emmeline Cusworth Chair
Aston University

Contents

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|-------------------------|-----------------------------------|
| ★ Chair Person's Report | ★ Arabic Studies |
| ★ Interlend '92 | ★ Workshop In Scotland |
| ★ News from BLDSC | ★ N.L.S. Lending Library Services |
| ★ Music & Interlending | ★ Thesis - E mail |
| ★ Balancing the Budget | ★ FIL Committee |
| ★ Laser Update | ★ FIL Membership |

Edited by Ann Illsley and Janet Moutt.

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This was my first visit to an annual FIL jamboree although I have been a member for some time. The venue, Bath University, was a great incentive for me to make the effort to get my booking in early for a change! I planned to do what I think a number of other people planned also, to spend the rest of the weekend after the conference looking round Bath itself in a leisurely fashion.

I was impressed to find that so many different libraries were represented at INTERLEND 92. The original flavour of FIL was predominantly academic but many more public and special libraries are becoming involved in its activities. The increased variety of libraries represented offered opportunities for wide-ranging discussion of inter-lending issues although I think that some of us felt that public and academic points of view and methods will always be different and the best we can do is to recognise each other's differences and use them to the best advantage of our readers.

FIL seems much more interested in policy and management issues than in its first years of life. This is reflected in the titles of the individual papers and in the title of the Conference itself. As ILL librarians many of us felt that we did not have much say in top management decisions but that the width of discussion and the involvement of senior managers in that discussion was helpful to us. We heard how quality audit has been carried out by an academic library and how performance indicators can be used to improve ILL services: this certainly gave us cause to think and to ponder the likely effects on us in our own ILL departments.

The pre-conference workshop which I attended on 9th July was, by contrast, a very practical session, chaired with great aplomb by Andrew Smith of BLDSC. It covered the question of grey literature and the problems inherent in dealing with that area of literature. Andrew dealt mainly with the problems and queries which crop up on a day to day basis when dealing with our requests to BLDSC. The amount of information we give to BLDSC is of paramount importance in obtaining a loan or retention copy successfully. Andrew dealt first of all with Conference Proceedings and their attendant problems. Many conferences take a great deal of time to be published or never get published at all: they appear in many formats, different publishers publish the same conference series in different years, not all papers are selected to be published etc. etc. We groaned in understanding: everyone had experienced the same problems.

Andrew then turned to the problem involved in dealing with reports and theses: report numbers were essential (although these could be misleading: one report number quoted in a source of reference referred to what turned out to be a former Ministry of Defence member of staff's desk drawer. Apparently he collected reports and gave them his own special numbers!).

Theses are also a difficult area: negotiations are presently being carried out between BLDSC and the universities concerned to improve thesis availability. The difficulty is that some universities need copyright declarations to be signed, some do not, and regulations vary a lot. BLDSC now asks for two prepaid forms for each loan of a British or North American thesis to provide support for BLDSC acquisition of theses: there just is not enough money to purchase theses from UMI without this added charge.

All in all, this was a useful session, if only to emphasize that we all had similar problems and to give the BLDSC point of view.

Quality was the theme of the Keynote address given by Roger Stokeley and the talk by Hilary Shaw from BLDSC. Mr. Stokeley gave the public library point of view, stressing problems such as lack of direct contact with readers (not a problem at QMW!). He said that FIL was in a position to lobby the government and to push for set standards of quality of service. Some of us were a bit dubious about this. He also stressed the importance of ILL publicity, the basic need to make optimum use of staff skills, of any co-operative possibilities, and of electronic networks. Thelma Goodman of Lancaster University Library said that ILL was not publicised by public libraries and the service was felt to be extremely slow as compared with university libraries. The readership is obviously very different and we felt that one could not necessarily make judgements on quality without taking this into account.

Hilary Shaw's account of her experience in setting up a TQ (Total Quality) programme at BLDSC was very interesting. She came over as a very down to earth person coping with a difficult remit, i.e. to get staff working together to achieve a co-ordinated set of aims and goals and to provide a quality service to users. She did ask us what changes we would like to see at BLDSC: we all thought of three changes each without much pondering and hope that we might see some results from these suggestions!

David Kenwyn's workshop on training for ILL and Enquiry staff provided quite a lot of animated discussion, some of

it perhaps a bit more animated than he expected. I know what David was trying to say: use the best facilities you have, such as Viscount on-line, and don't waste time checking traditional sources unnecessarily. The difficulty is that different types of libraries do things very differently for perfectly good reasons: we even use different terms to describe activities: public libraries have reservations, academic libraries have requests. Certainly our differences emerged very clearly!

