

FIL

Forum for Interlending

CONTENTS

A Library and Information Commission?	1
Local Government Reform (Report of the Banham Committee)	
The Shattering and Scattering of Interloan Resources.	3
Follett Report – a response	4
FIL charging survey	6
Retirement of Ann Hobart	6
Interloan 'chasers'	6
British Library Document Supply Centre Customer Clinics	7
Internet World and Document Delivery World International 1994; 9-12th May 1994, London	7
Report of JUGL (Janet Users Group for Libraries)	8
BUBL	8
Client-server BUBL	10
The God who works with us – some thoughts on library co-operation from a Christian perspective	10
Dear Editor	13
Non-Supplied Interlibrary Loan Requests: A Response	14
Book Review	14
Customer Services at BLDSC	15
Update on British Theses Loans	16
VISCOUNT Workshop	17
FIL Workshops	17
WHAT IS FIL?	18
Membership	18
FIL Membership	19
FIL Membership – updating form	19
FIL Committee	20

Edited by Ann Illsley and Janet Moulton

*Typeset at
The University of Reading Library*

*Printed by the British Library
Document Supply Centre*

NEWSLETTER

Issue 16

ISSN No 0966-2154

A LIBRARY AND INFORMATION COMMISSION?

After much trailing of its intentions, the Department of National Heritage (DNH) has eventually issued a discussion paper on the idea of a new Commission to head the structure on library and information matters, which could assist in making policy, – a Library and Information Commission!

FIL Committee thought that we should consider what was on offer, bearing in mind our own position as an influential voice in the network, with links to LINC, BLDSC, CONARLS etc, and make a response on your behalf.

This was not an easy task, since the consultation paper ranges widely around a key concept, but does not seem to really want to get to grips with it, – certainly not if it involves extra costs, which it would.

Eventually we abandoned the idea of trying to respond to the document like some menu of options and opted instead for a clear statement of what we believe is really required of such a Commission.

It would be interesting to know what other library bodies made of this exercise?

The text of our submission is given below.

Proposed New Library and Information Commission: A response on behalf of FIL.

- 1 Firstly, a description of FIL, what it is, what it does, and recent areas of concern that we have addressed was given in notes attached.

FIL Membership is open to all interlending staff, whether public, academic, special (government or industry), or private. We have members in all UK nations, the Irish Republic, and abroad (USA, Australia, Europe).

Our connections with the British Library and LINC (to which we are affiliated) make us acutely aware of current developments in library technology and systems. We are also aware of what could be done to develop social, educational and economic affairs within and without the UK if sufficient co-ordination of information resources were to be available. (In the USA they openly talk of 'information super-highways' as a means of regeneration.)

However, we are also concerned at the disconnected approach to information/library provision within the UK, and for these reasons we have supported the concept of a 'Library and Information Commission' which would transcend national or sectoral boundaries and provide advice to the UK Government on such matters.

- 2 The Government's response, through the discussion paper, shows it has taken note of concerns in these increasingly important spheres, but its proposals are seriously short of what is really required, and can thus only be given guarded support.

There would appear to be some serious misconceptions and confusion about the role of a Commission as we would see it:

- a) instead of creating a supra-national body to co-ordinate matters within the UK, the proposal is to leave library matters within the remit of national departments for Scotland, Wales and Northern Ireland, but replace the English advisory body (LISC/E). This is iniquitous and confusing. The perception is that this would be solely an English response to an English problem.
 - b) the composition of the new body is proposed to be around 12 members (para 17). to be 'appointed as individuals' rather than representatives. Since it would be the English Secretary for National Heritage who would appoint, it would further reduce the legitimacy of such a body to be seen as a strategic UK body. It really needs to be broadly-based, widely representative, and democratically appointed to command support for the serious role it should undertake.
- 3 What is really needed is a new body that can command similar support and loyalty as LINC, which since its foundation has demonstrated its expertise and accessibility and is widely seen as a proper model for any form of supra-national body.

This new body has to possess the power and influence of a UK-strategic, govern-

ment supported advisory body, but be seen to be above the separate, national library advisory bodies, whilst yet being of them, and for them in promoting wider concerns.

- 4 To be fair, the consultation paper seems to edge towards such concepts in some parts, but then drifts away from them again: eg para 13, where it discusses 'work to draw up a framework for a national information policy'. (What is really required here is a supra-national policy). It then goes on to suggest that 'an interdepartmental remit is more likely to command attention and yield useful results'. (What we need is to see the departments for Scotland, Wales and Northern Ireland as representing national opinion, not departmental), and for the new body to work in co-operation with the relevant LISC in each UK nation, but not LISC/E, which is to disappear.

The role of the proposed Commission has to be something greater than an English LISC and separate from it, surely? (Yet para 16 refers to co-ordination confined to England!)

- 5 There is some concern about the demise of LISC/E and proposals for a separate group to advise on public library matters (para 22) Since the other nations are to keep their LISC, surely England should retain its own? It would still have a key yet different role at this level, and the public library is just as much a player in the network of systems that already exist eg VISCOUNT, JANET (and these are planned to interconnect).
- 6 We believe that, by restricting the role of the new body to merely an English dimension for the most part, the Government will have missed an opportunity to deal with the strategic needs of the UK in respect of Library and Information matters. 'Mechanisms for co-ordination' (para 4) need to apply across the nations, across geographic and sectoral boundaries, and need to be seen to transcend 'different traditions and organisational arrangements'.

This piecemeal approach will leave us

ill-prepared to respond to developments across Europe and in the USA, or even world-wide.

In conclusion:

- a) We welcome the interest in developments in library and information matters which has made these of greater importance to the UK Government, as we believe access to information is going to be a key element in social, educational and economic regeneration.
- b) However, access to information has to be equitable, and codified, and systems will need to be co-ordinated for the greater supra-national good.
- c) An authoritative, representative body needs to be in place to advise government on these matters, which will command wide-spread support.
- d) The constituent nations of the UK should still retain their own advisory councils, with the new body to co-ordinate and advise on a strategic level.
- e) FIL, as a body of professional practitioners of interlending, has worked to maximise access across sectional and geographical boundaries, and is keenly aware of the need to simplify systems yet co-ordinate activities.

There is a key role here for the new Library and Information Commission, – but it has to be the right body to do the job.

Brian Else BA; Wakefield District Libraries

LOCAL GOVERNMENT REFORM (REPORT OF THE BANHAM COMMITTEE) THE SHATTERING AND SCATTERING OF INTERLOAN RESOURCES.

The Government has announced the death sentence on Cleveland County Council. The axe will fall in April 1995 and new, all-purpose authorities will be elected in May '95 for the districts of Hartlepool, Langbaugh, Middlesbrough and Stockton.

One of the statutory functions of these new authorities will be the provision of a public library service.

