

**A Local Co-operation Code**

by Piranha the Librarian

Shh! Sorry, I'm going to have to write this quietly because I'm in someone else's house! The central heating's gone off and I don't dare to try to put it back on again, I've glanced through all the interesting magazines (but, honestly, who's going to read the latest civil engineering gossip with any relish) as well as a couple of the books and I'm waiting for them to get back home.

Yes, you guessed it! I'm doing a late night sit for the babysitting circle. So late and so long, that I'm getting FIVE tokens for it. The kids were asleep ages ago - I've been up there a couple of times and they look as though you could Hoover their bedrooms and still they wouldn't stir. So, after the books, I did the kitchen cupboards - well ? don't you ? I've never been here before and there's obviously plenty of money. They might as well put up a poster saying "Librarians do not live here". Surprisingly, there's tons of stuff in the cupboard well past its 'Sell By' date.

Well, they did say I should help myself to coffee and biscuits - decaffeinated and no chocolate digestives! There are several bags (well, 3) of coffee beans but the thought of milling them, disposing of the used grains and then turning to find a self-possessed 7 year-old asking me "What the funny noise was" was just too awful to contemplate. So, it was decaffeinated and a couple of fig rolls. No cake. That's a bit of a problem, you see, because I was late setting off for this sit and just before I left I discovered that the fridge and cupboard were just about empty of portable food. (Have you every noticed the speed with which a couple of young teenagers and their little sister can reduce a supermarket shop down to bags of flour and frozen peas in a matter of hours?). Well, the result is that I'm getting pretty hungry, but I'd no more think of fixing myself something to eat than I would dive from the 10m board into the swimming pool.

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I tried the TV but I really don't like foreign films because I can't read fast enough. (Can you be chucked out of the LA for reading slowly?). I don't like either Jack Nicholson or American football. Still, it's better than feeling guilty about the ironing.

It has all set me to thinking and I decided that baby sitting's a lot like inter-lending. {Pause}

I've had another walk round. The people in the Circle that do our sits always bring impressive things to do. Susan cuts out clothes; Paul writes his probation reports; Pam and Dave both mark their course-work and Nina does her yoga or works out formidable aerobic routines. Mind you, we did once find Emma fast asleep in bed with our little one! What I'd really like to do here is boot up their computer and try out some of their pile of interesting games software or work my way through some of their CDs (music, not ROMs), but I'd no more do that than go through their wash basket.

Yes, it's a lot like inter-lending.

While I had my walk round, I did a kind of patrol, (thank God they haven't got any dogs!). I checked the kids to make sure they were still breathing and there weren't any fires smouldering. Strange how you behave in other peoples' houses. I've got a friend in another library who 'Plant sits' for her librarian (sorry, Director of Cultural, Leisure and Sporting Services or DiCLeSS as she's known). So whenever the Director is absent, my friend goes round and waters the plants and feeds the fish (or vice versa). Obviously, my friend is also very methodical in checking there haven't been any break-ins or roof leaks and in such circumstances it is truly difficult to avoid noticing the three "Joy of Sex" type manuals by the bedside and almost impossible not to check which pages are tidily tagged with bookmarks. Certainly, she tells me, it made her regard her single "Typical Librarian" boss and her wimpish "former colleague" in a new light.

So why is all this like inter-lending? and what's it

got to do with page 8 of the January 1994 'Library Association Record'? I hear both of you ask. Well, in the LAR, they have printed a 'Co-operation Code' and I think they've missed the point.

In so far as I can't demand a plateful of chocolate wholemeal biscuits, and I certainly wouldn't open a new packet, so too students from all over the country can't come into my library and insist on taking our books away. Even though the motorway-building civil engineer for whom I'm sitting is lavishly paid out of the fruits of my taxes, I have no plans to knock on his door over the next couple of weeks and demand to listen to his CDs.

Similarly, I don't expect family historians from the length and breadth of Britain to complain that they can't use our local studies collection because we're closed on Sunday. Neither does the argument thrown at me regularly that I am paid by the tax-payer convince me that I should allow people to take "To be Consulted in the Library Only" books home with them.

Yet again, I wouldn't assume that I can walk in here and cook myself a meal because the cupboard was bare back home. Neither would I expect to "feed" people in my library because theirs isn't buying any books this year. Furthermore, I'm not going to make a fuss about the food in the cupboard having gone past its 'Sell By' date, so perhaps the visitors to my library could stop moaning that the latest editions of some very important books ("which I'm really surprised you've not got!") are not available.

So, the rule of thumb is that when you're visiting other libraries your behaviour ought to follow certain lines which might be translated as:

"Don't go poking about in other people's reading - you're only here to feed the fish" or

"While we do allow you into our home, that doesn't give you the right to search through our knickers drawer or complain about the brand of coffee."

Do you think these could be appended to the 'Co-operation Code'?

What inter-lending DOES is, it allows you a cup of coffee when you're thirsty, a couple of fig rolls to help you along and is happy to let you take a single CD home for a few days - as long as it's not one that we really wanted to play ourselves. What it DOESN'T allow is a three course meal and a change of clothes.

There's too many librarians and awkward customers who've forgotten this.

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PIRANHA-THE-LIBRARIAN has had experience of public, special, university, college and national libraries for over 30 years. Trained in an age when library automation meant a typewriter, a date-stamp and a desk-mounted pencil sharpener, Piranha holds a senior position in a large British library. Besides cynicism, Piranha's other interests include pessimism, scepticism and abuse. Away from work, Piranha is keen on biblio-yoga (putting books into impossible positions) and is a black-belt in origami.

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## INTER-LIBRARY LOANS

### PERFORMANCE IMPROVEMENTS AT BROMLEY LIBRARIES:

#### Summary Report

As part of Bromley Libraries' commitment to providing a quality service of maximum efficiency and effectiveness, a thorough review of Inter-Library Loans performance has recently been completed. This unit deals with 16,000 requests a year, two thirds of which come from outside Bromley. It has 2.5 FTE staff and because of Bromley's in-depth bookstock it has often been a net lender to other libraries.

#### Aims of Review

The review had five objectives:

- since the procedures had not been investigated for some years, it was thought that there could be scope for operational efficiency gains which would improve the service to the user.
- we wanted to find out whether those efficiency gains could liberate staffing for re-deployment elsewhere.
- we needed to draw up a procedures manual, in order to reduce our vulnerability to any staffing absences or changes.

- realistic performance targets needed to be established, so that we could make clear, in quantifiable terms, the standard of service which the unit aims to provide. This had an input into Bromley's being awarded the Government's Chartermark.

The work of the unit was studied in detail over a three month period. Staff were closely observed at their work and for a three week period all activities were timed; this was carried out by the Stock Manager, Trisha Holmes. Full discussions also took place with the staff.

#### Main Findings: Improvements Implemented

It was found that staff were working an average of two hours a week unpaid overtime in order to keep up with the constant flow of requests. Despite this, it was found, as had been hoped, that several operational procedures could be eliminated or amended in order to increase efficiency.

Here are a few examples of our findings, and the improvements we implemented. For Bromley's own outgoing requests the inter-library loans section was often receiving very sketchy bibliographical information; clearer guidelines were, therefore, given to branches on the level of bibliographical checking expected before requests were sent to inter-library loans; even the smallest

branches should have checked BBIP; the main method of controlling outgoing requests was found to be an internal Bromley form, which was typed out with the full details for each requested book; for all LASER requests this has now been replaced by using only the printout provided by VISCOUNT. It was also found that VISCOUNT was being used twice for each request, once to ascertain locations, and secondly to action the messaging; this is now done as a one stage process only. For each request we create an entry on the GEAC library system; it was found that when the book was received, the entry was being updated with a 'due back' date and other details; this process has now been eliminated, and a form placed in the book itself draws the issuing library's attention to any non-standard loan period.

Another area of efficiency gain has revolved around the arrangements for despatching books. It was found that the inter-library loans section was operating to some extent as a post-office switching centre, especially when attaching LASER and regional transport vouchers to books being supplied to other libraries by Bromley. This process has been speeded up by getting branch libraries to hold their own stocks of transport vouchers so that books can be sent directly from the branch to our despatch area, thus bypassing the inter-library loans section. An audit trail has been put in place for handling vouchers in this way.

While, on one hand, we found that these processes had been done in an unnecessarily labour-intensive way, we also found that, on the other hand, some tasks were not being done often enough because of the time pressures created. An example of this was checking on the status of outstanding requests. The time freed up by the efficiency gains in operational procedures means that we can now do this weekly.

One of the reasons for Bromley's high level of incoming requests was found to be our high alphabetical position among LASER libraries. After discussions with Frances Hendrix, LASER have introduced a somewhat more equitable display of locations, which has helped to soften the impact

of this. One results of the review is that we have been able to itemise and cost the time spent on non-Bromley requests.

### Did We Achieve Our Aims?

As discussed above, it was found possible to introduce many more efficient operational procedures, which improve the service to the user. As a result of all this, not only do staff no longer have to work unpaid overtime, but we have also liberated up to two hours a week of staff time which can be redeployed elsewhere. For the staff themselves job satisfaction and morale have improved enormously. An instruction manual, detailing all the new procedures, has also been completed.

