

# FIL

*Forum for Interlending*

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# NEWSLETTER

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## BOOK AID INTERNATIONAL

Book Aid International works in partnership with people in developing countries to support literacy, education, training and publishing by providing books and other reading materials - which help give them the chance to realise their potential and contribute to the development of their societies.

In the last five years Book Aid International has grown rapidly, responding to the dramatic increase of requests received for books. During 1995, over 670,000 books were sent to partners overseas and we anticipate more than 1.5 million will leave our London warehouse in the next three years.

Within the book donation programme, we have worked on a number of specific projects, such as the Intra-Africa Book Support Scheme. Through this over 35,000 culturally relevant books published in Africa were supplied, in 1995, to schools, community libraries and colleges. Our partnerships with academic and research institutions are also supported through our International Campus Book Link project, which sends cases of much needed book and journal titles to over 30 universities including the University of Nairobi, Moi University and Masena University College.

We have also welcomed key educationalists and librarians from our partners overseas to our offices through the Nuffield Fellowship scheme. They have the opportunity to select books and reading materials from the stock in London which is donated from sources within the UK. Recently we have had guests from Sierra Leone, South Africa, Zimbabwe and Nigeria. National library services provide invaluable assistance in processing requests for books and distributing them accordingly, on behalf of Book Aid International. Requests for book aid are referred to distributors where possible, although in some cases books are sent to a specific requester.

The Nuffield Fellowship scheme is an extremely valuable two way learning process for all involved. With the help of our overseas colleagues we can improve the ways in which we work and benefit from the experiences of these colleagues.

The books we send come from a variety of sources, publishers, libraries, colleges, schools and individuals in the UK. We are working to let more people know about our work and address the shortages of donations of the books most needed. The good news is that many people are interested in our work and want to help.

*Stephanie Beecher, Book Aid International, 39-41 Coldharbour Lane, Camberwell, London SE5 9NE; tel 0171 733 3577; fax 0171 978 8006*

## DISPOSAL OF PRINTED MATERIALS FROM UK LIBRARIES

Many libraries today are faced with having to dispose of their stock. This is often dictated by various reasons including the poor condition of the materials, lack of space, increased publishing output, lack of use. Constructive disposal is often hampered by the lack of financial resources and limited staff time.

Since the mid 1980's this subject has been widely discussed in the library world and was recently the subject of a study commissioned by BNBRF and carried out by CPI consultancy. Many of you will have had the opportunity to read this report. It was summarised in LINC Issues in Focus May 1995.

The main recommendation of this report was the setting up of a National Advisory service based on the present BookNet operation. One outcome was that many libraries, information departments, etc. are unaware of BookNet's existence or are unsure of its exact function. I should like to take the opportunity to explain a little about BookNet and how it may be able to help your library.

### What is BookNet?

BookNet is a service provided by the British Library which has always been aware of a need to ensure that last copies of material being weeded from libraries are not lost to the library system.

Its prime purpose is to co-ordinate the redistribution of material surplus to requirements of U.K. libraries to the Document Supply Centre and other UK libraries.

### What does it deal with and from where?

BookNet takes in donations of surplus material from a variety of sources. We handle donations ranging from a single book to a complete library closure (We have recently completed the redistribution of c.100,000 books from YHJLS reserve stock with around 20,000 of these going into DSC's collections).

We currently have approximately 1,000 UK customers on our user database. They include small specialist and technical libraries, public libraries, universities and colleges.

The majority of these both donate material to the system and acquire material for their own stock from our listings.

### How does it operate?

Libraries having any surplus material have several ways to check that their material could be useful to another library and to redistribute it via BookNet.

Material can be sent direct to us at British Library Boston Spa (We do not require listings, catalogue records, etc)

Offers can be made by phone, fax, e-mail.

A collection service can be made available for larger quantities of suitable material.

The material is then catalogued, listed and the lists sent free of charge to all participating libraries. Lists are issued twice-monthly each offering at least 2,500 titles.

Orders are accepted by phone, fax, post or can be placed directly using our online service.

Requests are processed promptly and strictly in order of receipt with only a handling charge made for each item supplied. No charges are levied for unsuccessful requests.