Where presently there is one, unified system of provision for the County area, there will, in future, be four separate systems. It is this desegregation and disparity which should worry us.

The Library Association has made it's own reasoned response to the proposals, outlining the likely impact of these changes on stock holding, structures of organisation and administration, and levels of computerisation, which I can only support. (See: *The future local government of Cleveland and Durham: a Response of the Library Association to the Recommendations of the Local Government Commission. July 1993.*)

There is no adequate way of dividing stock fairly between the four Districts: Middlesbrough, for example, holds a main reference and information collection which serves the whole county; other areas hold materials on ethnic minority languages; and specialist services for local studies, business information etc. are operated from other locations.

Whatever is done to distribute material equitably, it will become effectively 'lost' for another generation because there will be no central records. Each District will have to re-invent systems to record material, re-catalogue and re-locate it. It may never happen. How do we know? We can take the experience of 1974 and the demise of the West Riding County Library Service, which is still within the living, working memory of some of us.

In its day, WRCL was the largest library service in the country; it thought big and bought big, and unashamedly so. It not only underpinned the operations of the Yorks. and Humberside regional services, but virtually 90% of regional provision was WRCL in origin. Yet it was obliterated by the local government changes in 1974, and divided between metropolitan districts in West and South Yorkshire and the county systems of North Yorks. and Humberside. Some material was even inherited over the Pennines in Lancashire and Cumbria thanks to boundary changes.

Perhaps 'obliterated' is not quite true: there are still ghostly traces of WR stock holdings if you know how and where to look, but this requires a knowledge and a skill not possessed by many surviving librarians. Some elements of WR stock were even kept intact for some considerable time, eg the Headquarters Reserve Collection, at Wakefield was held and passed to the Regional Bureau to use as a lending resource for the whole area. This meant that some items could still be located via the old card catalogue, and available on request. But no longer. Only last month, after twenty years of regular use, this residual collection was finally passed over to BLDSC, where it will be 'lost' for two to three years until reprocessing causes it to re-emerge within BL stocks. (You are advised not to hold your breath!)

Most districts and counties inherited WR stock either by take-over or subsequent distribution (of which there have been several), but since there was no combined, central database of holdings, no common system of record, most of it 'disappeared', only to slowly emerge via ISBN holdings lists as successor libraries catalogued retrospectively and comprehensively, if at all!

Wakefield District Libraries, for example (no, not the same as West Riding at Wakefield, nor the Regional Bureau at Wakefield) still has a reserve collection of materials inherited from West Riding and the constituent borough libraries (Wakefield City, Pontefract, Castleford, Ossett, Normanton) which even today, after twenty years, remains to a large degree **uncatalogued**, because retrospective work on editing, cataloguing and integrating stock is not given any priority or funding. (We only have one FTE cataloguer for the whole District!)

Can anyone say whether Bradford, Leeds, Rotherham or Sheffield has similar holdings?

So why do we resist the desires of new management to throw away those old card catalogues, those old subject specialisation lists, those old bibliographies of special collections? Quite obviously, these still provide a means of access to stock holdings which have no other way of declaring themselves. Those ghostly footprints tell a story.

For twenty years we have lived with the consequences of local government 'reform'; we know just what it means. As the inheritor of the WRCL location code (XY/P3) we have spent twenty years checking our own catalogues and the old WR catalogue, and the uncatalogued collections on the shelves, just to be able to respond usefully to enquiries. It hardly makes for 'one-stop' shopping! It is hardly efficient, either, but it has worked to overcome the problems of dispersed stock and incomplete records. (It sometimes feels more like archaeology than librarianship).

And this is what I fear will happen to Cleveland, and Durham, and Avon, and Derbyshire too. Breaking up a unified system is not cost-effective, or sensible. We will lose far more than we gain, and spend years trying to put it right again, if ever.

It should be obligatory for the Government to consider these problems when they 'reform' and 're-form' again, and to weigh up the consequences for communities, regions and the nation in terms of information loss.

It ought to be obligatory to award redevelopment grants for re-cataloguing of stocks, for integration of holdings in a regional/national database. Money should be made available to re-create the networks that are being destroyed.

And more attention should be paid to the loss of skills and knowledge that goes with all this programme of change for the sake of political ends. Some things you cannot replace. But, of course, this requires more money, not less, and does not represent a 'saving'.

Until we educate the politicians and influence their thinking about the true value and savings that come from integrated information systems, we are doomed to repeat history, — as tragedy, or as farce!

Brian Else BA; Wakefield District Libraries

FOLLETT REPORT — A RESPONSE

The Joint Funding Councils' Libraries Review Group report ⁽¹⁾ (Known as the Follett Report) on libraries in higher education was distributed to institutions of higher educa-

tion and other relevant bodies in January 1994. It is not just a single document, supplementary material from various quarters has been used in its compilation and, in some cases, published separately. For example, the Fielden Report ⁽²⁾ which is specifically concerned with staff management and development and, papers published through the UK Office of Library Networking (UKOLN) ⁽³⁾ on IT in libraries were both published separately. This response, however, will concentrate specifically on issues relating to interlending.

The report is to be welcomed, being the first one of its kind since the Parry Report in 1967 ⁽⁴⁾. The main issues addressed in the report are predictable enough: staffing; resources; space; IT, but the interesting part for ILL librarians is the emphasis on access rather than holdings. This is not new and, some would argue, access policies have done much to upset otherwise good co-operative arrangements between libraries. Follett does not address the resulting problems except to make money available for the development of co-operative relationships between academic libraries and, to establish freedom of access to specialist research collections.

Although the report recognises the long-standing co-operative initiatives that already exist, only passing reference is made to the Regional Library Bureaux for example and support given to academic libraries by public libraries. Local co-operatives were briefly mentioned as were Library and Information Plans (LIPS) and the British Library Document Supply Centre was only referred to in passing. It also misses the valuable co-operative element that library networked catalogues such as BLCMP provide. It is surprising that the national document supply network is largely ignored and new arrangements being funded. It would seem more sensible to provide cash for those systems already in place.

The funding of specialist collections as a method of maximising resources for research is another area of concern for interlending librarians. Only a few institutions were mentioned by name, Oxford and Cambridge, the Warburg Institute, but the British Library National Heritage collection was not included because it was assumed that free

access is already given. Libraries with so-called specialist material are invited to bid for cash to develop their collections and to provide free access for researchers. It is not clear whether interlending will be included in the 'free' access or whether it just applies to personal visits.

IT is a major issue in the report. Specifically for interlending, the problem of electronic document delivery (EDD) is addressed. £1m per year is earmarked for the establishment of a consortia to develop an effective system. Linked with this is the recommendation that publishers, librarians and academics liaise on the copyright problems. Again, this is nothing new but, the injection of cash for the development of EDD may help to iron out technical problems. The copyright question is another thing entirely. Despite hours of negotiation this issue has not yet been resolved. Copyright is important also in the development of electronic journals, another area tackled by the report. The recommendation that the Joint Funding Council encourage the publication of properly refereed electronic journals will do a lot to help progress in this area.

