

HOW MANY FISHES ARE THERE IN THE SEA ??

(and other useless questions) by Piranha the Librarian

Academic librarians will be only too well aware that the HEFCE (Higher Education Funding Council, England) has recently distributed a questionnaire to all University libraries. As a questionnaire there are no obvious faults in its design, the questions are clear and unambiguous. The problem lies in the thinking behind the questionnaire and the type of information that is sought. The responsibility for this lies with the Follett Committee who are presently investigating academic libraries.

The principal objection to the questionnaire is that once the information has been collected, it will be meaningless. Some of the questions are impossible to answer. For instance, one of them asks for the percentage of textbooks that students owned in 1986/87 compared with 1991/92, but divided by 12 major subject groups. Well perhaps if we'd been warned 5 years ago, we might have been able to have a stab at it, but then again perhaps not. What if we went round a 6th year architecture or medical class and asked individuals to give us their personal percentages, would they be able to give us meaningful figures? I doubt it. I suspect the same is as true now as it was 30 years ago - some students buy a lot, others buy some and some buy none at all.

Other silly questions included asking us for the cost of books that we were unable to buy. Again if we'd known about this we'd have asked the teaching staff to order everything they wanted this year. An alternative way of finding some answers would have been to identify the key texts in the subjects and budget to buy one copy for every three students. My favourite amongst the stupid ones was the question that asked us to give percentages for the percentage of periodical money spent on undergraduate teaching journals, on postgraduate teaching journals and on research journals. I like this one best of all because I have recently conducted a rough survey on part of our journal collection which demonstrates that around 40% are never used at all - so how do I classify these? A similar sort of question was asked about books. It's just nonsense because we all know that what is a text for one person is research for another.

Now our library took the questionnaire very seriously indeed. The word has filtered through that there was a different method adopted by almost every other University Library. We had long exhausting meetings involving the whole of the senior staff and every question was discussed in detail. Were we trying to divine how to

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produce a reasonable statistic for each question? Not a bit of it! No, we were examining the "political" implications of each answer and deciding what level of response would give the impression we thought would be most beneficial for us. The logic got very tortured at times. Should we, for instance, show that students spend more or less on textbooks and what nuances should there be between academic disciplines? You see, if we show that students spend more on texts even though their income is well known to have gone down, then it could demonstrate that the budget of the library is totally inadequate; whereas on the other hand if they are spending less on texts it could be taken to show that the library is perfectly adequate notwithstanding our constant pleas for more money. Oh it was all so very difficult!

What can we conclude from this questionnaire? The impression that one is left with is the disappointing belief that those in charge of our funding do not understand the present academic library climate. We are being pushed back into the age of fortress librarianship where we are building up miniature Bodleian libraries in every city and telling the invading hoards to keep out. Holdings are everything: to hell with access. True there was a whole page and a quarter (out of 52) on inter-library loans but it seemed as though all the movements away from this holdings nonsense in the 1970s and 1980s were being wiped out.

Questions should have been asked on the reciprocal arrangements with local libraries; on the organization's participation in sectoral or geographical library and information plans; on the number of registered borrowers and readers from outside the University; on the role of the university libraries within the national inter-lending infrastructure; on the adequacy of state funding for the British Library and of the impact on the academic library of the collapse of the funding for other libraries in the public and private sector. Other topics were addressed but not adequately. The most significant professional developments in libraries have been led by use of electronic databases and development of student-centred learning. The growth of user education programmes and their impact should certainly have been probed - but not by a questionnaire like this.

So the Follett Committee simply cannot see that the central aspect of modern academic librarianship is access to information. It's hardly surprising that such important issues as student-centred learning and user-education have not been addressed or that the impact of the reducing funds for local government libraries are not an issue. It's hardly surprising because the Follett Committee is composed of senior academics and maybe the only issues they care about are whether they can pull the latest

issues of journals off the shelf - nothing else is important. Senior academics in our library still can't use CD-ROM resources, some are still advising students that the best way of finding articles on a particular topic is by flicking through the index of likely journals, senior academics still insist that the library can't afford to buy more than 2 or 3 copies of a set text even though there are 120 students on the course. They still recommend books to students that are published in the US or are out of print books or are hardbacks or are books which cost over £15.

What the Follett review needs to do is spend some time in our academic libraries to get the feel of what is actually happening. To see the masses of students crowded into the working areas, to witness the demand for CD-ROM or student texts or reader places or photocopying. They need to see the heaps of inter-library loans that are processed and the stacks of books that are ordered or received in a day. But they won't! They will still try to impose on libraries the outmoded methods and principles of the 1950s.

The tragedy is that a realistic survey could have pinpointed the scandalous way in which course students' library needs are severely underfunded. It could have recognised the advances being made in professional librarians' working skills and the services being offered. It could have recognised that new library buildings are badly needed and that many libraries do not have sufficient staff to do all that is expected of them. It could have jolted the government into realising that the library services of this country need to be coordinated and that cooperation and partnership between libraries is the only way forward.

It is a tragedy that the opportunity to conduct a real survey was not taken. The responses to the questionnaire, upon which future funding decision will be taken, are significantly flawed. Some could just as well have been filled in by using random number tables or by strictly following the 80:20 rule. The real tragedy is that the myths created by the statistical returns will have their effect for years to come. The HEFCE will be making policy decisions based on misleading data. Proof enough that the Follett Review is a complete waste of time.

Biographical note:

Piranha the Librarian has worked as a professional librarian for nearly 30 years and holds a senior post in a large British University library. Piranha has decided to use a pseudonym in order to protect the library from vicious reprisals from over-sensitive funding agencies. Piranha has leisure interests that include reading, walking, needlework, singing, photography, cricket, real ale and railways.

ALL KEYED UP! LIBERTAS ILL IN BRISTOL

Those of you with long memories will recall Jane Sparks's article on the LIBERTAS I L L module (FIL Newsletter no 8 Dec. 1991). Bristol University Library began using the same module in October 1991, but with one significant difference: from December 1991, readers using the Main Arts and Social Sciences Library have been able to key their requests directly into the system using any of the OPACs in the Arts and Social Science Library or from a PC linked to the campus network.