The afternoon sessions ended with two case studies on Measuring Quality in libraries, one from the public library sector, and one from the academic library environment. I found the academic library case study much more relevant, not surprisingly, but was amazed by the number of staff involved in ILL at Aston University Library, five in all, although they are not all full-time in ILL. They do process c. 30,000 inter-library loans each year so I think that this may have something to do with the large staff complement. The work on measuring quality of service concentrated initially on the stages involved in processing an inter-library loan, i.e. time taken at each stage from creation of request to discharge and return. A record card was attached to each request and the cards were date-stamped at different points in the process. The information obtained on average "delay" times was input on to a spread sheet and this work was, in itself, good experience for ILL staff. The whole enterprise involved group discussions and activities as initial stages in planning the survey outline. Communication with other departments was identified as essential so that an understanding of what each section was aiming for could be arrived at. Better co-ordination centrally was called for, e.g. an understanding of what one decision, such as installing Medline on CD Rom, might mean for the ILL department.

Our two final sessions were on the implementation of Quality Audit at an academic library and a more traditional look at ILL services from the point of view of a large university library. Both were interesting and very different. The implementation of quality audit at Sandwell College resulted in the establishment of a Services Agreement for ILL: length of loans, responsibility for provision of an ILL service, responsibility of clients, i.e. to return loans on time. The processes involved in ILL needed to be defined in terms of BS 5750. This meant adapting clerical processes in terms of library activities. The Library was seen as the producer of information which it disseminates to its users or clients. I find this all a bit lacking in the human element but it certainly obliges library staff to look very carefully at how they do things and why they do them, and to estimate the value to students and staff.

Brenda Moon, Librarian of Edinburgh University Library, described a survey she had initiated over a short period which analysed reader reaction to the ILL service. She stressed the importance to her library of "referral" as a part of the Reference/ILL service. It was essential to provide a valuable service of research libraries and referral was something that readers were accustomed to: it would be more of a problem in cases where alternative sources for information were just not available within a reasonable distance. Comments from University of Edinburgh readers were very favourable on the whole although Miss Moon felt that there was very probably a slight anxiety on the part of the readers that any criticisms might mean a curtailment of the service. One reader commented that his requests were arriving too quickly! We thought that this probably meant that he was away at the time of receipt and then had a shorter time to use the material on his return. The survey was very limited as it only covered a period of days at one particular time of year. Miss Moon said that she was restricted in the amount of time that she had to analyse returns but that another similar survey would be aimed at some time in the future.

As well as all these useful sessions FIL organised a visit to the University of Bath Library on the morning of Friday 10th July. We all had a good wander round and some of us attended a BIDS demonstration while others asked as many questions as they could think of in the ILL section. It was very interesting to see how other people organise their activities.

The whole conference was well organised and we all enjoyed meeting and chatting about our ILL problems. A group of us who use the Libertas system for ILL have arranged to meet in Bristol in September to discuss common problems. I think that we all appreciated the chance to talk to a variety of ILL people at all levels. The only time we did not appreciate it was at 3 am on Friday morning when some jolly japer set off the fire alarm in our Hall of Residence causing us all, well, nearly all, to be roused from deep slumber and to stagger out into the cold night wearing extremely light apparel and with our eyes pretty well still closed in sleep. Even librarians, warm-hearted and long suffering people that we are, cannot be expected to be at their best in such a situation!

Many thanks to all those who organised the conference and to those who presented the papers. I'm already planning my visit to York next year, all being well. Memo to the new committee (elected at the AGM which took place during the conference): how about Paris in 1994?

Susan Richards Inter Library Loan Librarian
Queen Mary and Westfield College

MUSIC AND INTERLENDING

led by Paula Thompson, Chief Librarian
Royal College of Music

Although Ms Thompson admitted that she herself had never initiated an ILL on behalf of a reader, the RCM was on the receiving end of requests from libraries, and she was well aware of the problems they encountered.

In times of economic stringency the need for printed music to be part of a basic public library service was bound to be questioned. Music Libraries and their staff were an easy target for authorities trying to cut down on expenditure but there was poor provision anyway in many areas. Authorities which are well provided find themselves inundated with requests from authorities which have chosen this aspect of their service to "chop". Eventually they may refuse to help those who they think should do better.

Cuts mean that many staff who have to deal with ILL requests for music have no training for such a task. The material itself presents many problems for the non-specialist:-