To conclude, some of the practical ideas put forward in the report are good but there is a tendency to re-invent the wheel where interlending is concerned. The injection of cash into various areas of development is to be welcomed but the reluctance to provide guidance to institutions on implementing changes could result in increased workload and more pressure on those libraries holding specialist material.

- 1 *Joint Funding Councils' Libraries Review Group: report.* HEFCE, SHEFC, HEFCW and DENI. Dec 1993.
- 2 *Supporting Expansion: a report on human resource management in academic libraries for the Joint Funding Councils' Libraries Review Group.* John Fielden Consultancy. July 1993. (Rev Sept 1993).
- 3 *Libraries and IT: working papers of the Information Sub-committee of the HEFCs' Libraries Review.*
- 4 *Report of the Committee on Libraries.* University Grants Committee. HMSO. 1967.

*Elaine Dean, University of Sheffield;
The views expressed in this paper are not necessarily those of the University of Sheffield Library.*

FIL CHARGING SURVEY

FIL is carrying out another major survey, this time on charging for ILL in university libraries. 115 questionnaires were sent out at the beginning of May and so far the response has been good (over 80% have returned questionnaires). Analysis of the questionnaires will be carried out over the summer and we hope to publish the report in October 1994.

The aim of the report is to help those still considering ways to control ILL demand by showing the various methods of allocating the ILL budget or charging end users.

We would like to take this opportunity to acknowledge the work already carried out in this area by Pat Clinton at South Bank University and Jean Young at St Andrews. Thanks also to all those who have returned their questionnaire.

Please let one of us know if you require a copy of the report: we will keep a mailing list.

*Rosemary Goodier; UMIST
Jill Evans; Edinburgh University
Elaine Dean; University of Sheffield*

RETIREMENT OF ANN HOBART

FIL is pleased to wish Ann Hobart, a long-time co-opted member of our committee from the Library Association, a very long and happy retirement.

Ann, from Belfast, has been with the LA for more than 25 years, starting as Assistant Research Officer and retiring as one of the assistant Directors. Her advice and help to FIL have been invaluable over the years and we trust her return to her roots and farming will lead to a very fulfilling retirement.

As Ann is the first of our committee members to retire, the occasion has made us wonder whether we should consider a category of membership for retired members. Are there any ideas or takers out there?

INTERLOAN 'CHASERS'

As the poet Omar said: 'Four things come not back:

- the spoken word;
- the sped arrow;
- time past;
- the neglected opportunity.'

He should, however, have added a fifth to his list:

- the interloan chaser.

How many of us are pestered by these ubiquitous paper messages, these pleas for help? I refer not to the genuine article, where you know who you are dealing with, and seek a report on current status, but those 'chain-letters' of the network which are passed on hopefully, or helplessly, in the vain search for someone who has the ORIGINAL application. Why do people do this? Why send messages along such routes without proper control over direction, without any sure knowledge that it will catch up with one's original missive in time, if at all?

The only sure logic of interloan application is to approach ONE specific location at a time, and seek either supply, or a reply. If the reply is negative, redirect yourself. Then, and only then, can you be sure who you are dealing with.

Some will say that this is laborious and wastes time, – but whose labour and whose time are you wasting with circular letters? Passing work onto others is not an acceptable practice, – not nowadays, if it ever was.

I make it a firm practice NEVER to circulate or pass on applications. Always supply, – or reply (back to source). I expect others to do this with any applications from me, too. (Not that expectations are always met.)

It takes time to check out application/chasers to see whether the item is in stock, where located, whether on loan or interloan already. All of which is wasted if not connected at all with someone's plaintive chaser.

I have a file for such timewasters: it is waste-bin shaped!

Brian Else ; Wakefield District Libraries

BRITISH LIBRARY DOCUMENT SUPPLY CENTRE CUSTOMER CLINICS

No – it's not your health we are thinking about! Customer Clinics is the name we have chosen for a series of informal open sessions we are hoping to run over the next few months.

The idea behind the Clinics is to provide an opportunity for you to meet with members of Document Supply Centre Customer Services staff to discuss any problems, enquiries or suggestions you may have regarding any aspect of our services.

We are currently looking for venues for these Clinics, so if you feel you are able to help, please contact:

Kate Hutchinson, Courses Organiser
Tel: 0937-546996 Fax: 0937-546333
E-Mail: Kate.Hutchinson@uk.bl

INTERNET WORLD AND DOCUMENT DELIVERY WORLD INTERNATIONAL 1994; 9-12TH MAY 1994, LONDON

This conference was split into 3 tracks spread over 3 days: Business, Commercial and Professional Use; Academic, Research and Information Use; Education, Community and Home Use. I attended the second track (Academic, etc) over the second two days (Wednesday and Thursday).

The Wednesday sessions of the academic track covered issues relating to electronic publishing. The introduction covered general issues such as whether to initially send subscribers the full text or contents pages only; differing methods of delivery; constraints on electronic publishing including economic, psychological and political issues. More detailed issues were then explained such as the response to electronic journals from research scientists. The Institute of Electrical Engineers gave an overview of their 'Electronic Letter Online' which is published simultaneously in hard and electronic copy. The speakers thankfully avoided the more technical issues and concentrated

on organisational and economic questions. The afternoon sessions concentrated on Copyright issues. After an introduction covering the issues from a non-lawyer's viewpoint, a lawyer gave the 'opposing' view – always enjoyable for the audience! The day rounded off with a description of the CITED project which allows the control of, and reimbursement for, electronic transmission of copyright material. The message from the afternoon was that the real copyright issue is 'if it's worth someone suing you then it's probably illegal'.

Thursday's sessions dealt with the 'indexing' of information on the internet. Tools such as gopher, ftp, world wide web, WAIS, Veronica, Archie, were described together with their limitations. New indexing projects were explained including the activities of NISS (National Information Services and Systems). These sessions explained the tools in a way that the many non-internet users present could understand – no mean feat.

Tuesday's academic track sessions dealt with document supply services. CAS-IAS (Current Awareness Services – Individual Article Supply) is a growing area with CARL's Uncover, OCLC's First Search being just two of the most well known. These Services were described and compared. Springer-Verlag described its Journal Preview Service. The RLG (Research Libraries Group) promoted its updated windows version of Ariel, the document delivery system that allows requests and electronically scanned articles to be transmitted over the internet. The afternoon dealt with more technical issues such as varying file formats for document transmission.

While the speakers I heard did very well with difficult topics the organisers were not so successful. The internet connection was slow and at times failed - not allowing the speakers to give live demonstrations relevant to their subject. The exhibition not only suffered from similar technical difficulties but the people chosen by some exhibitors to represent them tended to be 'techies'. In other words, they spoke in jargon and over people's heads - not the best way to sell your product! I hope that at next years conference such problems will have resolved themselves and the speakers maintain the

same high standard.