BookNet operates on a non-profit policy of recovering only our direct operational costs.

### Summary

BookNet is a service that is both dependent upon and a provider for the whole library community. As a provider we can offer a completely free service of stock evaluation and withdrawal together with in excess of 60,000 different titles to choose from each year.

We can offer any organisation the opportunity to ensure that worthwhile material they have for disposal is not lost to the library world.

It will either be put in stock at Document Supply Centre or every attempt will be made to find it a new 'home' in another library or information department.

(Unfortunately to achieve this the BookNet is not, at present, open to individuals).

Finally it is not only libraries that benefit. Residual titles are regularly donated free-of-charge to several charitable and Third World organisations.

We look forward to being an active participant in the future of library disposals. In the meantime if you feel that BookNet could be useful to your organisation we would be happy to visit to give a detailed presentation on what assistance we can offer. Alternatively we can offer specific discussions on material you may be considering for disposal.

Visitors are, of course, always welcome at our Boston Spa site.

*You can contact us by phoning 01937-546066/67/68, Fax 01937- 546112 or e-mail to Kay.Lawrence@BL.UK*

*Kay Lawrence, BookNet*

## **LAMDA ELECTRONIC DOCUMENT DELIVERY PROJECT — AN UPDATE**

### **Background**

The previous issue of the FIL Newsletter included an introduction to the LAMDA Project. The project was set up, as part of the Electronic Libraries Programme (eLIB), in order to develop a rapid journal article electronic delivery system between member libraries, using ARIEL software. At the outset of the project, the participating libraries were those which form the CALIM Consortium (Manchester University, Manchester Business School, UMIST, Salford University

and Manchester Metropolitan University) and four academic libraries in London. (Kings College, University College London, the University of Westminster and London School of Economics.) Initially funded for one year, the project has now been extended for a further six months. This is largely due to the amount of interest shown by other London libraries, and the fact that costing exercises and measurement of performance indicators are both complex and time-consuming processes which require careful analysis in order to produce realistic results.

The LAMDA Project is now in its twenty-seventh week. The document delivery process started on the 30 October, 1995, and, since that date, statistics show that an average of 500 transactions have been generated through LAMDA each week. This figure is inevitably set to grow as new members join the project.

### **New members of the project**

On 10 January 1996, John Blunden-Ellis, the Project Manager, gave a presentation to members of the M25 Consortium of Higher Education Libraries. The presentation included a demonstration of the ARIEL equipment by LAMDA staff. This exercise resulted in fifteen libraries from throughout the London area making expressions of interest in joining the project. These libraries agreed to join as requesters only. A timetable for their phased introduction has been drawn up as follows:

February/March 1996  
Queen Mary and Westfield College  
University of North London

# **WORKSHOP**

An Exchange of Experience workshop will be held on Thursday 19 September 1996 at Nottingham University.

For more details contact Miriam Robbins, Chair FIL.

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School of Oriental and African Studies

April 1996

University of East London  
Royal Holloway and New Bedford College  
Institute of Zoology

June 1996

University of Hertfordshire  
London Guildhall University  
City University

August 1996

St George's Hospital Medical School  
Middlesex University  
University of Greenwich

October 1996

Kingston University  
Roehampton Institute  
London Business School

In response to a message sent out to SCONUL members, the following university libraries throughout the UK have expressed an interest in the project:

Anglia, Sheffield, Warwick, Glasgow, Loughborough, Hull, Kent, York, Leeds, Newcastle, Sunderland and Bath.

At the LAMDA Board meeting on 26 April, it was agreed that, having noted the considerable interest in the project, funding would be made available for a further six months. Following that, another six months of funding might be considered, subject to the drawing up of a business plan.

#### **Progress to date**

The LAMDA project has worked well on an organizational level. Staff have worked very hard at providing data for timed trials, and have submitted detailed statistics – vital to the analysis of the project – on a weekly basis. The current charge for an article is £3.00 per request, but it is unlikely that this charge will remain fixed. One of the principal aims of the project is to establish a real cost per transaction. In attempting to produce a realistic figure, LAMDA staff spent a period of ten consecutive days timing each LAMDA transaction. This proved time consuming in itself, but the figures will be very helpful in producing a final estimate. Obviously, other factors, such as equipment costs

and staffing costs will also have to be looked at in some detail.