- 1) Music cuts across linguistic barriers, but is published in many different countries in different languages. One piece of music can have many different titles depending on where it is published. Phone enquiries are particularly difficult for these reasons.
- 2) There is no one comprehensive guide to printed music, although there have been many brave attempts at this in the U.S.A. Nor are there many "location tools" apart from a plethora of Union catalogues.
Music doesn't have to be deposited in Copyright Libraries and much is out of print or simply not published at all.
- 3) The librarian needs to know what purpose the music is to be put to in order to acquire the correct version. Does the reader want to study the score, or give a performance? What instrument should the piece be arranged for? Does the reader need a set of parts, an orchestral score? If the piece is vocal, in which language is it to be sung? Editions can be very different, so which? If an orchestral score and parts are wanted they must be the same edition or they may not match!
- 4) Time is of the essence in that most ILL requests for music are for a performance to be given on a specific evening. Rehearsals may already be scheduled!
- 5) Once you have traced and acquired the music the last great problem is the behaviour of the musicians themselves. To use a part for a performance they will need to mark it, they may turn down the corners and

there will be much wear and tear! Worst of all it is extremely difficult to get all the parts back after the concert. The resulting discussion was comforting, in that most librarians experienced similar problems to those outlined above. Paula Thompson's advice was that speculative requests to other libraries may lead nowhere. It was far better to cultivate a "tame" Music Librarian if possible! Another tip when trying to get hold of a set of parts for a choral work was to start with those locations which held the largest number.

The problem of retrieving all the parts after a performance had taxed most of us and many libraries had retaliated by charging a deposit. Durham University charge 1 for a vocal part and 30 for a full orchestral set. Lancaster University charge a 50 or 60 deposit depending on the size of the score. It was also pointed out that some students are willing to forego their deposit in order to keep a copy of a score they can't afford to buy! The Somerset and Wiltshire authorities secure co-operation from music societies by refusing to get any more loans for them if any parts are missing on return.

Useful Bibliographic & Location Tools

1. Anderson, Kenneth H. Catalogue of sets of vocal music 2nd Edition 1989 Vol I 0903764253 Pub Laser Vol II ISSN 0903764261
- 2a. Birmingham School of Music Library Catalogue of vocal sets 1985
- 2b. Borner, Christopher Ed. Annual Survey of Music Libraries No. 7 (For assessing size of stock and access to collections) ISSN 09584560 ISBN 0950233994 Pub IAML
3. Clwyd Library Service Sets of orchestral and vocal music (N.B. Print out) £15 inc. postage
4. Gothard, Pamela Catalogue of vocal sets of music in the South West Region 1986 Pub S.W.R.L.S. ISBN 0903888130
5. Hood, Alan Compiler Vocal scores in the Northern Region 1989 Pub Northern ISBN 0906433037 Regional Library System
6. Lewis, Malcolm Ed, Sets of vocal music. A librarians guide to interlending practice. Pub I.A.M.L. ISBN 09502396X
7. Reed, Tony Ed, British Catalogue of Orchestral Sets 1989 Pub BLDSC in cooperation with IAML (U.K.) ISBN 071232044x

Sue Crabtree
Circulation Librarian
University of Kent Library

Ms Cusworth began by suggesting the following topics for discussion:

- 1) Should the whole service be self-financing?
- 2) Should a library providing a service to another library, whether a loan or checking availability, be able to recover full costs of the service it provides?
- 3) Is unlimited access to ILL the right strategy or should the question of need be raised?
- 4) If we charge should the charge be a national one or regional or local?
- 5) Will there be a knock-on effect on other services if we charge for one and not another?

There was no use doing any sort of research into ILL provision unless we were able to fund the service we wanted to provide. We ought to know exactly what it costs to provide the service. Costing BLDSC forms, postage and transport costs was fairly easy but it was difficult to estimate staff time on requests from other libraries, especially for material which was unavailable. Nothing could be recouped for administrative time spent on such requests. At the moment much of the ILL service depended on goodwill; because of economic pressures libraries might begin to try and recover the actual cost of the service.

Unfortunately ILL is an expensive service, developed in a culture which didn't have the financial limits now imposed on us. Can we in the 1990's expect a service to be based on goodwill? Unfortunately it might only take one library to take unilateral action and start charging to make the system crumble.

Most libraries can't afford to supply a service without limits. In some a poor response time depresses demand, some libraries put a limit on the number of requests a reader can have in process at one time, some have a total limit for the year. Perhaps it would be more honest to say what the service actually costs, so that the reader can pay for what he wants if he wishes to do so. A free service is one which is often accepted at the level the supplier sets, one which costs money puts the reader in the driving seat.

It was pointed out that many undergraduates were now using University library ILL services because some lecturers had moved towards project-based courses. They would be unable to pay themselves for ILLs. The LSE delegate commented that libraries need to make their academic

institutions realise that if project work is set either the library must be enabled to buy books, or money must be forthcoming for the ILL service - or the course must be scrapped! Someone else pointed out that the development of On-line Services and the use of CD Roms had led to more and more requests, whilst there was less and less money for the book fund. University departments often accepted PhD proposals for subjects not well covered in this country, let alone the library of their own institutions. The library was then left to "carry the can". Libraries needed to shout louder to claim their share of monies gained from research grants. Apparently Bradford University Library insists on a proportion of any grant being put into the book fund but unfortunately Research Council Grants can't be given to libraries.

