FIL
Forum for Interlending

NEWSLETTER
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STOP PRESS
FIL is investigating the use of Parcel Force compensation fee post – it appears to exclude any books over 25 years old. More in the next newsletter – any information to the editors please.

Edited by Ann Illsley and Janet Moult

*Typeset at
The University of Reading Library*

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BLDSC REPLIES TO CUSTOMERS' REQUESTS

The staff at the British Library Document Supply Centre are continually striving to improve their communication links with customers.

To further this cause, a project panel is currently reviewing the way in which DSC replies to the thousands of requests it receives each day from its valued customers and DSC would like to take this opportunity to invite you to express your opinions both positive and negative on its existing codes.

Background
In 1989 the request processing system was automated. Prior to this replies to unsatisfied requests were sent to customers in the form of printed slips detailing reasons why the request had failed; these were attached to the request forms.

Automation of processing requests coupled with pressures from staff and customers who found the accumulating layers of reply slips on request forms confusing led to the introduction of a system of using reply codes.

Several years later, it is still apparent that DSC has not found the appropriate reply method to suit all its customers' needs and that is why it is seeking opinions on its existing codes and looking for improvements or alternatives.

The questions below are just some of the points you may care to consider and should not be taken as a definitive list of questions to be answered.

Ease of use
Do the reply codes fit into the customers' work patterns and any Interlibrary Loan software packages they may be using?

Are the codes easy to locate on the request form?

Is a Request Status Report easy to understand and does the segragation of replies into those for immediate attention and those for information assist in any way?

Are the reply codes always legible?

Understanding
Do customers understand why DSC uses reply codes?

Do customers find the system easy to understand?

Can customers differentiate between reply codes and location codes?

Are the instructions and notes for each code sufficient?

Do customers understand the reply codes we use?

Comprehensiveness
Are there too many reply codes?

Are there too few reply codes?

Alternatives
Can customers suggest any alternatives to reply codes?

Would customers prefer just a few basic codes?

Please contact Helen Parnaby before the end of April at the address below with any comments or feedback you may have.

Helen Parnaby, Customer Services, BLDSC, Boston Spa, Wetherby, West Yorkshire, LS23 7BQ Tel: 01937 546243; Fax: 01937 546333; EMail: DSC-CUSTOMER-SERVICES@UK.BL

COPYRIGHT STUMBLING BLOCK FOR ELECTRONIC CONVERSION?

Publishers may refuse to convert their reference directories and other titles into electronic formats, failing the implementation of any copyright agreement.

This was the gist of the message from Andrew Rosenheim, Electronic Publishing Director at Oxford University Press, when he delivered the inaugural annual lecture to the Special Libraries Association European Chapter at Regent's College in November.

The warning provides urgency to the Copyright Awareness Campaign and country-by-country consultative meetings being set up by Eblida (the European Bureau of Library, Information and Documentation Associations).

Emanuella Giavarra, Eblida Director, Professor Mel Collier, De Montfort University and Professor Charles Oppenheim, Head of the University of Strathclyde's Department of Information Science, will be among the speakers at the UK consultative days in London (24 January) and Glasgow (26 January).

Focusing on the copyright issues of electronic delivery of information, the main purpose of the days will be to test opinion and gain guidance from librarians on setting up standard copyright agreements to meet the needs of all parties involved. Results will be sent to the European Commission and to the steering group of DGXIII,s Copyright User Platform.

Sessions will include overviews of the national and European scenes as well as an insight into electronic copyright problems met by colleagues working on projects funded by the EC Libraries Programme.

The meetings have been organised jointly by the LA and the Institute of Information Scientists, in response to the Eblida initiative. Contact Frances Collett, Events, LA Enterprises, LAHQ (071-636 7543; fax 071-436 7218).

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To: The Editor, Library Assoc. Record.

Re: Electronic Copyright, The Library Association and Representation.

Dear Editor,
FIL is pleased to see that the L.A. is addressing the issue of electronic copyright. FIL wholeheartedly agrees that intellectual property legislation in this electronic age will have important effects on the availability of information, though these may not be the ones actually foreseen.

The Internet (ie. electronic delivery) not only enables many users to access information previously unavailable to them, but could also effect the production of paper copies, electronic versions, and electronic-only copies. Future legislation will have to be international, initially via the European

Union, and then via agreements such as GATT.

Publishers have fears of privacy, due to the ease of copying of electronic versions. Authors have fears about plagiarism and fair payment from publishers (witness the cases against publishers in the USA), and moral rights. Providers of electronic services have fears about becoming liable for their users' copyright piracy. End users should be worried that issues like 'fair use' exemptions, time limits on copyright protection, and access to information at reasonable prices will be sidelined (especially if commercial publishers use their influence to advantage).

However, the LA's information leaflet/publicity flier "Electronic Copyright" only addresses the issues from the point of view of 'rights owners'. There are no references to user rights, or the interests of groups dealing with this matter. The 'Copyright Awareness Campaign' consultative meetings seemed to promise that these would be dealt with, but the news item in the Record [96 (12) Dec.1994, p.656] says that these "will be to test opinion and gain guidance from librarians ... Results will be sent to the European Commission and to the Steering Group of DGXIII's Copyright User Platform". Further reading shows that the price of attendance is to be £90, which is fine for librarians representing their employers, but not good for librarians who may wish to represent their own professional views and have to pay their own way.

This well-controlled process is not what FIL would call gathering and representing members' views across the broad spectrum of the profession.

Yours sincerely,
Brian Else (FIL Chairman), Library HQ, Wakefield, Yorks.

From: The Library Association; 7 Ridgmount Street, London WC1E 7AE

Dear Mr. Else,
I refer to your letter of 8 December to the Editor of the LAR. The Library Association knows only too well the problems of electronic copyright and has been very active in making the voice of the library and informa-

tion profession heard among national and international rights owner groups. Intellectual property legislation is very vague when it comes to works in digital format and so rights owners have genuine fears about the loss of control of their intellectual property. The electronic environment has to be made safe for them before we, and our users, will be allowed to disseminate copyright protected works on the networks. This can only happen when international agreements and adequate technical controls are in place. In the meantime, we have to work with rights owners, allay their fears and negotiate a way forward.