Subject Analysis is another point of interest. As part of the evaluation process, it is important to know exactly which journal titles are being sought after by LAMDA users. As some libraries are not using an automated system for the project, this is also proving a time-consuming process, but we are aware already that by far the largest transaction load is for scientific journals – expensive biomedical literature in particular.

We are currently looking at the reasons given for items which are Not in Stock. There is some element of human error, and some errors have occurred in the periodicals catalogues. A useful by-product of the project is the fact that it has enabled us to focus on such details.

During the first few months of this year, there were a number of problems affecting the HP scanners which were being used by LAMDA libraries. Finally, RLG spent a good deal of time and effort looking for a solution, and eventually they delivered a fix which seems to have solved the technical problems. New Fujitsu scanners were bought for the heaviest users, and they have speeded up the delivery process considerably.

The heaviest lender in the project is John Rylands (University of Manchester) Library, and Manchester Metropolitan University's All Saints Library, half a mile down the road from JRULM, has emerged as the largest borrower. At UMIST, we have had positive feedback from students and staff who are pleased with the fact that they no longer have to walk over to the University Library to obtain journal articles, and that they now have easy access to papers from some of London's major research libraries.

#### **The future**

The second LAMDA newsletter will be published shortly in electronic form and you will be able to consult it, along with the first newsletter, on the LAMDA Webpage.

Details of other eLib projects are also available on the World Wide Web. We will be monitoring the growth of the project with interest, and will be producing some de-

tailed test results within the next few months. An update of the project will continue to be published in the FIL Newsletter. Further details can be obtained from myself or from Suzanne Cornthwaite, the London LAMDA Project Officer.

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Suzanne Cornthwaite (London)  
Tel: 0171 387 7050;  
Email: ucylsco@ucl.ac.uk

Rose Goodier, LAMDA Project Officer  
(Manchester); 13 May 1996

## TRUE SUPPLY TIME SURVEY

### Introduction

Since 1994, LASER has undertaken a Quality of Service review, brought about by the desire to improve the interlending environment. Kirsten MacGillivray's previous report (*Kirsten MacGillivray, Emphasis on quality, FIL Newsletter, 18 (February 1995), 9-11*) contained details of the quality review procedure undertaken by LASER, through the use of surveys, interviews and interpretation of data collected.

'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 around lack of resources in the branches. One of the aims of the exercise was to identify the major factors of service provision and to highlight problem areas and recommend actions and solutions. To this end as far as the problem of speed of supply is concerned, work has been started' (p.10)

This feature of the process highlighted the time taken to supply items requested via VISCOUNT, the LASER online messaging and bibliographic service. Since the middle of 1995, we have extracted additional management information from VISCOUNT under various headings:

The number of items requested (monographs and serials); items received; response times in days on the VISCOUNT system;

rota location of received items.

Who supplied whom, with percentages of those items supplied within and outside of the individual regions.

The supplier statistics broken down into days

From a responder's point of view, how many responses were positive hits and how long it took to supply that information to VISCOUNT.

### TRUE SUPPLY TIME

VISCOUNT's statistics were seen to be extremely broad in coverage but for more appropriate and more meaningful comparisons with other statistics gathered in other areas in the library world (for example CIPFA), it was felt by LASER members that it would be advantageous to gather additional and more specific data. The data supplied by VISCOUNT relates to the online transactions only; what was lacking was the **true** supply time of an interlibrary loan.

As a result of the earlier work standards have been introduced in LASER and even to the extent that the length of Supply Times have been reduced, and are monitored regularly.

A methodology for the collection of data to review true supply times of interlibrary loans between authorities was created. It was emphasised to those participating that only those requests which eventually go outside the authority (i.e. ILL requests) should be measured. It was not within the brief to examine intra-library authority loans. Working on a time frame suggested by members and the statistics already available, it was proposed that loans over a 60 day period be logged in detail: this was to run from 1 February to 31 March 1996.

