# FIL

*Forum for Interlending*

# NEWSLETTER

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## EXCHANGE OF EXPERIENCE WORKSHOP *held at the* University of Nottingham *last September*

This workshop attracted 35 ILL staff from as far afield as Bristol and Plymouth. Three speakers from the academic, public and business sectors outlined the ILL services offered by their particular institutions (edited transcripts follow). This initiated a lively debate on a range of subjects of current concern to interlending and document delivery departments.

In addition, Bob Pickering from BLDSC spoke about news from Boston Spa including the new billing accounts and how staff get the staples out of the return parcels!

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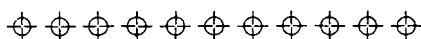
## LOUGHBOROUGH UNIVERSITY

"Loughborough University, formerly Loughborough University of Technology, began life as a College of Advanced Technology, became a university in 1966 and then merged with the College of Education. The university has built up areas of acknowledged expertise in sports science, human sciences, aero- and auto-engineering and library and information studies, and this is reflected in our library collections.

The Pilkington Library was purpose built in 1980 as a teaching library; it houses the Library and Information Studies department which cooperates closely with the library itself and serves approximately 14,600 readers of whom 2,000 are staff, 600 are outside registered users and the rest are students and non-academic staff. The stock stands at just over half a million items.

The Interlibrary loans section has its own service point for all enquiries and we have two full time and one half time member of staff, consisting of myself and two library assistants. We receive approximately 12,000 requests a year from our own readers, 10% of which are in stock, and 1,700 requests from other libraries. We have been using the Lancaster ILL system since August 1992, when the BLCMP ILL module was abandoned owing to problems. Now that TALIS has relaunched the ILL module we are watching with interest to see how things go. We are very aware of the advantages of an integrated system but at present the merits of Lancaster outweigh the disadvantages of a standalone system.

The majority of our requests come from staff and postgraduate researchers. Nearly 70% of requests are for serial articles, 12% each from conferences and monographs. We do not impose any limits on the number of requests but each department is charged £5.00 per item for their own requests. Requests fell by 30% when charges were imposed 5 years ago but have very gradually been increasing again. As each department decides who is authorised to place orders, all requests must be checked to ensure that the correct authorisation has been obtained. At the end of each month we invoice departments for all satisfied requests and as we make no extra charge for urgent action and international requests we do not publicise these services widely.

In common with all library readers our users want everything immediately and so we have introduced performance targets for dealing with requests. Any request received before 4pm should be checked and transmitted that day. If further bibliographical checking is necessary then it should be transmitted before noon the following day. Reports returned from BL and other libraries should be dealt with on the same day. Inevitably this is subject to slippage at times of holiday or sickness, but we do have a fairly good record. Last year we conducted a survey on supply times over a three month period, and were pleased to note that 70% of all items were received within 5 working days.

The amount and depth of bibliographic checking can be variable; at very busy times we may be slightly less thorough, but we regularly use our own abstracts, BIDS and First Search. Many of our requests originate from CD-ROM searches and we often refer back to these. Readers will be asked to supply a copy of their reference if we cannot trace it, though we often apply to BL in hope. Books and photocopies are delivered by the EMTS early each morning, checked in and letters notifying arrival sent to readers and photocopies sent in the internal mail. Items for loan must be collected in person as we require the reader's signature. 50p a day overdue fines are charged but we do try to be as flexible and understanding as possible. The

prospect of the BL charge of £67.00 plus our administrative charge of £10.00 usually brings the speedy return of an overdue volume.

Developments that we are looking at for the future include taking part in two E-lib projects, FIDDO and LAMDA. The FIDDO project has unfortunately been delayed by personnel and technical problems but when these are resolved we will be testing EI and UMI document delivery systems. We hope to become involved with LAMDA within the next few months.

Maintaining statistics seems to be an inevitable part of any work today. Monthly statistics for EMRLS and annual ones for SCONUL are very easy to generate with the Lancaster system. As well as those available on the statistics menu, we can make use of the ACCESS language for more specific lists. We produce tables for the Academic Services Managers each month to keep them up to date with the numbers of requests for their departments. These lists only show names and numbers, no bibliographic details, in order to comply with the Data Protection Act.

The number of outgoing loans has been fairly stable over the last few years, between 1,500 and 2,000. We did experience an increase with the introduction of BLCMP which indicated locations. We do encourage libraries to go through BL first but we are fairly flexible and appreciate that the whole system runs on co-operation and goodwill.
We are a relatively small team within the library but we hope to serve our readers efficiently and quickly. We are certainly very pleased with both the Lancaster ILL system and the service we receive from the British Library; as we obtain 95% of our requests from them our good name depends on their efficiency."

*Jenny Chambers*
*ILL Librarian*
*Loughborough University*

## NOTTINGHAMSHIRE COUNTY LIBRARY

Nottinghamshire County Library serves a population of just over one million, 60% of whom are registered as libary members. We have 80 libraries, 8 mobile libraries, a Schools Library Service, a household service and we also serve a variety of hospitals, prisons, homes and centres. Our current bookstock is over 2 million and, very importantly for reservations and interlending purposes, we have a non-fiction store of 117,00 items and a fiction store of 20,300 items. Our book issues for last year (1995/96) numbered 9.8 million and we took over 131,000 book requests. At £2.1 million for the current year our bookfund is in a steady decline which looks set to continue.

We have a fully automated stock management system, IBM BookPlus and 47 libraries are on the system accounting for 85% of issues. 17 of these libraries have OPAC terminals and a further 15 have or are shortly to have dial-up links for enquiry purposes. Orders for all bookstock are automated on the system using the BookPlus acquisitions package.

The Reservations and Interlending Team operates as a centralised unit for the county handling all requests for our readers which cannot be satisfied from stock. They also supply books requested by library authorities outside Nottinghamshire. The team is a small one consisting of a Senior Library Assistant (full-time), plus a full-time and a part-time Clerical Assistant. Between them they handle 5,700 reservations per year from Nottinghamshire readers. About 80% of these (5,000) progress through to the interlending network; the remainder are either bought, 'regretted' or found to be in stock after all! Our success rate via interlending is around 81% and typically items are supplied as follows:

►48% from BLDSC
►26% direct from other libraries using
   BL forms
►22% from EMRLS

The remainder come from other libraries such as the London Library; we rarely apply abroad because of the cost. The majority of the requests are for adult non-fiction books, although we do also apply for journal articles, music scores and orchestral parts. We rarely borrow fiction because of the strength of our Fiction Store.