The Electronic Copyright workshop run jointly by the LA/EBLIDA/IIS will be discussing the problems of libraries and information professionals and working towards a contractual solution to electronic document delivery. Every other EU member state will be holding a similar event.

Yours sincerely,
Sandy Norman, Library Association.

Dear Mr. Else,

Re: Electronic Copyright

Further to my colleague Sandy Norman's response to your letter to the Editor of Library Association Record, I felt there were a few additional points I should make.

It would be wonderful if we could run all our events without making a charge, but clearly this is quite out of the question. I am sure you appreciate that there are considerable costs incurred in running events such as the Electronic Copyright days. We decided to run these in both London and Glasgow in order to reach as wide an audience as possible. Although they are in response to a request from EBLIDA, we are not receiving any financial support from that body. In addition to the costs of refreshments and lunch, we also have to cover the costs of the Glasgow venue, of travelling costs for our speakers, printing, promotion advertising and mailing costs, and the cost of printed proceedings which we are obliged to send to EBLIDA.

I am pleased to say that we have received

considerable interest and support for the event across a wise spectrum of the profession.

We do our best to keep down the costs of all our events and we are always anxious that participants feel that they have received good value for money. I appreciate, nonetheless, the difficulties for those whose attendance is not covered by an employer.

Yours sincerely,
Janet Liebster, Managing Director, Library Association

EXCHANGE OF EXPERIENCE WORKSHOP

Southampton University

The Exchange of Experience roadshow moved South in September when 33 librarians gathered at Southampton University. We were welcomed by the University Librarian, Bernard Naylor, who made the gratifying comment that in this technological age people still matter.

The three speakers were Joan Chapman, Southampton University, Michael Beesley, Hampshire County Library and Claire Holder of John Brown Engineers and Constructors Ltd. (reports of their talks follow). Hampshire County also arranged a demonstration of LIBRIS, the new CD ROM-based locations service.

Joan Chapman, ILL Librarian gave an outline of the ILL department at Southampton University before demonstrating the Lancaster ILL package which is attached to the Library's Urica system. They receive approximately 20,000 requests a year, of which 2000+ are rejected as being in library stock, having no copyright or tutors signature or no source of reference: the majority of items are received from BLDSC and a few via SWRLS.

There are no restrictions on numbers of applications per reader and charges are only made for Urgent Action and Overseas searches.

Staffing is equivalent to 5 F/T employees most of whom also do Issue Counter duties, Joan is not on the Issue Counter.

Loans to the other libraries are approximately 5500 per year, nearly 2000 fulfilling SWRLS requests, 800 to the local hospitals and 800 HATRICS (the Hampshire based LIP).

Janet Moult, University of Reading

INTERLENDING IN SPECIAL LIBRARIES

John Brown Engineers and Constructors are part of the Trafalgar House group of companies. The group includes a number of household names such as Ideal Homes, the Ritz Hotel and the QE2, but we form part of the engineering division which isn't as well known to the public although we are one of the world's biggest companies in our field.

We operate all over the world, employing 11,500 people with an annual turnover in excess of £1 billion. John Brown Information Services is based in our Portsmouth Office which specialises in process engineering. We design and build factories which produce chemicals, plastics, pharmaceuticals and foods.

The Portsmouth office employs over 1,000 staff in a wide variety of disciplines, from engineers to accountants, architects to computer software designers. Information Services is part of the commercial department which provides support services to the rest of the staff. The Information Service is professionally staffed by 2 librarians and is one of the largest special libraries in Hampshire.

We receive most of our requests from Portsmouth staff, but we do receive enquiries from Trafalgar House companies and other libraries. Our enquiries come largely from the engineering staff, but we have a constant flow of questions from secretarial and clerical staff - and not always work related!

We may be asked for a British Standard, English versions of foreign Acts of Parliament, properties of particular chemicals, addresses of suppliers or language courses or set texts for MBA students. Most of our requests need to be satisfied within a few days - sometimes within half an hour. We often receive very garbled requests frequently as a result of a conversation in a

corridor or a meeting with a client. Unfortunately our engineers are very reluctant to go back to their original source for more details, especially when their source was a client.

We have a good collection of materials to cover our core subjects but inevitably we cannot hold everything we are asked for. For a number of years we were encouraged to borrow on ILL rather than invest in our own collection. This proved to be a mistake as the costs of ILL increased and we were able to supply fewer and fewer requests from our own stock. This policy has now largely been reversed and we are able to satisfy an increasing number of requests in-house. We have over the last few years tried to reduce our ILL costs by using British Library as a last resort and making greater use of institutions, Hatrics and other libraries within our own group of companies. We have also started to purchase low cost items and texts that we think will prove to be popular in the future.

We use a number of sources for ILL of which the most heavily used is Hatrics. We are the second largest user of the network and probably one of its biggest fans. We have built up contacts in a wide variety of institutions and trade associations, who may not always be able to lend material but can supply us with the bibliographic information we need to borrow from the British Library. BSI and British Library are used as backup when all our other avenues have dried up, or if we need something as a matter of great urgency. THLLG (Trafalgar House Librarians' Liaison Group) is a network we set up 5 years ago to encourage links between libraries and information units within our parent company. As a result we have been able to produce a resources handbook detailing our collections and have been able to agree to specialise in certain areas which means that our respective budgets are not stretched as far as they had been previously. Our group is a mix of professional librarians and clerical staff who have been put in charge of a collection of books and standards and called "librarians". The group has proved to be an invaluable source of advice and support for everyone in it. Our ILL's within the group are increasing all the time as we discover in greater depth what each collection holds and our colleagues will frequently help out in

ways which you couldn't expect external libraries to help out.