Inter Library Loans at Bristol is complicated because we have so many Branch Libraries. As well as the Main Library, there are 12 other branches ranging in size from the large, such as the Medical Library, to the small, such as our Community Health Library, in the Dept. of Epidemiology. The Veterinary Science Library is housed in the University's Veterinary Science complex 12 miles outside Bristol at Langford, and the others are dotted all around the University - the Community Health Library is over 1 mile away from the Main Library, while the Dental Library is at the bottom of one of the steepest hills in Bristol and readers are reluctant to come further up! Readers using all these Branches continue to make their requests by filling in forms, which are first checked by Branch Library staff and then forwarded to the ILL Office situated in the Main Library. These requests are then keyed in by library staff at the ILL office. We hope to allow readers in the Branch Libraries to key-in their requests directly, but we needed to be sure that we were able to cope with any problems in the Main Library before extending this.

Keying-in a request is quite straight forward and the majority of our users have been able to adjust to this way of applying for requests without much trouble. However, some staff time is spent in "talking" people through and there are some readers who cannot manage, so we allow these readers in the Main Library to complete a request using a form as before. Item 4 of the OPAC menu in the Main Library is "Request material not held by Bristol University Library", and after choosing that option, readers are asked for their Library card numbers, then their security (PIN) number. Once these have been successfully keyed in, the next screen shows them how many requests they already have in the system and asks them to press return to

acknowledge this. If they have reached their limit, they are unable to key-in further requests, but if they are still able to submit requests, the system next presents them with a screen giving 4 choices (1) Books and Theses, (2) Journal articles, (3) Conference proceedings and (4) Patents and Reports. We hope they choose the right option for their reference - "help" is available, either by pressing the "Help" key on the terminal or by asking staff in the ILL Office. The screens which follow once they have made their choice, reproduce the same kind of thing as a form and readers complete their request by typing in the bibliographic details they have in the format prompted by the system. e.g. Author and title of a book, journal title etc. If they do not have a particular piece of information, e.g. ISBN or page numbers of an article, they press the return key to take them on to the next part of the screen. As well as bibliographical details, there are "yes/no" questions to indicate whether they wish us to search abroad or need a translation, and a space for them to indicate the latest date of use. At the end there is space for "Other information" - this gives them the chance to indicate non standard information, such as "our copy at binding", but many just put "none". Finally the system allows readers to check their typing and tab to any part of the request which needs correction. Readers complete the request by pressing return and there is an option to create a further request or to key in "/" to leave the system altogether.

Our first major problem was copyright. There is no way that a reader can produce a written signature on a copyright declaration by keying-in a request. The first way in which we tried to solve this by asking readers to complete a declaration as they keyed in a request was cumbersome and meant that we had to ask a number of readers to come to the office to collect a photocopy and sign the declaration at that time. This wasted staff time with constant interruptions and caused some readers to complain about having to give the details of the request twice, once on the screen and once on the copyright declaration. Then (at a FIL Conference - where else - Interlend '92) I learned of the clever way Nottingham University had coped with this, so I and the Sub-Librarian in charge of the Main Library set off to visit Nottingham, where we were very hospitably entertained to lunch and shown all we desired to know and

more besides. We decided to do what they do. As we approve the request and set the system to transmit it, we also instruct the system to send a report to the reader. This report has a copyright declaration on it together with the bibliographic details of the request, and the reader is asked to sign it and return it to the ILL Office. Once this has been done, ILL staff update the request on the screen to show that the signed declaration has been received, and this enables the person processing the photocopy, when it comes, to send it straight to the reader. If no declaration is received, we ask the reader to come and collect the photocopy, but mostly readers are able to sign and return the declaration to us before the copy arrives. There are times when the readers are away or do not read the notice correctly, which means that they do not return it, but adopting this procedure has enabled us to comply with copyright legislation and use the technology.

The other problem is checking requests, especially as we are creating requests in the ILL Office from forms sent in by Branch Libraries. This means that keying in forms ourselves involves an extra step, so that the request has the status "Checked against the catalogue" on the system. Requests keyed in by readers themselves do not have this status and each day we have a print-out of requests "not yet checked" which provides us with the details of these requests. It is not practical to check a number of requests without a printout, since checking them against the catalogue would otherwise be very time consuming. We have had serials cancellations in 1985 and 1991, so we are constantly being asked for serial articles in titles which we used to take ourselves and sometimes the holdings record for serials is very complex and you need accurate details of the readers request as you see the catalogue record on the screen. It is not very easy to check requests from a print-out against the card catalogue, which still contains a large amount of pre-1978 material not included in the on-line catalogue, so we have a policy of not checking requests against the card catalogue. When you are checking a request it is possible to move from the details of the request on the screen to checking the on-line catalogue. The options for checking the catalogue include checking the SLS Database which is the database created by all the libraries using LIBERTAS for their cataloguing process. The SLS database is especially useful, as we can check monographs and verify the bibliographic details as well as

discover which library has it - sometimes we discover that we ourselves have it!

In the past, readers handed in forms to the office which were badly written, misspelt and with maybe an author and a title of a monograph, if you were lucky. However there was a good chance that we would spot these horrors as they were handed in and try to ask for more information, or at least impress on readers that more was needed. Readers will sometimes ask about references, but most will key in what they've got and leave it at that. So we get author's surnames only (not helpful when it is Smith or Jones!), misspellings and very patchy information. Where we can we try to find out more ourselves, which is why having direct access to the SLS Database is so helpful, otherwise we can generate a report to the reader asking for more information, or asking them to confirm additional details which we have added.

We allow readers to have 20 requests current in the system, which includes any ILL item already on loan to them, and sometimes readers do key-in 20 requests at a time. So there are more problems with making sure that all readers get a fair share of our time and attention, and that a few heavy users do not swamp us.

