

CHAIRPERSON'S REPORT

Many of you who were present at Interlend '92 will be wondering how the conference buffoon came to be the Chair of FIL. I'm still shaking my head in amazement myself. I don't claim to be an authority in the field of interlending, but I can offer enthusiasm and dedication. Having studied our schedule of events for the forthcoming year, these are qualities I am going to have to draw upon.

We are staging two exchange-of-experience workshops within the next few months at Sheffield and Salford Universities. If any member can suggest a venue for future workshops or a particular theme you would like us to cover, please contact any member of the Committee who will be pleased to help.

We are also hoping to resuscitate the Janet e-mail training workshops from September 1993 and again, we would welcome any suggestions for venues.

Many of you will be aware that we are presently conducting a survey into the provision

of theses in the U.K. When the responses have been analysed, we hope to publish the findings to make ILL departments aware of current lending practices and of restrictions on access.

Work is fully underway on the planning of Interlend '93, to be held at York University. "Networking and interlending" has been chosen as the theme this year, and we promise you a packed schedule! Details of the conference are published later in this newsletter.

Finally, it remains for me to thank the retiring members of the Committee for their hard work and dedication over previous years. They continue to offer advice and moral support to present Committee members and to FIL as a whole. Particular thanks must go to Thelma Goodman for continuing to liaise with Lancaster University Graphics Unit in the production of the newsletter.

Maureen Ridley, Chair,
Cleveland County Libraries.

Apology

The last FIL Newsletter contained an inexplicable transposition of an article on LASER with a note on the copyright of Theses. The editors take full responsibility and apologise for any confusion generated.

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Edited by Ann Illsley and Janet Moutt.
Printed by the British Library Document Supply Centre.

UNION LIST OF NURSING JOURNALS

Five years ago, Salisbury Health Authority's Library and Information Service decided to tackle a conspicuous problem in the field of health care information - access to nursing journals.

Although Salisbury, as part of the Wessex Regional Co-operative (WRLIS), had ready access to a wide range of titles, it was clear that there were still gaps. These could only be plugged by reference to British Library or the Royal College of Nursing but neither source particularly suited the usual requirements when dealing with information for nursing projects or nursing care - speed and economy!

So with the aid of a library student, the library staff researched the attitude of nursing libraries throughout the United Kingdom to the idea of a nation-wide union list.

The idea was greeted with considerable enthusiasm and not a little surprise that one small provincial district should be prepared to co-ordinate such a scheme!

However, in 1987 the first Union List was produced and the scheme got under way. As both the scheme and the structure of nurse education have developed, minor adjustments have been made but the basic philosophy remains the same.

- * To be included in the scheme, a library must have periodical stock of interest to other ULNJ
- * Titles are included on the basis of being of interest to or relevance for nursing staff or students and entries represent the longest span of issues possible up to a maximum of 7 locations

- * All requests go direct from requesting library to the holding library and all responsibility for charging and copyright compliance remains with them
- * For the past two years, participating libraries have submitted annual statistics of requests made to ULNJ libraries and copies made for ULNJ libraries and on the basis of these, adjustments have been made in order to spread the workload more equitably
- * Participating libraries have also been asked to identify particularly heavily used titles so that we can rotate locations each year to give libraries respite.

The 1993 Union List is about to be distributed and represents the holdings of 77 libraries throughout the United Kingdom, covering 318 titles of interest to nurses. A charge of £10.00 is currently made to cover reproduction costs of the annual list and quarterly updates.

Our aim in the next year is to transfer the data from card index to a database which will greatly speed up our ability to revise, adjust and reproduce the annual union list. It may also enable us to offer a full downloaded version of all the holdings of ULNJ libraries rather than restricting the maximum number of entries per title to seven.

Sue Henshaw *Head Librarian*
Marie Marshall *Library Assistant*
Library Education Centre,
Salisbury District General Hospital, Salisbury,
Wilts SP2 8BJ
Tel: (0722) 336262 Ext. 4432

NEWS OF OLD FRIENDS

Robin Green, a founding member, a previous vice-chair and leading light of FIL, has returned from Cyprus having successfully established the library at the University of Nicosia. No doubt his return was tinged with a little regret at being parted from his "baby"! Robin is now back at the University of Warwick and has moved from interlibrary loans to the post of Development Librarian. We are delighted to have him back, and very thankful for the interest and support he continues to offer FIL.

Welcome back, Robin!

THESES AGAIN!

The University of Wales College Cardiff, University College of Wales Aberystwyth and Oxford University have all informed FIL that only ONE request form is required for a thesis application

When a library has not stated its policy regarding the number of forms per thesis application, FIL advises members to send one form only. We have become aware of a number of institutions who are not stating their policies and then quietly accepting two request forms, if they are sent.

INTERLOANS OF YESTER-YEAR

Many years ago I was involved in the I.L.L. provision for the BBC TV Reference Library. How did we cope in those pre-technology (pre-historic) days when a high percentage of requests were required "yesterday" - there was no Urgent Action service then.