We have automated our catalogue using the Soutron database which includes a loans module but this is only suitable for handling loans from our own stock. We were unable to find a commercially available software package for ILL's that met our requirements, and so we approached our computing department who produced a very basic database which allocates a running number to each loan and enables us to produce a simple chronological list of our ILL's and print overdue notices. It would be useful to obtain more information regarding the frequency with which we approach different external resources but the current system is likely to be with us for sometime to come. ILL's are identified by a yellow band placed around the front cover of the item which has a printed notice asking for the user's co-operation in returning the book promptly. We note the user's name, date of return and the serial number of the loan on the band so that we can identify the item on its return from loan.

Most users can be relied upon to return the loan on time but there have been occasions when we get a plaintive call from Saudi Arabia (or some other exotic location) from an engineer who has taken something to a site and is unable to get it back on time.

We seem to spend quite a lot of our time explaining the Copyright Act to users who are completely mystified by the regulations. Problems in this area largely revolve around the copying of standards. Engineers are frequently irritated, sometimes angry and occasionally paranoid - as in the case of the user who thought that tattle tape on a standard would record whether or not he had photocopied it.

As to the future, we will be trying to continue to improve and promote our own bookstock and make it available to external libraries to a great extent. THLLG continues to thrive and we are working together to increase access to our respective catalogues.

In the past our ILL activity has been very one-sided and we would like to think that in the future we will be able to play a more

equal part in the ILL community.

Clair Holder, John Brown Engineers and Constructors Ltd.

PUBLIC LIBRARY INTERLENDING

Hampshire is one of the largest public library authorities in the country serving a population of 1.5 million, (over 50% of whom are registered library users), through 76 branch libraries and 22 mobiles. The branches range in size from large Central Libraries such as Southampton and Portsmouth (both formerly independent systems prior to 1974) to small part-time libraries open for only a few hours a week. We also provide services to prisons, the housebound and schools.

The County Library service is divided into eight divisions with the County Headquarters in Winchester. The Divisions vary from largely urban ones, i.e. Southampton, to ones covering rural areas - like the South West which includes the New Forest.

In the last financial year 1993/94, the total number of requests received throughout the County was 193,770 and requested material included monographs, periodical articles, theses, conference papers, reports, subject requests, music scores (both single copies and sets), plays (single copies and sets), cassettes (spoken word and music), CDs, records and videos. The supply of audio-visual items for requests is confined to stock in the County only. As all our Service points have our catalogue on micro-fiche and 43 of our branches are linked by the DS Module 4 circulation control system which offers messaging and trapping facilities, many of the requests are satisfied from local or County stock without recourse to Requests Section at HQ. Indeed, 85% of Hampshire stock can be accessed on-line including our County store of "last copies" which itself holds over 100,000 titles.

As a result, 94.7% of requests were supplied from County stock in 1993/4, with an average supply time of 13.5 days. The remaining 5.2% were supplied from out of the county taking an average 63.9 days. 87.8% of our requests were satisfied in under 28 days.

Therefore, a relatively small proportion of the total number of requests taken land on my desk. In 1993/4, that total was 29,997. These are requests which branches are unable to satisfy for themselves and need assistance from Headquarters. In the main they are for materials not held in Hampshire but will also include requests for books on order or in our current book selection, books held in various collections housed at Headquarters or where all county copies are missing or unavailable. In addition, in that same year, 8731 requests were received from libraries outside Hampshire through the Inter-Lending system.

My brief as Requests Librarian has always been to try to supply everything asked for, provided it is within the scope of the service. This policy has never wavered during the whole time I have been with Hampshire, except where a committee decision excluded fiction for a number of years.

As a result, very little is turned down. Occasionally, requests for inexpensive titles which are in print are rejected as are some books with unsuitable formats.

Our book fund for the current financial year is £3.5 million which allows us to buy very widely and our aim is to buy at least one copy of up to 40% of published output per annum.

Most requests for titles not held or ordered by Hampshire are checked in BBIP and in some cases ABIP, at branch level before they reach my desk. What extra checking is done by our Divisions is very much dependent on what bibliographies are available. Southampton and Portsmouth, for example, have a good range from their old independent days, including the British Museum Catalogue, and regularly do more work on 'not in stock' requests than other Divisions.

Some titles that we want for County stock are ordered immediately on urgent purchase if in print – anything borderline is reconsidered after further research has been done. Requests for music and play sets are passed on immediately to the Music and Drama Section for action.

We place great store in discovering or verify-

ing accurate bibliographic details and so requests not intended for immediate purchase and those out of print then go forward to be checked against VISCOUNT. Despite what we now think of VISCOUNT, we have made it the cornerstone of our bibliographical checking procedures ever since Hampshire became one of the original pilot libraries.

VISCOUNT has saved us a tremendous amount of staff time over the last few years because it is possible to verify a request and find locations in one search. Conventional searching for the same information could well involve checking a number of different bibliographies and the SWRLS and National ISBN fiches to obtain locations, and this type of checking is applied to those requests which are not found on VISCOUNT and verification is also needed on those requests for which VISCOUNT has QX entries.

During the last few years, our bibliographical searching and subject request procedures have been greatly enhanced by the acquisition of bibliographies on CD-ROM. The extra dimensions available, eg, keyword searching have enabled us to trace items which formerly might have escaped the net. We make occasional use of databases such as Blaise and Dialog but, unlike CD-ROM, these incur on-line charges so have to be used with care. We are fortunate to be able to dial into the catalogue of Caen Public Library as part of the Hampshire-Normandy accord. This has proved extremely useful in appropriate cases and items are lent to us, and by us, on an informal basis.

We are also subscribers to the London Library and Law Notes and make extensive use of their lending services.