This is only a brief outline of Bristol's experience of allowing readers to key-in their requests directly into the LIBERTAS system. Please ask me for more information, if you think I can help. We are still learning and very willing to improve what we are doing, and grateful for all the suggestions and help we have received from the other LIBERTAS users. We have made mistakes - one of the worst being to implement a new system at the beginning of the Autumn term, just as our peak period was beginning! Between 1/8/92 and 31/3/93 11,360 requests were created on the system, both those keyed in directly and those keyed-in for Branch Libraries. We could not have coped with the increase which we have experienced and expect, without LIBERTAS, but saying what improvements I'd like for the system as a whole is another subject altogether!

Jean Bradford
Inter-Library Loans
Bristol University Library.

A Library for the University of Cyprus

I was fortunate enough to spend the 1991/2 academic year in Cyprus, as library consultant to the new University of Cyprus, the first university in Greek Cyprus.

(Unhappily, Cyprus has been a divided island since 1974; this article deals only with the Republic of Cyprus, the Greek Cypriot part of the island.)

Cyprus has one of the highest proportions of graduates per head of population in the world. The island has long wanted a University of its own (the idea was first raised 30 years ago) as, apart from the prestige and cultural benefits it would bring, the fees of many of the 10,000 Cypriots who have to go abroad each year to study would then be fed back into the island's economy.

I began work in Cyprus in October 1991. My task was to create from scratch, in under a year, a working University Library capable of supporting an initial user population of over seventy academic staff and nearly five hundred students. The University's expansion plans - to reach 2,000 students in under 5 years, with a long-term target of 4,000 - also had to be taken into account.

When I was first approached by the University I was encouraged by the statement that they wanted a high quality library, and the large sum of money (over £0.5m for the book fund alone) that had been allocated for this purpose. From reference works I found that Cyprus has over 100 public plus a number of school, government and academic libraries, and assumed that I would be able to draw on local professional support to fill in the few (!) gaps in my own knowledge

However, quite apart from the fact that I soon realised (after I had arrived in Cyprus, naturally - there is a saying about fools rushing in) just how little I actually knew about libraries, I also found that the value of information work is not generally appreciated in Cyprus and its library services are under-resourced and under-staffed. It is strange that so many Cypriots studying abroad use academic and other libraries but seem to forget their value so easily: there is no real demand for improved library services. Cyprus hopes to join the EEC in the near future. I foresee problems for Cypriot businesses with no access to effective information services. They will be at a disadvantage having to work within EEC regulations and against information-rich competitors.

Within the University I found little understanding of the nature of an academic library, the needs of its users and the need for adequate staffing. Consequently, a considerable amount of explanation, negotiation and persuasion was necessary throughout the year!

All decisions and recommendations had to be made with the Library's future in mind, and as much flexibility as possible had to be built in: I felt that the Library's 'style' should be developed by the Library Director (when he or she is eventually appointed) rather than me, and that my role was to provide the potential.

To enable this, immediate automation was essential. Fortunately, the equipment budget was sufficient to allow us to tender for an integrated automated library system with full Greek capabilities, the power to cope with at least 10 years growth, and - very important - the ability to provide continuing local support. The library now has 10 staff and 4 public workstations running a Unix-based version of Tinlib from IME. The Library also has a CD-ROM network offering a range of bibliographic and other services: printed versions were avoided wherever possible, partly due to a lack of space within the Library, but also because they are fast becoming unnecessary. Both the Library OPAC and the CD-ROM databases will be fully accessible throughout the University via the campus network (which is on the Internet). The main source of catalogue records at present is the Library of Congress database on CD-ROM. Records from this are imported into the Tinlib database daily. Material in Greek has to be catalogued from scratch, though a shared cataloguing project with the University of Crete is likely. ILL will be an important research support service, and the Library has registered with the BLDS (it felt very strange to be classed as an overseas customer!).

For its first 5 years, the University is using buildings formerly occupied by a teacher training institution. These were almost completely rebuilt during the year, and it is not easy to plan where your staff workstations go when there is not even a floor to stand on! Luckily the architects were using AutoCad and we were able to 'see' how things would fit. Once the physical layout of the Library was finalised, shelving, furniture and fittings specifications were drawn up. Tenders were often awarded to local companies despite the extra effort involved in inspection and correction of trial versions because the cost of importing from abroad was much

higher. Equipment such as photocopiers, microform readers and printer readers etc., was also acquired.

Work on the building itself proceeded slowly, and the completion date was continually put back. The last weeks were very rushed, and tempers frayed. We finally moved in one week before the University opened, with electricians and carpenters still on site. An open day for students and a visit by the President of Cyprus did not make matters easier! Still, I am happy to say that when the University opened its doors for the first intake of students in mid-September 1992 we had amassed almost 20,000 books and over 400 current periodical titles (though only a proportion of these were on the Tinlib database), making it already one of the larger libraries in Cyprus, and certainly the most technologically advanced.

There are of course many continuing problems which will have to be resolved. A major issue is the serious shortage of professional staff. The post of Director remains unfilled (the Librarian of the University of Crete is helping on a short term basis) and there are no Cypriot librarians with experience of working in - or even sufficient knowledge of - a modern academic

library to develop the library that the University - and the country - needs.

However, before I left Cyprus I saw students using OPAC terminals and sitting at tables reading books, and I was conscious that without my help that would not have happened. That gave me tremendous professional and personal satisfaction. I also came away knowing that I had helped give a whole country something of great value: there is passionate interest and pride throughout Cyprus for their University, and to have helped bring it about is something special....

Needless to say, the year was full of stress. My family accompanied me, and we all had difficult times (as well as wonderful ones: well, it was Cyprus, after all!)

Part of the problem is not knowing what to ask about and what to watch out for.

Next time!