Emma Cusworth brought the discussion back to topic no.2. She estimated that over half the requests made by other libraries to Aston couldn't be supplied. They received no recompense for the time spent in checking and informing other libraries about such applications. She suggested that if Universities started charging for checking up it would encourage ILL staff to check for themselves via JANET, rather than sending speculative requests.

Representatives of the Public Library service said that some regions were funding their activities by overcharging on the transport scheme, although they didn't admit it. The rate varies enormously from 41p in Yorkshire and Humberside, to \$1.10 in LASER. It was also suggested that some regions saved money by not bothering to do local checking, merely passing requests on to one of the more conscientious neighbouring regions. It was emphasised that we need some national body to force regions into keeping to minimum standards when it came to keeping VISCOUNT records up to date.

Ms Cusworth closed the discussion by again emphasising the need for ILL services to be totally costed out. She suggested that it was silly for each institution to do this alone. If one library was to develop a simple computer model perhaps it could be made available for others to use.

Sue Crabtree
Circulation Librarian
University of Kent Library

Letter to the Editor

In your April issue you carried an article on the BLDSC Thesis Service. I would appreciate the chance to clarify some of the issues which were raised.

There are two mandatory conditions to the new scheme which will commence in October and run in parallel with the existing scheme until December. These are

1. To waive the requirement for a copyright declaration form (TDF) to be signed by each user of a thesis.
2. To the Document Supply Centre being able to sell copies of theses to both individual and other libraries.

In addition the Library is asking participating institutions:

1. To provide unbound theses formatted to BSI 4821.
2. To waive the TDF for back stocks of theses.

The Library is also offering a royalty to authors.

Many universities and polytechnics have already agreed to the new scheme and many more will make a decision in the Autumn term. The scheme will definitely go ahead.

CVCPhave written to University Registrars and Secretaries expressing a wish for the thesis service to continue as a national service. This would ensure the wider dissemination of theses. They feel that the detailed arrangements are properly the subject of agreement between the British Library and individual Universities/and Polytechnics.

An on demand service has been investigated and was found to be unacceptably slow and too expensive to operate.

I do hope that this clarifies the situation.

ANDREA SEED
British Library



Are there any more? Please inform the Editor of any further changes - these will also be added to the next edition of the FIL Directory.

Dr. A. Illsley (Editor FIL Newsletter) Inter Library Loans Main Library University College of North Wales Bangor Gwynedd LL57 2DG

Thesis

Libraries now charging two BLDSC for me per thesis request are to date:

- Bradford University
- Brunel University
- University of Kent
- University of Leicester
- University of London
- North London polytechnic
- Oxford Polytechnic
- Reading University
- University of St. Andrews
- School of Oriental & African Studies
- University of Sheffield
- Strathclyde University
- University of Surrey
- University of Warwick
- University of Wolverhampton

Leeds and City Universities no longer lend their theses but they are available for purchase.

Welcome news from some libraries who will not be following the lead of BLDSC and will only charge one BLDSC form per loan; however they will not supply theses already in the BLDSC. These libraries are:-

- University of Bristol
- University of Dundee
- University of East Anglia
- University of Edinburgh
- University of Glasgow
- Heriot Watt University
- Lancaster University
- University of Nottingham
- University of Southampton
- University of Stirling
- University College Bangor
- University College London
- University College Swansea

Now to Copyright of Theses

Many libraries on lending hard copy theses require the readers to sign a declaration in the thesis, even if a BLDSC Thesis Declaration Form has been signed. I know some libraries have informally dropped the Thesis Declaration Form requirement so that theses can be applied for using E-mail, regarding two signatures as unnecessary. Perhaps we could have some input about this - what are your libraries regulations and why? What is done with the signed Thesis Declaration Form, ie do they stay with the theses? Information to the Editor please. Since the beginning of 1992 LASER has been even more active than usual. 1992 has seen the increased development and improved functionality of VISCOUNT, the move to new premises in Wapping, a more proactive stand by LASER to consolidate services, increased membership, developing new areas of service and taking a higher profile in the library network arena.

↓
opening
paragraph
to LASER
article
over page

FIL EXCHANGE OF EXPERIENCE WORKSHOP

I attended a F.I.L. Exchange of Experience Workshop in Glasgow University Library on 16th June which was supported by 24 I.L.L. staff from U.K. academic, special and public libraries. We were welcomed to the Workshop by the Deputy Librarian of G.U.L., Mr. Andrew Wale, who spoke of the interest and enthusiasm for Interlending, the initiatives and developments of the service, of co-operation or competition and of decreasing funds with an increasing number of students.

The first speaker was Jill McBride of the National Library of Scotland who spoke of her new position within Customer Services and also provided a brief history of the N.L.S. Lending Services. The developments of the Scottish Union Catalogue to which 162 libraries contribute, the Viscount project with 2.5 million entries and of satisfying 4,000 I.L.L. requests per week were highlighted in Jill's paper.

