

FIL Newsletter

Issue 25

ISSN: 0966-2154

June 1997

A long time ago, in a galaxy far, far away...

The date: 24th April 1997

The time: 9.00 am The place: LAHQ

The attendees: 22 library and information people

The purpose: To learn how to produce and edit a newsletter!

May the course be with you!



FACT ONE

Newsletters are scanned quickly and then sent to their predestined place in the organisation - the bin!

All good courses set themselves in context right at the start and being told what often happens to newsletters was a very challenging beginning! The objective of a newsletter, you'll be surprised to learn, is to promote, inform, sell, and share a common interest with a common audience. "Do you agree? In one word or less!"

The attendees on the LA's course on producing and editing a newsletter came from as far afield as the University of Limerick and the Scottish Sensory Centre! What was the FIL connection? Angela Fauch and I, being co-editors of your newsletter, were there to find out how to do it properly. It is for you to judge if the information sunk in and whether we have been successful in implementing some of the ideas and concepts in this current issue.



FACT TWO

Newsletter is made up of two words:: News and Letter

Do you find that the news in our newsletter is not found anywhere else, and do you find that the content reads as a personal correspondence? We knew from the start that this was no theoretical course when we were asked to rename each others' newsletters. Step one was "let's have some newsletter names, please". There followed: *Wishbone* (the Westminster Public Libraries Information for the House-bound); *FIL Newsletter* - laughs all round as the cardinal rule was broken - do not use Newsletter in the title!; lastly an anonymous organisation confessed their newsletter was creatively called...*Newsletter!* We then concocted varyingly witty, serious and useless names for the Ministry of Defence's newsletter - *MoDern Times*; *Red Alert*; *Firing Lines*; *The Bullet* and so on.

C o n t e n t s

- Why requests fail: conclusions
- My year in editing hell
- EARL update
- Letters: BL as banker
- Groundwork for Ghana
- Countdown to "first night" at the BLDSC
- EUSIDIC-EUROLOG survey
- Access to vocal sets

FACT THREE

*You are a skimmer,
scanner or reader*

Apparently you are a skimmer, scanner or reader depending on whether you spend 0-9 seconds, 30-90 seconds or much longer on reading the Newsletter. What's a newsletter editor to do? Grab your attention through the use of graphics, white space, captions and headlines, all written according to certain rules. 'Ugly numbers' persuade! 3 ½ weeks is more interesting than 4 weeks and £149.32 hits you in the eye sooner than £150. Sentences should be crisp and paragraph length limited to keep the reader travelling through the text at a steady pace, hopefully being informed by and enjoying some of what they see.

FACT FOUR

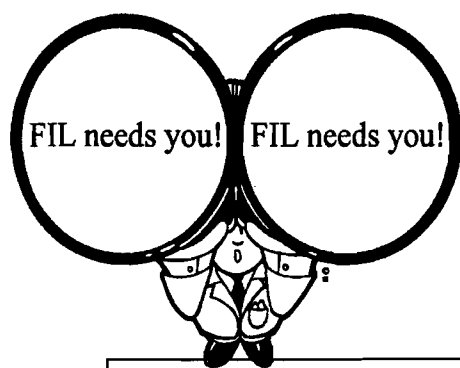
*Hitting the nail on the
Headline!*

Another free-for-all ensued where we had to cook up headlines to tell our readers about this course. *'Editor strikes back'*, *'New editors for old'*, *'Text Blaired, Major problem'* (very topical at the time!), *'All you ever wanted to know about editing a newsletter but didn't dare ask'* (very wide columns required for this one) and so on. Expect more from your valiant team! We discussed content and the manner in which features could be written, including a rather formulaic device. Take one pronoun or noun as the subject, and one verb and add an object. Look for various ways to say the same thing using different variants and *"Man bites dog"* becomes *"Starving pensioner chews poodle in obedience class"*.

FACT FIVE

*If you want people to
read your newsletter find
out what they want in it!*

One excuse for readership research is the arrival of a new editor - too late! Various techniques for questionnaires were discussed, sampling the readership, trend analysis (i.e. look at what others are doing!), and bombarding the reader with forms to fill in! So be warned!