Incoming Inter-Library Loans requests are dealt with on a day-to-day basis. Requests arrive through the post, by telephone, fax and via VISCOUNT and are checked against Module 4 to see which copies are, in theory at least, on the shelves. A daily list of requirements is faxed to each DHQ which in turn contacts holding branches in the Division. Hopefully, replies re: availability or otherwise are received at HQ the same day and co-ordinated by the inter-lending staff who then fax a list of the titles to be sup-

plied, and the addresses to which they are to go, with the following days requirements lists. In 1993/4, we lent 4981 items including 1141 to other regions who are making greater demands on our stock because of the wider availability of locations records, eg, on VISCOUNT. We also lent 8 items outside the UK. Music and play sets are lent and borrowed by the Music and Drama Library and our only involvement is to provide occasional clerical support.

We attempted to use VISCOUNT as a borrowing tool for our own requests but were very unimpressed by the cumbersome and time consuming nature of the messaging and chasing systems. So at present we largely rely on postal applications although fax and telephone and on-line applications on Blaise are used for urgents. Our priority now is to introduce automation, in particular we are most interested in the ARTTEL link, also the electronic messaging facility which we understand will be available in conjunction with new system being developed by LIBRIS.

We have investigated ARTTEL before but have always come up against the problem of BLDSC being unable to deliver direct to our branches. A multi-site system like ours could not cope with all loans being sent via HQ. However, I understand this particular problem has been overcome. In 1993/4 we borrowed 8666 items, including 1615 from other regions and 5 from outside the UK.

At the end of September we will be withdrawing from VISCOUNT and are looking forward to using the new system being developed by LIBRIS which will be called UNITY.

Michael Beesley, Hampshire County Libraries.

LIBRIS

A number of delegates including representatives from NWRLS, Information North, NLSLS, and YHJLS attended the Unity National Users Group in Berwick Upon-Tweed on 30th November, 1994. I was invited as a representative from Forum for Interlending.

Bridget Powell, Chair, explained the input and responsibilities of other regions wishing to join and the various phases of development which, in Phase 3, included an ILL package and data exchange via a network. Libris reported on system development, including subject searching, and that printers would be installed before the end of 1994 as only a screen dump is presently available.

The 5.1 release software was implemented in NWRLS, SWRLS and Scotland.   Irish locations are given and Yorkshire has given permission for their locations to be included. They are investigating the cost implications of converting to UNITY from VISCOUNT.

A user manual was being written and a technical manual was also available.

The future plans included an ARTEL link due to be in place by the end of January 1995 and an E-mail package in place by the end of February 1995 in NWRLS and SWRLS.

The working group discussing the ILL package met and intend to meet again in January having viewed the Lancaster ILL package. This development is planned for 1995/1996 but funding is not yet available.

The National User Group will hold its second meeting on 4th April, 1995, in Newcastle-Upon-Tyne.

Jill Evans, Edinburgh University Library, Inter Library Loans

UNITY — THE REGIONAL UNION CATALOGUE DATABASE

During Summer 1994 the South Western Regional Library System and North Western Regional Library System agreed to improve their union catalogue databases in partnership, using LIBRIS software and expertise. This development will enable each regional library system to offer a service whereby members purchase a PC on which is loaded BNB 1950 to date, together with the automated catalogues of South West and North West libraries which have been merged against BNB, thus providing BNB records plus locations. In addition, any extra MARC material which does not match against BNB will be loaded together with locations.Data from other regions will be loaded as and when it becomes available. Regions without the LIBRIS system will be able to provide data for books with ISBN and BNBs plus locations. The mechanism to provide this data has been in place for many years because it is used by BLDSC to produce the combined regional ISBN microfiche index.

There will also be the option to have other data sets loaded, such as the BLDSC files for monographs 1980 to date, serials and conference proceedings. Both material which our libraries hold and items which they do not will be retained, thus providing an extremely useful tool for bibliographical checking. LIBRIS searching software is designed to be used as an OPAC and is very easy to use, moreover its 'search engine' ensures rapid response.

Updates, maintenance, cataloguing and support will be provided by a central processor with the initial capacity to store 25 million titles plus locations which will be based at both NWRLS and SWRLS HQs.

The current specification for both levels of service provides for E-Mail, a link to British Library ARTTel, ILL management packages and a networking option within the library system of each individual member.

The system will enable each region to have independent control of its costs, data, software and hardware and any future developments which it may wish to make. Most other regional and national library systems have shown interest in the system and most have agreed to release their holdings data which is used to produce the combined regional ISBN microfiche index to SWRLS and NWRLS. Indeed, the National Library of Scotland Lending Services has recently agreed to invest in UNITY. In addition, the Regional Library Systems of East Midlands and Wales, together with Information North and Yorkshire and Humberside Joint Library Services are actively considering UNITY as a means of improving their union catalogue data. BLDSC is currently using a UNITY PC for testing before a decision is made whether to purchase.

We are confident that the system will improve our services to members on a much more cost effective basis than previously and that this autonomous approach ensures that there are no obstacles to full consultation with members. This development requires input from the whole membership if it is to have widespread appeal.

It would be premature at this stage to make far reaching claims for the system in terms of a national union catalogue although the indications are that this is possible. At this stage it is safe to say that our intention is to build a system with sufficient variety of services for our members to 'mix and match' to suit their particular requirements and to build a database which will include the vast holdings of extra MARC material which exists within our co-operative network.

This development is in keeping with our raison d'etre and will ensure that our work fulfils the sole purpose of our charitable status which is to increase the availability of library materials for the education of the public.

Joan Unsworth,
North Western Regional Library System.

INTERLOANS ABROAD!

This is an occasional series on the I.L.L. systems in other countries from the users side. If any one would like to contribute, please send material to the editors.

Interlibrary loan system in Kenya
Interlibrary loans within the country are quite well developed and efficient. At Moi Library at Kenyatta University – where I am based – the system works well - but external loans are usually slow due to some communications problems. The major problem, however, is financial. Loans from abroad have to be paid for in foreign currency which is usually in short supply.