Robin Green
Library Development Officer
University of Warwick Library

Report of J.U.G.L. (JANET Users Group for Libraries) SuperJANET

After many initial communication and interface printing problems the I.L.L. department within Edinburgh University Library is finally participating in the document delivery project. Requests for periodicals articles have been received and supplied between E.U.L., John Rylands University Library of Manchester, Cambridge University Library, University College London, U.M.I.S.T. and Imperial College London. The aim is to supply the scanned article or report with a negative reply within 24 hours. Only one in twenty requests received from E.U.L. readers is sent via SuperJANET to one of the participating libraries in strict rotation and if it is not available the request is then transmitted to B.L.D.S.C.. The six month project will produce interesting results and progress will be reported in the next F.I.L. Newsletter.

BUBL The Role of BUBL in Academic Networking

A lengthy document was received on Mailbase in February on the above topic. BUBL, the Bulletin Board for Libraries, on behalf of JUGL exists to serve the L.I.S. community on JANET and is an on-line interactive information network-accessible service. If anyone wishes to consult the document over E-mail you may access BUBL by calling GLASGOW.BUBL or 00007110003011

Jill Evans (FIL)
Edinburgh University

Oh no, I can hear you thinking. Another acronym. But the Library and Information Co-operation Council (LINC) is one of the more important bodies whose work affects the world of inter-library loans. LINC's role is that of a think tank to discuss and put forward ideas in relation to all aspects of library co-operation, and in order to stimulate a debate amongst the wider library community, it regularly produces a bulletin called "Issues in Focus".

If you have not heard of this journal, then I suggest that you get hold of it because the current issue is devoted to the vexatious issue of library charging, which will not go away simply because some of us are trying to ignore it. In "Issues in Focus", Ian Winkworth, the librarian of the University of Northumbria, has produced a SWOT (Strengths, weaknesses, opportunities, threats) analysis of the implications of charging between libraries. This is far too complex an issue to summarise in a short report. It is, however, quite clear that many libraries are considering the introduction of charges as a means of supplementing their normal income, and that this has all kinds of implications for inter-library loans, regional bureaux and other library co-operation schemes.

Roger Stoakley, the County Librarian of Somerset, submitted a paper to the LINC Council which highlighted one area of concern. Public Libraries have a statutory responsibility to provide a "comprehensive and efficient service" under the terms of the Public Libraries and Museums Act, 1964. They are also faced with a situation in which there has been a shrinking, in real terms, of the financial resources available, with a simultaneous demand for the provision of a wider range of library materials. The introduction of charging

between libraries for out of stock items was, therefore, a matter of some concern.

I raised the point, on behalf of FIL, that the introduction of charging had budgetary implications both for those libraries that have to issue invoices and for those libraries that have to pay them. It was suggested that the issuing of invoices for comparatively small sums would be counter-productive, and that a system of vouchers could be used to compensate the supplying libraries. The question was then raised about what the vouchers could be used for.

I hope that this brief account will give you some idea of the complexities involved in charging between libraries, and that you will help to ensure that we come up with a co-ordinated national policy on this issue.

The other major area of debate was in the progress of LIPs (Library Information Plans). There was a very informative briefing about the Visual Arts LIP which is in the process of being set up, and an update on the progress of the Music LIP. Here there has been some discussion about the role of the Greater London Audio Specialisation Scheme (GLASS) and the possibility of extending such a scheme to the rest of Britain. GLASS functions on the same basis as the Joint Fiction Reserves. Perhaps we need to look at how such schemes should work in an age of online computer catalogues.

(For further information on Library Charging, see Issues in Focus Library Charging, by Ian Winkworth.)

David Kenvyn (FIL Treasurer)
Westminster Library and Information Service

Theses Yet Again!

Cranfield Institute of Technology has informed FIL Newsletter Editors that they now require 2 BL forms per thesis application.

A letter from Andrea Seed, the BLDSC thesis officer seeks to clarify Edinburgh Doctoral University thesis loans up to 1990 and including a few from 1991. These are still available from BLDSC for two BL forms per

application. Retention copies can also still be purchased as microfilm or microfiche for £22.20 + VAT (or 6 BLDSC forms) or in paper form for £37 + VAT (or 10 BLDSC forms).

In all cases a BLDSC copyright declaration form must accompany every order.

INSIDE INFORMATION - THE KEY TO THE WORLD'S INFORMATION

Drawing on over 30 years experience in the document delivery business, the British Library Document Supply Centre (BLDSC) have developed a service which can provide details of all articles published in 10,000 of its most used journals.

The service, called Inside Information, has been made possible by the developments in electronic data capture, storage and transmission. Collection of data commenced in October 1992 and up to the present date over 500,000 articles have been indexed.

New journal issues are received at BLDSC very soon after publication. The computer-produced records are ready within a few working days of the journals arriving at Boston Spa, giving Inside Information a time advantage over other similar services.

Inside Information will describe more than one million articles every year from a wide variety of journals in many subjects and languages. The selection is based on 10,000 of the most requested titles in the 50,000 strong collection. Coverage will be more relevant to researchers needs than any other comparable service, because it is based on demand. All of the articles will be available through the BLDSC's document delivery service.

The data is available as an ASCII text file on magnetic tape or as file transmission to a network. The file provides a short listing of the key features concerning each article in the world's principal scholarly journals and magazines. The first four authors, article title, journal and issue details of each article are entered onto the file through a re-keying process. The start page number, DSC shelfmark, ISSN and a unique item identifier are also included. Each article contains a maximum of 1500 characters.

The records are being made widely available in a variety of ways to meet the needs of customers. The following arrangements have so far been made.

* A partnership with BIDS (Bath Information and Data Services) to provide the database to the UK research and academic community over JANET. Inside Information will be available to any UK institution in the Higher Education sector on payment of an annual fee. Anyone belonging to the institution will then have unlimited access to the service. Later this year BIDS users will be able to order material direct from the Document Supply Centre.