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## **PERFORMANCE STANDARDS AND MONITORING**

The outcome of this review is that we are now able to set the performance standard that 80% of our inter-library loans requests should be satisfied within thirty days. Achievement against this target is regularly monitored and reported each month as part of Bromley's monthly performance indicators report. So far performance has been well on target. Even knowing what our performance is seems to make us relatively rare among public libraries; a quick survey of twenty-four Authorities showed that only one third knew how soon their requests were supplied. Of those who did know, the average was a supply rate of 71% in thirty days.

Bromley Council has a strong ideological commitment to market testing and contracting out service delivery. Whatever the future may hold, the inter-library loans unit is ready to stand up to the competition!

Ruth Alston  
Central Library  
High Street  
Bromley

## NO BRAKES ON VISCOUNT

Liane George, in her paper to the last conference of the Forum for Interlending, referred to interlending librarians as helpful, co-operative, resourceful and determined. The story that follows is proof of that.

Before Christmas, a customer came in to St. John's Wood desperate to get hold of a copy of John Waite's "No Brakes" either on cassette or CD. The reserves assistant checked our catalogue only to find that it was not in stock in Westminster, but she agreed to see what could be done. The reservation was then sent to the Customer Order section, where a check of Music Master on CD-ROM revealed that the item had been deleted by the record company. A check of the GLASS manual revealed that this was not the kind of sound recording that is available for inter-library loan, as it is not classical music, classical jazz nor folk music. The customer was informed that the item was not available as it could not be purchased nor could it be borrowed.

The customer, however, was desperate and contacted Customer Orders direct. I was explaining the difficulty of the situation when an idea struck me. I explained that public libraries throughout most of the country were linked on a computer called VISCOUNT and that it had an electronic mail facility. I said that I would send out a message to all the libraries using VISCOUNT asking if they were prepared to loan the item, and agreeing to send a proper application form to anyone who responded. I explained to our customer that there was no guarantee that this would work, but that it was worth trying. So I sent a message on the VISCOUNT mailbox to all members.

The response was immediate, but at first not very hopeful. Bexley, Kensington and Ealing all reported that the item was not in stock, but wished me luck in the search. Warwickshire came on line to say that they did not have the item, but they had checked their records and discovered that the

item was in stock in Birmingham and Southwark. Yorkshire and Humberside region sent me a message to say that the item was in stock in Bradford and Rotherham, and that Bradford had just come on line on VISCOUNT. A message arrived from Southwark saying that they only had the item available on cassette, but that they were prepared to loan it and were holding it for us. A VISCOUNT application went off to Southwark immediately, and by the time you read this our customer should be listening to John Waite to his heart's content.

It then occurred to me that this might be the method for getting hold of another music recording with which we were having difficulty. So I sent out a general message for John Kander's "Kiss of the Spider Woman". Within quarter of an hour, Merton had agreed to supply the item.

Westminster now have two satisfied customers, because of the willingness of our colleagues in other library services to collaborate with us. Perhaps there is an opportunity here to expand the inter-library loans network, and to solve the problem of how to supply sound recordings that are no longer available for purchase.

David Kenvyn  
Customer Orders Manager  
Westminster City Libraries.

### DELIBERATE MISTAKE

Apologies for the incorrect dates on the footers in the last issue - should we institute a competition for the eagle-eyed and wide-awake reader?

## PRESS RELEASE

### BLDSC Serials on VISCOUNT

BLDSC and LASER announce the loading of the DSC serials database onto the bibliographic and messaging network, VISCOUNT.

This is the latest in a long history of many years of co-operative developments and joint initiatives. This has included developments of the LASER Transport Scheme and the loading of BL monograph records.

Over 80 libraries UK wide and 77 European libraries and test site libraries, who have access via Project ION, can now access the c.3 million monograph bibliographic records, together with over 500,000 DSC serial records now on VISCOUNT.

BLDSC Director, David Bradbury said: 'The British Library is delighted that LASER has loaded our serial records and holdings alongside our post-1980 monograph holdings on VISCOUNT, thus making information about our collection even more widely accessible throughout the UK.'

LASER Director, Frances Hendrix commented: 'The working relationship between LASER and all departments of the British Library has always been excellent. In particular, we work closely with BLDSC and this move to load and make accessible the serials database will benefit current VISCOUNT users and potential users, particularly Further and Higher Education establishments, as well as assisting the supply of photocopies of articles to libraries in other parts of Europe via LASER's Project ION.'

The serials can be accessed via the normal VISCOUNT system and loan applications made direct to BLDSC via the LASER ARTTel 2 link.

For further information please contact Mark Patterson, Client Services Manager, LASER, Fourth Floor, Gun Court, 70 Wapping Lane, London E1 9RL or telephone (071) 702 2020.

## NON SUPPLIED INTERLIBRARY LOAN REQUESTS

At Aston University Library & Information Services we have become increasingly concerned about the number of requests received which we were unable to supply. Currently 60% of the requests we receive cannot be supplied; this represents a considerable amount of work for our interlibrary loan staff as well as time for the requesting libraries while negative answers are given. Our concern was sufficient for us to decide in the session 1992/3 to monitor the requests we were unable to supply and see what were the reasons for non-supply and which categories of libraries were making the requests we could not satisfy.

Non-supply could be for many reasons e.g. the item was not in stock, it was on loan or material we were not willing to lend because of high demand in our own institution or reference material. Of the 500 requests which we could not supply in the survey period 38% came from university libraries and 49% from public libraries.

The most common reason for non supply was that the item was not in stock and this accounted for 49% of all requests. But when this was broken down 60% of these requests were from university libraries and 37% from public libraries. We would accept that there is some inaccuracy in the union catalogues in that items have not been deleted but the material being requested led us to believe that many staff in interlibrary loan departments are still using guesswork. In the case of Aston there is no need to do this as all our stock is recorded in our online catalogue, which is networked and is also in the regional union catalogue.

Requests from public libraries had a different pattern to those from academic libraries in that a high proportion 21% was out on loan and 27% was for material which we declined to lend, either because it was in demand or because it was reference material. The high number of requests for textbook type material confirmed what we had suspected, namely

that students were using public libraries to request material which should have been available through their own institution libraries.

There is no easy solution to this problem, but it is one that needs addressing or else there will be pressure from libraries receiving large numbers of requests that they cannot supply for some form of financial recompense. The moves to make the union catalogue more accurate by reloading locations should help and accurate reporting of items deleted will also help. A code added to the library locations in the British Library list stating that all holdings are reported to the union catalogue and that their online catalogues record all their stock would possibly help providing that library staff paid attention to the policy codes.

Maybe there should be a category of library which is recorded as only accepting requests for which it is given a definite location. It is easy to get into the habit of trying libraries 'on spec', without considering the effect that this has on the work load in the library concerned. In the past the practice was no doubt valid but today the search of online catalogues via NISS should for academic libraries have taken the place of guesswork in most cases. This would also speed up the supply of requests (or the non supply).

Is it possible that the use of large numbers of locations on a guesswork list is a way of delaying informing the reader that the item cannot be found - perhaps in the hope that the reader will have left or no longer require the item?

The problem of poor provision of textbook material in the home institution and the student's use of the public library to try to obtain this material will not go away. All of us know the problem of too many students requiring the same item or not being notified in sufficient time that an item will be required for a course. Regrettably we shall continue to have to refuse these requests for material that is in high demand by our own students. One way to cut down on these requests would be for all requests to be sent first to the British Library and only afterwards should application be made to non public libraries. This would not increase the cost of the loan as

academic libraries normally request a British Library form before supplying an item.

There will always be requests for items that cannot be supplied but I would hope that the balance of requests supplied will change to one where it is possible for the supply of items to outnumber the non-supply, leading to an improved service to all our readers as we are able to deliver a faster interlibrary loan service.

Emmeline Cusworth  
Document supply manager  
Library & Information Services  
Aston University

## **VISCOUNT WORKSHOP**

**Heard about VISCOUNT?**

**Never used VISCOUNT?  
Or just a beginner?**

**Want some hands-on practice?**

**Want tuition from Viscount users?**

FIL is running a workshop on the use of VISCOUNT at LASER HQ on Monday 16th May.

For further information contact

David Kenvyn, Customer Orders  
Manager, Westminster City Libraries,  
Marylebone Library, Marylebone  
Road, London NW1 5PS

Tel: 071 798 1067

Fax: 071 798 1019

## Christie Medical Library: a unique service to a unique institution

Christie Medical Library is a post graduate level library based in the Christie CRC Research Centre. We are the biggest cancer institution in Western Europe, comprising the world famous Christie Hospital and also the Paterson Institute for Cancer Research. Our users comprise the normal hospital types; doctors, nurses, psychologists, psychiatrists, etc. We also have the North West base for Medical Physics. The Paterson Institute is predominately scientists, although there is joint work, with medical doctors also participating in scientific work. Our users fully use the services we offer, in particular inter library loans. We process the most inter library loans of all the North west Medical libraries. Completing, on average 1000 per. quarter from other libraries and satisfying around 5-600 for other libraries. Our staff comprises, for all library services; 2 professional: a Medical Librarian and Assistant Librarian and 1 full time Library Assistant (job share). We are undergoing a rebuilding and development programme currently. We will be relocated from our present position for up to a year, while the Library is rebuilt and extended. At the moment we do not charge for any of the library's services.