Requests for material were passed to the I.L.L. librarian by the library staff, either for books specifically requested by research staff or those identified as useful by the reference librarians. The main BBC library was then in Broadcasting House and the External Services library was at Bush House so a phone call was necessary to check their stock - no on-line computer catalogues.

The requests were divided into urgent, long-term or fiction. A list of the urgent ones was then phoned to each of the 6 local libraries (Pre-GLC), Hammersmith, Chiswick, Ealing, Willesden, Kensington and Marylebone, locations were then phoned back if available.

The less urgent ones were sent to LASER for locations, the fiction went to the Harrods Subscription Library.

If no locations were forthcoming specialist libraries including the London Library were contacted.

Having located the required books those requests which could not wait for the post were collected by bus by 3 attendants - I shall always remember Jim's moans if he had to collect from Cricklewood library as he had to walk across a park from the bus stop and he had bad feet! Collections from other parts of London were by despatch rider or even by taxi.

Have things changed? - perhaps someone from the Beeb will write us an update.

Janet Moulton
University of Reading Library

**ATTENTION FORUM FOR INTERLENDING
EXCHANGE OF EXPERIENCE WORKSHOP ON INTERLIBRARY LOANS
TUESDAY 23rd MARCH 1993
at UNIVERSITY OF SHEFFIELD ST. GEORGE'S LIBRARY**

FIL is organising a workshop primarily for library staff involved in the day-to-day running of ILL services.

Discussion will centre on current issues of concern including co-operation, charging, the role of regional library systems and Viscount.

Speakers from academic, public and special libraries will outline ILL practices at their own libraries. There will be ample time for exchanging ideas and experiences in small groups and in the plenary sessions.

The cost, including lunch and coffee/tea, will be:

£10 for FIL members
£15 for non-members

Booking forms are available from, and should be returned, by 5th March, to:

ELAINE DEAN

INTERLIBRARY LOANS LIBRARIAN

MAIN LIBRARY, UNIVERSITY OF SHEFFIELD

WESTERN BANK, SHEFFIELD S10 2TN

TELEPHONE: (0742) 768555 X4332 FAX: (0742) 739826

NB. THIS WORKSHOP IS AIMED AT STAFF INVOLVED IN THE DAY-TO-DAY HANDLING OF ILL REQUESTS. NUMBERS RESTRICTED TO 25 MAXIMUM

A map and further details will be supplied as confirmation of your booking.

A SERIOUS CASE FOR CHANGES:

The Review of Yorks. and Humberside Joint Library Services by Brenda White Associates.

For the first time since it was established in 1974, Yorkshire and Humberside Joint Library Services (YHJLS) has been submitted to a thorough scrutiny and assessment of its role, its management and organisation, its system of finances.

Of course, those within the Region with a knowledge of JLS will say that reviews of one sort or another have taken place at regular intervals, but none have covered as much ground as this one. And perhaps, significantly, we can expect real changes to take place because there seems to be a consensus that they should.

The terms of reference were:

1. To examine the current and anticipated demand for delegated, co-operative and contracted-out services relevant to public, academic and special libraries which could be developed and delivered via a regional library co-operative organisation.
2. To determine the most effective and efficient constitution, structure and management arrangements for such a regional library co-operative organisation.
3. To advise on the most suitable funding and financial arrangements to support the regional organisation and to utilise effectively the existing and potential resources.
4. To consider the position and operation of any changed or new Yorkshire and Humberside regional library co-operative organisation within the national network for library co-operation and interlending.

The nature and origins of YHJLS were examined, as were existing operations and services. Unlike other regional systems, YHJLS is a loose consortium of public and academic libraries arising from the ashes of the West Riding County Library. It took over the headquarters reserve stocks of

WRCL as a basis for interlending in the region, and it developed the first library transport scheme in the country to make interlending supply cheap and effective.

Other services were developed around the Music and Drama collections of the former WRCL; around the Joint Fiction Collection (N-S) held at Wakefield; and the Junior Collection. Additionally, an ordering and processing service was set up for the Joint Healthcare Libraries in West and South Yorks., and a more limited Joint Video and Film Library was operated between three public libraries.

Recently, YHJLS has taken on a lead role on the development and use of VISCOUNT in the region.

The Report by Brenda White Associates looks at all these aspects and seeks an evaluation within current developments in regional and national interlending.

Space does not permit detailed discussion of all these (which could form the basis of future, separate articles), but the broad thrust is clear:-

There is discontent with the constitutional basis of YHJLS, which is controlled by a political body (The Joint Libraries Committee) and a professional body (The Librarians Advisory Committee), where control is firmly in the hands of the public library authorities. Industrial and special libraries have so far been excluded.

Much of the management of JLS is spread among senior staff at Wakefield who are District Library employees, leaving no clear lines of management accountability.

Wakefield's Chief Librarian acts as Honorary Secretary to the Joint Libraries Committee itself.