Before sending requests through to the Reservations and Interlending Unit our libraries will have checked for bibliographical details in BBIP and on our own BookPlus database. We then check:

►BookPlus again!
►Global Bookbank on CD-ROM
   as necessary
►Libris Unity Database (on PC)
   which includes BNB, Boston Spa
   Books, EMRLS holdings, NWRLS and
   others
►BM catalogue on CD-ROM
►Books in English on microfiche

Two years ago we moved from a completely manual, paper-based operation to a fully automated one when we implemented the Lancaster ILL system with an ARTTEL2 link to BLDSC. This records all our interlibrary loan applications, is virtually paperless and has saved us a great deal of staff time. Together with the introduction of bibliographies on CD-ROM and the growing sophisitcation of the BookPlus database it has enabled us to save 1.5 clerical posts.

During the current year we expect to spend in the region of £13,790, mainly on BL forms, but also on subscriptions such as to the London Library. Our bookfund this year is 15% less in cash terms than it was 3 years ago; accordingly we are able to spend slightly

less on BL forms each year and of course they increase in cost annually. We find it necessary, therefore, to control the overall amount of interlending and have introduced a number of guidelines to restrict overuse by a handful of readers:

►we do not apply to BL for material in
   print costing less than £15.00
►we allow a maximum of 12 BL loans per
   reader per year
►no renewals
►we do not reapply for the same book for
   the same reader within 12 months
►we do not apply outside our own region
   or to BL for very ephemeral works, e.g.
   The Amyityville Horror, The Happy
   Hooker.

We receive almost exactly the same number of applications from other authorities as we make for our own readers, i.e. approx. 5,700, and are able to satisfy 52% of these. This figure is so low because we pass requests straight on to the next location if our copy is on loan. These loans can be broken down as follows:
►64% are supplied to EMRLS libraries
►36% to other UK libraries
Not surprisingly, and no doubt in common with many public library authorities at present, our main causes for concern all centre on the budget and the cost of BL forms. We currently charge 60p per reservation and strictly speaking may not charge any premium for requests which require a BL form. Another potential cause for anxiety is use by academics, students and others who have access to specialist library facilities. As a public library service we are required to meet the needs of everybody who lives works or studies in Nottinghamshire. It would be inappropriate and financially impossible for us to compete with academic libraries and we only purchase specialist material if it is also of interest to the general reader. However, university libraries are also experiencing budget cuts and one of our local universities

has introduced quotas and a charge for interlibrary loans higher than our reservation fee. This could be interesting!

To end on a more positive note, there is a great deal to look forward to in the future use of the Internet and the potential it affords for further streamlining inter library loans procedures.

*Anne Corin*
*Principal Bibliographical Officer*
*Support Services*
*Nottinghamshire County Library*

## ASTRA CHARNWOOD

Astra Charnwood is a UK subsidiary of Astra AB, a Swedish pharmaceutical company. The Research and Development facilities were acquired from Fisons in May 1995 with 700 employees transferring to Astra Charnwood. Since then the headcount has expanded rapidly and currently stands at about 900. We have a highly qualified workforce with 60% graduates or PhDs working mainly in Research and Development although we also provide a service to other departments such as marketing, engineering, environmental affairs and regulatory affairs. Research is largely focused on novel approaches to diseases in two key areas - inflammatory and immunological diseases such as asthma and rheumatoid arthritis and selected cardiovascular diseases such as ischaemia.

The R & D Information Centre is located in a new building opened by the Prime Minister in 1993 and its function is to support the work of Astra Charnwood by providing its users with timely, concise and effective information. There are currently seventeen people employed within the department split into two systems teams, a Scientific Information team providing current awareness services and the

Library and Information Resources team which has responsibility for journals, books, document supply, CD-ROM search systems etc.

The library subscribes to approximately 350 journal titles. We have a subscription to ADONIS which gives access to approximately 660 additional titles with the full articles available for printing on demand. There is also a book stock of over 5,000 titles.

Since January 1995 we have used an in-house system 1032 programme for our interlibrary loans known as LIBDOC which automates the request process from the user's desktop. This has three core modules for requesting journal articles, full journal issues or "others"- monographs, theses, standards, conference proceedings etc. When first logging on to the system the user is asked for their VAX username and they then have to input their personal details; these details are saved but can be amended if necessary. To order a journal article or full journal issue the user is first prompted to input part of the title. This is checked against a database of titles and if the one they want is found they can select it and input volume, issue etc. details. After all the request details have been completed, users are presented with a copyright declaration form to which they have to agree by typing "yes" before the request is acccepted. To order books etc. the user is presented with a free text field in which to input all the details they know about their request.

The file is processed once a day at about 3.00pm. The first step involves an automatic check against our own journals holdings and ADONIS. A list of the day's requests is printed, papers from ADONIS are retrieved and the ones identified as stock items are checked to see if they are actually available from the library. Editing of the file takes place at this stage, then the requests are batch processed. Automatic emails are generated informing people that their request has been

sent to the British Library or is in stock. Request numbers are then assigned automatically and the file transmitted to the British Library via ARTTEL.

Receipt and return of items is a simple process of inputting the British Library number enabling confirmation of these transactions. Received items are distributed via the internal mail. The system also allows for the input of BL reply codes which are received daily by email, to keep users informed of the progress of their requests. Mail messages are automatically generated depending on the reply code, for example to advise a user that there will be a delay or asking for more information.

When ordering, users have the option to stipulate an Urgent Action. If they choose this option their requests are immedialtely emailed to the library account rather than being processed at the end of the day. The high degree of automation we have achieved means we have cut the receipt time of non-urgent requests to 2-3 days. Out of a total of approximately 4,000 requests a year the majority are satisfied by the British Library - probably in the region of 90%.

For items the British Library is unable to supply we do use a number of other sources. We have accounts with Uncover and also with UMI and Ebscodoc for document delivery via First Search. These sources are valuable for some of the more obscure American journals and also where people want more than one article from an issue or the article is over 50 pages, as they are copyright paid. Uncover is particularly useful in those cases where a journal is unavailable because the British Library has imposed a loan ban - the contents pages of the issue are printed and the user identifies specific articles for document delivery. The Royal Society of Chemistry is another good source of supply, particularly for very old chemical books and journals and documents in translation.

Although there are no formal co-operative arrangements with other Astra sites, we do have a journal listing of all titles worldwide and occasionally we appeal to other sites for help and also supply documents when asked. As far as the future is concerned, we aim to maintain a good collection of core journals and books whilst monitoring and evaluating document providers to ensure we meet the needs of our users.

*Susan Cooper*
*ILL Librarian*
*Astra Charnwood*

# BANKING ON BLDSC

*Brian Else* gives his own <u>personal thoughts</u> on plans to rationalise
BL's accounting system.
*See FIL Newsletter Issue 23*

"I do hope that BLDSC takes a good hard look at what the current, standard forms do for us before they force through any changes, and carefully consider how to replace the current system (which is compatible with both transport and postal systems) with anything different and less useful.