The only other major difference from the British I.L.L. system is that, even for local libraries, one has first to be sure the book or journal is available at a given library before applying for it. This means the reader has to somehow find the material location before filling in the request.

NB The above information refers to books and journal loans but not other material.

The workings of other libraries outside my university are not known, hence it is probable other methods are already in use elsewhere.

Paul Mbugua, Department of Botany, Reading University.

EMPHASIS ON QUALITY

A report on initiatives within the LASER Region

INTRODUCTION
LASER offers many varied services to its members and other libraries. To mention just three – VISCOUNT is probably the best known, the transport scheme the most widely used, and CILLA the most exotic.

During 1993/4 LASER began the development of a strategic planning process which included a review of all its operations, processes and services.

A major component of the review was to examine the Quality of the Services provided by LASER itself and by LASER member libraries; to determine which of our services gives best value for money for example, and whether LASER offers high quality services at all times. It has been noted over the last decade that both within LASER and nationally across regions there was a decline in library issues and inter-library loan traffic. This was an area of some concern and one which it was felt needed explanation. The LASER Advisory Panel and the Board discussed this trend and realised that information was needed on its causes. The Quality of Service review included such questions as: why should ILL have decreased? was it a reflection of the structure of ILL or LASER's services, or was there an increase in 'unofficial' interlending? Was it a sign, perhaps, of a much wider problem that lower book funds, rather than increasing demand on inter-library loans actually result in a decrease because there are fewer books to lend?

HOW WE WENT ABOUT THE EXERCISE

When assessing quality of a service one first step is to look at statistics of the use of that service. But where would that get us? Not far. Apart from reiterating our starting point, that ILL had decreased, statistics of the number of loans made in a particular time period, who those loans were between and how the requests were made would have told us very little about the perception of our interloans service and whether or not users were satisfied with the service being offered. We had to ask more qualitative questions.

Asking the sorts of questions we wanted answered was going to be very time consuming and it was probably unnecessary to ask all 43 public library members of LASER. Instead we picked 6 libraries to look at – 2 net lenders, 2 net borrowers and 2 'break-even' libraries. Our next step was to design a questionnaire which could be sent to these libraries as a precursor to an interview between bibliographic officers at the libraries and LASER. This asked for their perception of the cost effectiveness of VISCOUNT – the use made of it, currency and accuracy of the database, time taken to receive items from other members and libraries outside the region, including the British Library. We asked users to prioritize the services available to them. Whether or not the libraries actively encouraged ILL was also looked at, in conjunction with questions about staffing levels. The questions allowed a chance to express how the libraries felt about LASER and its services.

Once we had conducted the interviews with the 6 libraries, the next step was to ascertain whether the concerns of and the comments made by these libraries were typical of the region. A general and informal feeling was that they were – no great surprises were uncovered during the interviews and from the routine contact with member libraries, we were fairly happy that the group wasn't atypical. We also looked at statistical comparisons within the group. We felt that if the statistics of use (average number of requests made, supply times, success rate) of the group and the region correlated, comments were likely also to do so.

RESULTS

Supply times

All respondents felt it took longer than they would like to have items supplied – no surprise there! Suggested reasons for slowness on their own part centred on lack of resources in the branches.

One of the aims of the exercise was to identify the major factors of service provision and highlight problem areas, recommending actions and solutions. To this end work has started on an ILL Standards Group within LASER. This work has gone some way to establish guidelines and agreements within the LASER region.

Although LASER members all use the VISCOUNT messaging system for ILL, which speeds up requests when compared to a manual system, improvements can always be made. Much has been done to speed up request time - whether the result is an item being supplied or a speedy negative response from the Regional members. A short deadline of 24 hours was set for a negative response to a request with a further standard of 80% of requests to be answered within 5 working days. Care had to be taken to allow for the variety of authorities within LASER - the opening hours of branches, the physical distance between branches and the bibliographical services offered obviously vary tremendously between a geographically small but busy London borough and a large county such as Essex, for example.

It was agreed that as much training as possible should be given to ILL staff – both on internal procedures and the use of VISCOUNT, cutting down the likelihood that staff cannot be covered in absence goes a long way to ensuring a constant flow of requests.

Accuracy of the database

A related area considered for improvment was the accuracy of location information. However, interviewees were quick to admit that this wasn't necessarily the fault of the central system – rather that the individual libraries felt they should be doing more to improve the accuracy of the union catalogue. There was a desire to put more resources into this, both staff and technology, to increase regularity of notifications and to

catalogue the large amounts of older stock on internal automation systems (and therefore in turn onto VISCOUNT).

LASER has for some time been working towards making the database as current as possible. Talks between system suppliers and libraries means that we now have more libraries supplying notifications automatically. Processing of manual notifications is being streamlined for efficiency and consequently performing well. A constant check is made on failures to notify and encouragement is given to libraries who have solved the technological problems of mis-matching tape formats, to share their solutions with other members.

As far as actively encouraging interlibrary loans was concerned, whilst not discouraging reservations, some members do not encourage them because they feel that they just would not have the resources available to back up a publicity drive. County libraries were in a better position to encourage and do so with the circulation of stock, early rebinding and full explanations of access to the reservations part of their procedures.

CONCLUSIONS
At the beginning of the exercise, LASER did not intend setting the ILL figures back on an upward trend, but to evaluate the services offered. Obviously if we found they were the direct cause of the decreasing figures, then steps would be taken to rectify this. As is usual with this sort of exercise, we did not uncover any instant 'holes' which needed filling; but we did find slight cracks and work has already started to fill them.

Comments made during the exercise seem to confirm, at least in part, one possible reason for decrease. That is that in some library authorities internal circumstances were not providing adequate resourcing for interlending, or allowing for a big publicity campaign to reverse the downward trend. Whether this lack of resources was also shown in reduced opening hours of branches, lack of central staff for bibliographic and ILL work or lack of funds to purchase for collective purchasing schemes varied between individual authorities.