The Report suggests that "YHJLS is therefore run and serviced, but it is not managed"

There are many 'quid pro quo' arrangements whereby staff time and administrative costs are not charged to JLS, in exchange for access to and use of the ANF General Pool Stock. (Hidden subsidies for hidden benefits). The Report suggests that these should end, and that finances should be separated out, and that a full-time Manager be appointed.

Likewise, the costs of the transport scheme should be separately identified, and transactions be regulated by a voucher system.

The use of General Pool Stock (GPS) is assessed: ANF stock additions virtually ceased in 1974, and there is no concise catalogue of holdings; provision of materials from this source has, predictably, declined over the years; academic libraries rarely use it - and suggestions were put forward to:-

sell off rarer items to create a Reserve Fund for future developments; disperse the rest of the collection via BL/BookNet.

The Joint Fiction Collection is seen as current and viable within the system of Provincial Joint Fiction Reserves, and should be maintained, although the use of the Junior Collection as the basis of a national reserve is questioned.

The Music and Drama Collection and service should be maintained and perhaps enhanced by incorporation with music material from BL/DSC to create a national collection.

Developments in hospital and healthcare within the region, and nationally, call into question the efficacy of the Joint Healthcare Libraries operations continuing from Wakefield. Alternatives (placing the service within a hospital library) in Sheffield or Leeds are considered.

The role of JLS in developing VISCOUNT services is given greater attention. It is considered more

appropriate for the Regional Bureau to provide database searches and locations, and perhaps to consider its role at the hub of the interlending network as an information provider and a broker in dealings with national systems.

This, and much more, is covered by the Report. In response, the Librarians Advisory Committee have set up a Working Party to examine each issue in more detail, and to produce full costings re. staffing and operations

Meanwhile, the Hon. Secretary has retired (on the completion of his contract) and the way is clear to redesign the job description in line with all other changes. (Wakefield Libraries are, by the same token, without a Chief Librarian.)

Significantly we note, for practitioners of interlending, the Recommendation (4.1.7):

Professional Forum "We: recommend that YHJLS should provide a professional forum for librarians and information officers from all types of libraries, and for all levels of staff"

This would go some way to answer what the Report identifies as: " much criticism from chief librarians of both public and academic libraries about the content of LAC meetings and an increasing disinclination to spend time on what they regard as unnecessary detail which would be better discussed by ILL staff" (p7).

Whatever emerges eventually from the Report, we can expect a greater recognition and role for interlending staffs themselves, which is entirely consistent with FIL's philosophy.

Brian Else
Wakefield Libraries Headquarter

I was very glad to have the opportunity to address the FIL meeting which was held in Glasgow University Library in June 1992. The meeting came at a very interesting time with Paisley College about to receive University status. It was certainly appropriate at that point to reflect upon the past and, more importantly, to consider what the future might have in store. All-in-all, it was the ideal time to take stock of the Library's Inter-Library Loans service, a service which is set to undergo many changes in 1993.

The current situation.

At present, the Inter-Library Loans service is operated on a manual basis only, although it is planned to have procedures fully automated by the beginning of the next academic session. ILL is operated by 1.5 staff members, both para-professionals, and they work from an area which is located beside the main issue counter at the Library's entrance. The operation is fairly small and this, in combination with the highly visible location, allows ILL staff to provide a very informal and, above all, pro-active service (they call it the 'shepherd's crook' principle!). The service is offered to all registered Library borrowers (currently 7000+). Staff and students may use the service at no cost, while external borrowers must pay £4.00 per request (i.e. the basic minimum cost).

The ILL budget is part of the Library's general book fund. The Chief Librarian decides upon the amount to be set aside for the purpose of Inter-Library Loans and BL numbers are then purchased to that cost. To simplify the matter of fund allocation, the ILL budget is divided each session between departments in accordance with their level of use of the service in the previous year. However, requests are simply satisfied as and when they arise, irrespective of the state of departmental budgets, and supplementary funds are available (at least for the moment) to help cope with those instances of overspending. Statistics for the current session are then used by the Chief Librarian as a guide in his annual review of the situation, and allocations by department are adjusted in accordance with the most up-to-date figures available. This type of departmental breakdown has been useful from the point-of-view of targeting certain departments where uptake of the service seems low. Indeed, certain otherwise

highly active departments request fewer than 100 (and in some cases, less than 10) items in a session, and the potential for growth is obvious.

While expansion of the service in 1993 is desirable, it is obviously essential to operate within the limits of the manpower available to do the job. For this reason, the path of the ILL form from the point of submission to the satisfaction of the request is a fairly uncomplicated business. The completed form is handed to counter staff who check it for the appropriate authorisation. Readers retain a portion of the form for their personal records. However, little checking is done after this point. For example, no attempt is made to establish that the requester is a registered member of the Library. Also, no bibliographic checking is carried out, either to verify details or to ensure that the item is not already in stock (although a cursory glance is cast over periodical requests so that familiar titles can be sifted out!) At present, the size of the service is such that this approach remains tenable.