The speaker from a special library was Janice MacFarlane of B.P. Exploration in Glasgow who provided a different view on I.L.L. Articles which were obtained from B.L.D.S.C.

using the Urgent Action Service were then faxed to their member of staff whether they were working in London, Aberdeen, Houston or Stavanger. Cost did not appear to be a problem to B.P. as 20% of their requests were ordered from B.L.D.S.C. via the U.A.S.

Carole Munro from Paisley College introduced the automated P.I.L.L. system which was produced in-house so it coped adequately with 3,8000 requests annually.

The afternoon session was organised to allow the participants to join one of three discussion groups and representatives from the N.L.D.S.C. kindly answered our questions or listened to our comments.

The close of the workshop emphasised the importance of the opportunity to allow I.L.L. staff to spend time together to discuss issues. As always it was pleasant to meet new colleagues and renew acquaintances.

I wish to record my thanks for the successful organisation of the workshop to Margaret Hollighan with assistance from Helen Durndell both of Glasgow University Library.

Jill Evans Edinburgh
University Library.

LASER UPDATE

← OPENING PARAGRAPH ON PAGE 7

In 1991 LASER began its alliance with systems supplier AEG MODCOMP and began the implementation of an open systems based services for UK, European and international libraries. It was felt that Open Systems Interconnection (OSI) was the key to effective communications. Open systems have common interfaces based upon international standards, thus enabling proprietary systems - which by their very nature are different, to interoperate, and therefore allowing open systems to interconnect without major systems changes.

When AEG MODCOMP VISCOUNT system went live, it offered nine MIPS of computing power, that is the ability to process nine million instructions in a single second. Since then LASER has upgraded VISCOUNT to three database systems which have a combined computing ability to process 130 million instructions per second. In the present configuration, the system is expandable to 260 MIPS and in the foreseeable future to 1 BIP i.e. one billion instructions per second!

The present system comprises: an AEG MODCOMP UNIX (version 5.3) REALIX system running a relational database

(INFORMIX). It utilizes MOTOROLA RISC multiprocessors which give the system 9 MIPS of computing power (c. 130 million instructions per second). The system uses standard state of the art equipment. It is an excellent platform for open systems interconnection (OSI) and is easily expandable in power and in its ability to offer new services.

LASER has developed from the spirit of voluntary co-operation which saw the setting up of Library Regions in the 1920s, to an organisation which offers economic, self-financing services, with the aim of using the latest technology to achieve the service levels and efficiencies which are demanded today. LASER, whilst it continues to serve the local authorities which have financed and managed it so successfully over the years, is aware that it must function from a wider client and service base, in order to respond to its users' needs and the prevailing economic and political climate. The new association with the University of London, servicing and co-operating with academic libraries via JANET (Joint Academic Network), the VISCOUNT service with other Regions, responding to challenges of Europe and 1992 via Project ION, the

adopting of OSI-open systems interconnection standards and modern computing equipment all point to a bright and flourishing future for LASER.

The development path LASER is following is ambitious and will require:

- * the continuing co-operation and support of its members and service

users

- * The ear and support of government
- * continuing dialogue and co-operation with the British Library (with which it has always co-operated very successfully) and with other major institutions in the library and information world in the UK.
- * a strategic plan for network development in the UK.
- * co-operation and partnership with the private sector
- * a business plan and marketing strategy which sets LASER within Europe as well as the UK and brings to fruition the current dialogues with databases and services in North America.

This is the climate in which LASER finds itself today. Its new headquarters in Wapping and the re-launching of its services herald '1992' and looks towards and beyond the year 2,000.

VISCOUNT is the engine which will drive the UK end of Project ION, and Interlending OSI Network between LASER, PICA (in the Netherlands) and MEN/SUNIST in France.

The project has successfully completed half of the planned three stages of the workplan. In April LASER agreed the functional specification design outlines and acceptance criteria which will lead to the installation of three front end processor systems which will facilitate the interlibrary loan messaging service, based on the ISO 10160/61 ILL protocol and the search/retrieve service, based on the ISO 10162/63 SR protocol.

The timescale for the technical definition of the project has been, of necessity, prolonged. Factory acceptance testing is now scheduled for September 1992, interoperability, integration with national systems and interworking testing will be carried out between October 1992 - February 1993.

The user evaluation phase, which will enable over 50 test-site libraries in the three countries to use the international service, will commence in March 1993 and will last for a year.

The network connection will be via the European IXI network. In order to do this LASER will gain access to JANET (the Joint Academic Network) in the next few months. This development will also assist in the availability of VISCOUNT to the academic community.

Now the timescale of the project has been firmed up, LASER will begin the process of training the proposed test-site libraries. A training schedule will be issued to those libraries who attended the inaugural meeting in the University of Aston in September 1991.

And as if that wasn't enough!