The proceedings were prepublished but omit some of the best papers – always a hazard.

Internet World and Document Delivery
World International '94. *Proceedings of the
Second Annual Conference, London, May 1994.*
London: Mecklermedia, 1994.
ISBN: 088 736 975-8

Mark Perkins; Overseas Development Institute

REPORT OF JUGL (JANET USERS GROUP FOR LIBRARIES)

The British Library's OPAC over JANET is being tested and to enquire you should contact Jan.Ashton@BL.UK for a copy.

The JUGL Committee meeting for 4 March intimated that the minutes would appear on BUBL once the committee members had had an opportunity to correct them.

To connect 'call JANET NEWS' which takes you to the information service indicating 9 areas of interest.

Jill Evans; University of Edinburgh

BUBL

Main Menu

The BUBL information Service serves UK Library and Information Science Professionals and the wider academic and research community they support. The main menu gives a broad idea of coverage:

- BUBL Beginners, Updates, Contacts, News, Sponsors
- Library & Information Science on and via BUBL
- Internet Resources by Subject; Reference Tools, Electronic Texts & Journals
- BUBL's Latest Additions and Amendments (files only)
- The BUBL Subject Tree Project

Library and Information Science on BUBL

BUBL began life as the Bulletin Board for Libraries and its major aim is still to inform, support, educate, and represent the interests of, the UK LIS community. Choose option 2

on the BUBL top level menu to get the Library and Information Science sub-menu, which includes the following:

- Information Networking, including CD-ROM;
- New Publications in Library and Information Science;
- Directories of Internet and LIS oriented resources;
- Current Contents of Computing and LIS Journals;
- Electronic Mail discussion Lists;
- LIS: Services, Education, Surveys, News, Organisations;
- LIS Glossaries, Acronyms and Definitions;
- LIS Education, Including Network Use Exercises;
- Electronic Journals and Texts;
- Traditional Divisions of Librarianship;
- Library Systems and Software Resources;
- CTILIS: Computers in Teaching Initiative.

BUBL: getting involved

BUBL is the UK LIS profession's way of co-ordinating its activities on the network. If you are not actively involved you should be! Much of the BUBL service is provided through voluntary contributions. Contributions to BUBL not only gives you a warm glow, it can also be of direct value in your work.

As a Section Editor, in addition to providing a service to colleagues, you can develop a personal networked database in your area of expertise or provide a networked service for your group or organisation.

As a Subject Specialist you can create a classified archive of sources and resources in a particular subject area for your own use and for the use of your classes and colleagues.

Both tasks can be easily fitted into a busy schedule.

BUBL seeks to help LIS professionals exploit the enormous potential of academic networks in the areas of worksharing, co-operating, group co-ordination, and service provision. More details of how you can use BUBL to help yourself and others are in

BUBL Sections AC06 and AC07.

See contact information below.

BUBL has received support from ISSC of JISC, UKOLN, OCLC Europe, BLRDD, The Library Association, Meckler, LINC and BookData Ltd. BUBL is managed on behalf of JUGL by Strathclyde and Glasgow University Libraries. The service is run from Strathclyde but based in Bath.

Sponsoring BUBL

LIS professionals and academics from all subject disciplines use BUBL. Usage is growing at an impressive rate:

October 1993	7,944
November 1993	11,034
December 1993	9,494
January 1994	13,077
February 1994	16,141
March 1994	20,076

BUBL has users in the UK, Eire, most other European countries, the USA, Canada, Australia, New Zealand, Japan, Hong Kong, Taiwan, Israel and many others.

Sponsor BUBL and we'll help you reach our users.

What BUBL can do for sponsors

Provide publicity by informing appropriate journals of a sponsor's support for the BUBL Information Service.

Widen this by also informing the 1000 plus members of LIS-LINK, an electronic mailing list of regular BUBL Information Service users.

Provide Internet-wide access to non-promotional information about a sponsor's products, services and activities.

Provide an outlet for a sponsor's promotional literature by making it available at conferences and meetings where the BUBL Information Service has a stand or workshop.

Provide a current awareness service on Internet services, resources, and developments by sending sponsors copies of 'BUBL Updates'.

BUBL for the Academic Community

Library and Information Science professionals utilise BUBL to provide the wider academic community with organised, structured and user-friendly access to Internet services and resources, including library OPACS around the world. Choose option 3 on the BUBL main menu to access this aspect of the service. Areas covered include:

- BUBL Beginners: Contacts, Help... Hints, News, Latest Additions, Star Items
- BUBL Subject Tree
- Electronic Journals and Texts
- Employment Resources and Opportunities
- Grants available and Competitions You Can Win
- Major Networked Services
- Networking Groups on the Internet
- Networks and Networking
- Non-Networked Groups on BUBL
- Reference Sources: Acronyms, Directories, E-lists, Glossaries
- Software for Work and Education

Further resources are available via the BUBL World Wide Web server (see later for access details).

Hints and Tips

Moving around menus

Up arrow	Move to previous line
Down arrow	Move to next line
Right arrow, Return	Select menu choice
Left arrow, u	Go up a level
>, +, Pgdn, space-bar	View next menu
<., -, Pgup, b	View previous menu
0-9	Select a numbered item
m	Return to the main menu
q	Exit from BUBL

Moving around documents

Right arrow, Return	Display
f, Space bar	Move down a page
b	Move up a page
q	Quit document
/(keyword)	Search document

E-mailing documents to yourself

Display document to end or press q to quit, then press m.

Enter your email address in the form:
bob@vax.university.ac.uk

CLIENT—SERVER BUBL

The instructions above apply only to JANET pad and Telnet access to BUBL. If you are using a gopher or World Wide Web client follow the instructions provided with that client. Client-server access brings many benefits, including the ability to display images, play sounds and save documents to disc. There is more information on clients in section BE of BUBL.

Access to BUBL

JANET X.29:
UK.AC.BATH.BUBL or 00006012101300

Telnet:
BUBL.BATH.AC.UK or 138.38.32.45 login:
bubl

Gopher:
BUBL.BATH.AC.UK or 138.38.32.45 Port:
7070

WWW:
<http://www.bubl.bath.ac.uk/BUBL/home.html>

LIS-link:
BUBL Updates are sent out regularly on LIS-link electronic mail discussion list. To join LIS-link, send an e-mail message to:
mailbase@uk.ac.mailbase

leave the subject field blank, but put into the text field:

join LIS-link <first name><surname>
eg join LIS-link John Brown

Contact Information

Tel: 041 552 3701 ext 4632
Fax: 041 552 3304 (mark FAO: BUBL)

Fiona Wilson, Information Officer:
(cijs19@vaxb.strath.ac.uk)

Dennis Nicholson, Co-ordinating Editor:
(d.m.nicholson@strath.ac.uk)

Jean Shaw
(cijs05@vaxb.strath.ac.uk)

Andrew Wale
(a.wale@cms.glasgow.ac.uk)

Contributions to BUBL are gratefully received and should be sent to:
cijs27@vaxb.strathclyde.ac.uk preferably in ASCII format. If you want to submit items in another format please contact BUBL first.