With the development of information retrieval processes, in our case particularly Medline and BIDS, BIDS EMBASE and Chem Abstracts, our users are now able to generate far more requests for information than ever before. For the inter library loans service to maintain a standard there was realised a need to automate the existing manual system. We did this in April 1992. At first we considered buying a commercial package, but decided against this when we discovered that the 'off the shelf packages' lacked the detail we required and also many of the facilities we considered quite basic to our needs. We decided to design and build our own system. Borland's Paradox 4.0 was chosen as the engine for the system, because of its relational capabilities and programming language. The initial system was constructed quite quickly, with an attempt to mirror the manual system where possible, but also add features that

would be beneficial. The first benefit of the automated system was the ability to search and output lists of requests that our users have applied for. This may seem a basic function that even a manual system could handle, however, we deal with a number of different type of library who handle requests in a variety of different ways and thus a number of different indexing processes have emerged over the years.

Other useful functions that we added to the automated system, included; the ability to search and output late requests by searching prior to an entered date, search and output BLDSC Chaser requests at the touch of a button, search and output overdue loans, generating stationery for user notices, a complete archive database for received requests and a collection of files containing user information, holdings information, library information, that is used in conjunction with the main request file. A priority of automating the system was incorporating some sort of statistical function. This was done, and so we can now calculate ILL figures in a variety of very useful ways.

A development that followed the initial design and running of the system was to network it on to the existing VAX that ran through the site. The benefits of this were to attach E-Mail capabilities directly to the program. Now we are able to output request information directly to sites that have e-mail capabilities, without exiting the main program.

As the system became more and more useful we began to consider further developments. On the Paterson Network there are a large number of regular computer users. They are very 'JANET aware' and so we decided to offer an additional service to them with regard to interlibrary requests, that of ordering direct from their PCs and terminals. At first we came across a problem, that of compatibility of the existing Paradox program with all PCs and terminals. To solve this we decided to build an automated requests program in a completely different database programming language, to use along side the main ILL program. The existing database on the network was INGRES, so that was chosen.

It works by the users typing CHILL (Christie Holt Inter Library Loans) at the dollar prompt, they then get a request form on the screen. They simply fill in the gaps and save it. They can do this twenty four hours a day, seven days a week, even from home if they wish (with suitable modem facilities). The requests are all collected together in a single file. We access this file from our own VAX account. There is an 'Import/Export' menu on the ILL package which takes the INGRES file of requests onto the system and converts it into the same form as the requests on the system. This function allows us to save time, by removing the need to input the request information onto the system ourselves.

The program is proving increasingly beneficial and we are able to offer a much better service to our users. Further developments are to include the ability to import directly, files downloaded from databases

such as Medline, onto the system and perhaps the establishment of a network of similar Inter Library Loans packages in Medical Libraries throughout the North West, linked by E-Mail through JANET, where requests can be sent directly from system to system. The increasing move by institutions into setting up E Mail accounts for ILL requests adds to the benefits an automated system can bring.

Document supply in a Medical/Scientific Library is a very important role. Time is the key, where Doctors and Scientists are relying on information for their work. We do not have any control over how fast the item is processed from the destination library, but if we can increase the speed in getting the requests out then we feel we are fulfilling our role.

Jonathan Shepstone  
Christie Medical Library

## FIL WORKSHOPS

We would like to hold a workshop or workshops in the South and/or the Midlands.

Can anyone offer a venue please? FIL will do all the organising and arrangements, but we do need a venue.

If you can help, please contact one of the committee, listed at the end of this Newsletter.

## LINC WORKSHOP ON THE INTER-LIBRARY LOAN OF PERFORMANCE SETS 4 OCTOBER 1993

The Workshop was organised by LINC, and had two aims:

1. To determine how access to performance sets for loan can be maximised for the benefit of all types of user.
2. To determine an achievable set of arrangements for charging between libraries for the loan of performance sets.

Roger Stoakley (FOLACL) summarised the special problems presented by the interlending of music: the unevenness of provision; the variety of forms; the number of items generated by an individual request; the inability to meet users' needs from stock; the length and timeliness of loan; poor documentation, and the special needs of transportation. Two recent 'developments' have added new problems: charging for the loan of sets, and the withdrawal by Kent of performance sets for inter-library loan.

Each organisation represented at the workshop gave a brief presentation on their views relating to the two key questions. FIL's statement "recommended that the practice of withdrawing performance sets from the ILL network be condemned: those that do are adopting a stance that does not tally with the prevailing ethos of interlibrary co-operation, and is dangerous in that it could extend to other areas of library provision. Why music as a target for charging? For the same reason that interlending as a whole attracts charges: because it is readily identifiable. The use of BLDSC forms as the standard form of currency reduces administrative costs for the libraries concerned. No one has yet looked at the cost of administration for the collection of monies and whether charging actually raises revenue. One suspects that hire charges are another example of market testing mechanisms. Library authorities can-

not afford to bear the cost of hire charges: this reduces choice and access for the user .... Much of what is happening signals the potential demise of the co-operative network currently in place".

Key themes that emerged were:

1. The need for common agreement on the lending of performance sets, including a decision on charges. ILL should not be seen as a quasi-commercial activity whether it be on a cost-recovery or a profit-making basis. Those that make charges do so "to sustain the service for (their) own users": YHJLS also charge because some authorities do not maintain music collections. Some felt that Kent may be profiteering by borrowing free and passing on local hire charges to their users. Kent stated that the move to opt out of the ILL network was made because of the time spent on loans external to the County; the wear and tear on sets and the iniquity between lending and borrowing (153 sets were loaned and 3 sets were borrowed in the previous year). Kent also felt that they were subsidising those who had no professional music staff or did not maintain their collections.
2. The need for better bibliographical information through the development of regional and national catalogues. Four regions are over-subscribed because there are only four regional catalogues. A National Union Catalogue of sets would appear to be the solution, though the proposals to make this available on Viscount did not meet with universal approval. A hard-copy or CD-Rom product would make such a catalogue more widely accessible to smaller groups/libraries. There are no resources at BLDSC at present to develop a NUC of vocal sets.
3. The need for adequately trained staff. Music libraries posts are disappearing, leading to ambiguous or incomplete details on requests submitted by ILL departments.

The workshop proposed that agreement on interlending practices between regions was a requirement, and considered ways in which such an

agreement could be reached given the variety of interlending arrangements currently in place. There was a view that sets should be lent between regions without direct charge to maximise access and limit the possibility of hire charges being passed on to the end-user. However the majority view was that there should be a basic charge as there is with monographs.

It was also agreed that Bibliographical details on performance sets be improved, and that the regional library systems and the BLDSC should be encouraged to develop regional catalogues with the intention of achieving a national catalogue.

The International Association of Music Libraries have already undertaken training for music interlending and are prepared to tailor training events to meet specific needs. It was clear that a systematic programme of training needs to be developed, and LINC and CONARLS agree to take this forward by researching avenues of funding and promotion.

Following on from the workshop, a small working party convened to consider options for a standard level of charging for the interlending of performance sets. The preference was for a voucher-based rather than a monetary-based system. There is a significant number of libraries for whom the BLDSC voucher offered little value as a medium of currency and for them, the working group interlending of performance sets between regions are:

Complete set of orchestral parts	2 BLDSC forms or £10.00
Set of vocal scores (1-14 copies)	1 BLDSC form
Set of vocal scores (15 or more copies)	2 BLDSC forms or £10

The recommended loan period would be 4 months including a period for administration and transportation.

The recommendations seek to set a common basic standard between regions, whilst not affecting local, internal or informal arrangements currently in place. It is hoped that the recommendations allow for flexibility whilst setting a standard free of complicated accounting.

FIL would appreciate the views of members as it is hoped to feed back to LINC a consensus of opinion most accurately reflecting the common membership.

Please contact:

Maureen Ridley  
National Library of Scotland Lending Services  
33 Salisbury Place  
EDINBURGH EH9 1SL

Tel: 031-226 4531 Ext. 3320  
Fax: 031-668 3894

## OVERTURE TO A MUSIC LIP

The *Library and Information Plan for Music*<sup>1</sup> was officially published last November. If its "launch" was perhaps more muted than many involved in its genesis had anticipated, with few public fanfares, it is probably fair to observe that the publicity and indeed progress it had generated before its actual publication lessened the impulse to trumpet its virtues publicly. The research process for the Music LIP had already put music services on agendas around the United Kingdom and the Republic of Ireland to an unprecedented extent and had already set in train a number of initiatives to address some of the major issues the eventual report highlighted.