Do you wonder exactly which ILL packages and which bibliographies your colleagues use? Have you been too busy or too embarrassed to find out what exactly to do with those foreign requests? Why not share the experience to start a debate which might lead to some positive action and help you do your job more quickly and effectively?

Talk to the Editors if anything in this issue raises your hackles, or you wish to applaud...write, fax, email or phone!

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WHY REQUESTS FAIL

Some conclusions

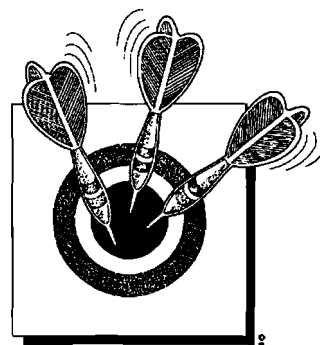
In the ten years up to 1995 interlibrary loans in the UK and Ireland increased by nearly 17%. During the same period unsatisfied or failed requests rose by nearly 25%. *Why Requests Fail* was commissioned to collect and collate evidence to identify and measure interlibrary loan failures, and to make recommendations on how success rates can be improved and wastage of resources reduced.

The project surveyed 54 public, university and special libraries in the UK and Ireland, monitoring and categorising their interlibrary loan cancellations over two months in 1996. Data was simultaneously collected on requests passing through the British Library Document Supply Centre and reply codes were monitored and analysed.

The report's conclusions and recommendations focused on possible solutions to the problem of failed requests at a strategic or national policy level, and at the operational or practice-based level. At national level this included access strategies, acquisition and retention policies and resource discovery strategies. At operational level they focused on the use, management and maintenance of databases and catalogues and the identification and dissemination of technical standards. The report also places in context the achievements of the British Library in document supply and the library regions in interlibrary loans and suggests that such a uniquely successful and important service could be further enhanced.

The strategic issues recognised by the report were:

1. the co-ordination of acquisition and retention in relation to ILL within a national context
2. co-ordination of resource discovery initiatives
3. addition of material to automated catalogues
4. role of regional systems
5. technical standards for automated systems
6. libraries' willingness to be ILL lenders
7. use of public library ILL facilities by students



Collecting the data

The report

Strategic issues

Practical issues

The practical issues which arose were:

- keeping union catalogues updated and deletions notified
- inclusion of loan status information on automated catalogues
- awareness of practices at BLDSC
- use of databases at BLDSC
- location tools at BLDSC and improvements in the way locations are notified
- locations for items on waiting lists and speculative locations
- incomplete and incorrect citations
- problems with exact identification
- requests for inappropriate material
- practical improvements to request forms
- the rota system use of failed request data
- requests that "disappear"

The report will be presented to CONARLS shortly and the outcome of any matters which arise will be reported in a future edition of the FIL Newsletter.

*Pennie Street
Periodicals/Interlibrary Loans Librarian
Sydney Jones Library
University of Liverpool*

STOP PRESS STOP PRESS STOP PRESS

The Circle of Officers of National & Regional Library Systems (CONARLS) announce a new Report:

Why requests fail: interlending and document supply request failures in the UK and Ireland. ISBN 0906433258. A4 Comb Bound Card Cover. 90pp plus Appendices. Published by Information North for CONARLS. 1997. Price £9.95 (plus £1.50 UK post & pack; International post & pack at cost).