By kind permission of Mecklermedia Ltd, London SW1P 1RT

THE GOD WHO WORKS WITH US — SOME THOUGHTS ON LIBRARY CO-OPERATION FROM A CHRISTIAN PERSPECTIVE

My brief is to write about current issues in library co-operation from the point of view of an individual Christian working in this field. To begin with it might help if I explain what my job is. I am currently employed as the Director of the West Midlands Regional Library System. The business of WMRLS centres on four key activity areas. Firstly we provide inter lending support services (increasingly via the management and promotion of the VISCOUNT system rather than through a traditional bureau/clearing house role which has been the main method since the 1930s). The maintenance and development of the Union Catalogue is still crucial in facilitating access to library materials (even in the era of networking and relational databases). Secondly there is the regional Transport Scheme (with its links to BLDSC and inter-regional arrangements). Thirdly WMRLS facilitates specialist groups (including those for Ethnic Minority services and CILLA selections, Music, Training and Newsplan implementation). And finally there is the SEALS project (which is pioneering new approaches to European language fiction) involving the 11 public library authorities of the region but with UK/Ireland wide and European applications.

In attempting to expound a distinctively Christian perspective on library co-operation, I have decided to start with a brief outline of the issues facing library co-operation, followed by an examination of some

Biblical principles that seem to me relevant to the topic and concluding with some practical points about how I try to put my faith into practice (and perhaps how others might do the same in their particular work situations). The issues affecting library co-operation are fairly easy to identify. I would suggest three in particular, these being the impact of technology, the reshaping of the Public Sector and the shortage of money. All three pose a threat to co-operative approaches while at the same time presenting opportunities.

Computers have significantly altered the nature of library co-operation since the 1970s. There is enormous potential in the current-generation systems for accessing information about library holdings (and increasingly information itself via Electronic Document Delivery) in support of the 'access rather than holdings' strategies being adopted by many libraries. A lot of this revolves around the idea of 'seeing into other people's systems' to get beyond theoretical locations to actual loan status and availability. Several projects are currently in place such as the LONDON Link, Anglia Connect, ION and the experimental accessing of JANET by selected Public Libraries. The increasing use of CD-ROM (in which the British Library Document Supply Centre is a major player) is also speeding up bibliographic checking routines. The effect of this is to change the role of co-operatives like WMRLS from providers (of locations and routing services) towards that of enablers (managing the use, development and marketing of shared systems). So technology has given a boost to library co-operation and highlighted its importance.

The political agenda of the present Government (as it directly affects co-operative organisations and their work) is encouraging a more 'private sector' approach to the 'public sector'. Regional and national systems have always been positioned somewhere between the two. Apart from those operating within the National Libraries, they are non-statutory bodies yet dependent on public funding from local authorities and universities. A change of culture is taking place in which co-operatives are functioning much more as devolved business units and therefore have to formulate business plans

and financial strategies while generating income through marketing products and services or securing project funding. The prospect of their subscribing members/customers (as well as parts of the National Libraries) facing market testing, competitive tendering and other forms of contracting out will ensure that this shift continues apace. In the face of severe economic constraints, library co-operation is increasingly becoming a matter of trade as well as fair exchange.

The shortage of money to meet the growing expectations of library users and to provide access to ever increasing volumes of published material is well known to us all. Library co-operation aims to deliver specific benefits through joint approaches. The Government in its Green Paper *Competing for Quality* ⁽¹⁾ stated that 'the only purpose of contracting out is to produce as good a service at less cost or a better service at the same price'. Much the same test could be applied to co-operative schemes and organisations. The albeit confusing agenda for Local Government re-organisation will pose the same sort of questions. In recent advice to the Local Government Review ⁽²⁾ it was stated that 'a single tier (unitary) structure does not preclude voluntary arrangements between authorities to share expertise or facilities if this is sensible and efficient in practice'. So there may be new demands for cost-effective co-operative approaches in the coming years and (we could add) co-operative solutions to some of the difficulties this upheaval will create (such as re-organising Union Catalogues and Transport Schemes).

Against this background I must now explore some aspects of Christian truth which are relevant to the concept of co-operation. Is there anything in the Bible which will help us to understand and cope with the complex issues that face us, which is relevant to library co-operation in the present difficult climate? I believe there are three truths of particular significance, namely the doctrines of the Trinity, the Incarnation and the Church. Whether readers of FIL Newsletter share my Christian convictions or not, I hope this attempt to explore the issues underlying our assumptions about the value of co-operation will help us all to answer the question 'why is co-operation a good thing?'.

According to the Bible, God is one-in-three. It may not be possible to explain this totally in terms of human logic but Christians are able to wrestle with it in an attitude of faith. I have found the analogy of water, ice and steam quite helpful. These three things are all 'H₂O' yet manifest very different properties as a liquid, a solid and a gas. In the world of nature, then, there is evidence of something being a unity and at the same time diverse. According to the orthodox Christian creeds and confessions of faith, The Father, Son and Holy Spirit worked together to make the universe and especially the human race – 'let us make man(kind) in our own image' ⁽³⁾, God said. This suggests that individualism is alien to God's very nature for he loves co-operation and seeks to consult and respond to his creatures. The statement that 'The Lord our God, the Lord is one' ⁽⁴⁾ is not in itself sufficient to say all there is about the divine being. It is necessary to speak of him as Father and as Son and as Holy Spirit. The concept of the Trinity implies that co-operation is within the very essence of the divine being and all that he works to do.

But we can go further. God's plan to rescue the human race involved the Incarnation. Mary was told that the Holy Spirit would come upon her. It was the American theologian Francis Schaeffer who wrote ⁽⁵⁾ – 'one can say it this way (and I say it with great care): God would not have raped Mary. She put herself into his hands'. She was a willing and co-operating partner in the amazing act that brought the two natures of Jesus Christ together. This is the prototype of the relationship which every Christian believer claims to enjoy with Jesus. It may be sung rather glibly every Christmas in the words of the carol ⁽⁶⁾ – 'O Holy Child of Bethlehem... be born in us today' but it represents the common experience of Christians who are 'born again'. Here is a further basis for the idea of co-operation. God so wanted to restore us that he took on our flesh and worked on our humanity from the inside. He didn't impose his son upon us but gave him up for our sakes. So the Incarnation implies that co-operation is the way God prefers to work with the human race despite our rebelliousness.