The annual subscription to the service over BIDS will be £3,000 subject to annual review. The subscription year commences 1 October. An introductory offer covers the period 1 July 1993 to 1 October 1994. Institution wishing to commit to a three year initial period 1 July 1993 to 30 June 1996 will pay £2,500 per annum on 1 July each year. This offer is available only until 30 September 1993.

- * EBSCO Industries Inc., one of the world's largest serial agencies, will be offering the service on the EbscoNet network both in North America and throughout the world from 1 July.
- * The Research Libraries Group Inc. will be mounting Inside Information on CitaDel (RLG's citation and document delivery service) from September.
- * A monthly CD-ROM version of the database is available for an annual subscription of £1,000.

Other arrangements are being negotiated and the Document Supply Centre welcomes further approaches.

Inside Information is only the first in a new range of electronic table of contents services. One particular area where DSC has a very strong advantage over other services of this nature is conferences. Work has begun on collecting full details of the half million conference papers received annually. The product - Inside Conferences will be available in the early autumn.

Further information about Inside Information and Inside Conferences is available from Janice Clayforth, Current Awareness Services, The British Library Document Supply Centre, Boston Spa, West Yorkshire LS23 7BQ, telephone 0937 546127, fax 0937 546455, e-mail Janice.Clayforth@uk.bl

For more information about BIDS contact Terry Morrow, Bath Information and Data Services, University of Bath, Claverton Down, Bath BA2 7AY, telephone 0225 826277, fax 0225 826176, e-mail T.M.Morrow@bath.ac.uk

Demonstrations of Inside Information can be arranged on request by contacting either of the above.

Katy King
BLDSC

A survey of Inter-library loan departments (March 1993)

By now I am sure that most of you reading this are aware that, as part of my project as a graduate library assistant at the University of Kent, I have been trying to compile a list of subject areas in which educational institutions excel or specialise and are prepared to lend.

Towards the end of November I sent out an E-mail questionnaire via *Mailbase* to all subscribers to the "LIS-ILL" (an electronic mailing list of individuals involved with Inter-library Loans). Many of the old Polytechnics were not on this mailing list and, what with the name changes, were sometimes the hardest to track down so I had to use the traditional GPO approach. Some institutions however still remain elusive.

I also asked for details from smaller specialist libraries, institutions and museums whose stock seemed a little more off-beat and who might suffer less from a great demand.

The responses varied but with a little pestering I have managed, using dBase IV, to create files containing around 360 records combining your replies with details from other sources like the ASLIB directory and common knowledge.

The files list the general subject areas of specialisation (e.g. Art, Engineering, Law) and then more specific details, when available, (e.g. Ceramics, Chemical Engineering, Business Law).

Using dBase IV it is possible to search for a subject (in a manner similar to most OPACS) and it will then list any institutions which have specified some excellence in this subject area.

From this we hope, should we reach the often inevitable dead end, we will have our own list of potential "back-up" libraries and details of their stock specialisation and somewhere else to turn.

Other information concerning Inter-library Loans policies (whether whole issues of periodicals or pre-1800 works would be lent) has been kept using WordPerfect so it may be updated should any changes occur.

I would like to take this opportunity to thank everyone for taking time out of their hectic schedules and replying. I will probably be able to put some faces to names at the FIL conference in York this summer.

The Results

Lending policy concerning regular stock seems on the whole to be fairly consistent - the institution's own

users have priority and as a result policies become more flexible in the summer vacations.

As far as the systems used by ILL departments go the *Lancaster ILL system* is the most popular. The only negative side to it, it seems, is that the institutions using it would prefer to have it integrated with their own library network and for that reason the *Libertas ILL* module is the second most widely used system.

There is a general lending consensus concerning rare or older texts. The decision is left to the librarian in charge of the special collections with the state and/or value of the volume governing the conditions of loan.

On the more contentious "issues" such as the lending of bound or complete volumes of periodicals policies vary greatly; from some institutions who will allow access to practically anything and everything to others who prefer to keep periodicals library-bound.

As a newcomer to the "business" I can only see that the role of Inter-library Loan departments will become more significant with less funding / book price increases / growing student numbers / course diversification. All of which I imagine will affect the availability of materials.

The advent of electronic books and full text periodical articles may alter this but again much depends on finances, goodwill and reciprocation.

And finally ...

One area where all institutions choose to differ is the spelling, or rather organisation, of the title of the department.

From the responses where libraries expressed a preference the results in the traditional reverse order ...

In 4th place: Inter-Library-loans
In 3rd place: Inter Library Loans
In 2nd place: Inter-Library Loans
And the winner, by a whisker,: Interlibrary Loans

With one independent institution choosing to exist as a "unit" rather than a department.

So perhaps now, armed with the knowledge of these results, I should re-title this.

Susan Hogben
Templeman Library
University of Kent

WORK PLACEMENTS

This article is a result of having been provoked into thought at the last FIL conference by the workshop on training. I am a Senior Library Assistant in charge of Interlibrary Loans at University College Swansea Library.

During the last eight years I have not had any new staff in the department and have not had to train anyone from scratch. However, from time to time I am asked to accommodate students on work placements, usually around six each year, individually or in groups. In age they range from schoolchildren to mature students seeking a change of career. They stay in the Library for 2-3 weeks, during which time they are timetabled for work in the Interlibrary Loans department for anything from half a day to a few days, depending on interest and ability.

Not all students are specifically interested in Library work as a profession - one French girl wanted to work in airport reception, and one Library School student went on to work in a bank - and I will not necessarily know much about them beforehand, so having found out what their interests are, and what projects they are working on, I provide a desk and some supervised tasks, and give some background information about the work of the department and the role of BLDSC. As well as routine jobs such as catalogue checking, I usually set a task such as a small-scale survey of time taken for books to arrive, or a graph showing workload in the ILL department at different

times of the year; this can then be typed on the wordprocessor and pinned to the noticeboard, given to the librarian or printed in the staff magazine, with a copy for the student to take away.