Currently LASER is having detailed discussions with OCLC in order to provide members and users with a direct transport link to OCLC data. We are planning to market Book Data, CD-ROM, and are having detailed talks and planning with 'First Edition' in order to provide VISCOUNT links to order acquisitions systems within libraries to a range of publishers and bookseller databases.

Within six months LASER will have developed a CD-ROM service and are also looking at the feasibility of a pilot link project linking major libraries via VISCOUNT in order to provide not only directory information but direct access to circulation control.

Other smaller scale projects are being implemented or planned, such as a review of notifications and withdrawals by members libraries, a database floppy disk members' directory, extending the CILLA service to possibly Arabic and Japanese.

At the same time LASER staff continue to offer help, advice and support to libraries with little or no automation, to provide a fiche service, to offer selective record, subset and card services and to participate in the UK networking and co-operative scene with vigour and enthusiasm.

Any organisation wishing to have further information on VISCOUNT, Project ION or other LASER services should contact Frances Hendrix (Director) or Peter Smith (Deputy Director) on (071) 702 2020 or fax (071) 702 2019.

Frances Hendrix
Director London & South Eastern Library Region

The F.I.L. meeting at Bath this year made me aware of the difficulties that some libraries have when dealing with Arabic materials. I hope that the following will help.

Exeter University has had a Department of Arabic and Islamic Studies since 1977. There are 6 full-time teaching staff, and 50 undergraduates and 15 postgraduates this year. B.A. honours are offered in: Arabic and Islamic Studies, Arabic and Spanish, and Arab Studies. The Arabic degree is a 4 year course, with a year spent in the Middle East.

The Department of Politics has a strong Middle East section, with 4 full-time teaching staff. There are 47 postgraduates this year.

There are also postgraduates working nominally in other departments, such as Law.

There is a Centre for Arab Gulf Studies, postgraduate only, with a large library/documentation centre.

We have a full-time assistant librarian who deals with the Arabic and associated materials. He has a degree in Arabic, and an excellent knowledge of the Arab world. He welcomes your queries!

MAIN LIBRARY ARABIC COLLECTION 20,000 monograph titles. The strongest areas are: Arabic literature, classical and modern Islam and Islamic history. History and social sciences of the Arabian peninsula.

Over 500 U.S. Ph.D theses on Arabian peninsula countries.

Hispano-Arabic studies. The weakest areas are: Shi'ism

Education Modern Law Science 19th and early 20th century Arabic texts that have not been reprinted. Material in other European languages published before 1960s. Periodical titles: 130 held (28 in Arabic) 65 current (10 in Arabic).

Examples of material held: Languages and dialects of the area Modern novels and poetry, including many English

translations Arabian Nights: 26 versions of Arabic, German, French and English (including the Richard Burton edition in 10 volumes), and critical works Islamic fundamentalism Moslem Brotherhood

Position of women in the Arab world SPECIAL COLLECTIONS Centre for Arab Gulf Studies: Monograph collection Newspapers Official and company publications Development plans Archive collection of official publications pertaining to the area - almost complete set Bombay archives (with subject index) Public Record Office, Foreign Office, India Office documents on microfilm U.S. official documents on Palestine and Israel on microfilm British documents on the Palestinian mandate Newspaper cuttings in Arabic, French and English, covering 1950s to 1982 (a total of 1 million documents on microfiche, with index) Political papers deposited with us (very restricted access).

TRACING ARABIC MATERIAL/CHECKING CATALOGUES

There are difficulties in checking a catalogue because of name forms and different transliterations. Exeter University uses the Library of Congress form of transliteration and so do almost all other research and academic libraries, including the British Library oriental collections. So if you can track your author down in Library of Congress / N.U.C., the author will be in the correct form (which it never is in references from Arabic works). e.g. Col. Gaddafi of Libya = AL-QADHDHAFI, Mu'ammār Saadawi, N. el (Egyptian feminist) =n AL-SA'DAWI, N. When checking Exeter University Library catalogue via JANET always use the al- in front of the name. It is used as the filing element.

Many thanks to Paul Auchterlonie, our Arabic Librarian, for his help with this.

Heather Eva

Inter-Library Loans University of Exeter Library

Due to errors, republished in issue 12

NEWS FROM BLDSC

COPYRIGHT

Our Copyright Cleared Service has been running for about 18 months. Although usage is increasing, there is evidence to show that many customers are unaware of the service or are uncertain about how the U.K. copyright legislation affects interlibrary lending. Therefore in association with the Copyright Licensing Agency we have organized a seminar on "Coping with Copyright". Demand for places was very heavy and the 50 places were filled very quickly. If the seminar is a success we will try to organize another one early in the new year, possibly in London.

ARTTEL 2

Work has been progressing very smoothly on the design of a new ARTTEL system. Most of the basic programming is complete and we hope to begin testing in December. We have some libraries willing to help with trials but if anyone else is interested, please contact Andy Ekers (ext 6217) who will explain what is required. The new system will be demonstrated at the Online Meeting in December.