Another suggestion was that readers are simply asking for less. Two possible reasons for this are down to technology: readers are finding more items on automated catalogues for themselves, or rather, they are finding out what their library does not hold, and will leave their search for an item at that point; and secondly, libraries are more aware of their own stocks!

A wider cause of falling inter-library loans is that as libraries have been increasingly unable to purchase stocks for specialist collections (and this ranges from the British Library Document Supply Centre to LASER member libraries), inter-library loans have correspondingly gone down. Perhaps reversing this trend is beyond the scope of one library region since it really needs more strategic planning nationally for acquisition and storage of material. The exercise showed that a co-ordinated body was required to centralise transactions, and with smaller library authorities likely in the future, this would become increasingly important.

Kirsten MacGillivray, LASER

WHY, HOW AND WHERE TO? — THE UEA ELECTRONIC DOCUMENT DELIVERY PROJECT

WHY?
FIL members are probably well aware that the University of East Anglia (UEA) Library has been involved in a joint electronic document delivery project with the British Library Document Supply Centre (BLDSC) for over two years. The project began in January 1993 following a report from a UEA Science Advisory Group (SAG) which had been appointed to examine the problem of rising science periodical subscriptions. SAG, consisting of senior science and library staff, urged the Library to investigate the options to the on-site provision of periodicals, in particular to electronic document delivery systems. It was agreed that academic staff would not be persuaded that periodical subscriptions could be cancelled unless a viable option was available. At the end of 1992 this did not appear to be the case and with support from the most senior management at UEA it became apparent that in-

volvement in a research project should begin as soon as possible. It is also worth mentioning that Norwich is geographically quite isolated from other major library collections and therefore easy access to optional sources would involve considerable travelling for staff and students.

HOW?

BLDSC are the major suppliers of interlending articles to UEA and therefore appeared to be the obvious partners if such a project were possible.

Following discussions between UEA Librarian David Baker and senior staff at the BLDSC it was agreed that UEA Library would act as a trial site to test the transmission of requested articles over the Joint Academic Network (JANET) as "e" mail messages using X400 protocols. JANET was chosen because it was already in place and because BLDSC consultants had been keen to test this method for some time.

All staff involved on the project, both at UEA and at the BLDSC, undertook the work in addition to normal duties, and this is a point which should be noted. The setting up of the system and testing the various stages took nine months in all until the first full length article was transmitted and received.

In the first instance a Kofax system driving an HP Laserjet printer with decompression being done on a PC board was used. This system meant that UEA ILL staff had to manually drive the printing system and ensure the immediate deletion of the document(s) to comply with copyright restrictions. At the beginning of 1994 an OCE 6500 network printer replaced the earlier hardware which means that printing and deleting are automatic.

Delivery to an end user's workstation would have been the ideal objective of the project, but again copyright prevents this. At present the document (article) arrives in the Interlending office and has to be sent on to the user by internal mail thus losing the advantage of delivery within 2-3 hours of making the request to the BLDSC. However the aim during phase two of the project has been to locate a second OCE printer in the School of Environmental Sciences and to

route documents directly to it, with a header page printing out in ILL which informs the department that a particular article has been sent to the School so that records can be created. Progress has been slower in this phase but it is hoped to place the second printer in the relevant School of study very soon.

WHERE TO?

The above is a very broad account of the methodology used and readers are referred to an article listed below for further information.

To date at least twenty articles per day are received in this manner as it is important to sustain the traffic flow and test the system. Readers are pleased with the speed of delivery and the quality of reproduction.

Where does this leave us at the time of writing? Things have moved on in the past two years, there have been a number of electronic document delivery initiatives, eg the JASON project in Germany based at the University of Bielefeld, an experiment using Ariel across SUPERJANET at University College London to name two. A number of on-line document ordering systems have appeared - BIDS, OCLC and UNCOVER, fax delivery is offered but not any other form of electronic delivery at present although full-text online delivery of information is being developed by OCLC (VINE Sept. 1994). Some might argue that until the texts of periodicals are widely available in electronic form so that requests can be matched to such database(s) there is little point in pursuing electronic delivery. This does not appear to be supported by the findings of the Follett Report - "For the 'virtual library' to develop ... it will also be necessary to have in place the electronic infrastructure for the delivery of the digitised material". In support of this statement Follett has recommended funding of £3 million over three years, and the final stages of selection of the successful bids for money to support projects in this field are currently taking place. The aims are to have transferrable and cost effective electronic document delivery systems in place at the end of the three year period.

Based on experience learned in the past two years UEA Library is the lead institution in a

bid which includes other sites, the announcement of the final successful bids are eagerly awaited and staff here feel that the decision to participate in the delivery project two years ago has been justified.

To date the aim has been to test the technology. To further develop the system it is hoped to link location of the document, choice of deliverer and method of delivery as near as possible to the end user's workstation. Copyright issues have to be addressed, although Follett has already recommended that a pilot initiative should be sponsored by the funding councils recognising the importance and all embracing element of this issue.

I very much hope that I will be able to write further articles about the UEA experience and would like to thank all those who have made it possible.

*Joint Funding Councils' Libraries Review Group: Report. Dec 1993

Further reading: Moulton, R, and Tuck, B. Using X.400 for document delivery. Computer Networks and ISDN systems (1993) 26 pages 291-296.
Ann Wood, Head of Interlending & Enquiry Desk Services, University of East Anglia, Norwich

FIL WORKSHOP ON NETWORKS

University of Warwick Library -
26 September 1994

FIL held a workshop on Networks at the University of Warwick on 26 September 1994. It was largely due to popular demand that the workshop was held at all – a similar event had been held the year previously at UMIST and had proved so successful that we decided to hold another one.

The workshop would not have been possible without the enthusiastic support of Robin Green at Warwick University Library. Robin's wide general knowledge of the networks made the day an informative and enjoyable experience.

We held the workshop in a suite of rooms belonging to the Library. As a substantial part of the day involved using computer terminals, it was very convenient to have easy access to a computer cluster.