Students are assessed on their performance and attitude and I am asked later by the librarian in charge of placements for my impression of their work. Students are sometimes asked to assess the value of their stay in different departments, or to write a report about the work of the Library in general. So the evaluation process works both ways. I try to think of the students as potential future colleagues - indeed, some students have come back to work here afterwards, or I have contact with them in other libraries. During their stay here the students have an experience and impression of library work which may affect their choice of career and will certainly remain in their minds for a long time to come.

In general, I find the experience a positive one. In spite of the time taken in preparation, checking work done and clearing up afterwards, the process of trying to explain things about my work which I tend to take for granted, or having to rethink some routine due to a chance comment or question, is a valuable learning experience for me.

Hazel Pember,
ILL, University College Swansea Library.

INSIDE INFORMATION on CD-ROM



- new additions searching
- search profiles options
- subscribers journal holdings
- flexible display options
- save, print and order features
- 1,000,000 articles each year
- 100,000 contents pages
- 10,000 significant journals
- fully searchable records
- monthly cumulating discs

INSIDE INFORMATION is the name of the latest CD-ROM publication to be released by The British Library Document Supply Centre. It contains details from the contents pages of over 10,000 of the most frequently requested journals held at the Centre. It is published monthly as a cumulating CD-ROM. The first disc released in Spring 1993 contains records from issues of all titles received since January 1993.

The Centre aims to create records within two to three days of receipt of a journal issue and release the details on CD-ROM within two to six weeks. Each December disc will contain approximately 1,000,000 records.

Amongst the many powerful search and retrieval features, which have been included in the product, are searching for all or latest additions, saving search profiles for regular use, marking records for future reference, identifying local journal holdings, alternative sorting of records, save, print and order options. Inside Information is available for trial and evaluation prior to purchase.

For further details please contact:

Mike Curston, CD-ROM Development, The British Library Document Supply Centre, Boston Spa, Wetherby, West Yorkshire LS23 7BQ UK
Tel: (44) 0937 546061 Fax: (44) 0937 546236 Telex: 557381
Email: JG-MikeS-Curston@British-Library.P.uk bl:A=IC-GB

THE BRITISH LIBRARY

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

The BBC Today and Tomorrow?

Ah yes! In response to the "Interloans of Yesteryear" article in FIL Newsletter (Issue 12, Feb., 1993) nothing much has changed at the Beeb, on the other hand everything has! The principles are still the same, the readers still want everything 'yesterday' but one or two aspects of our operation are vastly different. Incoming requests are all plopped into an in tray during the day which I then sort out the following morning, all except the requests which may be wanted either that day or within the next couple of days which the library staff, theoretically, alerts us to. Requests also come in from other libraries either by post or Fax. There is still a library serving Radio premises in central London, a West London Library, serving television, and an Art and Design Library. There is also an Information Centre at World Service in Bush House who cater for their own interloans though there is amicable exchange of relevant information between us and them. The regions also have their own libraries and mostly do their own interloans only sending the requests to me if they get stuck.

Theoretically (again), all the requests have been bib. checked and come with a quotable source of reference. Depending on age etc. having checked internal stock (all thoroughly automated on the BLCMP system) the librarians may check books in print (English, American or even French) LASER, BM catalogue, Blaise and London Library Catalogue where applicable and/or anywhere else they can find a printed SOR. We do take untraceable requests which usually go straight to the BLDSC as they have broader searching facilities. If it comes back CRF then we have to give up!

In the mornings I sort out all the requests into little piles for LASER, Westminster, BLDSC, Special libraries, VISCOUNT and the 'oh my God, what am I going to do about these?'. The LASER clerk will sift out the urgent ones and check the fiche for all relevant requests. We have fiche of Kensington, Wandsworth and City libraries whom we can 'phone with potential shelfmarks. Other laser libraries, (Camden, Greenwich, Hackney, Hammersmith, Hounslow, Islington, Lambeth, Lewisham, Southwark and Tower Hamlets) are 'phoned centrally for branch locations and shelfmarks. If the request is not urgent the books are sent on the LASER Transport Scheme except for Camden, City, Kensington, Hammersmith, Islington and Wandsworth.

The Special library requests are dealt with by another clerk. There are too many to list but we are regular users of the London Library, Royal Society of Medicine, Ministry of Defence, University of London and various Government Departments to name but a few.

Westminster and BLDSC requests are lumped together and dealt with by another clerk if only because the method of request transmission is electronic in both cases (see previous article on our use of the Lancaster I.L.L. System). Westminster replies come back by fax and the branch libraries are 'phoned.

As many requests are required urgently we have a dedicated driver or despatch rider depending on illness, holiday etc. When I say he's dedicated I don't mean he is unusually committed but that he is first and foremost ours. He goes out twice a day and collects and returns books to all the special libraries, Westminster Branch Libraries and the LASER libraries in the list above. He also comes in handy for requests wanted 'yesterday' as a cheaper alternative to sending a separate bike or cab where possible.

And very soon, everything is to change again without us altering our procedures too much (if you see what I mean)! You may or may not have heard of this thing call a Producer Choice where programme producers can choose where they go for whatever they need to make programmes. Information is a vital part of this and we are hoping to be a good affordable source of Information to programme makers and anybody else who wants Information from within the BBC. The main changes will be to enquiry staff who will have to log all enquiries onto very new state-of-the-art Pen Computers with software designed by a company called Imagistics. There are various buzz words and acronyms going around like RTU's for Research Time Units which readers will be charged in and SLA (Service Level Agreement) Business Units, Programme Strands etc etc. I'm going off to learn a whole new jargon-language and I'll let you know how it all goes after we have 'gone live' in the new tax year.

Rob Corp
Assistant, Outside Loans
BBC L.I.R.S.

(I don't know why we're called Outside Loans when we're an Interloans Dept. - that's the BBC for you.)