The current forms are not merely devices for accounting purposes as some would simplistically like us to believe. They also provide the standard means of processing, recording and supplying an item, as well as serving to recoup costs at the end of the transaction. To recap, the form consists of:

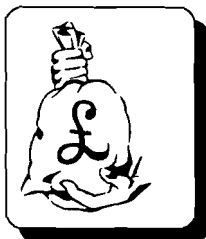**The A copy** - *the applicant's file copy*
**The B copy** - *the invoice copy to accompany any requisition throughout the system and eventually accompany and identify* (important, this point) *the item as well as providing a ready to use address label*

**The C copy** - *the reclaim part for cost recovery*

BLDSC (and many others) seems only to concentrate on the use of the latter without considering the need for other parts (especially the B copy). There is a school of thought which believes that as long as the 'transaction number' is provided everything else can take place as standard. In most cases it cannot. If I allow this kind of argument I'd accept applications written on cigarette packets or beermats, or anything at all. But why won't they serve just as well?

Primarily because such vehicles are not standard and would not be recognised for what they purport to be, so there could be confusion, uncertainty and delay; there would be extra effort on the part of the supplier to rectify and replicate the necessary (but absent) standard parts. No applicant can justify adding extra costs to the supplier's method of processing and supply. Only if we deal with each other in a recognised, standard way will cost factors be equal to all parties. And that is the rub. Even now, when over 90% of applicants use the accepted standard, certain libraries try to cut corners, hoping to reduce the cost to themselves, whilst imposing extra effort and cost on the supplier. It is *not* equitable, so little wonder they are not welcome. By concentrating their attention on the monetary aspect of the transaction they fail to see how useful and efficient the present standard is in delivering the product to them.

To take the analogy of the role of BLDSC as *'Banker'* in the process a little further: we can see that the standard form itself is regarded as a *'banknote'* in the process and like a banknote, the serial number (application number) is essential to effect a refund of costs. But, like a banknote, it can be used in transactions between traders at face value as common currency. If a banknote is damaged in any way (torn, burned or whatever) I could still reclaim its value from the bank. As long as I still have a corner with a serial number on it, the bank will honour the note. However, for common usage (i.e.trader to trader) I need more than just a number: for example I could not trade at my local shop with just a number on a piece of paper - they would require the note intact, and rightly so.

Something more is involved here: recognition of a common currency and its many uses. As outlined above, something more is involved with a standard form - hence the three parts. Only if a change over to an automated system gives us the same wide usage for each application, can we be said to be 'no worse off'. So an automated/ computerised sytem needs to generate an invoice *(B copy)* with a ready to use address label (self-adhesive), whilst providing a file copy *(A copy)* and the means to refund *(C copy)*. Standard formatting is essential (as per ARTTEL) not any old string of words in any order; not multiple sequences of addresses, but one at a time for ease of recognition.

In a devolved sytem such as we have in the public sector (in our case, 30 branches each issuing their own interloans) there needs to be *one* common format so that branch personnel can recognise and respond clearly to each application. The means for onward despatch need to be present so the applicant should supply these for a swift response.

The whole system of interlending was built on equity and co-operation. Whether we use paper systems or computerised ones, these principles have to be respected. Any new system of operation should incorporate them, otherwise a market-based operation with the emphasis on cost-passing rather than equal treatment, will fail us all in the long run. I trust some expert program designer can come up with the goods.

*Brian Else*
*Wakefield Libraries HQ*
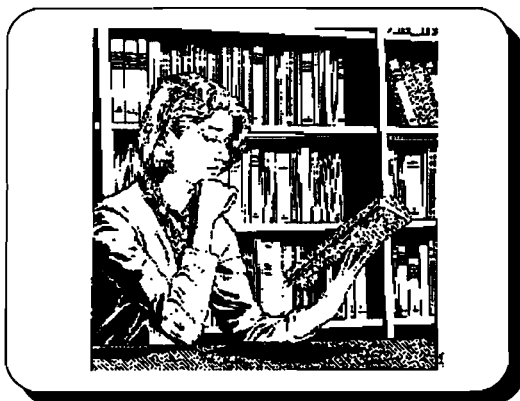
## WINCHILL

Christie Hospital Medical Library first developed the automated Inter-Library Loans package - *Chill* - to handle the increasing number of book and journal requests received by the library. The system was a DOS-based package produced on Paradox. Request details could be input, along with user and library details, which could then be searched. The system could be customised to suit other library requirements, and as such was sold to several institutions.

Towards the end of 1995 with software becoming more Windows-based, it became apparent that Chill needed to be upgraded. Windows-based software offers greater flexibility and ease of use. The system was completely rewritten onto Microsoft Access, by a team consisting of the Systems Librarian and the Medical Physics department.

Having someone who had worked extensively with ILL's proved invaluable to guide the team to the necessary requirements. Problems encountered with manual systems and the old Chill system were resolved. The finished product is an impressive database, clearly set out, complete with full colour screens and graphics.

### WinChill : Main Features
- ○Windows based
- ○Point and click button bars
- ○Arttel/Email compatible
- ○Ability to customise the system
- ○Automatically generates overdues, reminders, chasers etc.
- ○Upload information directly into system
- ○Easy-to-use search and retrieval functions
- ○Telephone helpdesk available
- ○Full colour displays
- ○Windows 95 compatible
- ○Runs on a 486 DX4100. 16MB memory recommended

All the request fields can be searched, using a 'multiple choice' search engine: *any part of field: start of field; exact match*. Each request when satisfied can be stored in an archive for future reference. Statistical information regarding users or libraries can be displayed. It creates graphs, letters and charts with full colour displays. Sending requests couldn't be easier as WinChill fully incorporates ARTTel transfer to the British Library, E-mail and post. With the *Convert* function the system is able to transfer requests saved to disk via downloads from databases. For example references saved from Medline can be converted into the system thus saving time for the user and the librarian. As with the old system, WinChill can be customised to suit individual library requirements.

We gave the existing Chill users the new WinChill version and we started marketing the system early last year. This has proved to be very successful, being sold to 15 institutions across the UK with interest being shown internationally. We offer a free one month trial to users which is available from us or by downloading the package via our homepage on the Internet **(http://kryton.cr.man.ac.uk/library/chill.htm)**. The system costs £500.00+VAT and includes three months telephone support. Additional support and updates are available at £75.00 per annum.