That any planning process for music services would need to address a large number of issues had never been in question. The scale of the project was such that it was almost inevitable that some areas would receive more attention than others, that there would be difficulty in separating the major from the minor. A report covering all types of music library services and formats of material across two countries with very different regional traditions and approaches and enjoying varying levels of co-operation was certain to reveal interesting dominant and sub-dominant themes. In the event, the report put forward 53 recommendations, including some whose full exploration the timescale of the project had not permitted and many others which will require further investigation before progress can be made.

What was not fully anticipated in advance was the extent to which the project would be affected by external events. In the course of the research, music had the spotlight turned upon it, with a number of key music library services in difficulties and attracting an unusual level of publicity, extending even to questions in Parliament. The Music LIP was cited as a useful channel for reconciliation and progress, a role it had little option but to seize. This inevitably affected the overall balance of the report, but, in a more positive sense,

it also provided a catalyst for seeking solid solutions. There could be no more recapitulations or variations on old themes.

Inter-library lending of printed music was always certain to be at the centre of these old themes and, perhaps, to be one of those most in need of development. It had been widely sensed that must inter-lending, whether of single scores or sets of performance material, had problems, particularly where handled by the less experienced. This was echoed in meetings around the countries involved and solid evidence presented of the pitfalls music can present. With co-operation a central tenet of any LIP, these problems had to be addressed at a variety of levels.

No fewer than 20 of the report's 53 recommendations have direct implications for inter-library lending. The issues of co-operation are addressed at theoretical and practical levels in five of them. One recommendation concerns support and training for non-specialists involved in music supply. At least twelve relate to bibliographic control and automated systems, both a minefield in music and a great impediment to improved co-operation. Nine recommendations relate specifically to inter-library lending, covering statistics, routines, guidelines, costings, charges, union catalogues, and the involvement of the academic sector.

In broader terms, the report examines provision at national level and puts forward proposals for the development of co-operative strategies, in the United Kingdom, in the Republic of Ireland and between those countries, with the aim not only of securing greater co-operation but also of creating an efficient and effective national music library service, based on national and regional centres of concentrated resources and excellence. It is encouraging that exploration of this theme by some of its principal potential partners is already being developed informally.

Further encouragement has been provided by a number of organisations. Within the Library Association, positive steps are being taken to support many of the report's recommendations. The

Library Information and Co-operation Council, co-sponsors of the project, organised last autumn a workshop to address the difficulties of access to, and inter-library charges for, performance sets. A Working group formed at that workshop has already produced a proposal which has been widely circulated for consultation.

Most pleasing, perhaps, is the extent to which music librarians in the Republic of Ireland and in Northern Ireland have begun to build on contacts and develop further co-operation. Few had met before work on the Music LIP began, but further meetings are now planned, and contacts between the United Kingdom and Ireland should be enhanced when IAML (UK) holds its Annual Study Weekend in Belfast this year.

The International Association of Music Libraries, Archives and Documentation Centres (UK Branch), under whose auspices the Music LIP report was produced and published, has already identified those issues which require immediate attention and is acting upon them. It has also set up an interim development group to ensure that the recommendations reach the appropriate bodies, that issues which require further research attract interest and funding, and, crucially, that funding and a base for a fully-fledged and operational Music LIP is found. Until that can be achieved, the LIP will continue to work unfunded and in limbo, a LIP in name only and not part of a genuine planning and development process.

While a short period of doubt may be inevitable at the end of so major a project when the future of its central recommendation, the creating of a strong, sectoral LIP, is uncertain, the enthusiasm of all involved remains firm and has been greatly boosted by initial responses and assistance. It is to be hoped that the debate will now be widened to encompass all who handle and use music. Many problems have been aired; some solutions have been found. There are many more to whose formulation we can all contribute. The interim development group will welcome all suggestions and will continue to seek implementation of the report's recommendations. Music Library services

have seen a little limelight after a difficult period. But we have only heard the overture ... Let the performance begin!

<sup>1</sup> *Library and Information Plan for Music, Written Statement* prepared by Susi Woodhouse, Project Officer, International Association of Music Libraries, Archives and Documentation Centres, United Kingdom Branch, 1993. Price: £10.00. (Available from IAML (UK) Publications Office, 47 Berriedale Avenue, Hove BN3 4JG.)

Pam Thompson (Chief Librarian, Royal College of Music, and Project Director, Music LIP)

## WESTMINSTER MUSIC LIBRARY

Many of you have expressed concern about the changes to the service of the Central Music Library, which is now called the Westminster affecting our services. By now, you will have seen the letter from Jane Little, the Westminster Business Unit Manager, in the Library Association Record \* which sets out the reasons for the changes. I do not intend to add anything to that letter.

In terms of the inter-library loans service, there will be no change. If we have an item in stock, and it is not out on loan, we will supply it to you as quickly as possible. If you wish to reserve an item, we will do so.

Applications for items can be sent by post or, if you are a VISCOUNT user, online to our code number F119. If you send applications on VISCOUNT please type MUSIC in the shelfmark, so that we can send them straight to the Westminster Music Library, using our computer messaging system.

If you have any problems, contact me and I will try to resolve them.

Library Association Record 1993, Vol.95(10)Oct., p.562.

David Kenvyn  
Customer Orders Manager  
Westminster Libraries.

Is anyone using the ADD address available on ARTTEL2.? If so, I am sure a number of people would be interested in their experiences. Could they contact the editors if they are able to contribute a brief article to the Newsletter.

### **LOCATING AUDIO-VISUAL MATERIALS BRITISH UNIVERSITIES FILM AND VIDEO COUNCIL, NOV 1993**

Deep in the heart of Soho, next to the Adult Videorama, I found the British Universities film and Video Council. Over the past three years I have made extensive use of their services (BUFVC that is, NOT the Videorama) and was really looking forward to putting faces to the helpful voices that so often appear at the end of the telephone line.

After speaking down the intercom (yes this is really a rough area) the door was unlocked and I was let in. The programme had said attendance would be restricted to sixteen; I was surprised to find that only 3 delegates were going to be there. Well suckers, if you were thinking of going and decided against it you really missed out! This was an excellent day covering the role and services of the BUFVC, made even better (I must admit) by the almost one-to-one tuition.

After an introduction from Maurice Weston (Director of BUFVC) covering the history, functions and membership of the institution we met Nick Wary, Editor of the BUFVC's View Finder magazine. After an invigorating talk about the digital storage of information (including an interesting exploration of information corruption for political ends) Nick showed us some multimedia CD-ROMs. Footage 91 is a text-dominated film reference source which does hold some Quicktime movie clips. More relevant to me was the Hulton-Deutsch Picture Library, available on CDs covering famous people and decades of the twentieth century. Each CD carried hundreds of stills, each keyworded for subject access. Given the right hardware and printer I could burn all my charts and life would be so much easier!

I came down to earth with a bump as Murray then led

us through the (lets face it) dull but important world of copyright. After examining the results covering copyright awareness we had a glimpse at the future; the EC will probably change things (just when we had got copyright cracked).

We were next led to the BUFVC library. Jim Ballantyne gave us a brief talk about the history and resources of the library and then Marilyn Sarmiento took over to talk about the BUFVC information database ADVANCE ("it sounded European and forward looking") and show us the BFI's Film Index International. Luckily we had got this already at Bulmershe on trial so I could wow everyone with my dexterity (and then get roped in to show the other two delegates how to use it: this was far too much like being back at the store and should teach me to keep my mouth shut in future).

The question of off-air recording was next addressed by Murray. After consideration of the ERA scheme we were taken into a room lined with videotapes and long-play VCRs. The BUFVC provide a scheme whereby if you miss a broadcast they will provide members with a copy. VCRs are running day-in, day-out between 10 a.m. and 2 a.m. Demand for tapes has been great (as records show) but some films are more popular than others. Sadly ITV on Saturday has never had any takers. Does no academic take Cilla and Beadle seriously?

After tea we were shown examples from the BUFVC oral history scheme. The council is involved in promoting oral history on video. After viewing some fascinating examples of people recalling a lost past we were shown some hilarious "how not to" teaching aids, and a king of "It'll be alright on the night".

The day was rounded off with a general discussion about the future of AV. There is talk of making ADVANCE available on BIDS or CD-ROM. As should be obvious, this was a highly intensive day. It was wonderful to meet the helpful (and friendly) people at the other end of the 'phone and many of the developments covered were highly exciting. As I walked out into the cold air of Soho I felt elated and drained but, hey, that's another story .....

Anthony Brewerton

Audio-Visual Librarian, University of Reading

# **INTERLEND 94: W(H)ITHER INTERLENDING?**

**21st - 23rd JULY 1994**  
**UNIVERSITY OF WARWICK**

## **SPEAKERS INCLUDE:-**

PAUL BOLT (DEPARTMENT OF NATIONAL HERITAGE)  
KEYNOTE ADDRESS

JILL WIGHT (LIBRARY CAMPAIGN)

&

PETER COX (BBC) [awaiting confirmation]  
DEBATE - CONTRACTING OUT

ALASTAIR ALLAN (UNIVERSITY OF SHEFFIELD)  
ELECTRONIC INTERLENDING?