Robin started the day off with a concise introduction to the networks. He gave us an overview of the huge amount of material which is now available on the Internet, and described the channels through which this wealth of information can be accessed.

We then had the opportunity to sit down at our own individual terminals and put the theory into practice. Inevitably one of the rooms had a computer crash, but this was fortunately rectified within a few minutes.

Warwick University has an impressive selection of CD-ROMs on its network, and I particularly enjoyed searching the Film Index International.

After a buffet lunch we had an extremely interesting talk from Ann Wood who is involved in the Electronic Document Delivery experiment at the University of East Anglia Library. She spoke from a library practitioner's point of view, refreshingly free from technical jargon, and gave us a clear and informative insight into the advantages and problems which have arisen from the project.

Our next guest speaker was Andrew McCalman from the BLDSC. He brought us up-to-date with the latest developments at Boston Spa, and gave us a demonstration of Inside Conferences and Inside Information on CD-ROM.

Robin concluded the workshop with an entertaining look at mailing lists, demonstrating how easy, in fact, the networks are to use and de-mystifying some of the jargon which inevitably arises in the computing field.

It seemed apparent that the day was enjoyed by all, and special thanks go to Robin Green, Ann Wood and Andrew McCalman for making it so successful.

Rosemary Goodier, UMIS

DIRECT DOCUMENT ORDERING WITHOUT MISSING OUT THE MIDDLE MAN

Question: How many of your users are now requesting access to direct document ordering systems?

Question: How many of you don't want your users to have access to direct document ordering systems, from fear of abuse, leading to huge bills for requests that could have been satisfied through 'local' agreements?

Do these sound familiar? The temptation of users to order huge numbers of requests snowballed with the mass introduction of CD ROM systems, the new breed of direct document ordering systems could so easily lead to an even bigger expansion. No one can disagree with the need for improvements in ordering material, users having the ability to search efficiently only to have their requests bottle neck at the inter library loan department. The important consideration for inter library loan librarians is to keep the momentum going, but by not drastically affecting the speed. At Christie Medical Library we are attempting to keep ourselves in the picture, we are not about to give our users a blank cheque facility for ordering their requests, so with the onslaught of our CD ROM system being networked we've built a compromise. We call it Indirect Document Ordering.

The user searches a CD ROM at their convenience on the network. As they search they mark what they would like to order. All they simply need to do is download their marked requests to a file on the network. For example, with the Silver Platter software this would involve just changing download.doc to a networked drive and the filename being their library card number; m:\s12345.doc. This could happen from anywhere on the network, at anytime.

Next this is where the Inter Library Loaner comes into action. They simply access the drive that these files have been saved to and run each one through a 'database intelligent' conversion program. With 1000 lines of 'C' you can get something that knows it's Medline from it's BIDs, it's Chem Abstracts from it's Inside Information. The conversion program fits on your ILL package, acting as an interface converting everything into a single format. Our conversion program can recognise and convert any size file and import it into our ILL package in a few seconds. This also has a 'Skip' option to allow you to make selections in the conversion stage, if you don't wish to automatically select them all.

Once the requests are in the system, each one tagged with a user ID it is up to you to decide from where you order them. In our situation a third of requests could be satisfied in a few days without a single penny being pulled from the clutches of the budget. You have full management control of the requests with your ILL management system, and the user appears to be ordering everything directly.

We are in the position, that when our CD ROM service is networked we can introduce this document ordering system immediately. The system consists of CHILL Convert V2.1 sitting on CHILL V3.12 ILL management package. We have the ability to recognise any current CD ROM bibliographic package and we currently use the system with our standalone system.

Jonathan Shepstone,
Christie NHS Trust, Manchester.

Interlend '95

Access to resources – a library strategy or a library lottery
13-15 July 1995 at Glasgow University

Speakers include

Maurice Frankel (Campaign for Freedom of Information)
Access to Government papers and official papers

John Lindsay (Kingston University)
Internet

Chris Batt (Croydon Libraries)
Internet

John Lauder (Scottish Newspapers Microfilming unit)
Newspapers on microfilm

Peter Ainscough (Project Officer, Yorks and Humbs region)
Transport systems and charges

Andrew Braid (BLDSC)
Digital access to documents

Pauline Dyer (Avon County Libraries)
Local Government Reconstuction: problems of dispersal

Jakobina Kowalczyk (National Library of Poland)
Access problems in a reconstructed state

Workshops
Internet, Copyright
Libris/Unity System Presentation

Vists
Yoker Youth Library, Glasgow School of Art, Planning Exchange Library,
Royal College of Physicians & Surgeons,
Glasgow University Library & Veterinary Department Library

Rates
£180 to FIL members; £195 to non-members (including accommodation)
[Per day: £50 to FIL members; £60 to non-members (excluding accommodation)]

For booking form and programme contact
Jill Evans, Interlibrary Loans, Edinburgh University Library,
George Square, Edinburgh EH8 9LJ

Tel: 031 650 3377; Fax: 031 667 9780; email: J.Evans@Edinburgh.ac.uk

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;
- liaison with regional and national organisations involved in interlending and co-operation between libraries (eg BLDSC, LINC);
- membership of/representation on national bodies (e.g. LINC, CONARLS);
- production of newsletter, reports and publications covering matters of importance to ILL staff;
- production of reports and publications covering matters of importance to ILL staff;
- facilitating the expression of views on national issues.