*Nigel Rainford,*
*Systems Librarian*
*Christie Medical Library, Manchester*

# LAMDA : RECENT DEVELOPMENTS AND FUTURE PLANS

It is now over fifteen months since the LAMDA project started, and, by the end of February, 1997, LAMDA will shift from its current project phase and will enter a transitional phase, during which it will move towards becoming a fully commercial venture. The number of libraries joining LAMDA is increasing steadily. Given that there has been so much interest in the project, it has been necessary to introduce new members in small batches. Most of the customers who have joined LAMDA over the past year have been situated in and around London, the majority being from the M25 Consortium. SCONUL libraries from all over the UK are now being introduced, as the spectrum becomes ever broader.

The list of current LAMDA members appears in the box below.

near future. Sheffield University, Liverpool University , Staffordshire University and Keele University are currently in the process of purchasing and installing the necessary equipment and software, and are expected to be up and running during the next couple of months.

Following some detailed analysis of the results of time trials which were undertaken last year, the price per article supplied has recently been set at £3.60. LAMDA staff who have been involved with the project since the beginning have generally welcomed the fact that statistics can now be taken direct from the ARIEL automated log, whereas, during the main part of the project, laborious and detailed manual statistics had to be carefully maintained.

This process was necessarily time consuming and not very popular amongst library staff, who already had a heavy workload!

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## *LAMDA Libraries*

**Borrower / Suppliers:**

➤John Rylands Library
  (University of Manchester)
➤UMIST
➤Salford University
➤Manchester Metropolitan University
➤Manchester Business School
➤University College London
➤Kings College London
➤University of Westminster
➤BLPES
➤Leeds University.

(February 1997)

**Customer libraries:**
➤Anglia Polytechnic University
➤City University
➤Cranfield Institute
➤St Georges Library
➤University of Greenwich
➤London Guildhall University Library
➤University of Kent
➤Lancaster University
➤London Business School
➤Middlesex University
➤Queen Mary and Westfield College
➤Royal Holloway
➤University of North London
➤University of East London
➤University of Hertfordshire

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As several of the libraries involved are multi-sited, we are talking about over forty separate libraries, and more are due to join in the very

The project's statistics are still being recorded on a large spreadsheet, and will hopefully be available in a few months' time. Obviously,

the volume generated by Customer libraries should make a considerable difference to the figures.

Searching for periodical titles held by the various supply libraries has proved to be a particularly onerous task. At present, the CALIM Union List is only available an paper, whilst the London and Leeds Union Lists are accessible via TELNET. Manchester Computing have offered to provide a solution to this problem by producing an integrated Union List , to include all these libraries' holdings, on disk. This should provide a one-stop searching engine, which should make the job of looking up title holdings much easier for the LAMDA staff. It will also enable holdings to be updated regularly. This should have been published by the end of March 1997.

LAMDA will be shortly becoming closely involved with the JEDDS Project. JEDDS has been set up with the remit of producing a MIME-compliant delivery system, which will interface to ILL and document management systems. It is hoped that JEDDS-enhanced ARIEL software will be developed for use by LAMDA within the next two years. A JEDDS support office will be set up in conjunction with a LAMDA support office, and administrative staff will be recruited in the very near future. The offices will be set up both in Manchester and London. During the next few months we will continue to introduce customer libraries to LAMDA, and will ensure that updates continue to be published in the FIL Newsletter.

*Rose Goodier*
*LAMDA Project Officer*
*Manchester*

# BOOK LOANS TO RUSSIA A PROBLEM SOLVED

Several British libraries, including the British Library Document Supply Centre (BLDSC) received a message from the Russian State Library (RSL) on 8 October 1996 stating that the RSL could not return the books loaned to it because of its financial situation. The only funds the RSL had received were 35% of its wage bill and they could not afford the postage to return items.

It was obvious that a co-ordinated response was needed from the BLDSC to avoid the potential confusion that could have been caused by different departments treating the problem in different ways. A meeting was therefore quickly convened, at which it was decided that no more items would be loaned to the RSL for the time being. There were already 6 items on loan that had been identified straight away - this turned out to be 37 items when all the systems were checked.

The BLDSC offered to exchange loan forms for photocopy coupons - it seemed petty to cut off a potential lifeline to the RSL. We also offered to pay COD for items to be returned in one batch to ensure that we received them later rather than not at all.

I was made the 'contact' for all messages to and from the RSL to ensure that the BLDSC spoke with one voice. I had personal contacts with the people involved at the RSL and speak Russian.

I therefore sent a triple copy of an identical message outlining the BLDSC's actions by e-mail, fax and post to the chief of the Loan Department and the acting director of the RSL. The post and fax versions were in both English and Russian for courtesy's sake and to

ensure that they were passed on if they ended up on the desk of someone who did not read English. I also contacted other libraries in Britain who had fallen foul of the same problem so that we could arrange to share any news which might arrive in case we might need to take a concerted action in the future.

I heard from Dr Christine Thomas of the BL Humanities and Social Sciences Directorate when she returned from a trip to Moscow that the situation was really as grim as the RSL had said and that similar problems had arisen in posting exchange journals to Western libraries. I therefore took steps to ensure that no claims were made for such journals until the situation had resolved itself - there seemed little point in chasing items that were not going to arrive.

I had still had no reply by 7 November, so I re-sent the message to all the e-mail contacts I had in the RSL. The terminals are mostly shared, so delays were inevitable but three weeks seemed too long to wait. On 19 November, I received a fax saying that the books had been sent (at their expense, not COD). They actually arrived on 25 November after being posted on 10 November (a Sunday if you check last year's diary, but that's what the postmark said!).

It took some time to verify that they all had been received, but on 3 December I was meeting with some Russian librarians at the Online Exhibition. It turned out that their delegation contained the (now ex-)acting director of the RSL.A delegation visited the BLDSC at Boston Spa on 5 December. We made sure that their situation had really improved and that any such delay in returning items was unlikely in the foreseeable future.

As the episode had resolved itself successfully, I first checked that there were no outstanding problems and then formally notified the various departments of the BLDSC, our other British contacts in a similar

situation and the RSL itself that the loan ban had been ended and that business could carry on as normal. On the same day, the RSL signed an agreement of co-operation with the BL.

This was in real terms somewhat of a storm in a teacup, but was of considerable short term importance in the relationship between the RSL, the second largest library in the world, and its British partners. Everyone involved acquitted themselves well and the problem was solved with no acrimony whatsoever.

*Ron Hogg*
*Slavonic Eastern &*
*Central European Acquisitions*
*British Library Document Supply Centre*



## IFLA 96

A pre-conference seminar on copyright was held from 21-24 August 1996 in Tianjin, China. Attendees and speakers from various backgrounds and regions contributed to a wide ranging debate on copyright in general, and electronic copyright in particular. The IFLA position on electronic copyright (See http://www.nlc-bnc.ca/ifla/V/ebpb/copy.htm) was supported but seen only as a minimal starting position. The WIPO Diplomatic Conference on Certain Copyright and Neighboring Rights Questions (December1996) was at the forefront of much of the discussion. Many delegates have since contributed to the debate (mainly via electronic mailing lists) around the WIPO Diplomatic Conference and what the position of various professional bodies (eg. EBLIDA, ECUP, IFLA) should be.