PHOTOCOPY SERVICE FOR END-USERS

We have been investigating ways in which we can provide photocopy services direct to end-users. The aim is not to bypass libraries and force librarians on to the dole, but rather to meet the needs of individuals who, for whatever reason, have difficulty in getting material through the existing ILL channels. For a trial period we are offering a service based on the phonecard idea. Customers purchase a card which is valid for 5 photocopies of up to 50 pages each. They write, fax or preferably phone in details of the items required, quote the unique card number and the delivery address. If the items are available, they will be despatched within a couple of days. The service has been christened EASYDOC. If anyone feels that they might be able to sell these cards on to their own customers, please contact Katy King (ext 6059) or myself for more details.

ELECTRONIC TABLE OF CONTENTS PAGES

BLDSC has just begun building a data base of the contents of our top 10,000 journal titles. Initially access will be through commercial database hosts, full details should be announced shortly. Later developments might include a CD-ROM version available on subscription and extending the service to include the contents of conferences.

Mick Osborne
Customer Services
BLDSC

THE BRITISH LIBRARY
DOCUMENT SUPPLY CENTRE

ART Tel REPLIES INTRAY

The REPLIES INTRAY allows customers to access replies to their requests online via ARTTel instead of having them printed out onto Request Status reports and returned by post. The INTRAY file is updated continuously thus providing the fastest possible response. INTRAY is available only via ARTTel, to customers who have registered to use it.

If you are interested in using the REPLIES INTRAY, or would just like to know more about it, please contact Customer Services for a copy of the brochure giving full details. If you are at present sending requests by other methods, but would be interested in finding out more about ARTTel, Customer Services staff can provide you with the appropriate information.

CUSTOMER SERVICES
THE BRITISH LIBRARY DOCUMENT SUPPLY CENTRE
BOSTON SPA, WETHERBY, WEST YORKSHIRE LS23 7BQ
TEL: 0937 546060 FAX: 0937 546333

The history of the National Library of Scotland Lending Services (LS) goes back some 70 years. Throughout this time it has changed location and name twice, but what has remained constant is the role it has played, and continues to play, which is fundamental to inter-library lending in Scotland.

Founded in 1921 in Dunfermline, funded by the Carnegie United Kingdom Trust (CUKT), the Scottish Central Library for Students provided to readers a service similar to that administered by the Central Library for Students in England. Its main function was to supplement the resources of the Scottish County Libraries (the resources of which were far from comprehensive at that time), and to enable readers living in areas without a public library service to borrow directly from the Library's stock by post. This service of lending direct to the public was continued until the last county library service, that of Argyll, was set up in 1946.

Throughout this period libraries continued to have access to the Scottish Central Library for Students (SCLS) in its capacity as a clearing house for inter-library loans, but as yet there was no machinery for the creation of centralized records such as a union catalogue of books. Developments in the North of England were watched with interest by the Scottish Library Association and in 1932 a Committee was set up to investigate the feasibility of establishing a Regional Library Bureau in Scotland. Although the matter was thought to be one of some urgency, lack of parliamentary time to devote to suitable legislation and other delays led the committee of inquiry to propose, in 1939, that work should begin at once on the Scottish Union Catalogue without waiting for the Bureau to be set up. Work duly began on the catalogue, 2 days before the outbreak of the Second World War, in an Editorial Office in the Mitchell Library, Glasgow, again funded by the CUKT. Growth of the catalogue continued despite wartime difficulties, its usefulness being universally recognized by the helpful response of libraries to appeals for financial assistance.

Years passed and the establishment of a Regional Bureau for Scotland came no nearer. However, in conjunction with the Scottish Library Association the Trust appointed a Committee in 1947, under the chairmanship of Sir Alexander Gray, which represented both local authority libraries and educational interests. The resulting report, published in 1951 (Cmd.8229), had far reaching effects upon Scottish library co-operation. The committee, amongst other recommendations, concluded that the

SCLS was the natural HQ of library co-operation in Scotland and that the HQ should be moved from Dunfermline to Edinburgh. The SCL was officially opened in 1953 in Edinburgh's Lawnmarket which brought together under one roof the Scottish Union Catalogue and the book stock of the Scottish Central Library for Students.

Twenty years later the future of the SCL as an independent organisation came under review. After much deliberation on the part of the Library's Trustees, Executive Committee and the Scottish Office, it was proposed that the National Library of Scotland should become legally committed for the SCL. As of 1 May 1974 the Scottish Central Library became known as the National Library of Scotland Lending Services (NLSLS) and from that point libraries were not required to contribute financially to the regional library system, operations becoming 100% Government financed.

LENDING SERVICES TODAY

LS is part of an established UK network of inter-library lending comprising 10 regional library systems and the British Library Document Supply Centre.