Yorkshire area Exchange of Experience Workshop

The last FIL Exchange of Experience Day took place on 23rd March at the University of Sheffield, St. George's Library. The 35 participants were welcomed by Michael Hannon the University Librarian who explained that Sheffield, in common with most other libraries, was suffering from the usual complaint of ILL services - namely too many requests. Demand in Sheffield has risen steadily from a mere 20,000 in 1987/8 to a projected 36,000 in 1992/3.

In the face of all this expense, Mr. Hannon raised the question of whether we should seek alternatives to the DSC for document delivery. He told the group that Sheffield are actively developing links with services in Canada, U.S. and Europe with a view to the provision of cost effective delivery.

Three speakers were invited to give presentations on their own ILL services and Maureen Anderson, manager of the local co-operative SINTO, was asked to talk about how the scheme operates and developments for the future.

ILL at Wakefield Libraries

Brian Else

Brian is in the unusual position of running an ILL service in the same building (and indeed the same office) as the Joint Library Service H.Q. which operates the region's VISCOUNT system. Despite being in the presence of all this technology, Wakefield operates a manual system using BLDSC forms by choice. The reason for this is the volume of requests received and the number of branch libraries who deal with them. Brian feels (in common with other ILL services) that VISCOUNT requests in their current format, present ILL services with more work than standard BLDSC forms. For example, VISCOUNT forms do not include an address label for sending items on to the borrowing library, the forms are difficult to interpret for those staff not experienced in ILL and the library codes do not relate to standard BLDSC codes.

Despite all this, Brian still feels that VISCOUNT does have potential for development and hopes that the opportunity to improve and standardise the system and link with the JANET network should not be missed.

SINTO (The Sheffield Interchange Organisation)

Maureen Anderson

SINTO has been in existence for 60 years and began life as a co-operative service for the steel industry. It developed over a number of years expanding its membership to include academic and public libraries throughout the South Yorkshire region. As the steel industry sadly declined, the emphasis on technical material and information has been replaced by more diverse requirements.

In December SINTO celebrated its 60th Anniversary and also marked a change in SINTO's role. From this year, SINTO will become SINTO 2000 and will form part of the Board of Library and Information Services in Sheffield (BLISS) which was set up as a result of the Sheffield Library and Information Plan. It is hoped that the very successful interlending side of SINTO will be further developed to provide resources guides and become a clearing house for information and subject requests. SINTO already provides a very useful serials list for its members.

At present, SINTO members can borrow books or request journal articles. Loans are free of charge and photocopies are charged at 10p per sheet.

Maureen continues to hope that co-operation will remain viable in these days of competition in the provision of ILL services. She acknowledges the problem of net lenders within SINTO and the possibility of setting up systems to deal with them in the near future, possibly involving charging heavy users.

ILL at University of York

Cathryn Ford

Cathryn is in charge of ILL at York University but also has other duties within the Library. York is one of the smaller universities with 4000 students. The ILL section deals with about 14,000 requests per year and manages to keep within budget by limiting staff and postgraduate users to 30 requests per year and undergraduates to 10 per year. Any requests over this limit are charged at £4 each.

90% of York's ILL requests are sent via ARTTel to BLDSC. They use the Lancaster ILL Management system and find that this adequately copes with house-keeping procedures. The only disadvantages is that it has no connection to borrower files or the catalogue which are on the Dynix system, this can create more work and some duplication.

As with most universities, York expects an increase in the number of requests as more readers use CD-ROM databases. They too are looking at alternative sources to BLDSC and, to cut down work and provide an improved service to users, they are planning to allow readers to enter requests themselves at terminals connected to the campus network.

ILL at Bradford Health

Ian King

Ian is Senior Librarian in charge of Bradford Health's two library and Information Services. One is located at Bradford Royal Infirmary and the other at Bradford and Airedale College of Health. The Library serves both medical and non-medical staff and students.

Ian has set up his own automated ILL system on a PC using In Magic database management system. This makes requesting and record-keeping very straightforward. Most requests are made to BLDSC or the British Medical Association Library which operates a subscription loan service.

Ian concurs with Brian on the question of whether or not to use VISCOUNT and added how disappointed he was that such a system had not been developed to serve the needs of ILL departments when there are so many systems which could have done it better.

Group sessions

After lunch the participants split up into 4 groups. They had been provided with a list of suggested topics beforehand. These included networks and how they affect ILL; DSC charges; charging for ILL in general; co-operating and competition; JANET and VISCOUNT; regional bureaux; differences in academic and public library provision; automation and liaison with subject librarians and/or acquisitions departments.

The groups were reluctant to split up after the hour allocated to discussions, and it was obvious that they had much more to talk about! A tour of the new St. George's Library followed giving participants opportunity to see the latest in purpose-built library design and hear staff views of working there.

The BLDSC question and answer session dealt with issues such as international loans, report codes and how to interpret them, and sources of reference available at DSC.

Favourable comments at the end of the day and afterwards led me to believe that it was successful! Certainly all the speakers gave us food for thought and the discussion session gave us all ideas on developing and improving our own services.

I should like to take this opportunity to thank all the speakers for their useful contributions and to thank all participants for making it such an enjoyable and rewarding day.

Elaine Dean
Inter-Library Loans
University of Sheffield

THESES

Theses interlending in the U.K. is a new report published by FIL. It tackles this controversial issue, by surveying university, public and special libraries for their policies and views relating to the various changes introduced by BLDSC. Current interest has arisen since DSC introduced an increased charge for these loans and altered their acquisitions policy. Several universities took this opportunity to increase their own charges for thesis loans.

The aim of the FIL report is to clarify the various policies of universities and to provide an overview of current feelings on the changes made.

An excellent response to the questionnaires was received. One was sent out to all universities and another one to a sample of public and special libraries. Areas covered included universities willingness to lend hard copies, charges made for loans and sales, views on DSC's increased charges and their new acquisitions procedures.

Some strong views were expressed. 27 universities agreed to putting their policies into print. Others gave information but did not want it to be made public. The information in these cases will remain strictly confidential. The most common reaction to increased charges by Universities, was that it restricts access to information, particularly in public libraries. Increased charges introduced by DSC were more widely understood, linked as they were with acquisition procedures. It was accepted that an increase at this stage may be better than not having the service at all.