**The IFLA General Conference took place in Beijing from 25-31 August 1996.**

My general impression was that the Chinese Government had obviously invested time and money in this conference and gave it a high profile (regularly on the evening news), although I gather the *"Access to Human Rights Documentation"* session ran into problems due to government sensibilities; this does not seem to have been reported by the Library Association or IFLA.

The conference organisation was excellent - especially the availability of papers in multiple languages prior to the meetings, and in some cases prior to the conference. The subject areas I found topical, with a variety of levels of papers - from introductory to expert. A down side was that much of the meeting time was wasted due to papers being purely read (often in English so poor that native English listeners had problems) with little or no time for questions. This was more than made up for by the informal discussions with a wide range of delegates, both outside the conference rooms and continuing contact via email.

Some general recommendations emerged:
1. Prepare for IFLA 97 in Denmark - Guidelines for Building Information Infrastructure in Developing Countries. It was emphasised that this was not to be guidelines for IT or communications infrastructure, though obviously would need to refer to these.
2. IFLA should place increasing emphasis on development issues, including the co-ordination of volunteer organisations (eg. VSO and Peace Corps).
3. IFLANET should have pointers to develop Internet sites and electronic mailing systems.
4. An Information for Development mailing list should be set up (as opposed to a development information list - of which there are several or an IT for developing countries - again, several already in existence)
5. IFLA should create a listing of countries without National Information Policies. This could be passed to donors/banks for funding for studies.

There follows a list of the most relevant papers presented at the conference. Full text of many of the papers is available on the Internet under the IFLA 96 Conference page:

**http://www.nlc-bnc.ca/ifla/IV/ifla62/ 62intro.htm**

○*Copyright in the United States: current development and initiatives.* Mary E. Jackson (Association of Research Libraries, Washington DC, USA)

○*Electronic copyright management systems: dream, nightmare or reality?* Graham P. Cornish (UAP Core Programme, Boston Spa, Wetherby, UK)

○*Copyright and Russian libraries: interlending and document delivery.* Elena Eronina (Russian National Public Library for Science and Technology, Moscow, Russia)

○*Charging for document delivery and interlending: an introduction.* Heinz Fuchs (State & University Library of Lower Saxony, Gottingen, Germany)

○*Determining the cost of an interlibrary loan in North American research libraries: an initial study.* Joan Chambers (Colorado State University, Fort Collins, Colorado, USA)

○*Charging for interlibrary loans: from barter to business.* Christopher Wright (Loan Division, Library of Congress, Washington DC, USA)

○*Charging in document delivery and interlending: the Scandinavian discussion and scene.* Frode Bakken (Tfnsberg Public Library, Tfnsberg, Norway)

○*The IFLA voucher scheme: an alternative payment for international ILL.* Sara Gould and Graham P. Cornish (UAP Core Programme, British Library, Boston Spa, Wetherby, UK)

*Mark Perkins,*
*RRMG Librarian*
*ODI Library*

# PORTRAIT OF THE GRADUATE LIBRARY ASSISTANT AS A YOUNG MAN

My first day as Graduate Trainee at the Templeman Library at the University of Kent at Canterbury was something of a leap in the dark. Until that point my experience of academic libraries had, after all, been from the other side. I'd been a user, not a provider. My "first day confusion" was hardly cleared up when I was told that I'd be spending part of each day in what was mysteriously called Document Delivery. I felt slightly better when I was told this dealt with interlibrary loans, though. I'd asked for interlibrary loans as an undergraduate; now was my chance to discover the chain of events which led up to the magical arrival of articles I'd applied for by filling in a form a few days before.

My first few days in Document Delivery rather merged into a haze of request forms and trying desperately to remember in which order, and for what reason they moved from pile to pile around the room. After a couple of days though, I managed to get into the swing of things and, over the next few months, office procedure became second nature.

The requests would come flooding in, our first job being to check them against our OPAC to ensure the library didn't already possess a copy of the item in question (sometimes it's even on loan to the person making the request!). Next, if it's a book, we look at a variety of online sources to make sure that the book does actually exist, and, hopefully, to discover that there is a copy of it at the BLDSC at Boston Spa.

Assuming all is in order so far, the next thing to be checked is the applicants themselves. We have to be satisfied that they are actually registered with the library and that they haven't exceeded the permitted number of requests. Finally, if everything is all right the request can now be transmitted electronically to the British library via ARTTEL.

The whole process is, of course, slightly more complex when trying to get hold of articles from periodicals. Then we have to check various electronic services that the library subscribes to, such as EBSCO and IDEAL, to make sure that we don't have any articles in electronic form that the borrowers may have overlooked. Only then do we check to see what Boston Spa has to offer. Then, all that's left to do is eagerly await the arrival of the LASER van to see what it brings and notify the borrowers of the arrival of their requests.

All this only happens, though, when there aren't any library users in the office making enquiries. Dealing with these queries can, in itself, prove quite a time consuming task when the questions are as diffuse as: *can the borrower take books confined to the library to Switzerland with them? (They work part-time for the UN)*; *can they make an unlimited number of requests without any question from us? (They're members of staff)*; or *why do we charge overdue fines? (The books aren't ours after all)*? Those are the constants of Document Delivery.

However, even during my time here, there have been changes, most notably UKC joining the LAMDA elib project as a receiving member. From the trainee's point of view this has proved something of a mixed blessing. The main disadvantage is having to check the reference in more places (i.e. the Union List of Serial for the University of London and the CALIM catalogue for Manchester), before sending the request. Even more time consuming, is having to check that all the pages are present and correct when the articles

are printed out. On the other hand though, request do generally come through quicker, reducing congestion. Most importantly of all though, it's something interesting to talk about in interviews for library school!

The five months I've spent working in Document Delivery have, without doubt, been incredibly useful. It seems that the majority of library work is encapsulated in one office: dealing with the public, lending of books, bibliographic checking and the application of information technology to name but a few. All that plus the enjoyment and satisfaction I've had in working there means that, in the opinion of this humble Graduate Trainee, Document Delivery is the ideal initiation into library work.