The processing of requests is then divided between the Senior Library Assistant who has responsibility for the daily administration of the service and her part-time assistant as follows -

Senior Library Assistant - receiving and processing incoming items; failed requests; urgent action requests; chasers; statistical returns (COPOL and National Library of Scotland); accounting matters.

Library Assistant (part-time - allocation of BL numbers to outgoing requests; transmission of requests by telex; chasing overdue loans to other libraries; etc.

There are, of course, positive and negative points to make about operating the service in such a way. In its favour, the ILL service is highly regarded by Library members. Staff are well-known, helpful and friendly. On the negative side, the manual approach makes procedures cumbersome and time-consuming. The compilation of statistics in particular is a devilish task, and staff are required to spend a great deal of time in the production of the necessary figures. However, things are set to change in 1993 and this should be an interesting year for the ILL service, its staff and users.

Looking to the future

At the time of the FIL meeting, Paisley College (as it was then known) was in the throes of change. Also it soon acquired University status in accordance with recent government legislation. In common with other institutions of higher education the new University experienced dramatic increases in admission figures so that student demand for information services, including inter-library loans, has escalated. Of course, the implications for performance and all aspects of service provision are far-reaching. A further major change looms on the horizon with the University of Paisley poised to face the challenges of merger with another institution, Craigie College of Education, later in 1993. Attitudes, as well as circumstances, are changing too, and performance indicators, management information systems and BS 5750 are all of great concern to today's professional.

Of course, library services must be sensitive and responsive to these factors if they are to remain effective, and it is very much against this background that the decision was made to rethink and upgrade the provision of the ILL service within the University Library. Given the difficulties and the shortfalls of a manual service of the type described earlier, it was clearly necessary at an early stage to identify a system capable of dealing comfortably with increased demand whilst providing the facility for retrieval of statistics in a flexible manner.

According to Juliet LEEVE's LINC Guide, ten ILL management systems are currently available on the market, providing quite a choice for the prospective buyer. Why, then, did we select the in-house option? A few of the fundamental reasons are listed below:

- Quite simply, the possibility was there. Proven expertise was already available in-house.
- The lack of an ILL module had been identified at Bookshelf user group meetings. This was perhaps a chance to fill that demand.
- The financial consideration could not be ignored as the in-house option would involve little or no cost. If the project is unsuccessful, the chance to buy an existing package may still be taken.
- Although impossible before due to lack of processor support, the initiative may now be taken as the Library is due to transfer onto a UNIX platform in the summer of '93.

- The PILLS (Paisley Inter Library Loans Service) proposal highlighted features not currently available on other ILL management systems, and these seemed distinctly advantageous.

It is extremely difficult to describe a system which is not yet in existence. However, I must at least attempt to define the basic principles upon which a system would work! First of all, the necessary hardware/software is as follows:

- OPUS PC(s) (connected to existing PRIME processor)
- MS-DOS operating system
- PC-INFO database package (PRIME INFORMATION, PC version)

PILLS management package

PROCOMM-PLUS

In terms of the system setup, two lines of communication are required:

1. Access through the CAMTEC switch to JANET for the use of ARTTel to transmit requests to BLDSC in teletext format
and
2. Access via modem to ARTTel's IN-TRAY service, particularly to allow certain procedures to run overnight
 - downloading IN-TRAY messages regarding the conditions of failed requests directly into the PILLS module
 - preparation of all letters (notifications/recalls/overdues) for printing each morning batching requests for transmission to destinations other than BLDSC

The advantages of this type of set up are that:-

- communications and processing are much speedier
- the development of the package in parallel on the PC and the Library's current PRIME processor will allow a programmer to port the system onto the new UNIX machine
- The linking of the ILL package into PRIMENET, the campus network on which the Bookshelf system is currently operated, will enable PILLS to interface with the Library's online system.
- in the event of the PRIME processor failing, the ILL module will go into backup mode automatically.

The inputting and processing of requests using the new automated system should be an easy affair. The main screen on which details of requests are entered is a facsimile of the ILL request form. Biographical and bibliographical details are entered in the appropriate fields. Each field is tagged and would be retrievable for statistical purposes using the PC-INFO database package (about which a little more is said below). The BL number is automatically assigned to each request, and a menu would allow staff to specify BLDSC or another location as the destination of that request. At the end of each day, messages intended for these various destinations would be batched together, formatted appropriately and transmitted. Information pertaining to each request (eg. date received; return date; IN-TRAY messages; etc) would be added to this screen.

The interface with Bookshelf will become significant when the requested item is available for issue to the requester. Three elements would have to be satisfied before an inter-library loan could be issued directly onto a borrower record:

1. A reader barcode -

Books sent on inter-library loan would be issued to the requester through the PILLS package on the ILL PC. The lightpen would be used in the usual way to access the Bookshelf reader record on the PRIME machine. Consequently, it would be possible to ensure that the requester is currently registered as a Library member. Also, any recently placed loan stops or defaulter messages would be picked up, enabling staff to sort out existing problems with the record before proceeding with the ILL issue.