The picture of the Christian church as a body

in Paul's first letter to the Corinthians ⁽⁷⁾ takes all this a stage further. Not only has God made us, redeemed us and come amongst us – he has engaged Christ's followers in his work. Not as 'contractors' but as full partners and colleagues. The God of the Bible is one who chooses to work with human beings out of his grace. There is no necessity on his part – indeed he would be more than capable of doing all that he wanted without us. He was not obliged to create us in the first place. Yet he was pleased to do so and now takes Christian partners into his concerns despite our frequent and disruptive rebellion. There is a saying about God having no hands on earth now to do his will but ours – but let us not imagine that he is forced into such a position. He wishes it to be so. But while God is pleased to co-operate, we need to! As Jesus said to his disciples in the parable of the vine ⁽⁸⁾ – 'without me you can do nothing'. This was the pattern of the early Christian church ⁽⁹⁾ – 'the disciples went out and preached everywhere and the Lord worked with them'. Paul ⁽¹⁰⁾ speaks of us all as Christians being 'God's fellow workers' and he speaks of Timothy ⁽¹¹⁾ as 'God's fellow worker'. The church itself is summed up by Paul in the language of co-operation ⁽¹²⁾ 'in him the whole building is joined together... you too are being built together...' This is the basis for that co-operative spirit which Christians are to manifest to one another and where possible with those who do not share their faith. The doctrine of the Church implies that co-operation is the way Christ wants his followers to relate to one another in imitation of himself.

A Christian should aim to apply the perspectives of faith and theology to the world of work and professional activity. The society we live in today is still one in which, for all its technological sophistication, we are just as dependent on one another (and the whole of God's creation) as humans ever were. So how could anyone suppose in the middle of an information explosion that library and information services can be delivered effectively on an individualistic basis? The present Under Secretary of State for National Heritage ⁽¹³⁾ recently spoke (amongst other things!) of 'a world where nobody can any longer realistically offer a comprehensive information service and where we are bom-

barded with offers of information on all sides'. There is no comprehensive library and information service without co-operation – there probably never was. Christian librarians who care should be supporting co-operative approaches to delivery if this is the only way that affordable quality services can be achieved.

In developing my approach to work I have tried to see the potential of people together achieving more than the sum of their parts. However, if we are to see co-operation survive and flourish despite the inhospitable climate, it will have to take a different form from the old professional altruism. It will have to reckon with the costs of supply and any hidden subsidies buried in traditional approaches. Its aim will be to open up as much of the available knowledge held in libraries and information sources as possible at lowest cost. This is not an anti-Christian approach. After all God the creator wants his creatures to be good stewards of all he has entrusted us with. Avoidance of waste may cause us to challenge the uncritical adoption of selfish approaches to the use of resources. Why duplicate what others are doing quite adequately when a shared approach would do just as well?

The model of divine co-operation will underpin the Christian's personal commitment to openness in sharing insights and skills with other people (without always having to put an invoice in the post). The gods of the 1980s were 'there are no values apart from money values' and 'people only value what they pay for'. They are still with us in the 1990s. Christians will want to insist that there are times for giving (and not just 'investing' for a return). God is not calculating in his generosity and if we claim to know him, why should we be? I am not of course seeking to revive the charge that consultancy is wrong – that was very well refuted by Diana Edmonds ⁽¹⁴⁾ in her recent contribution to the 'Christian Librarian'. But the fact that some people offer a professional paid-for service doesn't mean we all have to set up as mini-consultancies for every instance of interchange! LINC has recently been debating the distinction between 'pandemic' co-operation (= professional interchange usually given free) and 'endemic co-operation' (= formal co-operative services usually paid for). It is a

helpful one to bear in mind. Perhaps we need to opt for the former more often and resort to the latter only out of necessity?

- (1) *Competing for quality*. HMSO. 1991. p 19.
- (2) *Policy Guidance to the Local Government Commission for England*, DOE, 1993. p 5.
- (3) Genesis 1:26
- (4) Deuteronomy 6:4
- (5) *Death in the City*, IVP, 1969. p 120.
- (6) Phillips Brooks – *O Little Town of Bethlehem*
- (7) 1 Corinthians 12
- (8) John 15:5
- (9) Mark 16:20
- (10) 1 Corinthians 3:9
- (11) 1 Thessalonians 3:2
- (12) Ephesians 2:22
- (13) Address to Public Library Conference, September 1993, by Ian Sproat MP
- (14) *Christian Librarian* 1993. pp 26-34.

Geoff Warren is a member of the Librarians Christian Fellowship. This article was originally written for the LCF Spring Newsletter and has been revised for use in the FIL Newsletter. Further information about LCF can be obtained from Graham Hedges, Secretary, 34 Thurlestone Avenue, Seven Kings, Ilford, Essex IG3 9DU (081 599 1310 [home]; 081 871 6351 [Work]).

DEAR EDITOR,

I read with interest in British Library News about the BL's open day as part of National Library week and it occurred to me that this sort of 'user friendly' approach has existed for some time at both the BLDSC and SRIS. However, I have to say what a pity it is that the same cannot be said of H & SS. Whilst we can obtain photocopies of articles, patents, reports, chapters and even the occasional loan from SRIS, readers are unable to even get an estimate for the cost of such things from H & SS without paying a substantial amount of money. This seems to penalise humanities scholars unmercifully.

We have a reader here in Sheffield who is writing a book on the life and works of Byron. Much of the material he requires is in the BL H & SS but the reader is infirm and unable to travel to London. He has so far paid a small fortune for a few of Byron and Polidori's poems. He recently received 25 clumsily photocopies pages with no attached

explanatory note, binding etc. for which he had to pay £40.

Another problem seems to be the time taken to supply items, we regularly wait 6 months. Even to get a report on an item can take months. We recently ordered a book, cited in BLC and waited 6 months for the reply that it was missing.

I am sure that all this is not the BL's fault. I realise that they are underfunded and that policies are often thrust upon them. However, SRIS manage to operate a very efficient service despite these limitations and, in my experience, business clients and science scholars are much more demanding than those in the humanities!

Perhaps the situation will improve when the BL moves to St Pancras. I sincerely hope so, I am fed-up of explaining to readers the primitive rules and regulations imposed by H & SS.

Elaine Dean, ILL Librarian; University of Sheffield

NON-SUPPLIED INTERLIBRARY LOAN REQUESTS: A RESPONSE

On reading the article by Emma Cusworth from Aston University in the FIL Newsletter no 15, I am sure Higher Education interlending staff felt more than a little familiarity with the problem; I am sure the same can be said for many public, medical and special libraries. However, the problem has two sides and the librarian with a request BLDSC can't satisfy or provide locations for, has to prioritise. Most academic libraries use BLDSC first so it is only ever a proportion of our requests which we have to send elsewhere. Ms Cusworth suggests we should only apply to libraries for items we know are in stock through accessing their OPAC. However, using other libraries on-line catalogues is still very time-consuming and in Bangor I rarely have time to use the on-line facilities available. Other problems with using distant OPACs include the fact that many libraries don't have 100% of their stock catalogued and on their OPAC, plus the lack of certainty of

being able to log-in when required.