Please order from:

*Information North, Bolbec Hall, Westgate Road, Newcastle upon Tyne, England NE1 1SE
Tel: ++ (0)191 232 0877 Fax: ++(0)191 232 0804 E-mail:michael.long@dial.pipex.com*

Leicestershire Libraries on the move

Leicestershire's ILL section and its County Reserve moved to new premises in March. The new address for the ILL section and the County Reserve including the Provisional Joint Fiction Reserve, Bibliographical Services, EMTS and Library Services to Education is:

*929/931 Loughborough Road, Rothley, Leicester LE7 7NH
Tel: 0116 2678024 Fax: 0116 2678039*

Press release

GROUNDWORK FOR GHANA

On Sunday 17th May I found myself at a Little Chef with six librarians, recently arrived from Ghana, and Sara Gould of IFLA (International Federation of Library Associations). The pub I originally chose had turned out not to serve lunch on Sunday, so eventually we settled for a meal at the Little Chef and hoped that the week ahead would improve after the rather inauspicious start! Sara and I had exchanged phone calls and emails and met to discuss suitable training for our visitors. The idea was simple.

Ghana has no formalized interlending agreements, relying on personal contact; so far as it goes, this is fine. But Ghanaian university libraries are expanding. We think we have trouble keeping up with demand, but in a country where university's holdings average less than 10,000 items per library, and where the thirst for knowledge is growing, the need for document delivery can, without hyperbole, be said to be dire. Western-sponsored projects have helped and, for instance, a three-year provision of free documents is not to be sniffed at. However, it is to be wondered whether, ultimately, such schemes are of any real benefit: where funds are subsequently withdrawn, analogies with the temporary relief of famine are not entirely out of place.

Sustainability was therefore the key word arising from our introductory meeting on Sunday. This was more than a little daunting, but we hoped that the week would convey at least an idea of the basic procedures necessary to operate an effective, and therefore sustainable, national interlending scheme.

Rather earlier than I am wont to rise, Monday morning saw me making my way to the hotel, from where we all travelled to Manchester Piccadilly to catch the 8:50 to York. I had of course read the background documents; but whilst CVs and minutes of meetings are well enough, to find that Kwame (one of the librarians) was a fellow newly-wed did rather more to bridge the cultural differences.

The visit to BLDSC was useful. Those of us who use ARTTel or ARTemail can so easily become blasé about it: they reduce the time our readers have to wait by a day or two. Multiply this by five, and you have some idea of the practical benefits ARTemail will bring to Ghana for requests made to the British Library.



Interlending in Ghana

The task ahead

A day at Boston Spa



More lessons at NWRLS

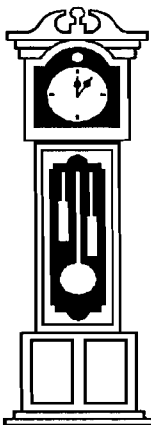
After a packed few hours, our visitors decided to return to Manchester direct, whilst I enjoyed a couple of hours in York. And so it was that, whilst sampling the delights of down-town Manchester, six Ghanaians experienced their first Mancunian downpour. Drought? What drought?

Tuesday morning, at a rather more civilized 10am, found us crowding into the offices of NWRLS at Manchester Central Library. A brief history lesson took us back to the English libraries of the 1930s and the practicalities of setting up and maintaining a union catalogue. There was also an introduction to the regional transport scheme which provided food for thought. Unity was demonstrated, and reckoned to be the sort of thing Ghana could benefit from: networked systems are fine, but in areas where networks are not as reliable as in the UK (and problems are hardly unknown here!), a stand-alone system is ideal. If nothing else, the visit provided a useful vision for the future.

Books or beer?

A visit to the local Waterstone's at lunchtime was apparently appreciated. I say apparently, because your reporter holed himself up in the equivalent of the Ale and Arty with a pint and a note-pad, all the better to make last-minute amendments to the following days' teaching sessions.

Stepping back in time



Getting down to the nitty gritty

If the morning session had taken us back to the 1930s, the afternoon took us back to the late nineteenth-century, Manchester's heyday, as we visited the original or 'real,' as I prefer to call it, John Rylands Library. Bearing in mind that the building resembles more a temple of books than the anonymous warmth of modern libraries and that Ghana enjoys rather less inclement weather than Manchester, it was probably inadvisable to have turned the heating off. Still, a cup of coffee in the fellows' room did much to warm the body. As for warming the spirit, a selection of items were presented for our enjoyment, from the oldest fragment of the New Testament through to a volume owned and inscribed by Henry VIII. Even Oscar Wilde might have considered this an excess of pleasure.