2. A loan barcode -

Of course, incoming ILLs would not have barcode numbers that would be recognisable to the Library's online system. However, bogus barcodes could be printed in-house. These could be given a different prefix in order to distinguish them easily from the book barcodes in daily use. The assigned barcode would be entered onto the individual request record on the ILL system, thereby matching it to the appropriate BL number.

3. A circulation rule -

On the Bookshelf system, loans are issued onto a

borrower record in accordance with the appropriate circulation rule. This rule dictates loan period, level of fines, number of renewals, and so on. Each rule comprises three elements - reader status *media type* location. The circulation rules are particularly convenient because they group together all loans within a specific category, making them easily identifiable on screen.

These three things together would allow ILL items to be issued onto a reader record, giving counter staff accurate information about the status of the loans. Unfortunately, the bibliographical details of the request would not be available on Bookshelf, but they could be easily retrieved by checking the BL number or the assigned barcode on PILLS.

The ability to produce statistics about the service and its performance is a major consideration. The PC-INFO database package, a PC version of the PRIME INFORMATION software, enables quick and easy manipulation of data held in the Bookshelf files. As I mentioned earlier, each field on the PILLS input screen is tagged, making it searchable within PC-INFO. Any number of fields may be searched upon to produce the desired results, and display and output formats may also be specified to taste. As with the Library's automated system, INFORMATION would allow completely flexible access to the data files, giving statistics by date, by reader status, by document type, or whatever. It would even allow ILL staff to search for a request by source of reference, if necessary!

Conclusion

As yet, of course, the PILLS project has not been fully realised although work on the package continues. Choosing the in-house option was not the easiest route to take and involvement with such a project can certainly be time-consuming. I hope the effort is worthwhile. If successful, I will certainly be pleased to report upon it at some point in the future for the Newsletter. However, there is much work to do before that time comes, and I think 1993 promises to be an interesting - and, above all, busy - year!

Carole I. Munro, Deputy Librarian,
University of Paisley.

ARABIC STUDIES AND RESOURCES AT EXETER UNIVERSITY LIBRARY

This interesting article on Arabic Studies became badly muddled in the last Newsletter (No. 11) for which we apologise to the author most sincerely. Here it is again, and we hope this time it will make sense to our readers.

The FIL 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 1970s.

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 in 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-QADHADHAFI, Mu'ammarr, Saadawi, N. el (Egyptian feminist) = 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
Exeter University Library

EDINBURGH UNIVERSITY THESES

Edinburgh University Library has withdrawn from the British Library Document Supply Centre Thesis Service and all E.U. theses are available on Interlibrary Loan from Edinburgh University Library. We will despatch the hard copy on receipt of one B.L. request form providing the reader's signature is obtained on the initial application on

an E.U.L. thesis copyright declaration form. A microfilm copy of E.U. theses for the years 1981-1990 can still be obtained on loan from BLDSC providing a completed BLDSC copyright declaration form is attached to two B.L. request forms.

Jill Evans Edinburgh University Library.

**REPORT OF JUGL
(JANET USERS GROUP for LIBRARIES)****JUGL COMMITTEE MEMBERSHIP**

Size and membership composition of the Committee was reviewed in September due to the growing size of co-optees and the change of policy stipulated that only elected representatives could attend. The Committee intends to invite one or two relevant Correspondents to each meeting in turn. The minutes of meetings are available on Mailbase which still provides an opportunity for the exchange of information between co-optees to continue. The following is therefore only what I have gleaned from the tremendous amount of information reported each day.

SuperJANET

SuperJANET is an advanced communications network for higher education in Great Britain and can be used to transmit voice, data and images. The initial applications available will include library document distribution so it is of interest to Inter Library Loans. The pilot sites are

Edinburgh University; Cambridge University; Manchester University; Imperial College of Science, Technology and Medicine; and the SERC Rutherford Appleton Laboratory. The first phase of the network will take place from January to March 1993. The SuperJANET Connections Panel reported that additional locations for SuperJANET are Leeds, Newcastle, Glasgow, Cardiff, and Nottingham but that these connections would be to the areas rather than to specific sites.

BRITISH LIBRARY'S OPAC

In September JUGL issued a survey on electronic mail to the mailing list "LIS-LINK" regarding this future service and included a question on the proposal for charging for access over JANET to the new OPAC. Some SCONUL members were critical of the questionnaire as they considered it unhelpful. I am not aware that the results of the survey are available yet.

Jill Evans
(FIL representative on JUGL)
Edinburgh University Library.