MALCOLM SMITH (BLDSC - DEPUTY DIRECTOR STRATEGIC PLANNING)

BLDSC'S FUTURE ROLE

ROSS SHIMMON (LIBRARY ASSOCIATION)  
NATIONAL LIBRARY COMMISSION & DOCUMENT SUPPLY

## **WORKSHOPS**

COPING WITH LOCAL GOVERNMENT REORGANISATION  
FOLLET REPORT  
SPECIAL LIBRARIES

## **VISITS - To Be Announced**

RATES: £140 to FIL members; £155 non-members (inc. accom.)  
Per Day:- £40 to FIL members; £50 non-members (ex. accom.)

FOR BOOKING FORM AND PROGRAMME CONTACT:-

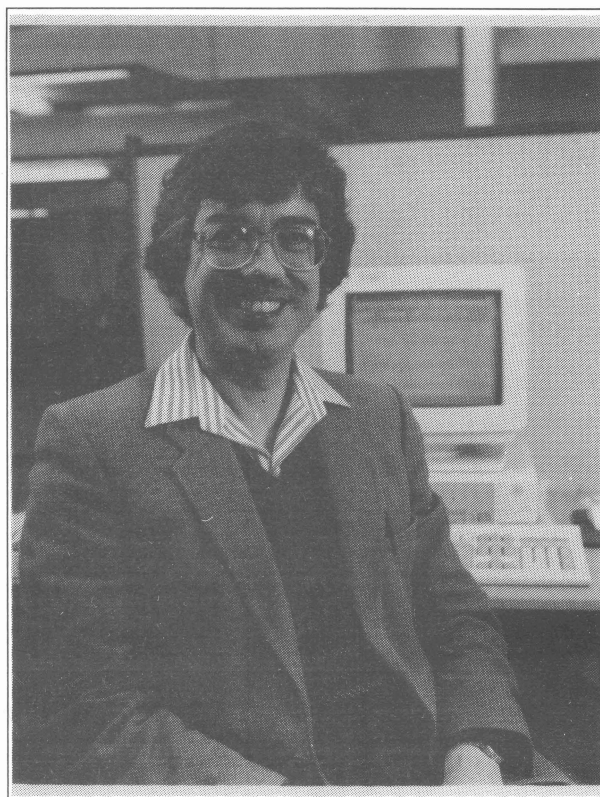
MAUREEN RIDLEY  
NATIONAL LIBRARY OF SCOTLAND, LENDING SERVICES,  
33 SALISBURY PLACE, EDINBURGH EH9 1SL  
TEL: 031 226 4531 EXT. 3320 FAX: 031 668 3894

## RECORDS MARKETING OFFICER

DSC is concerned that customers are aware of the details of its substantial holdings, and is therefore making efforts to make its catalogues more available, on-line as well as in hard copy publications. Therefore, Tony Reed has recently been appointed Records Marketing Officer, to ensure this wider on-line availability of DSC's title-level records (Serials, Conferences, Books, Theses, etc.) If you are interested in knowing about present developments, or have any suggestions of your own, please contact Tony at BLDSC, telephone 0937-546183.

A thought struck me as a number of librarians piled on to the train from Potters Bar after the workshop-

What do you call a gathering of librarians?



## EXCHANGE OF EXPERIENCE WORKSHOP AT N.I.B.S.C.

The FIL exchange of experience workshop circus moved south in November, in a week of snow, fog and travel chaos! 25 ILL librarians managed to reach the National Institute for Biological Standards and Control at South Mimms, Hertfordshire.

We were welcomed by Lorraine Anthony, the Librarian, who gave us some background to the work of NIBSC. The centre is funded by the Department of Health and the World Health Organization and checks out biological products, e.g. vaccines, blood products, etc. and sets standards which are not written ones but are sent out worldwide in the form of samples for matching.

Susan Richards gave an insight into the academic library world with her talk on QMW, University of London. Geraldine Hourican of Ealing Public Libraries spoke on interloans in the public library

and Denise Lawrence on the interlending procedures at NIBSC. We were also very pleased to see Richard Walker and Chris Grundy from BLDSC who fielded questions during the excellent buffet lunch and in the workshops which followed. These were kept in order by Susan Richards and David Kenvyn.

I think the delegates found it an interesting and useful day, especially those who are in small libraries and feel very alone - they now know some names and faces to contact in a crisis.

Many thanks to Denise Lawrence for her help in organizing the venue on behalf of FIL.

Janet Moulton  
University of Reading

## INTERLIBRARY LOANS AT QMW, UNIVERSITY OF LONDON

I would like to give you a brief picture of the college where I work and the sort of ILL requests we deal with, go on to describe the main points about the system we use for ILL, and then talk a bit about the problems we have had and ideas that we have for the future in the hope of initiating some discussion and exchange of ideas later on.

To basically put you in the picture about where I work: QMW stand for Queen Mary and Westfield College, formed in 1989 by the merging of Queen Mary College and Westfield College, both colleges of the University of London. The actual merging of the library bookstock took place during the summer of 1992 and the library is now on one site in the Mile End Road in East London.

The college now has over 6000 students taking degrees in 7 faculties, arts, engineering, biological sciences, mathematical sciences, social sciences, medicine and law. The faculty of Basic Medical Sciences was established 1990 when the pre-clinical departments of the London Hospital Medical School and St. Bartholomews Hospital were transferred to QMW. Negotiations to merge with London and Barts with regard to clinical teaching as well are taking place at present: this would obviously have a pretty drastic effect on library services if it happens.

As well as the student population there are about 600 academic and research staff also needing library services and provision; all these categories of people are able to use the interlibrary loans and referral services of the library.

The library has about 50 members of staff in total. There are different sections dealing with different areas of work in the library: ILL comes under Reader Services which also covers Circulation and General Enquiry services and is supervised by the Reader Services Sub-Librarian. In ILL there is me fulltime and one library assistant basically halftime; my post is academically related and I cover for colleagues in charge of circulation and reference when necessary,

to the extent that I can keep an eye on things generally but not much more than that! My halftime assistant is sometimes borrowed by the issue counter, e.g. if there is a shortage because of sickness. The good part is that the person doing ILL changes over about once a term which calls for quite a bit of training work but does mean that a pool of people is emerging who have ILL experience and can help me out in emergencies. I feel that it is important that a number of Library Assistants can help with basic ILL enquiries.

We deal with about 5000 requests per year from our own readers and about 500 from other libraries. We therefore spend most of our time on our own reader requests and on giving information about access to other libraries, we refer readers to other libraries quite a lot. At present we do not make any charge for interlibrary loans to our readers apart from a £1 copyright charge for retention copies which goes into a separate library fund not back to ILL. We do not have any formal restrictions on numbers of requests apart from an informal limit of about 6 requests at a time which works fairly well as readers have to get request forms from me and cannot pick them up at any service point. The snag is that I have to go home sometimes!

We try between us to staff the ILL enquiry point which is situated next to the issue counter. At the ILL desk we take in requests, issue and discharge interlibrary loan items, and deal with a variety of enquiries, not all directly ILL related. We maintain a collection of library guides and information about a variety of libraries including the British Library Reference services. I would say that we spend a great deal of our time helping undergraduates to use the resources of our library, including translating reading lists and printouts(!) as well as giving them advice about other sources of information available to them. It is often the case that no ILL request is forthcoming at the end of this process! More specialized subject enquiries are referred to Subject Librarians, as are questions of whether books should be purchased rather than borrowed.

I would like to talk now about the system we use for ILL requests. We have the automated system Libertas

which is managed by SLS. It is an integrated library management system: at present we have the cataloguing, circulation, acquisition and interlibrary loans modules. We issue loans to other libraries using Libertas but, since we deal with so few, we issue them all to an ILL user card and maintain a separate manual issue record with brief details of individual borrower libraries. All these issues are recorded on the circulation system together with ordinary issues to readers, and overdue notices are produced by Libertas as for reader loans. The actual ILL module is used for the recording of items supplied on ILL to our own readers.

The integrated system works well for us in that the reader has a record of all his/her requests, ILL or otherwise, available via the library OPACs and we also know when items are overdue or available for collection in both areas. We can put a stop on reader borrowing if necessary. I find that it helps Library Assistants to be using the same basic system during the course of their Reader Services work.

I do not want to go into a lot of detail about our ILL routines. I will just say that at present although the system allows readers to create their own requests we still ask them to complete request forms which incorporate copyright declarations and then, having checked their requests, we key them in to the automated system. They are transmitted electronically via ARTTEL to the BLDSC and paper request forms are printed out for other libraries. When the items arrive they are received and allocated an item number by the system for the purposes of issue and discharge. Chasers are automatically produced for sending to readers giving them information on the progress of their requests. This sounds very simple but we do have problems with the system as it does not do all the things we would like it to do! We would like to be able to communicate electronically with other libraries using the ILL module and we would like to have more freedom when communicating with BLDSC. At present we are still using ARTTEL1 and are not sure of its sell by date!