The final three days were to be the substance of the week, and were based in the Committee Room of the (main) John Rylands University Library. Sara and I were joined by Stephen Prowse (King's College, London) who led one of the sessions on Wednesday, and between us we managed to cover the programme. Doubtless, some of it was already familiar to our guests, but what were of greatest value were the discussion sessions: it was in these that our fellow interlanders were able to refer to the particularities and to

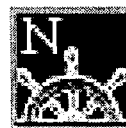
discuss the nitty gritty of the proposed Ghanaian interlending co-operative.

An anticipated hour's Internet experience on Thursday extended to two hours, during which Mr Martey, librarian at Ghana's Balme Library, used BLDSC's newly-launched OPAC97 to locate a copy of a first edition his library requires. He would, he advised us, try to buy a photographic reproduction for addition to stock.

Readers will be pleased to learn that there was great interest in FIL (possibly a couple of new subscriptions on their way, Ms Membership Secretary!) as a model on which to base a more formalized discussion and exchange-of-experience group. The value of such an organization is not perhaps as apparent to those of us who take it for granted, as it is to those who do not have such a forum. As a general rule, we were told, chief librarians in Ghana value interlending as an integral part of their services; but where an organizational, rather than individual voice is likely to have greater impact in persuading universities to provide realistic moral and financial support, it is to be hoped that a version of FIL would prove to be a valuable asset.

Having covered most of the elements of borrowing and lending, we devoted our final morning to discussing IFLA's Model National Interlibrary Lending Code. To be frank, if I had seen this before, I certainly hadn't considered it in any depth. Preparing for the session, however, I found it to be extremely valuable. And, since the six visitors represented the entire Ghanaian interlending fraternity, the code was amended to reflect ideas practicable in Ghana, and will form the basis of a nationally agreed interlending protocol.

FIL's raison d'être is to facilitate interlending and co-operation. In this instance, co-operation between IFLA and FIL resulted in a memorable week for all concerned. More important are the views of our Ghanaian friends: 'The course has been very useful'; 'We truly had a lot of ideas from the discussions which would help us to tailor our ILL system to suit our local needs'; and 'on the whole, the entire arrangement was perfect.' Perhaps most gratifying was the following comment: 'We shall, when we go back, be called upon to design a training programme on document delivery and interlending for other libraries. We shall just pass on, with few modifications, all that we have been taught on this course.' Those of us involved in the course eagerly await news of future developments in Ghana.



Exchange of
experience in action

The model for Ghana

'A perfect arrangement'

*David Orman
Head,
Document Supply Unit
John Rylands
University Library
Manchester*



MY YEAR IN EDITING HELL

It seems that editing conference proceedings can be a bit like pulling teeth - slow and painful. Having been appointed as editor of the 1996 conference proceedings it all started well after Interlend '96 at Canterbury last July.

Soon after the conference I received Jonathan Chingwalu's paper. I had thought this one might be problematical as he was shortly going back to Malawi and I wasn't sure where to contact him. However, he sent me several type written sheets which I fed into my scanning software. I waited for it to do its customary job of changing letters to hieroglyphics and scrambling the formatting but the paper was soon in the bag (as we editors like to say) and I eagerly awaited the next contribution.

Beware the killer virus

A few weeks later I received Peter Beauchamp's contribution on disk, with an apology for it being 'so late' (if only all the others were 'so late!'). Little did he or I know at the time, but he also sent me a virus on his disk - the dreaded "concept" virus which is a real killer. Having exterminated the virus after a titanic struggle I had several months to play around with these two papers - changing font size, trying American spelling etc. whilst I counted the missed deadlines and waited for another paper to flood in. In the depths of winter I struggled to edit some graphics - what they call a steep learning curve - and was still chasing papers!

The solution

This year in order to avoid this prolonged editorial marathon, the speakers will be recorded on tape and anything they say will be taken down and may be used in evidence against them, if they haven't submitted their papers within two months of the conference! However, it's almost all over as I write, just a few t's to dot and i's to cross. The details appear on the next page so you can order a copy!