I agree there is no easy solution and I think, at the moment, we are stuck with 'speculation' applications, but probably moving away from them. Aston University Library is arranged in such a way that all the stock is on their OPAC. At the same time the University is surrounded by other large academic establishments and has easy rail and road access to other large cities. In Bangor, for example, apart from a small HE College, we are alone and our nearest big libraries two hours away, at Liverpool or Aberystwyth; we are not the only University in the UK in such isolation.

I can't agree with the author's suggestion that perhaps 'speculation' locations are used as a form of 'delaying tactics', while her remarks about poor textbook provision I wholly endorse. Ideally we should all be purchasing more but sadly the money isn't available.

I am pleased that this subject has been raised and look forward to receiving other opinions and ideas for publication.

Ann Illsley; University of Wales, Bangor.
NB These are personal opinions and not an official FIL committee response.

BOOK REVIEW

Wall, Raymond A; *Copyright Made Easier*;
London: ASLIB, 1993; 0 85142 310 8; £28.00
(£22.00 Aslib corporate members)

Interlibrary loan/document supply librarians are the staff most frequently dealing with copyright issues within libraries. It is common for their colleagues to refer to them about copyright law even when it is not a question of document supply. In this review I will similarly not restrict myself to document supply issues.

As the title of this book suggests, it does not attempt to minimize the complexity of copyright law nor the problems it poses for those who wish to abide by it.

A 24 page 'Quick Reference Guide' is provided at the front of the book which covers

the main points and refers the reader to relevant sections of the book for further detail. Whilst the contents of the Guide cover relevant factors such as who are non prescribed libraries, fair dealing and copying by librarians, its layout is not as useful for this purpose as the Library Association's 'Copyright in' guides, Graham Cornish's question and answer format (1) nor Geoffrey Crabb's flow chart guide (2).

However, Raymond Wall was not setting out to replace the above publications, although the book does update them as it was published more recently. His purpose was 'an attempt to provide what I myself could never find in the literature'. This includes publisher guidelines, licensing term and controversial issues - the latter something sadly lacking in other publications on the subject.

The main body of the work is broken down into chapters such as copyright duration, libraries and archives, licensed copying and international copyright. Where the law is unclear, such as in what constitutes a prescribed library or fair dealing, this is clearly stated and views from differing organizations (eg. Library Association, Publishers Association, British Copyright Council) are given as well as the authors own opinion. Nonprint media, including electrocopying, databases and electronic publications are well covered. The chapter on 'Copyright Issues' not only covers disputed interpretations of the law with respect to fair dealing in journal articles but also the vexed issue of electronic copyright and its future. The last chapter 'Problems' deals with common questions, and some not so common; the answers given being explanatory with more than one solution to a problem often given.

The appendices are extremely useful. Not only does Wall provide a comprehensive bibliography but also copyright forms and lists of relevant Statutory Instruments. The index cross refers to the relevant sections of the Act itself.

The language used in this book is very accessible with all the legal terms explained. For all those who want or need more than the bare detail on copyright this book is invaluable.

- 1 Cornish, G *Copyright: interpreting the law for librarians*; London; LA Publishing Ltd, 1990, £13.50. ISBN 085365 709 2.
- 2 Crabb, G *Copyright Clearance: a practical guide*; 3rd edition; London; National Council for Educational Technology, 1990. £8.95. ISBN 086184 191 3.

Mark Perkins; Overseas Development Institute

CUSTOMER SERVICES AT BLDSC

As the newly appointed Customer Services Manager for BLDSC, I was asked to give my first impressions in the new job and my view of the role Customer Services were playing. My impressions, however, will be as a returnee to the department after working in various other areas. Some of you will have known me as Betty Green but as well as changing my job, I also changed my name to Betty Lowery by marriage - the extremes to which some people will go in order to obtain the initials BL!

The friendly faces behind the phones have changed, but I was struck by the same sense of commitment to serving the customer as when I was here before. Most of you will be familiar with one or more of the names, and you'll have a contact name for your particular geographical area. Helen (Wales and Ireland), our quietly efficient anchor person, has been in Customer Services for many years. She tells me that she still gets the occasional call she can't answer, but she's probably being unduly modest. Julie (Scotland and the North of England), a dark petite Northerner, has been newly promoted into her post, Richard (London) will carry you along with his enthusiasm, and Chris (the South) will blast your eardrums with his bonhomie. Bob (the Midlands) is about to join the department having been in charge of the Slavonic area for many years. His linguistic ability and quiet charm will be an asset to Customer Services.

These people provide a human, user-friendly, easily accessible interface between us and everyone who uses us. Contrary to popular belief, they do not spend all day listening to complaints. They are at hand if you are concerned about that lost request, need some information about

that obscure corner of DSC, explain the whole range of our services to new users, talk you through your first ARTel transmission and even, at times, help with crossword clues that have beaten you. The latter isn't one of the regular services we offer but when I tell you that we have been asked for apple pie recipes, the number of times the word kingship is mentioned in Shakespeare's plays, whether we can find penfriends for Nigerian schoolchildren and even whether one of us would marry one customer as he was lonely, you can get some inkling of the range of queries that come in each day. I noticed one of my staff struggling to take seriously a call from a lady who was asking if the police had put pressure on us not to lend her a book she needed - on further questioning, it appeared that the book was on the topic of paranoia!

A section of Customer Services is devoted to Customer registration and accounts and is concerned with registering new customers and handling orders for request forms (contact Dot or Heather if you have any queries). Linden and Angela, also situated in Customer Services devote their time to writing your Customer Handbooks - soon to appear in binders in loose-leaf format - and Customer Updates.

Last but not least Kate organises all user courses, both onsite and offsite and is always grateful when customers volunteer a room for her to use for either a course or Customer Clinic (please note!).

The message I'm wanting to convey is that you never need to sit on a problem or fume at the seeming incompetence of a faceless organisation: all you have to do is give us a call.

London
Richard Walker (0937 546049)

South of England
Chris Grundy (0937 546222)

Midlands
Bob Pickering (0937 546057)

Scotland and the North
Julie Rudland (0937 546058)

Ireland and Wales
Helen Parnaby (0937 546243)

UK form sales
Heather Morley (0937 546052)

PRF queries
Dot Drydale (0937 546051)

Courses
Kate Hutchinson (0937 546996)

Head of Customer Services
Betty Lowery (0937 546339)

Betty Lowery, Customer Services, BLDSC

UPDATE ON BRITISH THESES LOANS

Since there is still a lot of confusion about charging for British theses between libraries we have decided to re-print the list indicating whether one or two BLDSC forms are required for a loan, as far as we know.