**INTERLEND 93: WELL CONNECTED -
NETWORKING IN THE 90s
15th - 17th JULY 1993
UNIVERSITY OF YORK**

SPEAKERS:

Geoffrey Hare (Essex County Libraries)
Keynote Address
Philip Bryant (UK Office of Library Networking)
UK Networking: An Overview
David Hardwick (Rotherham Libraries)
Community Information by Electronic Means
Andrew Braid (BLDSC)
Electronic Transmission of Documents: the JANET Trial
Frances Hendrix (LASER)
LASER: Viscount and project Ion
Lee Ann George (George Washington Library)
Networking in the USA: An Overview

WORKSHOPS:

The role of the Regional Library Bureaux
in an age of electronic networking
Christian Wright (National Library of Scotland)

Copyright and full text databases
Copyright Licensing Agency

VISITS:

York Minster Library
Borthwick Institute of Historical Research
BLDSC

CD-ROM demonstration at York University Library.

RATES: £125 to FIL members; £140 non-members
Per Day:- £40 to FIL members; £50 to non-members

FOR BOOKING FORM AND PROGRAMME CONTACT:-

MAUREEN RIDLEY • CENTRAL LIBRARY • VICTORIA SQUARE • MIDDLESBOROUGH
CLEVELAND TS1 2AY • TEL: 9642-249449 • FAX: 0642-230690

Automated requests - new for 1993

ARTTel

The new version of ARTTel was demonstrated at the online Meeting last December. There was a lot of interest from existing and potential ARTTel users and reaction was mostly very favourable.

Briefly, the main benefits are:

- Help. ARTTel version 2 is command driven with informative screens. Online help is available at each screen, making the system easier to use.
- Confirmation of receipt. Immediately after a file of requests has been transmitted, ARTTel 2 checks them and informs you if the file has been successfully received.
- Message exchange. A new feature that allows messages to be exchanged between BLDSC and customers.
- Logging in. Whatever method of access, there is one standard login procedure.
- Status facility. This allows customers to check the number of requests received and the first and last request numbers for any file transmitted within the last month. It shows the status of the file, allows some change in the status and allows full recall of any of those files.

ARTTel Version 2 will be provided in parallel with the present system to enable customers to decide when they wish to upgrade. All customers currently using an Automated Request Transmission system will be sent a new ARTTel User's Manual shortly before the service is introduced. In addition a test system will be available to enable customers to experiment with the new system before they upgrade.

E-mail and file transfer

In response to customer demand, we are planning to accept requests by E-mail and file transfer and to reply to requests in the same way. Work on these automated transmission methods is less advanced than on ARTTel but we hope to have them available later in the year.

Customer Courses

Leaflets giving details of Courses for 1993 were sent out with Customer Update December 92/7. If you did not receive your copy or would like additional copies, please contact Garth Frankland, 0937 546996. Two off-site courses in London and Edinburgh have also been arranged for May with another one at a venue in the South-West to be arranged for the Autumn. Details from Garth.

Customer Panels

As usual we will be organising a series of Customer Panels in May. Venues will be: Leeds, Manchester, Belfast, Dublin, Peterborough, London, Bristol and Exeter. Full details of dates, times and places will be sent out soon.

Who to contact in BLDSC

Although any member of the Customer Services enquiry staff is happy to deal with any query, many customers like to have a specific name to contact. With this in mind, staff have been allocated responsibility for customers in particular parts of the country. Contact names are:

Scotland and Northern England:

Vicky Roy 0937 54 6058

Midlands and the South-West:

Paul Guy 6057

London and the South-East:

Richard Walker 6049

Ireland and Wales:

Helen Parnaby 6051

Back-up provided by

Sue Hutchinson 6222

Customer Accounts contact is

Dot Drydale 6051

Mick Osborne
Customer Services
BLDSC

BLDSC's Worldwide Searches (WWS)

The purpose of Worldwide Searches (formerly International Lending Section) is to obtain items, whether loans or photocopies, from overseas on behalf of BLDSC's UK customers. While it is not essential to use WWS, and indeed many UK libraries successfully make requests to other countries, the network of contacts which the section has built up over the years and the international standing of the BL increase the chances of success, especially for loans. If you do apply direct, please do not use BLDSC request forms - they are valueless outside this country - and remember that we can take no responsibility for any aspect of the ILL transaction.

Because of the additional work involved in applying abroad and the high costs involved, a successful worldwide search (aka a Z Search) costs a total of 3 request forms. Two forms are refunded for failed requests or if you cancel a request which has not been satisfied after 3 months.

Requests are made only for foreign publications not available in this country and out of print. Before we apply abroad we must have proof that an item exists as quoted. It is essential, therefore, to be able to supply a source of reference if required; we do not send requests speculatively. Applications are made on the

forms normally accepted in a particular country eg ALA or IFLA forms. It is usually possible to have loans extended and extensions can be arranged over the telephone.

Sometimes items come to BLDSC for forwarding; others go direct to the requesting library. Many years ago agreements were reached with major libraries in Belgium, France, Germany, Italy, Sweden and Denmark for items to go direct. Any invoices, copies of complete items or messages about requests which also go direct should be sent to WWS. Every WWS request is given a unique ILL number as an identifier; this should be quoted on any query about an individual request.