Recent areas of concern addressed by FIL include:
- charges between libraries;
- thesis interlending;
- Impact of CD-ROM;
- local government reorganisation;
- National Library Commission;
- copyright;
- networking;
- ILL computer systems & user groups;
- internet;
- LINC & BLDSC.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/institutional* 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

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Norwich NR1 2DH
Tel   0603 222276
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OBSERVERS
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Tel   0937 546243

FIL Thesis Survey Results

UNIVERSITY	PhD Theses Deposited at BLDSC	For Theses NOT Deposited at BLDSC eg MSc, MA etc		
		No. of BLDSC Forms Required	Completed Copyright Declaration Required	Copyright Declaration in thesis
ABERDEEN	1975 -	2	X	✓
ABERYSTWYTH	X	1	X	✓
ASTON	1966 -	-	-	-
BATH	1971 -	1	X	✓
BELFAST	1970 -	1	X	✓
BIRMINGHAM	1977-1980	2	X	✓
BLPES (LSE)	PLEASE SEE LONDON UNIVERSITY			
BOURNEMOUTH	1986 -	1	X	✓
BRADFORD	- 1992	2	✓	X
BRISTOL	1985 -	1	X	✓
BRUNEL	ALL	2	X	✓
CAMBRIDGE	1969	-	-	-
CARDIFF	SELECTED	2	X	✓
CENTRAL ENGLAND	1981 -	1	✓	X
CENTRAL LANCASHIRE	1978 -	1	X	✓
CITY	1977 -	-	-	-
CORK	X	1	X	✓
COVENTRY	1962 -	-	-	-
CRANFIELD	1971 -	2	X	✓
DUBLIN	X	1	X	✓
DUNDEE	SELECTED	2	X	✓
DURHAM	1972 -	1	X	✓
EAST ANGLIA	1971	1	X	✓

Thesis)

UNIVERSITY	PhD Theses Deposited at BLDSC	For Theses NOT Deposited at BLDSC eg MSc, MA etc		
		No. of BLDSC Forms Required	Completed Copyright Declaration Required	Copyright Declaration in thesis
EDINBURGH	1980 - 1988	1	✓	X
ESSEX	1978 - 1993	1	✓	✓
EXETER	1975 -	1	X	✓
GALWAY	X	2	X	✓
GLAMORGAN	1971 -	2	X	✓
GLASGOW	- 1992	1	X	✓
GOLDSMITHS (U of L)	PLEASE SEE LONDON UNIVERSITY			
HERIOT-WATT	1970 -	1	✓	X
HULL	1977 -	1	X	✓
IMPERIAL	1974 - 1981 only	PLEASE SEE LONDON UNIVERSITY		
JOHN MOORES	1980 -	1	X	✓
KEELE	1983 -	1	X	✓
KINGS COLLEGE	PLEASE SEE LONDON UNIVERSITY			
KINGSTON	ALL	1	✓	X
LAMPETER	ALL	1	X	✓
LANCASTER	1971	1	✓	X
LEEDS	1981 - 92	2	✓	X
LEICESTER	1974 - 1991	2	X	✓
LIMERICK	X	1	X	✓
LIVERPOOL	1982 -	1	X	✓
LONDON	X	2	Microfiche only	✓
LOUGHBOROUGH	1972 -	1	X	✓
MANCHESTER	1985-1988	2	X	✓
DE MONTFORT	ALL	1	✓	X

UNIVERSITY	PhD Theses Deposited at BLDSC	For Theses NOT Deposited at BLDSC eg MSc, MA etc		
		No. of BLDSC Forms Required	Completed Copyright Declaration Required	Copyright Declaration in thesis
NAPIER	1993 -	-	-	-
NEWCASTLE UPON TYNE	1970 -	1	X	✓
NORTH LONDON	ALL	PhD 2 Other 1	X	✓
NORTHUMBRIA	ALL	1	X	✓
NOTTINGHAM	1974	1	x	✓
OPEN UNIVERSITY	1978-1992	1	X	✓
OXFORD	1971 -	1	X	✓
OXFORD BROOKES	1974 -	1	X	✓
PLYMOUTH	1978	1	X	✓
PORTSMOUTH	1978 -	1/2*	X	✓
QUEEN MARY AND WESTFIELD, LONDON	PLEASE SEE LONDON UNIVERSITY			
READING	1976 -	2	X	✓
ROBERT GORDON	✓	1	X	✓
ROYAL HOLLOWAY AND BEDFORD NEW COLLEGE, LONDON	PLEASE SEE LONDON UNIVERSITY			
ST ANDREW'S	1985-92	2	✓	X
SALFORD	1970 -	1	X	X
S.O.A.S.	PLEASE SEE LONDON UNIVERSITY			
SCHOOL OF SLAVONIC AND EAST EUROPEAN STUDIES	PLEASE SEE LONDON UNIVERSITY			
SHEFFIELD	1979 -	2	✓	✓
SOUTH BANK	ALL	1	✓	✓
SOUTHAMPTON	1974 -	1	X	✓
STAFFORDSHIRE	1970 -	2	X	✓
STRATHCLYDE	SELECTED	2	X	✓

Thesis 3

UNIVERSITY	PhD Theses Deposited at BLDSC	For Theses NOT Deposited at BLDSC eg MSc, MA etc		
		No. of BLDSC Forms Required	Completed Copyright Declaration Required	Copyright Declaration in thesis
STIRLING	1974 -	2	X	✓
SUNDERLAND	ALL	1	X	✓
SURREY	1970 -	2	✓	X
SUSSEX	1970 -	1	X	✓
SWANSEA	SELECTED	1	X	✓
TAYLOR INSTITUTION	PLEASE SEE OXFORD UNIVERSITY			
THAMES VALLEY	X	1	X	✓
TRINITY COLLEGE DUBLIN	X	1	X	✓
ULSTER AT COLERAINE	1970 -	1	X	✓
ULSTER AT NEWTOWN ABBEY	1984 -	1	✓	X
UMIST	1982 -	1	✓	X
UNIVERSITY COLLEGE LONDON	PLEASE SEE LONDON UNIVERSITY			
WARWICK	1970 -	2	X	✓
WESTMINSTER	1973 -	2	X	✓
WOLVERHAMPTON	1973 -	2	X	✓
WYE	SEE LONDON UNIVERSITY			

* NB Portsmouth University requires the same number of forms as the requesting library.

Ann Illsley
U.C.N.W.,
Bangor.