*Alastair Flett*
*Templeman Library*
*University of Kent at Canterbury*

## WHY REQUESTS FAIL

The University of Liverpool is one of a number of libraries involved in the investigation into "Why requests fail?" *(See last issue -Ed.)*. The nine-month study will identify, categorise and measure the reasons why inter library loan requests are often unsatisfied or abandoned.
Data was collected during October and November and from this information the research hopes to:

* formulate recommendations which will lead to a reduction in the current levels of abandoned and unsatisfied requests. This will thus enable a more effective use of library resources.
* measure cost implications
* look at the current state of regional union catalogues
* consider the effect of current library purchasing practice on the level of abandoned requests

* review current management of library reserve or stack collections on the number of abandoned requests
* identify the various agencies involved in interlending and make appropriate recommendations to improve their performance
* identify key area for staff training

These factors and a review of other initiatives and studies in this area will be considered and included in the report.
A draft report has recently been produced and this will be looked at by the project management committee. Feedback will then be used to produce the final report which is due at the end of March 1997.

## UNIVERSITY OF LIVERPOOL
### LENDING POLICY - UPDATE

As promised, we have looked carefully at the decision made to restrict our loans to instances where we are the only location. This controversial decision was taken to avoid the horrific backlogs that had built up as a result of departmental mergers and staff loss. It was, at the time, a decision arrived at reluctantly and was made in an attempt to prevent further delays to other organizations.

We have been able to reduce our backlog substantially and can now resort to our previous position. Our staff situation has not altered. We hope, however, to keep future backlogs to a minimum as a result of revised working practices.

In conclusion, we will deal with all requests sent to us but delays may occur from time to time. We will do our best to avoid this but accept it is an inevitable consequence of the situation we now have.

*Pennie Street*
*Periodicals/Inter-Library Loans Librarian*
*Sydney Jones Library,*
*University of Liverpool*

## FIL Webpages

FIL has had a presence on the world wide web for over a year. The pages cover information about FIL, the conference, publications, the committee and links to other sites of interest. Extra content is being added such as statements by FIL relating to current concerns in document supply and further developments are planned such as contents pages of the Newsletter.

Our pages are linked to those of the Library Association who kindly load them onto the Fretwell Downing Group server which hosts pages from a number of information related organisations. FIL has no connection with Fretwell Downing but we are grateful for the space donated for our pages.

Our home page is at

**http://www.fdgroup.co.uk/introf.htm**

## FIL COMMITTEE MATTERS

The FIL Committee meets regularly to discuss matters affecting members. At the last meeting amongst matters discussed were:

*1. Automating BL's Banking Function*

Mick Osborne from the British Library attended the meeting to speak further about the situation facing the BL *(as outlined in Issue 23 of the FIL Newsletter)*. He stated the administrative costs incurred in reimbursing libraries is not cost-effective and the BL is seeking ways of improving efficiency and cutting costs. The general feeling was, that given the wide diversity of libraries and operating methods, forms are flexible and

popular. FIL acknowledged the problem and expressed willingness to help the BL in the next stage of their research.

*2. Local Government Reorganisation and Interlending*

Local government reorganisation is likely to have a far reaching effect on interlending. Some of the new authorities are not in a position to join a regional scheme at a time when co-operation is even more important. FIL is also aware that some new authorities will have staff with limited experience in interlending. This led to discussion on the role for FIL in assisting with training in the form of *Exchange of Experience* workshops in specific regions.

*3. Interlend '97*

Plans for the FIL Conference at Keele University in July are proceeding to plan. All speakers had been confirmed. Keele University is a central location and all accommodation will be en suite so it is hoped there will be a good response from FIL members. There will be a new format this year; the conference runs from Tuesday to Thursday and a drinks reception and conference dinner will take place on the first evening (see conference programme and registration form for more details).

*4. Libtech 1997*

Following the success of FIL's event at Libtech 1996, ideas for our contribution to Libtech 1997 were discussed. An electronic theme based on this year's conference was suggested. The outline was to be submitted to Libtech by the end of January.

*5. Interlending in Eastern Europe*

Both the British Library and other UK libraries have experienced problems with regard to non-return of materials loaned to the

Russian State Library. Betty Lowery of BLDSC read out an internal document from the Slavonic Department outlining the current situation. *(See the update in this Newsletter)*

*6. Reports*

Representatives attend the VISCOUNT User Group meetings at LASER and the Unity Co-opereative Council as well as LINC meetings. Reports are always brought to the Committee meetings

*7. Report from the British Library*

Betty Lowery said that 1,150 high use British journals will be retained as duplicates at both BL sites and a further 5,325 will be reduced to a single subscription with shared runs. Although foreign language monograph purchases at BLDSC have ceased, the BL in London will still purchase and it should be possible to borrow from London via BLDSC. Billing accounts are reported as going well with people often paying less for a copyright cleared request.

*Angela Faunch*

PROJECT
EARL
UPDATE
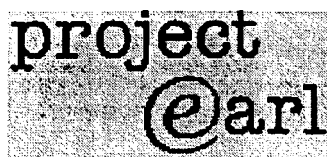
So much has happened with EARL since the last FIL Newsletter in October that I thought I would take the opportunity to catch you up on events and answer a few points that were made in the last issue.

EARL is growing, we currently have 99 members and negotiations are going smoothly to swell the numbers even further. All 32 Scottish library authorities hope to be joining EARL in the Spring of 1997. They will be taking advantage of the same group partnership scheme that all London boroughs and Wales used to become part of the EARL Consortium.

As well as an increase in partners there has been considerable activity with the 17 task groups. They have been working very hard, and new information tools have been developed by several of the groups, which will be demonstrated at Under one Umbrella. Do come along to the EARL stand and see for yourself the fruits of co-operation and resource sharing.

In the last FIL Newsletter my colleague asked when the linking of catalogues would provide the much needed library network and how the sectoral differences between the Public and Academic libraries might be bridged and what EARL was doing to provide more interest for Academic librarians. The work of the taskgroups have gone beyond putting catalogues on the Internet. The task groups are producing gateways to subject resources and these are being created by participating EARL partners. These resources in Community Health, European Information, Music, Chinese literature and culture are only a few examples. In addition the Family History group received over 150 responses to their request for details on family history collections held in UK public library authorities and it is hoped this very valuable resource will be available shortly on the Web. Lastly the Union serials group have produced a trial product using free WAIS software which permits a single search and results from numerous authority serials holdings. The foundation of the network based on content is being laid with the task groups.

This work is also building bridges with other sectors. The Serials Task Group agreed to collaborate with SALSER and the M25 consortium. Other academic interests in EARL include the direct participation as associated partners of UKOLN, eLib and our latest partner Manchester Metropolitan University.

As you can see EARL is active lively and the Consortium is moving forward co-operative efforts at resource sharing and networking in public libraries in the UK, and working with all sectors in resource sharing.

*Catherine Hume*
*Project EARL*

# INTERLENDING
# IN A PUBLIC LIBRARY -
# BIRMINGHAM LIBRARIES
# UPDATE

The following is an update on the article written in issue 23, October 1996.