Theses Interlending in the U.K. by Elaine Dean, Jill Evans and Rosemary Goodier. FIL. 1993.

Available free to members from: Mark Perkins, Overseas Development Institute, Regents College, Inner Circle, Regents Park, London NW1 4NS (£2.50 to non-members).

RESULTS OF THESIS REQUEST QUESTIONNAIRE

	Accept ILL req's for theses?		Need TDF?		Accept requisitions by				
	YES	NO	YES	NO	Post?	Tel?	Fax?	Telex?	E-mail?
Bangor, University College of North Wales	✓			✓	✓	✓	✓		✓
Bath, University of	✓			✓	✓	Urgent	✓		✓
Birmingham, University of	✓			✓	✓	✓	✓		✓
Brit Library of Political & Economic Science		✓							
Bristol, University of	✓			✓	✓	✓	✓	✓	✓
Cranfield Inst. Technology	✓			✓	✓	✓	✓	✓	✓
Dublin, University College	✓			✓	✓			✓	
Essex, University of	✓ (try BLDSC first)		✓						
Hertfordshire, University of	✓ (try BLDSC first)			✓	✓	✓	✓		
Leicester, Univ. of	✓			✓	✓	✓	✓		✓
London, Univ. College		✓ (apply to LO/UI)							
Loughborough, University of Technology	✓		✓						
Reading, University of	✓			✓	✓	Urgent	✓		✓
St. Andrews, University of	✓		✓						
Sheffield, University of	✓		✓		✓			✓	✓
Southampton, Univ. of	✓			✓	✓	✓	✓		✓
Trinity College, Dublin	✓			✓	✓	✓	✓	✓	✓
Wales, University of (Lampeter)	✓			✓	✓	Urgent		✓	✓
York, University of	✓ (try BLDSC first)			✓	✓		✓	✓	✓

Conference Update

Three members of the Committee made a site visit to York University on April 7th, and the formal arrangements for the conference have been finalised. The Conference will be based in Derwent College in a very attractive area of the campus. All accommodation, meals and lectures will take place in Derwent College, so there will be no long hikes between buildings this year!

63 of the eighty places have been taken up so far, which is a very healthy response considering the financial con-

straints that libraries are working to this year. Confirmations of bookings have been sent out: please contact Maureen Ridley on 0642 263398 if you have not yet received confirmation.

Regretfully, Philip Bryant will be unable to join us as a speaker this year due to illness. We wish him a full and speedy recovery and thank him for securing Ian Mowat of Newcastle University as his replacement.

Committee

The Committee met in February at BLDSC. One of the issues which arose and has been causing deep concern is that of differential charging. IL has already addressed the issue of increased charges for the lending of these through our recent survey of current lending practices, and where possible we have tried to make the results known to FIL members. However, we have become aware that differential charging is now being practised within and without certain academic networks. The creeping practice of differential charging cannot go unchallenged. The pressures to raise revenue are undermining long-established interlending networks, and the sense of common purpose is being eroded. FIL, therefore, has approached LINC to seek its assistance in the establishment of a project to weigh the evidence of short-term objectives against the potential for long-term damage to current cooperative and formal interlending networks.

Brian Else and I have met with two LINC representatives, and hopefully something positive may emerge after the LINC Council meets on May 7th. In the meantime, LINC have published an Issues in Focus on the subject of charging, which raises issues LINC hopes to address.

Charging for the loan of music sets by some library authorities is also giving cause for concern (see the Library Association Record, March 1993, p.138). We will attempt to liaise with IAML, and to monitor the situation more closely.

I would like to thank Geoff Warren for his letter which appeared in the February Newsletter. The points he raised were both valid and cogent, and I for one appreciate the Newsletter being used as an arena for formal debate. Let's hope there will be more to follow.

Maureen Ridley,
Chair.

Inter-Library Loans System

Lancaster University Library

The Lancaster University Inter-Library Loans System is a well established system which is used by over 60 libraries in the UK and the Republic of Ireland.

The system is a complete multi-user system, based on the PICK operating system, and will support up to 17 users (depending on the hardware and version of PICK selected). Communications software can be supplied for the transmission of requests to BLDSC and other libraries via public and private telecommunications networks.

The only hardware requirement is an IBM PC (or compatible) or any other computer with the PICK operating system.

Price: from **£1500 + VAT**

For further information or to arrange a demonstration call 0524 592540 or 0524 592528

Or write to **Ian Stuart,
Library,
Lancaster University,
Lancaster LA1 4YH**

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: _____

FIL Membership

FIL now has 188 members and growing. I receive at least six membership applications per week at the moment. As FIL gets a higher profile in the profession, we get more opportunities to express the opinions of members at national level. The courses we run seem to help recruit members, many of whom have not heard of FIL.

One of the problems seems to be getting information and particularly the FIL Newsletter, to Inter-Library loans people. Very often it seems to come to a stop at the periodicals section or the Director/Chief Librarian!

At present we are embarked on a campaign to try and ensure that the FIL Newsletter gets to the right person. Letters will be sent to each member asking them to indicate whether they wish to change the contact to the ILL person (where this is not already the case).

If you are organising an event we can supply FIL publicity, please contact Mark Perkins, Publicity Officer, FIL, Overseas Development Institute, Regents College, Inner Circle, Regents Park, London NW1 4NS.

FIL Membership - updating form

We endeavour to keep membership records as up-to-date as possible. For this reason we would appreciate your help in ensuring that your own details are correct. If any of the details listed below have changed recently at your organisation, can you please fill in the new information and return it to me?

Contact name:

Job title:

Name of organisation:

Address:

Tel. No.:

Fax. No.:

Thank you.

Please return to: Elaine Dean (Membership Secretary),
ILL Department,
Main Library,
University of Sheffield,
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