I am trying to find time to look at the pros and cons of readers inputting their own requests on the system. We are starting to become submerged

under a pile of requests to be created. I feel that we would be able to control our work pattern better if we checked requests after they had been created even if it means sending back more requests, but I do not want to rush into anything being a cautious soul by nature! The whole way we operate our ILL enquiry point needs to be rethought in the light of increasing pressures on staff and increasingly demanding students and research staff. Financial pressures may also mean a need to impose subject allocations in future or to make a charge for interlibrary loans to departments. Use of the ILL service varies a lot from department to department: we are very heavily used by the engineers particularly for conference and report literature, not easily available to them except by ILL, although we do use the resources of the British Library Science Reference and Information Service whenever possible. The Russian department, on the other hand, do not use us at all as they say that everything they might need is available only from abroad and they have their own sources of supply.

More and more literature is being made available in abstract and summary form on subject databases, which we are increasingly acquiring for the library, and this has increased the use of ILL services. Our readers are very enthusiastic about services such as the BIDS ISI database which enable them to do their own searching for references from departments if required, and this results in demand for photocopies to be provided. The increasing variety of document delivery systems is also something we have to take into account and we have to decide which services we can offer and what can be used by readers direct without library intervention. I would be very interested in any feedback from people presently using the Inside Information service or BIDS ISI for document supply.

The day to day problems we have are probably very similar to yours but I would be very interested to hear how other people see things and if they have found ways of coping with problems. I find it is very difficult to track down post 1991 monographs other than by waiting sometimes for months for BLDSC to obtain a copy for their stock. I do not have access to OCLC and I would like to hear from anyone who is using the

service. We mainly use the SLS database as an alternative location finding device if we are unsuccessful with BLDSC applications. Requests for foreign theses from places other than the USA take months sometimes years to come. I have tried writing directly to libraries which often does produce a helpful reply. At present we do not have a fax machine in our library which is a drawback when we want to communicate speedily with other libraries. Trying to get readers to fill in forms in a readable and accurate fashion is always a problem. I have a feeling that some readers may be better at completing computer screens than filling in paper forms which

is why I want to pursue the idea of readers inputting their own requests. I just worry about the bits they may leave out! Again I would be interested in any experience people have of this.

I do hope that this sketch of ILL at QMW may have been of some interest and help to you, if only to stimulate discussion and exchange of experiences, and I shall be interested to see what points come up for discussion later in the groups.

Susan Richards  
Queen Mary and Westfield College

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## INTERLOANS AT EALING PUBLIC LIBRARY

Ealing is the 4th largest London Borough with a population of 281,000. It is a very cosmopolitan area, with a very big Asian/Afro-Caribbean community, an increasing Somali community, and large Irish, Polish, French and Japanese groups as well as the usual home-grown variety.

The library service is now part of Education and Leisure services with 12 branches, and mobile and housebound services.

At the moment, the reservations service is not centralised- although this may change in the near future. We are getting Acquisitions software by the end of the year, so this will inevitably change quite a few of the procedures we now have. The complete ILL service is also split up. Serials/journal articles have been dealt with up to now by the main reference library; music scores by the music library and books by BSD - bibliographic services.

We operate the KISS system in Interloans - keep it simple - so we have devised routines and procedures that are easily understood by anyone, which is useful if we have to get help because of sickness and so on.

Serials and journal articles are fairly straightforward. We do not have that many, about a dozen or so a week, and at the moment they seem to be

for the same people - a geneticist, a psychotherapist and a few post-grad. students. These requests have been going direct to BLDSC, on forms written out manually and sent by post. However, in the last few weeks we have found out that the BL Serials file has been loaded onto LASER's Viscount, which is located in BSD, so it makes sense and is in keeping with the KISS philosophy to transfer this part of ILL from Central Reference and send requests electronically to BLDSC. Incidentally, I read recently that by the year 2000, BL intends to supply 25% of journal requests electronically, so it will be interesting to see how and if it works out!

The majority of items borrowed from outside the borough are books.

The interloans section at BSD is run by a career grade librarian, with 2 job-share library assistants, handling both the incoming and outgoing loans of books all the time, they do not have any other duties. I was going to say they are a dedicated section, but I am not sure if that is the right word!

We have a DS Galaxy computer system, but it does not include ILL administration, so the filing systems and many of the routines are manual. This is very time consuming as well as being rather tedious for the staff. However, paper files can sometimes be useful to check up on items where there is a query, or where you know you have been asked for something before and can't quite remember where you got it from.

We do have access to LASER Viscount, and this year we will pay around £13,200 for subscription and use-based charges. This figure is based on population and how much we used the system last year, so it is likely to go up each year. We use this regularly to get locations for items and to receive and send requests and replies to and from other libraries. We have had problems with Viscount like everyone else, but they are gradually being ironed out.

Last year, 92/93, we made about 2400 requests to other libraries and supplied about 3600 books ourselves.

One of the main differences between public libraries and other libraries is the wide range of books people ask for, and we do get some unusual requests, e.g. recently we were asked to supply some books on the planets in Gujarati. Unfortunately, we did not have any in stock! We lend and borrow both fiction and non-fiction, and we are probably one of the few authorities to lend Reference books, though we do this selectively!

Bib.checking of book requests is done before they are passed to interloans, mainly using databases on CD-Rom, including BNB and BB, and Viscount for out of print titles, and since more regions are joining LASER all the time, this increases the likelihood of finding what you are looking for. We do not use Blaise at the moment, although I think it would be worth considering the basic training course, because it would give us access to a wider range of bibliographies than we have at the moment, but the thought of a massive phone bill is very offputting, and I have not really pushed for it is much as maybe I should have.

When something is out of print and not in stock, there is no problem as it goes straight to Interloans. Fiction is sent to the Joint Fiction Reserve location, non-fiction is checked on Viscount for locations, and sent electronically on the rota. With this system, you do get to know which libraries supply items quickly, and of course, these are put on the rota first, which is a bit unfair as the same libraries are probably asked first all the time, but you want

to supply the requests as quickly as possible, so you do what is necessary for that. If someone has asked for something urgently, we do bypass the system, and phone around to try and locate an available copy rather than just sending the request around the system.

We do not apply abroad unless really pushed by the reader, mainly because of the cost and the time it takes for something to come. Readers are usually completely unaware of the costs involved in getting something from another library and these costs are trebled if we apply outside the UK, and if the book is in more than one volume, the triple cost applies to each volume. At the moment, our readers pay a fixed reservation charge, which is completely unrelated to the actual costs incurred in interlending, and I suspect we get requests from people who have access to other libraries because we have a low flat rate. Of course, this may change in the future. I won't go into the whole vexed question of charging for ILL, maybe we will discuss that this afternoon but it is something that continues to rear its head with increasing regularity.

We also send books abroad in response to ILL requests, mostly to European libraries.

Books that are in print present more of a problem. Unfortunately, our resources fund has been decreasing while new titles have been increasing, so we are more selective in what we buy for stock. Up to now, we have had a rather liberal attitude to reservations, and would buy anything for a reserve if it was available and reasonably priced. Now however, we are considering a definite reservations policy in view of our diminishing budget, which will mean that purchase of in print titles for reservations may not be automatic.

However, this is likely to present a problem in two ways. First, not all libraries keep up to date with their notifications to LASER of new titles acquired, so there is no guarantee that we will actually find any locations on the database for recently published titles, and second, LASER management has recently taken a decision to limit requests for

books still officially in print and under £15. This is probably fair enough, except in the cases where you have tried to buy something and had a report of reprinting or out of stock but no definite date is known. How long do you hang on before sending to LASER, and then if it is fiction, we have found the JFR locations just send the request back if it is still classed as in print. With non-fiction, libraries can just decline to lend the title if it is in print, and it goes round on a rota until some library may agree to lend it, but this all wastes time, and doesn't do your statistics or supply times any good, especially if you have a charter commitment.

We have also noticed a decrease in incoming requests recently which may have something to do with the higher limit. We get an average of 30/40 requests from other libraries every day and these are checked on our database to see if they are in stock and available. We send messages to the branches to check the shelves, and the books come to us within a day or so to be sent out on the LASER transport scheme. A lot of the books requested are actually in the Central Library since it is the biggest and also the busiest library in the Borough, and the interloans assistants go there several times a week to check the shelves themselves, as it is very close by and the staff there are usually too pushed to do it for us. We do not always find as many as we should though, and this is a real problem and can be very frustrating when you know the books should be there. The LASER van comes every day to deliver and pick up stuff, so things are always moving and the turnaround on requests is generally quite good.

I have not gone into too much detail about the actual day-to-day routines, except to say that you can see the system is a simple one, and seems to work well at the moment with our current level of work, but I have tried to focus on one or two main issues that may be of interest to ILL staff, which we will maybe talk about further during the workshops this afternoon

Geraldine Hourican  
Ealing Public Libraries.

## INTERLENDING AT NIBSC

### INTRODUCTION

The Library plays a vital role in ensuring that NIBSC staff have access to all the information which they require. I will describe the background to the ILL service at NIBSC - who our clients are, the type of requests we receive, and any restrictions, regulations or charges we impose. I will then go on to describe the procedure we follow in processing the ILL requests, and finish with a look ahead to possible future developments in the ILL service at NIBSC.