*Interlending Procedures*
All Birmingham requests are first done online on VISCOUNT. VISCOUNT generates valuable monthly statistics. Statistics include total number of items (monographs and serials) requested on VISCOUNT; total number of items received (monographs and serials) and response times from other libraries. The system also gives statistics showing how quickly we respond to other libraries' requests and the percentage of requests supplied/not supplied.

Since September 1995, all West Midlands public libraries are on VISCOUNT. We have easy access to the West Midlands (WMRLS) union catalogue and consequently we no longer need to purchase the WMRLS union fiche catalogue. A co-operative agreement exists between West Midland public libraries not to charge for requests and therefore for economic reasons West Midland public libraries are approached first on VISCOUNT. Afterwards we try LASER libraries and then other 'live' sites including BLDSC.

A new updated version of the VISCOUNT system is planned for 1997. The new VISCOUNT system V3.Online, should be implemented during Summer 1997. Planned training days should give us the opportunity of using the new system and evaluating its benefits.

*Recent Developments*
In Autumn 1996, DS Ltd. successfully carried out a 'sweep' of Birmingham's catalogue on Galaxy 2000 in order to update locations for the VISCOUNT database. This included recent additions to stock; deletions to stock and splitting reference and lending material to give 2 distinct locations on VISCOUNT. The data on VISCOUNT is now more accurate for Birmingham locations and we hope to maintain the accuracy of the database with quarterly update tapes.

VISCOUNT libraries can now see what material we hold is for reference use or available for lending. This should decrease the time wasted by other libraries in asking for inappropriate material and save Birmingham Interlending staff time in dealing with inappropriate requests.

By comparing figures for incoming requests on VISCOUNT for 2 months prior to the sweep as opposed to 2 months after the sweep, we have found the number of incoming requests on VISCOUNT has decreased by approximately 50%.

Birmingham Libraries gratefully acknowledges the support of DS Ltd. and Geoff Warren and his colleagues at WMRLS who greatly contributed to the success of the exercise.

*Further Developments*
As most of our requests are for books, obtained from a variety of library sources, the interlending team still has a significant amount of clerical work to do. The future use of an automated Interlending package from DS should alleviate this problem. There is no definite date for this as yet but we hope to evaluate a package by the end of 1997.

*Marian Leydon,*
*Birmingham Libraries.*

# V3.ONLINE

VISCOUNT's pedigree emerged from roots based in satisfying client's needs. As early as 1974 LASER was involved in a Co-operation in Library Automation Project which led a Minicomputer system being installed at LASER in 1977 with a network installed for online access for LASER members in the late 70s

In the mid-eighties VISCOUNT was established for LASER with other library regions involved in the development, with the introduction of electronic messaging for interlibrary lending. By 1987 all major LASER members were linked online to VISCOUNT interlending and messaging system with other regions choosing VISCOUNT for their online ILL needs.

As a result of the substantial strength of an online bibliographic database allowing the selection of an item and electronic messaging, LASER, together with PICA Netherlands and Sunist France attracted funding to develop Project ION, an early Open Systems development. The live service started in 1994 with the world's first implementation of the emerging search/retrieve and inter-library loan network protocols.

In 1990 a Unix/Relational Database System replaced the minicomputer system, with integrated searching, ILL messaging, and the capability for administrators to structure queries to obtain detailed information on individual transactions within a central transaction store.

VISCOUNT users have given many suggestions to LASER regarding potential developments for any future version of VISCOUNT and in 1996 work began in earnest to obtain views and consult with users of VISCOUNT in the LASER, West Midland and Welsh regions. To meet the requirements for instigating the full features of a state-of-the-art interlending system with extensive access points to a bibliographic database, the services of two developers were retained: Fretwell-Downing (with experience of the implementation of the now developed ILL Protocol in an international setting) and Libpac (with long years of experience in authority control of bibliographic records and the creation of access software).

This third version of VISCOUNT, V3.Online, will retain all the functions of the current VISCOUNT and build on these strengths. The new version won't actually have a "gold return key" on the keyboard (see Stephen's article last issue) but will allow users to utilise any standard IBM compatible PC keyboard.

V3.Online will initiate the international standard ILL Protocol thus integrating any future requirements to link into other online database with ILL messaging capabilities. Transparent access to the BLDSC's online facility ART will be built into the system and will make use of the future plans for billing accounts. Although the BL's system is proprietary and not yet Protocol compatible V3.Online will map the appropriate reply codes to the protocol's codes. Should ILL staff require to transfer a request which has failed onto an email or fax form, this will be available to speed the ILL process.

The future appears to stress access strategies against holdings strategies. The Transaction store of detailed ILL requests allows LASER as facilitators to query the database for valuable information on who requests what in which subject areas; how often a specific title is requested and so on. This information provides the user not only with management information but also can be used in a wider context for research in subject specialisation, and 'why requests fail'. However for a true access strategy to become reality we will have the capability to search distant, disparate databases through the use of Z39.50. This

international standard has grown in usage with many system suppliers developing a service. The beauty of Z39.50 is that instead of logging into many different systems (with different commands) the searcher can use one interface he/she is used to and retrieve results in that particular interface structure.

LASER will be promoting this new service at UmbrelLA in Manchester (27-29 June 1997)

*Norman* Boyd
*LASER*

The following publications are available from:

LINC Secretariat,
91 High Street,
Bruton,
Somerset
BA10 0BH.
Tel/Fax: 01749 813385
E-mail: 100767.3316@compuserve.com
Please make cheques payable to 'Library and Information Co-operation Council'

**LIBRARY SERVICE PROVISION FOR RESEARCHERS**
Proceedings of the Anderson Report Seminar organised by LINC and SCONUL at Cranfield University 10 and 11 December 1996
*"The key question is ... how can we ensure that the nation's library resources are made available to the research community, whilst at the same time avoiding undue pressures on any one institution?" Professor Frank Hartley, Vice-Chancellor, Cranfield University* in his Foreword to the publication.

The seminar showed that effective library support for research is a multi-sectoral issue and a major element in the potential vision for a national information policy. The Anderson Report is published as an Appendix to the Proceedings.

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**INFORMATION PLANNING:** NEW CHALLENGES AND BEST PRACTICE
Proceedings of the 3rd Information Planning Conference of LIPLINC, the Library and Information Plan Panel of LINC, the Library and Information Co-operation Council. Durham, April 1996.
*"...of interest to policy-makers as well as practitoners at a time of considerable change"* Matthew Evans, Chairman, Library & Information Commission, in his Foreword to the publication.