Very few countries lend serial parts, including special issues; libraries in some countries will supply photocopies but not loans; some countries will not participate in ILL at all, others participate but only reluctantly and very slowly. It is this kind of detailed knowledge, not just about ILL in particular countries but about policies in specific libraries which makes WWS uniquely placed to handle requests overseas.

Angela Lawton
Jean Wooler
Worldwide Searches
BLDSC

Coming soon to a screen near you

ARTTel Version 2

For further information contact

Customer Services

The British Library

Document Supply Centre

Boston Spa

Wetherby

LS23 7BQ

Tel No. 0937 546060 or Fax No. 0937 546333

THE BRITISH LIBRARY

The world's leading resource for scholarship, research and innovation

Letter to the Editor

Editor,
FIL Newsletter,
Inter Library Loans,
Main Library,
University College of North Wales,
Bangor, Gwynedd LL57 2DG
25.11.92

Dear Dr. Illsley,

I am writing in response to the report (in October 1992 FIL Newsletter) of a workshop on balancing the budget.

While it is good that the economic issues surrounding the management of inter-lending services are aired (and I'm sure for those present at the workshop it was a lively and useful debate) it appears that certain statements were made that are both sweeping and misleading. As a manager of a Regional Library System I would like the right of reply through your columns.

Firstly in relation to transport schemes, "representatives of the Public Library service said that some regions were funding their activities by overcharging". Reference was made to the varying rates charged by LASER and YHJLS. I would make several observations-

- a. The prices charged by regional transport schemes are fixed (in most cases) by Executive Committees on which Chief Officers of Public Library authorities have a major voice. Overcharging (if such is occurring) appears therefore to be self-imposed!
- b. Even the more expensive rates represent significant savings on Royal Mail postal or other parcel services.
- c. The obvious reason why YHJLS is so cheap is because Boston Spa is within its borders and therefore expensive transfer arrangements from vans to a rail link are not necessary.
- d. Cross subsidy in any case is not necessarily wrong. Executive Committees may agree to less of a saving on transport to keep down the level of subscriptions or other charges. The price of transport in a region is dependent on the whole range of factors. The extent to which smaller users are accepted on to the scheme, multiple drops allowed or frequency of deliveries/collections will all affect price.
- e. Finally no-one has to use regional schemes! The fact is that the majority of major library systems right across the UK choose to use them.

Secondly, there is reference to regions "not bothering to do local checking, merely passing requests on to one of the more conscientious regions". A plea was made to force regions into keeping minimum standards. I would make several observations here too -

- i. Checking of reservations begins at the library authority's own inter-lending section. Verification that the author and title exist and if possible the adding of a standard control number are the primary responsibility of the requester - indeed some authorities would insist on this happening at the requesting service point. If there is slackness it begins at the sharp end.
- ii. Regions are increasingly enablers rather than direct providers - regional fiche catalogues and VISCOUNT have led to this change in role. But in so far as we continue to check and route on requests we would never do so without bibliographic verification. We are only happy to receive unverified requests where the standard range of checking tools available to the requester have been exhausted.
- iii. I very much support the need for high standards in accuracy of Union catalogues. While much of this problem is the "fault" of the members of each region (and perhaps even more their inadequate computer systems) regions do have to take some of the blame for not enforcing higher standards and taking a stronger management role in maintaining and developing the national database. However through the VISCOUNT Technical Working Party and CONARLS steps are being taken to remedy this and several regions are reviewing their arrangements for updating (including withdrawals).

While it is unfortunate that these statements appeared in print, I hope that the outcome will be that these issues are taken more seriously. In times of financial difficulty we can ill afford to miss out on the benefits of co-operation or get bogged down in pointless acrimonious debates.

Yours sincerely,
Geoff Warren,
Director,
WMRLS,
Central Library,
Chamberlain Square,
Birmingham B3 3HQ

FIL Committee

Maureen Ridley (Chair)
Cleveland County Library,
Central Library, Victoria Square
Middlesborough, Cleveland TS1 2AY
Tel: 0642 249449; Fax: 0642 230690
0642 263398

Jane Sparks (Vice-Chair)
University of Wales,
College of Cardiff, Science Library,
PO Box 430, Cardiff CF1 3XT
Tel: 0222 874000 Ext. 5037
Fax: 0222 374192
JANET: SPARKSJ@UK.AC.Cardiff.Taff

Brian Else (Secretary)
Wakefield Libraries Headquarter
Balne Lane, Wakefield;
West Yorks, WF2 0DQ
Tel: 0924 371231; Fax 0924 379287

David Kenvyn (Treasurer) Linc rep
Westminster Library & Information Service,
(Interlending) Room 77, Stock Services
Marylebone Road, London NW1 5P
Tel: 071 798 1067; Fax: 071 798 1019