I'm thinking of doing some signing session at this year's conference so why not bring your copy along? In the meantime I'm available for more lucrative commissions.



*Stephen Prowse
Interlibrary Loans
King's College, London*

Interlend '96. Information rich, information poor : Filling the gap

- Stephen Prowse - Introduction
- Peter Beauchamp - Signals from Westminster
- Elspeth Micheson - Interlending: an uncertain future
- Michael Long - Northern Informatics
- Peter Craddock - Sharing the Vision
- Jonathan Chingwalu - Information rich and information poor
- Ray Templeton - Information access

ISBN 0 7123 2144 6 Price £18.00

Available from July at National Bibliographical Services, BLDSO, Boston Spa, Wetherby, West Yorkshire LS23 7BQ.

COUNTDOWN TO "FIRST NIGHT" AT BLDSO

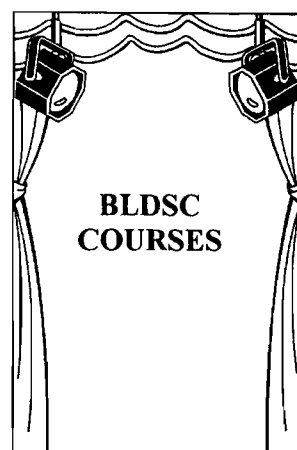
When I was first approached to write an article on interlending courses, my mind started racing as to how best to approach the task. Then an email arrived telling staff of the outstanding achievements of our own British Library Players (a group of would be Hugh Grants and Demi Moores) who, out of over 1000 starters, had just managed to reach the final of the All England Theatre Festival.

The more I thought it over, the more I realised the similarities between running a successful course and putting on a winning theatre production. So follows my simplistic countdown to running a BLDSO Onsite Interlending Course.

The countdown really begins when I meet with the previous year's cast members to discuss this year's production, taking into account any recommendations regarding running order, programme, content etc.. After checking with other organisations to ensure our performance doesn't clash, dates are set. As with all great performances the audience plays a vital role in a show's success, so assessment sheets are re-read, and any comments are noted and acted upon e.g.. suggestions regarding the programme, recommendations or bad feedback on hotels. Every show needs to advertise itself so information is sent out via Customer Updates and mailings - not a 6ft billboard in sight!

Bookings arrive and further information is sent out.

Time to choose the cast - roles are advertised, applications received and auditions held. No one takes the leading role, all staff members have equal billing in our production.



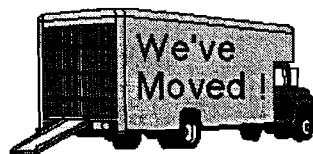
6 Months

Up to 3 Months

3 Weeks

EMRLS Secretariat moves to Suffolk

After twenty years in the capable stewardship of Leicestershire, the EMRLS (East Midlands Regional Library System) Secretariat has moved to Suffolk County Council Libraries and Heritage with effect from 1st March 1997.



Guenever Pachent, Assistant Director in Suffolk, succeeds John Hinks as Honorary Secretary. Alison Wheeler has been appointed Regional Librarian; Jackie Sargeant is to be the Regional Assistant.

Guenever Pachent said:

"We very much welcome the arrival of the EMRLS Secretariat in Suffolk. It has provided professional development opportunity for individuals and will present the library service generally with new perspectives on interlibrary co-operation. While financial pressures on all types of library may either threaten or strengthen co-operation, new methods of communication and delivery present their own opportunities and challenges. It is an exciting time at which to become more closely involved in regional co-operation."

Location checking for the region will be dealt with by Suffolk's Interlending Section at:

EMRLS, Customer Requests Centre, Libraries and Heritage, Suffolk County Council, St Andrew House, County Hall, Ipswich IP4 1LJ
Tel: 01473 584576 Fax : 01473 584549
Email: inter.lending@libher.suffolkcc.gov.uk

EMRLS Press Release



Rhetorical Quiz

Q.