NIBSC Library is a small unit with just two full-time staff and occasional extra clerical help. Inter Library Loans is just one of the services we provide and it is only one area of my responsibilities as Assistant Librarian. However, Inter-Library Loans is a priority service and Lorraine helps out if I am snowed under - which can happen when, for example, one reader has a sudden energy drive and submits 50 ILL requests at once and must have them within a week!

### SO WHO ARE OUR CLIENTS?

Our clients can be divided into two groups; Internal Clients, by which I mean NIBSC staff, and External Clients which is everyone else.

### INTERNAL REQUESTS - NIBSC STAFF

All NIBSC staff are entitled to use the Library and all its services so we accept ILL requests from everyone from the Director to overseas visiting workers here for a very short time. The fact that we work in a relatively small unit means that we know our readers personally and we also get to know their areas of interest. We aim to provide a friendly as well as an efficient service so that our users feel that they can approach us at any time.

Our external clients can be further divided into MRC Union libraries and other libraries and individuals.

## EXTERNAL REQUESTS - MRC UNION LIBRARIES

Since 1976 we have been lucky enough to be included in the Medical Research Council (MRC) Union of Libraries. There is no quota system, members use the service as they need to under a reciprocal agreement, and ILLs are provided free of charge to members. Such ILL requests make up around 20% of our Inter Library Loan work.

## EXTERNAL REQUESTS - OTHER LIBRARIES

We also receive requests from other libraries such as the Imperial Cancer Research Fund, the Royal Veterinary College, the Royal College of Veterinary Surgeons, Bio Products Laboratory, the Princess Royal Hospital, the Medicines Control Agency, the Public Health Laboratory Service units at Colindale and Porton Down, the Zoological Society .... the list goes on.

## EXTERNAL REQUESTS - INDIVIDUALS

Apart from these other libraries we also satisfy requests from individuals who either phone up or send written requests, quite often for staff reprints. We do not advertise this service, as we don't wish to be inundated with requests. 'Our Man in Havana' is one such individual who gives us his patronage. I have no idea who he (or even she) is, but this person, and more recently one of his/her colleagues as well, sends us requests for photocopies on a regular basis. I am happy to oblige and if I am ever passing the CENTRO DE INGENIERIA GENETICA Y BIOTECNOLOGIA in Havana, Cuba, I shall certainly call in to say hello.

In addition to the ILLs which are dispatched, we also have regular personal callers from local libraries such as the Imperial Cancer Research Fund next door and the Royal Veterinary college up the road in Hawkshead. We do also receive visitors from somewhat further afield from time to time.

## WHAT SORT OF REQUESTS DO WE RECEIVE?

Most of our requests both internal and external are biomedical, but as we do serve the whole institute we are just as likely to be asked for the latest

regulations governing electrical installations as Press Cuttings on the European Medicines Evaluation Agency.

## HOW MANY REQUESTS DO WE PROCESS?

I keep a total figure of the number of ILLs dispatched, but due to lack of time had to stop keeping a detailed record of where the requests originated. However, in view of the fact that more libraries are beginning to charge us for Inter-Library Loans, at Lorraine's request I have begun to record the number of items dispatched to other libraries so that we can see which libraries use us most frequently.

The number of ILLs processed is also a guide when deciding on how the library budget should be allocated in future. It gives an indication on the use of the service by certain individuals or departments and could point to gaps in the stock which might more productively be filled by purchasing than by obtaining items on Inter Library Loan.

## INTERNAL REQUESTS FROM NIBSC STAFF

Annual figures are January to December: we process an average of 150 per month.

## EXTERNAL REQUESTS FROM OTHER LIBRARIES/INDIVIDUALS

There has been a reduction in the number of requests which we receive from other libraries. Although I have not included photocopies made by personal callers there has been an increase - this may in part account for the drop in requests from external clients.

## AMOUNT SPENT ON INTER LIBRARY LOANS

We usually spend 3% of the total library budget on Inter Library Loans, but there was a sharp increase to 4.5% in 1991-92, due to the purchase of extra BL forms, as we had been forced to cut down the previous year.

Overall, I spend 30% - 35% of my time on Inter Library Loans.

## RESTRICTIONS AND/OR CHARGES

We do not place restrictions on the number of items an individual may request at any one time on ILL - whether a reader needs one or 51 ILLs we will accept and process them asap. The only requirement for submitting an ILL request is that the item is not available (or not immediately available) from NIBSC Library stock. If an item is already out on circulation or loan to another person and it proves impossible to get it back immediately, I will obtain the item on Inter-Library Loan for the second reader.

As I mentioned earlier, we are part of the MRC Union of libraries, until recently providing ILLs free of charge to other Union members, and enjoying a reciprocal arrangement. However, one of the member libraries has now decided that NIBSC is strictly a 'non MRC unit' library and therefore must pay for photocopies. This puts us in an awkward position. Do we continue to provide photocopies free of charge to a library which insists that we pay for photocopies which it provides for us? Do we begin to charge them for photocopies which we provide or ask them to credit us with so many units per item which we supply? And the big question - will other MRC libraries now decide to follow suit? In a climate where more libraries are beginning to charge for Inter Library Loans, it is certainly time that we reviewed our own policy on charging.

So, at the moment we do not charge for ILLs although at some time in the future it may prove necessary to charge internal and external users. Although we don't specifically ask for payment, if a library offers a BL voucher I certainly won't refuse!

## SOURCES

Because of the nature of our work at NIBSC, it is important that all ILL requests are processed and received as soon as possible. This is why I normally request items by phone, and if I must send a written request, I try to fax it instead of sending it by post.

Another aspect of this is that I prioritise all the requests which I submit, by cost, but also by degree of urgency, and submit the requests accordingly. I try

MRC libraries first then other friendly sources with whom we have built up a reciprocal arrangement. Next I try the libraries which charge for their Inter Library Loans service, including the libraries of the Royal Societies of Chemistry and Medicine and the British Medical Association of which we are members. As we need to keep a very close eye on our budget, we strictly monitor the use of our BL vouchers. There have been times when I have had to restrict the use of the Urgent Action Service for example until such time as we could afford more BL vouchers - finding free alternative sources willing to provide an urgent service is a test of any ILL librarian's ingenuity.

I had a very embarrassing experience one year as our stock of BLDSC forms was almost exhausted and we couldn't afford to purchase any more until the next financial year. Accordingly, where possible I tried to use alternative sources which provided photocopies free of charge. Then I received a large batch of requests which unfortunately could not be satisfied through our usual MRC contacts and the only alternative to the BLDSC was one of the large pharmaceutical companies which had helped us out in the past. In order to avoid flooding any one library I distributed the requests among the several site libraries and hoped for the best. Unfortunately, the head librarian found out about it, perhaps all their ILLs were routed centrally or each site librarian just happened to mention receiving several requests from NIBSC. At any rate, I had a "It has been brought to my attention ..." type of phone call which left me feeling about two inches tall. Although they agreed to provide all the photocopies just this once, I didn't dare ask for anything again for at least a year! Even now, I only approach them in an emergency!

## INTER-LIBRARY LOANS PROCEDURE

ILL requests can arrive as completed in-house Inter Library Loan request cards or by phone, letter or fax.

## REQUEST CARDS

Over the years, we have changed the ILL request cards which we use at NIBSC. Originally the reader signed the request card which incorporated a copy-

right declaration on the reverse. However, as the signature was often just an indecipherable scrawl, the present format asks for the reader's name in capitals. As a result, readers now have to complete a separate copyright declaration form, usually on receipt of the photocopy. Since most libraries enclose such a declaration form with each photocopy anyway, this does not really involve any extra work.

The reader fills in an ILL card including as many details of the publication as possible, ideally attaching a photocopy of the original source of reference. A stock of these cards is always available at the Enquiry Desk. We use the same card for all types of request - the reader filling in the appropriate section depending on whether the item required is a Book, Report or Journal article/issue etc.

The completed card is then put into the library In-Tray at the Enquiry desk. I empty this tray throughout the day and stamp each card with the date received, but due to other work commitments don't usually have an opportunity to begin processing them until after lunch.

#### PHONE

We also made the decision to change the way we took details of ILLs requests from other libraries. I had inherited a system of writing down the details of each telephone request in a notebook, later transferring them to one of our copyright declaration forms. In order to save time and avoid duplication, we redesigned the forms and details are now written directly onto the copyright declaration form. We also took this opportunity to change the format and the wording of the declaration forms to bring them in line with the requirements of the new 1988 Copyright Act.

#### LETTER/FAX

I receive some requests from external clients by phone, but many still prefer to submit written requests. If it has been made on the requesting library's own declaration form and is signed by the reader, I file the form once the item has been dispatched. Otherwise I transfer the details on to one of our

copyright declaration forms and send it with the photocopy. I have learned from experience never to send out a blank form as it will be signed and returned still minus its details and is therefore useless, or it will not be returned at all! I aim to dispatch these requests as soon as possible - ideally most should be sent out within two working days and the remainder within five working days. However, these requests unfortunately come lower down the list of priorities than internal requests, and the turnaround really depends on my workload and whether or not we have clerical help. I do send items out on loan if requested, and the loan period is one month.