The exercise should obtain, perhaps for the first time, an idea of actual supply times for the traffic of ILL requests between authorities. One of the major factors demanding a more knowledgeable picture of this traffic at this particular time is Local Government Reorganisation. This type of data would be invaluable to those Unitary Authorities who will find themselves with a need to approach

FORUM FOR INTERLENDING

# INTERLEND '96

## Information Rich/Information Poor

11th-13th July 1996 at the University of Kent at Canterbury

### *Speakers include*

Peter Beauchamp (Department of National Heritage)  
Ray Templeton (Library Association)  
Michael Long (Information North)  
Peter Craddock (Share the Vision)  
Nicky Whitsed (Open University)  
Elspeth Mitcheson (County Librarian, Anglesey)

### *and*

Speakers from local business, the Voluntary sector and overseas

### *plus*

Workshops including a 'hands on' Internet experience

### *Visits*

Templeman Library, University of Kent and its Special Collections

Canterbury Cathedral and its library and archives

### *Rates*

£185 to FIL members; £200 to non-members (inc accommodation)  
Per Day £50 to FIL members: £60 to non-members (ex accomodation)

### *Contact*

Geraldine Hourican, Bibliographic Services, Library Support Centre,  
Horsenden Lane South, Greenford, Middlesex. UB6 8AP  
Tel 0181 810 7650 Fax 0181 810 7651

their former suppliers.

#### METHODOLOGY

It was proposed that a record of the time between each stage of the whole process of a request which leads to an Interlibrary Loan between one authority and another be measured.

#### TIME STAGES RECORDED IN DAYS

Request is made

Sent by 'local' Librarian to a Central Authority

Request is entered on VISCOUNT

A 'filled' message is received, i.e. this item will be supplied

The book is received in the requesting Central Authority

The book is sent to the local branch

Receipt of book in local library

The local branch informs the reader of the availability

And finally, if possible the date the Reader collects requested item

We hope to have the data in the middle of April which will be collated and analysed with a report to follow, which we will make available to FIL when complete.

LASER's interests in the area of Subject Specialisation, and the effects of Local Government Reorganisation on the whole ILL scenario in Britain, as well a continuing interest in wider networking (with involvement in Internet initiatives like Project EARL) and the VISCOUNT system, (soon to be upgraded as V3.Online) all need more day to day information which is timely, relevant and accurate. A survey of True Supply Times should do just that.

*Norman Boyd; email: norman@viscount.org.uk*



## LASER CO-OPERATIVE ACQUISITION SCHEMES, COVERAGE ANALYSIS AND FUTURE ILL SERVICE PROVISION

Co-operative acquisitions schemes in the form of the LASER Subject Specialisation Scheme for non-fiction and the Joint Fiction Reserve for out-of-print fiction have been essential elements of inter-library lending services provision since the late 1940's in LASER.

LASER has been undertaking a strategic planning exercise over the last few years. One of the areas identified for examination was the need to review these schemes and to make recommendations for the future. A working party chaired by Margaret Hampson, Head of Bibliographic Services, West Sussex County Library was established in 1995 with representatives of LASER member authorities, WMRLS, Hampshire County Library and BLDSC. The terms of reference of the Working Party are:

- to review the coverage of the Subject Specialisation Scheme in the light of the current and future situation
- to re-assess the allocation of subject areas
- to consider the impact of local government re-organisation on the viability of the Subject Specialisation Scheme
- to consider the co-operative acquisition of stock for subject specialisation both within LASER as a whole, in small geographical groupings and in co-operation with other regions
- to consider the relationship of BLDSC's acquisition policy to Subject Specialisation coverage
- to assess the relationship of failed ILL requests to the coverage of the Subject specialisation Scheme and to coverage overall.