HOW DOES A NEWSLETTER KNOW IT HAS MADE IT?

A.

WHEN AN OFFICIAL NOTICE ARRIVES GIVING THE EDITORS A NERVOUS FLUTTER

The Agent for the Legal Deposit Libraries has requested 5 copies of the FIL Newsletter. Well done FIL people!

Share The Vision

Share the Vision (STV) was launched last December and is a partnership project between voluntary and statutory sector organisations aiming to improve access to library materials and information for the blind and partially sighted.

NUCAF and UNITY

One of the main promotions of STV is the National Union Catalogue of Alternative Formats (NUCAF). The catalogue is developed and managed by the Royal National Institute for the Blind (RNIB) and records UK holdings in braille, moon, spoken word and large print. The 70,000 records which cover material held by the RNIB and other voluntary sector organisation have now been incorporated into the Unity database as a core file. This should dramatically increase access to information using standard ILL procedures.

Pilot Interlending Project

Share the Vision is now launching the Pilot Interlending Project (PIP) which aims to assess the benefits of NUCAF to blind and partially sighted library users. The project will identify ways of improving access through use of catalogues and the interlending network and there are test sites in Lancashire, Manchester and Tameside libraries.

National guidelines

A recent publication *Library & Information Services for Visually Impaired People: National Guidelines* (compiled by Jean Machell ISBN 185604 208 1) also aims to improve the standard of library services for VIP.

The report is available from:

Bookpoint Ltd
Mail Order Dept
39 Milton Park
Abingdon
Oxon OX14 4TD
Tel: 01235 400400
Fax: 01235 832068



Interlending Wales

Interlending Wales was officially launched on 10th March 1997. LIBRIS has been awarded a contract by Interlending Wales to extract and amalgamate the catalogues of 12 Welsh public library authorities into a single Union Catalogue for Wales. The latest update of Unity included 100,000 records from 3 Welsh library catalogues. Interlending Wales has ordered a Unity system which will be sited in Flintshire.

EARL UPDATE

The EARL Consortium, the UK National Public Libraries Internet initiative, has reached an agreement with the Scottish Library Association and the Scottish Library and Information Council on Scottish public library membership. EARL currently has 113 partners, of which 100 are public library authorities. 53% of UK public library authorities are now EARL partners. Robert Craig, Director of SLIC and SLA, who was instrumental in negotiating this joint venture said,

"This is a major step forward for public library services in Scotland and the library and information community as a whole."

EARL has recently been awarded a grant from the British Library Research and Innovation Centre to fund Readiness (Research and Development In Networking Subject-based Services), a two year project to investigate the needs and procedures for the development of networked subject-based services by UK public libraries. Two new staff, a Senior Project Officer and a Networked Services Development Manager, will be recruited to EARL to manage the project.

MagNet is the name for EARL's magazine, journal and newspaper finder on the Web. In its current demonstration model form, it contains the serials holdings of 12 EARL members and features links to other serials listings and services searchable by title, keyword in title and subject. It is already a useful finding tool and the medium term aim is to have the serials holdings of all EARL members on MagNet, with an ultimate objective to have a national union list of serials holdings. All EARL members are urged to submit their serials holdings data.

Christian Librarian No.21 published

The Librarians' Christian Fellowship have published the 1997 edition of their annual journal *Christian Librarian* - copies available at £2.00 to non-members, including P&P. (Outside Europe please send an additional donation to cover increased postage). This issue contains the papers presented at the Annual Conference: Rev. Graham Cray laid the foundation by presenting a guide to the culture of post-modernity and the challenge of post-modernism, citing thinkers such as Jean-Francois Lyotard through to Damon Albarn of Blur! Geoff Warren of the WMRLS, grounding the theory in a library context, reflected on a society that is no longer sure about 'reason' and 'progress'.