Elaine Dean (Membership Secretary)
Inter Library Loans Department,
Main Library, University of Sheffield
Western Bank, Sheffield S10 2TN
Tel: 0742 768555 Ext. 4332
Fax 0742 739826
JANET: A.Allan@UK.AC.Sheffield.Primea

Ann Illsley (Newsletter Editor)
University College of North Wales,
Main Library - Interlibrary Loans
College Road, Bangor,
Gwynedd LL57 2DG
Tel: 0248 38 2988; Fax: 0248 370576
JANET: ILL@UK.AC.Bangor

Janet Moulton (Newsletter Editor)
Inter Library Loans,
University of Reading, PO Box 223,
Reading RG6 2AE
Tel: 0734 318786; Fax 0734 312335
JANET:
Library@UK.AC.Reading.CC.AM.CMS

Jill Evans (FIL Representative on JUGL)
Inter Library Loans
Edinburgh University Library,
George Square, Edinburgh EH89U
Tel: 0031 650 3377; Fax: 031 687 9780
JANET: J.EVANS@UK.AC.Edinburgh

Rosemary Goodier
(FIL Representative on CONARLS)
Inter Library Loans Department,
UMIST Library, PO Box 88,
Manchester M60 1QD
Tel: 061 200 4930; Fax: 061 200 4941
JANET: ILL@UK.AC.UMIST
(for general ILL requests)
RGOOR@UK.AC.UMIST
(personal mailbox)

Mark Perkins (Publicity Officer)
Inter Library Loans,
British Library of Political and Economic
Science, 10 Portugal Street,
London WC2A 2HD
Tel: 071 955 7226; Fax: 071 955 7454
JANET: PerkinsM@UK.AC.L.S.E.

CO-OPTED MEMBERS

Kelvine Gething,
BLCMP Library Service Ltd.,
Inst. Research & Development,
Birmingham Research Park,
Vincent Drive, Edgbaston,
Birmingham B15 2SQ
Tel: 021 471 1179; Fax: 021 472 0298

Tony McSean,
BMA Library, British Medical Association,
BMA House, Tavistock Square,
London, WC1H 9JP
Tel 071 383 6060; Fax: 071 388 2544

OBSERVERS

Alastair Allan (LINC),
c/o Sheffield Information 2000,
Information House, 67 Surrey Street,
Sheffield S1 2LH
Tel: 0742 750566; Tel. at University
of Sheffield 0742 768555 Ext. 4383
JANET: A.Allan@UK.AC.Sheffield.Primea

Ann Hobart (Library Association)
Library Association,
7 Ridgmount Street, London WC1E 7AE
Tel: 071 636 7543 Ext. 238

Mick Osborne (BLDSC)
Boston Spa,
Wetherby, West Yorks, LS23 7BQ
Tel: 0937 546245; Fax: 0937 546333
E-Mail BLDSC@UK.AC.rl.hec-b.

Theses Requests on ILL

We would be most grateful if university members could fill in the questionnaire below and return it to the editor by March 31st, 1993. The information will enable FIL to compile a list of universities willing to accept theses requests without a thesis declaration form.

- | | | |
|---|-----------|--------|
| 1. Do you accept ILL requests for theses? | YES/NO | |
| 2. If yes, do you need a separate Thesis Declaration form | | YES/NO |
| 3. If no, do you accept requests by | Post | YES/NO |
| | Telephone | YES/NO |
| | Fax | YES/NO |
| | Telex | YES/NO |
| | E-Mail | YES/NO |

4. Which university are.....

Thank you.

Please return to: Ann Illsley, University College of North Wales, Main Library (ILL), College Road, Bangor, Gwynedd LL57 2DG

WHAT IS FIL?

The Forum for interlending is an organisation designed to enable those library staff involved in interlending and document supply to exchange ideas and views and to express new ideas.

FIL is run by an elected committee of members who themselves are involved in interlending.

- Activities include:
- * ANNUAL CONFERENCE
 - * EXCHANGE OF EXPERIENCE WORKSHOPS
 - * REGULAR NEWSLETTER
 - * LIAISON WITH REGIONAL & NATIONAL ORGANISATIONS INVOLVED IN INTERLENDING AND CO-OPERATION BETWEEN LIBRARIES (EG. BLDSC, LINC)
 - * PRODUCTION OF REPORTS AND PUBLICATIONS COVERING MATTERS OF IMPORTANCE TO ILL STAFF
 - * FACILITATING EXPRESSION OF VIEWS ON NATIONAL ISSUES

Recent areas of concern addressed by FIL include:-

- Charges between libraries
- Impact of CD ROM
- Quality assurance
- Automation and ILL
- VISCOUNT
- JANET
- LINC and BLDSC activities
- Thesis charges and declaration forms

Membership

Anyone interested in joining FIL is invited to complete the form below and return it to Elaine Dean, Membership Secretary, FIL, Inter-Library Loans Department, University of Sheffield, Western Bank, Sheffield, S10 2TN. Both institutional and individual members are welcome. Subscription for both categories is £15 per annum.

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: _____