Progress to date is as follows:

- 1 A detailed survey was circulated to LASER members with responsibilities for subject acquisition under the scheme. The results of the survey have been analyzed and are being considered by the Working Party;
- 2 specifications for carrying out detailed computer analyses of:
  - a) coverage of materials overall on the VISCOUNT database
  - b) the acquisition of materials and the identification of gaps in acquisition in the Subject Specialisation Scheme
  - c) an analysis of the relationship of the 2 coverage surveys above with the stock acquired by BLDSC and/or WMRLS
  - d) an analysis of failed requests from the VISCOUNT message transaction store in relation to the coverage surveys referred to above

These studies represent the first direct comparison of coverage overall, BLDSC stock acquisition, co-operative acquisition schemes and ILL supply.

Further information will be supplied to FIL as the work progresses.

*Peter Smith, Deputy Director, LASER*

## **NEWS FROM THE WEST MIDLANDS REGIONAL LIBRARY SYSTEM**

**Access to vocal sets for interlending**  
WMRLS were awarded a grant from the Department of National Heritage (through the Development Funding for Public Libraries Scheme) to support an Access to Vocal Sets project in 1995. Work over the last year has included construction of an improved regional database of vocal sets held in public and university libraries. In liaison with Berkshire Libraries and LASER (who are working on a separate project on printed music), WMRLS has developed appropriate file formats and sought UK wide agreement on suitable bibliographic standards for vocal sets union catalogues.

Several UK regional and national systems have participated in the consultation over standards and the project also has the support of the Music LIP and IAML (UK). This will open up the possibility of an exportable national database of catalogue records and holdings which will be transferable between regions.

Libraries holding sets in the West Midlands are inputting data on to a portable version of the database and the final product could be published in CD-Rom as well as printed format by late 1996.

### **Futures together**

Over 60 chief librarians and senior managers from all the major public and academic library and information services in the West Midlands met at Birmingham's prestigious Convention Centre/ Repertory Theatre complex in January 1996 for a seminar on regional collaboration. It was organised jointly by Birmingham PALS and WMRLS.

With the February DNH/LINC York seminar on regional issues in mind, **Collaborating on the future for library and information services in the West Midlands region** was designed to 'bring ideas together' (helped by several key speakers on recent national reports), 'see the future together' (with input from Melvyn Barnes and Stuart Brewer) and 'make it happen together' (using workshops to formulate proposals). Peter Beauchamp, Barbara Buckley, Lorcan Dempsey, Judith Elkin, Norman Fenn, Viv Griffiths, Henry Heaney and Norman Higham were all involved.

The proceedings and recommendations have been edited by John Dolan (Head of Birmingham Central Library on behalf of Birmingham PALS) and Geoff Warren (Director, WMRLS on behalf of WMRLS) into a publication called **Futures together** (ISBN 0952123983) which is available price £10 inc p & p from WMRLS, 3rd floor, Central Library, Birmingham B3 3HQ via phone/fax 0121 235 2613 or e-mail dm003@viscount.org.uk.

The PALS Heads and WMRLS Executive will be considering how to take forward this initiative in cross-sectoral collaboration at regional level over the summer.



## UNITY IN SWRLS

I first saw a demonstration of Unity by LIBRIS Computing Limited early in 1994 and was immediately attracted by the clear screen display, colourful keyboard and speedy response to enquiries.

Its installation in the SWRLS office in April of that year was an exciting day for staff eager to try it out. The system is very inviting and attracts use without any formal training. This has been proved further by the reaction of visitors to the department during the last 2 years and by the way guests at the national launch in Manchester in May 1995 made use of the workstations set up around the room.

The SWRLS office handles approximately 23,000 requests per annum from its member libraries and requires easy access to a current database of bibliographic records and location information. The Unity system fulfils this requirement in a quick and easy way.

The wide range of search options includes author, title, subject, ISBN and other control numbers, class number and a variety of combined terms. Staff are particularly pleased with the keyword in title search facility which enables them to trace requests with inaccurate or incomplete details. The category option has been used successfully to refine searches for requests such as

'fiction' by Doreen Tovey and 'conferences' on coral reefs.

Most searches give speedy replies and even

the entry of a single popular word results in the system telling the user within seconds how many entries have been found, whilst giving the opportunity to refine the search by adding more words. For combined searches such as author/title a warning appears if the search will take longer than 10 seconds and the approximate time the search will take is shown, giving the user the opportunity to try an alternative search if preferred.