LS is the HQ for Scotland with the following objectives:

- * To maintain a Union Catalogue recording locations of books in Scottish libraries.
- * To facilitate and to act as a clearing house for Scottish inter-library loans.
- * To provide bibliographical information to Scottish libraries.
- * To maintain a stock of books to supplement the resources of Scottish libraries.
- * To take such other action as would facilitate access to books and the development of co-operation.

SCOTTISH UNION CATALOGUE (SUC)

The SUC, which is the key to the work of LS and is essential to inter-library lending for Scotland, consists of three separate but closely related elements. The earliest part, the Sheaf Catalogue, comprehensively records all material acquired up to 1972 and continues to be maintained and added to. The second, and main part of the SUC, is now computer generated providing the ISBN and BNB COM (Computer Output on Microform) Files. Against each control number up to twenty locations are provided. The ISBN and BNB files are available for purchase by co-operating Scottish libraries and between them account

for approximately 1.5 million records including relevant items in Lending Services' Pool Lending Stock. BLDSC records for accessions from 1980 onwards are also included on the ISBN COM File. The third element of the SUC is VISCOUNT, a combined bibliographical and location database to which the information in the SUC ISBN and BNB COM files is added. SUC staff also input online details of EMMA records.

At present over 70 Scottish libraries of all types notify the SUC Editor of their accessions and deletions and new contributors are continually sought to further broaden and increase the holdings of the SUC to enhance yet further this valuable resource.

BIBLIOGRAPHICAL & LOCATION INFORMATION

To verify bibliographical details of books LS holds a wide range of British, American and foreign bibliographies. Many specialist subject

bibliographies and library catalogues have been acquired over the years with

particular interest being paid to Scottish subjects. But, a most important resource which must be highlighted is the stock of the National Library of Scotland which staff are able to consult to further check sources of reference or gather more detailed information about requested items.

Online databases to which LS has access and which greatly speed up the search for locations and bibliographical checking are JANET, OCLC and VISCOUNT. VISCOUNT, originally an acronym for Viewdate and Interlibrary Systems Communications Network was developed over many years by LASER. It is a shared database of the resources of selected libraries in the United Kingdom. As it seemed appropriate for Scottish libraries to become a part of this co-operative, LS joined in the research and development phase in 1986. Since then five other regional library systems have joined the network. Speed of transfer of requests can also be greatly accelerated through the electronic mail and ILL messaging facilities between VISCOUNT users and links with BLDSC's ARTTel Service and Requests Inray Service.

To widen the search for locations, LS also subscribes to the Regional COM File produced by BLDSC, which includes the holdings of all 10 Regional Systems in the UK.

LS has its own Pool Stock which is used to help satisfy the 500 or more requests received every week. This collection of well over 120,000 volumes has been acquired for loan and benefits ILL resources nationally. It is primarily of Scottish relevance but also contains a good proportion of general interest material. It is LS policy to endeavour to acquire one copy of all non-fiction works of Scottish relevance published since 1976 regardless of academic level, language or place of publication.

CO-OPERATION

It is appreciated that a greater burden is borne by larger libraries in the inter-library loan network, in the spirit of co-operation, but all participating libraries do contribute resources and all holdings combine to form the wealth of material available to library users.

As part of a UK network of co-operation LS realises the importance of maintaining and strengthening links with other libraries and is therefore represented on the Library and Information Council (LINC) and the Circle of Officers of National and Regional Library Systems (CONARLS). The latter meet regularly to discuss and investigate in practical ways various matters, including several referred to it by LINC. To forge stronger links with staff involved in day to day work of interlending NLSLS set up SPILL - The Scottish Panel on Inter-Library Lending - upon which libraries of all types are represented. The Panel meets three times a year.

This article can provide only a brief overview of the work of Lending Services and one of the best ways to gain a fuller insight is to arrange a visit. If you would like more information on any aspect of the work of Lending Services or wish to arrange a visit, or, in the case of Scottish libraries, to have the Customer Services Officer visit your library, please contact Jill McBride, Customer Services Officer, National Library of Scotland Lending Services.

Jill McBride (Mrs)
Customer Services Officer
National Library of Scotland (Lending Services)

New FIL Committee

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Tel: 0642 249449; Fax: 0642 230690

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Observers

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E-Mail - New Users

A new E-mail list on JANET is being set up, to be called LIS-NEW-USER.

Any recent members of FIL or those who only use JANET occasionally are invited to join. If you are interested, please write to

Ms B Gabb
Library,
University of Central Lancashire
PRESTON PR1 2TQ
or contact her on E-mail
GAB_E@LANCASHIRE-PLY.PRIME1
FAX 0772 892973 TEL 0772 892265

Membership

Anyone interested in joining FIL is invited to complete the form below and return it to: Elaine Dean (Membership Secretary, FIL), Department Main Library, University of Sheffield, Western Bank, Sheffield S10 2TN.

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: _____