ISBN 1 873753 08 X    66 pp.
A4 format. Comb-bound with cardcover.
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**KEY ISSUES in the DELIVERY of PUBLIC LIBRARY SERVICES**
Report of the LINC Standing Committee on Local Government Reorganisation

Ian Malley (Chair) *Leicestershire County Council*; Janet Barker *Hartlepool Borough Council*; Don Kennington *LINC*; Peter Smith *LASER*; Gwyn Williams *Denbighshire County Council*

ISBN 1 873753 09 8 - A4 format.
63 pp.    Card Cover.    £17.95

# OPAC 97 TO BE LAUNCHED IN MAY!

*John Lowery, OPAC/Blaise Marketing*

*"The announcement of the British Library OPAC 97 is of great interest to all librarians"* James L. Woods, Academic Librarian, Memorial Library, University of Wisconsin-Madison, Wisconsin, USA

The quotation above is one of many reflecting the excitement about **OPAC 97** - the new British Library Online Public Access Catalogue. **OPAC 97** will give users free access to our major collections for the first time via the World Wide Web. It covers seven catalogues containing over 8.5 million bibliographic records from the British Library collections both in London and Boston Spa, and any anyone with internet access and a Web browser will be able to access it without any additional software or system setup. It will be launched at the Internet World International exhibition in May.

*"Thanks for news of the new OPAC service. It will be excellent to have this starting at the end of May. Yours, a soon to be very appreciative user,* Dr. Nigel J. Reeve, School of Life Sciences, Roehampton Institute London

**OPAC 97** will be welcomed by users of the British Library Reading Rooms wishing to search catalogues prior to visiting the Library. It also provides access to users conducting personal research. Existing customers of the Document Supply Centre can order material via an in-built order facility; for those not already registered copies of journal articles or conference papers are available via a special link. **OPAC 97** will provide forms-based searching through an intuitive and user-friendly interface. It is an interim service based on the existing British Library bibliographic systems and will be replaced within the next two years when the Library installs a new and more sophisticated system. This includes the ability to link to other catalogues through Z39.50.

*"...having access to the BL and Cambridge UL catalogues...are some of the best reasons to be alive at the end of the 20th century...Web access to the BL catalogue will be one of the most useful services that the BL can offer"* Piers Bursill-Hall, Department of Pure Mathematics, University of Cambridge

*Blaise*, The British Library's Automated Information Service, will continue to be available as a subscription based service offering a wider range of British Library and external files comprising over 17.5 million records on 22 databases. *Blaise* will be ideal for information professionals who wish to carry out the full range of tasks associated with their work, such as checking the in-print status of items published in the UK or clarifying subject headings when cataloguing. Anyone wanting a comprehensive bibliographic service will find *Blaise* invaluable. Librarians who require full MARC Records for inclusion in automated cataloguing systems can make use of the service offered by *Blaise Records*.

The introduction of **OPAC 97** as a free service is a major step towards making the British Library catalogue more accessible to our users. We are confident that it not only complements existing services, but also provides greater flexibility for those engaged in bibliographic searching and document supply.

For further information about **OPAC 97** access our Web site at:

http://portico.bl.uk/nbs/opac97.html

FORUM FOR INTERLENDING (FIL)
ANNUAL CONFERENCE 1997
Evolution or Revolution:
The challenge of resource sharing
in the electronic environment
KEELE UNIVERSITY
TUESDAY 8TH - THURSDAY 10TH JULY 1997

Speakers include:
**Eric Davies** (FIDDO) *BITS, atoms and the knowledge society*
**Mike McGrath** (BLDSC) *Resource sharing-hype and realities: the view
from DSC*
**Martin Dudley** (Information for All)
**Sandy Norman** (Library Association) *Technology and the law: electronic
copyright issues*
**Allan Foster** (Keele University) *Co-operation in the networked environment*
**Ann Avery** *ISI Electronic library project*

## WORKSHOPS
√ Charging for library services
√ Public Libraries and the Internet
√ International ILL

## VISITS
☐Wedgewood Visitor Centre
☐Keele University Library (Archives and special collections)

## *FOR FURTHER DETAILS PLEASE CONTACT*
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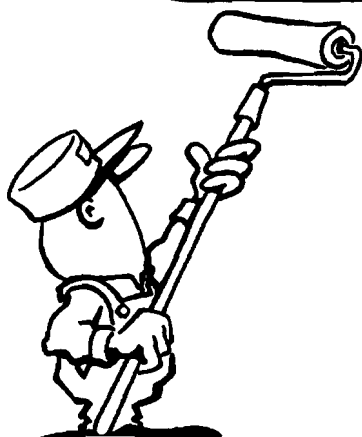
# WHAT IS FIL ?

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 are themselves involved in interlending.

| Activities include: | Recent areas of interest to FIL include: |
|---|---|
| • Annual conference | • Charges between libraries |
| • Exchange of experience workshops | • Impact of CD-ROM |
| • Liaison with regional and national organisations involved in interlending | • Local government reorganisation |
| | • National Library Commission |
| | • Copyright |
| • Membership of/representation on national bodies (eg LINC, CONARLS) | • ILL computer systems and user groups |
| | • International interlending |
| • Newsletter, reports and publications covering matters of importance to ILL staff | • Internet Access |
| | • FIL Webpage |
| • Expression of views on national issue | |

# MEMBERSHIP

**Susan Richards (FIL Membership Secretary),
Queen Mary and Westfield College Library,
Mile End Road, London E1 4NS**

If you are interested in joining FIL please complete the form below and return to:

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 *Forum for Interlending*
- I enclose a cheque for £20.00 made payable to FORUM FOR INTERLENDING/
  Please invoice my institution.* 　　　　　　　　　　　　　　　* Delete as appropriate.

Name _____

Position _____

Institution _____

Address _____

_____

Tel_____Fax_____E-mail_____

# FIL MEMBERSHIP

FIL membership continues to grow and 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 help recruit members, many of whom have not heard of FIL previously.

There sometimes seems to be a problem getting information, and particularly the FIL Newsletter, to interlibrary loans people. Very often it seems to come to a stop at the periodicals section or the Director/Chief Librarian.

We try to ensure that the FIL Newsletter reaches the right person, but inevitably we sometimes fail. If the FIL Newsletter is not making its way to you directly, and you want it to, please fill in the form below and send it back to me.

Please also use this form to keep FIL up to date with any altered or new information about yourself or your organisation.

Contact name _____

Job title _____

Organisation _____

Address _____

_____

_____

Tel _____

Fax _____

E-mail _____

Thank you

Please return to:

> **Susan Richards (FIL Membership Secretary),**
> **Queen Mary and Westfield College Library,**
> **Mile End Road, London E1 4NS**

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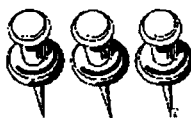*email   agw23481@ggr.co.uk*

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## FIL COMMITTEE Continued
### OBSERVERS

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