The scope of the database, to date 6 million records including the BNB dataset together with BLDSC monographs, serial and conference proceedings, makes it an excellent bibliographic tool. It is useful to have the option to view the MARC record for more complex requests as an alternative to the more user-friendly citation screen which is displayed first.

In addition, the gradual addition of member libraries' complete datasets from all participating regions provides access to more unusual material, including local publishing. Now that 6 of the county libraries in SWRLS have added their holdings, some of which had been recorded previously in the manual union catalogue only, more requests than ever before can be checked against a single source.

The participation in Unity of 7 of the regional/national library systems ensures access to a wide range of regularly updated location information, the supply of which is our primary task. I have personally valued the opportunity to contribute to the development of the system by being the first co-ordinator of the Unity Monitoring Group which consists of representatives from participating regional

## INTERLEND 1997 – YOUR VIEWS

Yes, your indefatigable committee is already thinking ahead to next year's FIL Conference.

Comments regarding venue, content and timing will be welcomed.

If you haven't been to a FIL conference recently, please tell us why not.

Comments to Miriam Robbins, please by the end of JUNE 1996

headquarters. Its function is to evaluate changes in new software releases and collate comments relating to screen displays, searching strategies and other operation matters. Suggested changes are forwarded to the Unity Design Group for approval.

I am also involved in promoting the system within the region. As well as demonstrating it in the SWRLS office to visitors from member libraries I have also travelled to libraries to train staff on site. A demonstration workstation is available for libraries to test in their own interlending departments for around 2 weeks and experience has shown that staff are eager to take their turn using it and that any apprehension about computers is quickly dispelled. The system, has now been purchased by 9 of the local authority members whose staff have felt immediate confidence in its abilities.

The next exciting development is to be the connection to the Internet which will be used for the Unity e-mail service. This is to be installed in the SWRLS office in May 1996 where the service will be tested before being offered to all Unity users at significant cost reduction over standard Internet provider rates.

*Pam Sutton-Thompson, First Assistant, SWRLS*

## **LEGAL DEPOSIT OF NON-PRINT MATERIALS — AN UPDATE**

Sir Anthony Kenny the Chairman of the British Library Board has been chairing a Working Group which has produced an important report on a proposal for the legal deposit of non print publications. The report has been submitted to the Secretary of State for National Heritage, and it proposes that new legislation should be introduced to cover the legal deposit of microforms, sound, films and electronic texts. Sampling of on-line databases was also included, so that these could be drawn more fully under the legal deposit umbrella in due course. Sir Anthony Kenny hopes that the proposed legislation would be drafted in a way which would allow media not yet thought of to be included in the future.

The proposal was drawn up following wide consultation with representatives of other interested organizations, departments, repositories and publishers; the other Copyright Libraries and the British Film Institute, made major contributions towards drawing up the detailed proposals. Bodies with potentially conflicting interests had been unable to co-operate effectively, and the Publishers Association has indicated that it would be willing to replicate the present system for legal deposit (whereby up to six copies of material was made available) at single, standalone sites.

The proposal was formally submitted to the Department of National Heritage in January 1996, with a view to possible legislation being enacted within the life of the current Parliament. It now seems more likely however, that a consultation document will be issued for consideration before any legislation is considered.

The report recognises that there are a number of significant technical problems which remain to be resolved, such as how to ensure the long term storage of electronic materials given the widely differing estimates of the life span of e.g. a CD-Rom.

*Roy Collis, Chairman, LINC*

## **NEWS FROM LASER**

Viscount's six monthly statistics LASER's online bibliographic and ILL messaging system enables libraries to select bibliographic items from amongst the c. 4 million full MARC records, choose a supplying library and set rota positions for those items with those online libraries.

LASER has been sending out statistics to member libraries for some time. The last six months illustrates the continuing success of Viscount with 85% of total requests made on VISCOUNT being supplied. 70% of responses to requests were received within 0-10 days, and 60% were supplied by the first library chosen on the rota set by the requester. Of 51,176 items supplied to LASER libraries, 67% were supplied from within the Region. Of the total number of transactions on VISCOUNT (c.80,000), LASER libraries