The following libraries charge **two** BLDSC forms for the loan of a thesis:

Birmingham University
BLDSC
Bradford University
Brunel University
Cardiff University
Cranfield University
Dundee University
Hertfordshire University
Kent University
Leeds University
Leicester University
London University
London Business School
North London University
Oxford Brookes University
Reading University
School of Oriental and African Studies
Sheffield University
St Andrews University
Staffordshire University
Stirling University
Strathclyde University
Surrey University
Warwick University
Wolverhampton University

The libraries below charge **one** form:

Aberystwyth University
Bangor University
Bristol University
East Anglia University

Edinburgh University
Essex University
Glasgow University
Heriot Watt University
Hull University
Lancaster University
Nottingham University
Oxford University
Southampton University
Stirling University
Swansea University
University College London

Where there is no current information, FIL recommends one BLDSC form should be sent.

During the next few weeks FIL will be circulating the Universities with a questionnaire on thesis lending policies with a view to clarifying the issue, at least for a period of time. We will also be including questions on whether you send your theses to BLDSC and, if so, from when, plus information on copyright declaration requirements.

Please complete and return the forms as soon as possible.

VISCOUNT WORKSHOP

The FIL workshop on VISCOUNT was held at LASER headquarters on 16 May. It was attended by nine people, eight of whom had never used VISCOUNT before, the ninth person had sent messages on VISCOUNT, but did not have much experience of bibliographical checking, location amendments or electronic mail.

The session lasted from 11.00 am until 3.30 pm, excluding the time for the buffet lunch provided by LASER. The morning was spent on bibliographical checking, and learning the tricks of searching so that you can find what you are looking for as quickly as possible. People were surprised that a forename search (eg Ceridwen) or a date search (eg 1684) could sometimes come up with the entry faster than a more usual search strategy. The date search also enabled people to distinguish between first editions which most libraries will not loan, and facsimile editions, which most libraries will loan.

The second session, in the afternoon, was spent on how to send messages on VISCOUNT, and how to check up on what was happening to outgoing requests. We looked at methods of chasing requests, of adding locations, cancelling requests etc. That was followed by a demonstration on deleting your own catalogue entries in location amendments. People were advised that it was better to notify locations by sending in a tape, or something similar, to LASER, rather than adding locations manually.

This was followed by a session on using electronic mail, and explaining how this could be used to supplement the inter-library loans service.

The final session was spent on showing people how to search the Dutch Union Catalogue available on VISCOUNT, and how to send messages using the information on the Dutch database.

During the first session, a party from the French Ministry of Education, who were visiting LASER looked in on us to see what we were doing, and they seemed to be suitably impressed.

One of the delegates went straight from the course to see LASER Client Services, so, all in all, I think that it was a successful day.

*David Kenvyn, Customer Orders Manager,
Westminster City Libraries.*

FIL WORKSHOPS

FIL has had a number of useful offers for venues for future workshops – thank you very much everyone who responded. Brian Else (Secretary) will be in contact during the next weeks with ideas and suggestions; these workshops will be held during the Autumn of this year and Spring 1995.

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 and 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 £20.00 per annum.

Please register me as a personal/institution* member of the Forum for Interlending.

I enclose a cheque for £20.00, made payable to the FORUM FOR INTERLENDING/Please invoice my institution.*

*Delete as appropriate.

Name: _____

Position: _____

Institution: _____

Address: _____

FIL MEMBERSHIP

FIL now has over 220 members and is still 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 previously.

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 have been sent to each member asking them to indicate whether they wish to change the contact to the ILL person (where this is not already the case).

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

FIL MEMBERSHIP — UPDATING FORM

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

Contact name: _____

Job title: _____

Name of organisation: _____

Address: _____

Tel no: _____

Fax no: _____

E-mail: _____

Thank you.

Please return to:

*Elaine Dean (Membership Secretary), ILL Department, Main Library, University of Sheffield,
Western Bank, Sheffield S10 2TN*

FIL COMMITTEE

Maureen Ridley (Chair)

National Library of Scotland,
Lending Services,
33 Salisbury Place,
Edinburgh EH9 1SL.
Tel 031 226 4531 ext 3320
Fax 031 668 3894

David Kenvyn (Vice-Chair)

Westminster Library and Information
Service,
Customer Orders, Room 77,
Stock Services, Marylebone Library,
Marylebone Road,
London NW1 5PS.
Tel 071 798 1067
Fax 071 798 1019

Brian Else (Secretary)

Wakefield Libraries Headquarters,
Balne Lane, Wakefield,
West Yorks WF2 0DQ.
Tel 0924 371231
Fax 0924 379287

Jane Sparks (Treasurer)

University of Wales,
College of Cardiff,
Science Library,
PO Box 430, Cardiff CF1 3XT
Tel 0222 874000 ext 5037
Fax 0222 374192
JANET Sparks@uk.ac.cardiff.taff

Elaine Dean (Membership Secretary)

Interlibrary Loans Department
Main Library,
University of Sheffield
Western Bank,
Sheffield S10 2TN
Tel 0742 824332
Fax 0742 739826
JANET e.dean@sheffield

Ann Illsley (Newsletter Editor)

University College of North Wales,
Main Library,
Interlibrary Loans,
College Road,
Bangor, Gwynedd LL57 2DG
Tel 0248 382988
Fax 0248 382979
JANET ill@uk.ac.bangor

Janet Moulton (Newsletter Editor)

Interlibrary Loans,
University of Reading,
PO Box 223, Reading RG6 2AE.
Tel 0734 318786
Fax 0734 316636
JANET library@uk.ac.reading

Jill Evans (FIL representative on JUGL)

Interlibrary Loans,
Edinburgh University Library,
George Square,
Edinburgh EH8 9LJ.
Tel 031 650 3377
Fax 031 687 9780
JANET J.Evans@uk.ac.edinburgh

Rosemary Goodier (FIL representative on CONARLS)

Interlibrary Loans Department,
UMIST Library, PO Box 88,
Manchester M60 1QD.
Tel 061 200 4930
Fax 061 200 4941
JANET ill@uk.ac.umist (general)
rgoor@uk.ac.umist (personal)

Mark Perkins (Publicity Officer)

Overseas Development Institute,
Regents College,
Inner Circle, Regents Park,
London NW1 4NS.
Tel 071 487 7611
Fax 071 487 7590
E-mail odi@gn.apc.org (Host Greenet)

OBSERVERS

LINC Secretariat

SINTO 2000, Information House,
67 Surrey Street, Sheffield S1 2LH.
Tel/Fax 0742 750566

Helen Parnaby

BLDSC, Boston Spa, Wetherby,
West Yorks LS23 7BQ.
Tel: 0937 546243