Of course, you all know that an ILL request is not an ILL request when the item is sitting on the shelf. For this reason, the first logical step is to check the library holdings. If the item is in stock I send it on loan to the reader or notify the reader that the item is available in the library to be photocopied.

If the item is not available in the library, the next stage is to check our in-house Locations Database. This has been developed using CAIRS software and gives locations for previously satisfied Inter-library Loans requests for journals. This database is very useful as a record of locations for unusual or difficult-to-trace items as we only keep the ILL cards for one year, the cards are actually thrown away once the required statistics have been extracted. The statistics which we keep are useful as an indication of the most frequently used journal titles. When the Library Committee is considering possible new subscriptions, one of the criteria which they use is if the journal title has been requested ten or more times on ILL.

A typical entry on the database will give the Journal title, list of locations and any additional information which might be useful eg ISSN, CODEN, BLDSC and BMA shelfmarks or a note that a particular location will provide photocopies but not loans, or should only be approached if no other sources can be found. I regularly update the database to keep the information current. Since the database gives locations only, the next step is to check the relevant holdings lists. I write the possible locations on the card noting any which need to be added to the database later. It is

interesting to note that the BLDSC is usually at the bottom of the list due to the relatively high cost of BL vouchers.

## BOOKS

I have up to now explained the procedure when requesting photocopies of journal articles or loan of actual issues. The procedure for books is similar. Having established that the book is not available in our own library, I then try the MRC ISBN list. As this is merely a listing of the ISBNs of books held by all MRC libraries including ourselves it is not comprehensive. It is not always completely up to date either, as other MRC libraries have no more time than we do to submit their returns! For this reason, I will often ring up another MRC library on spec to see if they hold a particular book, even though the ISBN may not be listed. I usually have to look up the ISBN as the readers don't often provide this information, and I always check the bibliographic details using Books in Print, Whitaker's Books in Print or try Whitaker and SRIS files online via Blaise Line. This checking is essential, because as you know, readers' references are not always accurate! If I am lucky, the item will be on the MRC ISBN list and available for loan - but not all MRC libraries will lend.

If the item is not on the ISBN list then I will need to locate other sources. We receive a copy of the CRC's holdings on fiche, and have access to the online University of London catalogue for possible locations. I then ring up to ask for a loan, offering a BLDSC voucher in payment. If this yields no results, I will try other likely sources eg Royal Society of Medicine, Royal Society of Chemistry, British Medical Association, Department of Health etc. If all else fails I then submit a typewritten request to the BLDSC. I note on the ILL card the date and the library from which the item was requested together with any necessary comments.

## NORMAL vs URGENT SERVICE

### NORMAL SERVICE

Most readers are happy to wait for the item to arrive by the normal service. I ask readers to allow about 10

days to two weeks for the item to arrive. In practice I would expect to have the item back by return of post. Depending on the availability of the item and how busy the particular library is, the remainder of the requests are usually satisfied within two weeks. Exceptions are new books or items which are particularly expensive and which I know will only be available for loan from BLDSC. Such requests sometimes take months to be satisfied and it is not usually any good trying elsewhere. If other libraries do have them they will usually be too new or too expensive to be allowed out on loan.

### URGENT SERVICE

If an item is needed urgently, I encourage the reader to pass the card directly to me. The reader does have the option of filling in the 'required by' section on the ILL card, but this sometimes causes confusion. Too often the reader will put today's date - it being the day he is submitting the request - and not the date he actually needs the item. I always double check if I think there is a likelihood of this.

I would aim to satisfy urgent requests the same day, either by having a fax of the article sent to us or by getting a photocopy or loan from a local library or by sending a driver to pick up the item from a library somewhat farther afield. If that doesn't succeed, ILL requests for journal articles are met from the range of Full-Text databases available to us eg BRS Comprehensive Core Medical Library, Compact Library AIDS, and DIALOG Medtext.

However, there are times when only the BL will do, and then only the BL's Urgent Action Service. I treat each request individually and if I think I need to submit an Urgent Action request to the BLDSC, I will do so without wasting time trying other sources. After five years requesting items on Inter Library Loan you do get a feel for the best place to try for certain items.

My record for satisfying an urgent ILL request is about 30 seconds. I saw the reader drop a completed card into the In-Tray, I picked it up as I walked past, recognised the item as one of our more obscure titles, got it off the shelf, inserted the card in the

correct page and handed the lot to the astounded reader with the words: "Well, you did mark it urgent!"

Inter Library Loans arrive by post or by LASER. I pull out the card and note the date and from which library the item was received. If it is a photocopy, I write on it the name of the requesting reader and send the photocopy with its accompanying copyright declaration form through the internal mail. When the signed forms are returned, they are collected together and sent in batches to the respective libraries. If the item is to be returned, I note the due-back date on the card and on the loan slip I issue to the reader. I also note the details in my diary as a reminder of when it needs to be recalled from the reader. If the item is urgently required, I will deliver it personally or phone to ask the reader to collect it.

### THE FUTURE

I would like to emphasise that although the library at NIBSC is highly computerised, the Inter Library Loans system is still manual. In the past, we had not really considered using ARTtel to send requests to the BLDSC, partly due to the cost, and partly due to the fact that we felt we don't send a sufficiently high volume of requests to BLDSC. Having said that, Lorraine and I have been investigating the possibility of computerising the Inter Library Loans service. We have discussed the possibility of purchasing the Inter Library Loans module from CAIRS to add to our existing modules. The CAIRS system guides you through the stages of creating a new order using a series of menu-driven screens. When a batch of orders has been created, you can then generate a file for transmission to BLDSC or for creating request letters to other libraries. When the item is received the screen is completed and you then pass the item on to the reader. Issue dates and reminders of due back dates can be generated as necessary. The system can also be used to generate chasers if an item is not received and it can eliminate duplicate orders and provide information and statistics which at the moment have to be kept manually. I have not as yet seen a demonstration of the Cairns Inter Library Loans module but I certainly like the idea and hope that we will be able to purchase it. I would be

interested to hear from other small units which use computerised systems to process Inter-Library Loans requests.

Another system which we might use is UnCover, which is a joint venture between Blackwell's and CARL Systems Inc of Denver Colorado. UnCover is an online database containing over 4,000,000 articles from 13,000 journals which was developed primarily as a service to support the academic research community. It can be accessed via JANET but Blackwell's will provide a direct communication channel from the UK to Denver for users who do not have easy access to the INTERNET. On advantage with UnCover is that the user can browse the database at leisure since there are not time-related charges. When the relevant articles have been identified and requested, they will be delivered to the user by FAX in twenty-four hours or less. All articles supplied through UnCover are copyright cleared, and by special arrangement, any unfulfilled requests are automatically referred to the BLDSC.

I just heard about this system so I don't have all the details but it certainly appears to provide a viable alternative to the BL's Urgent Action service. I have a copy of the UnCover brochure giving details of the service, and the charges as well as how to access it and copies of this brochure are available on request from Alan Sharp at Blackwells.

The Institute, in common with many other institutions nowadays, is in the process of applying for accreditation which means that we are all much more concerned with standards and establishing standard operating procedures and the processing of documentation, than ever before. Statistics such as those we keep on Inter Library Loans will be required as a performance indicator on this particular aspect of the overall Library service. I trust that in our increasing preoccupation with targets and objectives and performance measurement, we do not spend more time keeping statistics than in performing the activity under scrutiny!

During my recent annual appraisal the subject of targets and objectives was discussed and I was asked how best the library services could be quantified. The

ILL service for example - how could targets be measured? Could I reduce the turnaround time or should performance be measured in terms of user satisfaction?

My feeling is that there should be a mixture of both. I could greatly improve the turnaround on the processing of ILLs but that would be at the expense of one of the other services. There is only a limited amount of time and time spent on one service is time not spent on another. As far as user satisfaction is concerned, in a small unit like ours it is very easy to gauge user satisfaction. When our users are pleased they tell us so and if there are complaints it is usually of the "This book has come too quickly - I still haven't finished the other one yet!" variety. The nicest thank-you I received was from a very satisfied customer of the ILL service. He phoned to ensure that I was in the library - ostensibly so that he could return the stack of ILLs I had got for him. In fact he came in with a huge bunch of flowers. Do you think that qualifies as a performance indicator?

#### CONCLUSION

In conclusion, I would like to say that as a small unit, we do have our own problems of scale. There is a constant battle to provide the best service possible with the existing resources the most scarce resource being staff time. The big advantage of working in a small library is that we know our users personally, and they know us. We do have limited resources, but try to provide the best possible service within these constraints. In the provision of the Inter Library Loans service this means we depend a great deal on the cooperation and goodwill of our colleagues - this is why I think organisations like the Forum for Interlending are so important.

Denise Lawrence,  
NIBSC, Blanche Lane,  
South Mimms, Potters Bar,  
Herts EN6 3QG

## 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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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## 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.

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### 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,  
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