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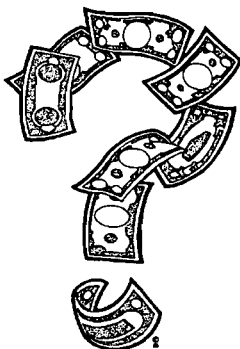
READINESS

*Hugh Marks, Serials
Task Group Convener*
h.marks@dial.pipex.com

Demonstration at
<http://www.earl.org.uk/magnet>

Copies available from:

The Secretary
Librarians' Christian
Fellowship
34, Thrulestone Avenue
Ilford
Essex IG3 9DU



Differential charges to readers

*Statement from Peter Beauchamp, Chief Library Adviser,
Department of National Heritage in response to enquiries from
several library authorities.*

In the view of our legal advisers, Regulation 4 of the Library Charges (England and Wales) Regulations 1991 permits library authorities to make differential charges in respect of different types of reservations. Regulation 4(1) provides that the amount and incidence of any charge are at the discretion of the relevant library authority and Regulation 4(2)(a) specifically empowers the library authority to make "*different provision for different cases including different provision in relation to different persons, circumstances or localities*".

You will recall that the Department issued guidance about the Regulations when they came into force in 1992 and paragraphs 3-5 dealt with reservation charges. The advice above refines the Guidance but does not contradict it. It is now clear that differential charges in respect of reservations allow library authorities to recoup any extra costs involved in reserving library materials that are not in stock within the authority, but it is not intended that Regulation 3(2)(b) should allow the cost of obtaining library materials from other library authorities to be passed on to end users.

Reservation charges

It should not be forgotten also that any reservation charges made are required to be reasonable and paragraph 4 of the Guidance explains this further. Ultimately the Secretary of State has powers to step in and fix a maximum rate for any charge authorised in the Regulations.

ACCESS TO VOCAL SETS

FIL Newsletter (October 1996) reported on the Access to Vocal Sets project and the forthcoming publication of a new West Midlands regional vocal sets catalogue. The catalogue, which was edited by Malcolm Jones, has now been published and is available from WMRLS. It includes information about almost 7,000 sets covering 5,000 different scores, at 6 public and 2 university libraries in the West Midlands, and a title index.

West Midlands Vocal Sets (ed. Malcolm Jones)

ISBN 0 9521239 91

Price £30.00 inc. p & p

By post WMRLS, 3rd Floor, Central Library, Birmingham B3 3HQ

By phone 0121 235 2673

By fax: 0121 235 2613

By email: geoff.warren@dial.pipex.com

Web access

The database is available free (but without locations/holding data at this stage) on Norsk Systemutvikling's Mikromarc Webhotel at:

http://webhotel.mikromarc.no/british/eng/mikromarc/ssearch.idc?dbAlias=mm_db_bp

along with the catalogues of the Royal College of Organists' Library and the Britten-Pears Library in a searchable "clump".

CONARLS will be discussing plans for a UK wide shared vocal sets union database at its AGM in London in late May.

*Geoff Warren
Director, WMRLS*

INTERLENDING, LOCAL GOVERNMENT RE-ORGANISATION AND PUBLIC LIBRARIES: PROJECT REVIEW

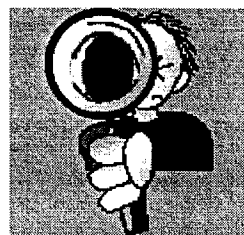
LASER's research and development programme has continued in the areas directly associated with its strategic planning and service interests. This encompasses interlending, access strategies, cross-sector collaboration, networking and future development.

This two year project was undertaken with a Department of National Heritage Development Funding for Public Libraries award. The project partners were LASER, Bedfordshire, Berkshire, Essex, Surrey and Libpac Computer Services Ltd. The Project Steering Committee, which was Chaired by Robert Kirk, County Librarian, West Sussex had representatives from a wide spectrum of public libraries and regions in the UK, the British Library, the Library Association and the Public Lending Right. The project examined the likely effect of local government re-organisation on interlending services and had an overall responsibility for producing recommendations for a framework on interlending services in the future.

The project identified the many issues which would have to be addressed in the period before and following local government re-organisation in relation to interlending services, transport schemes, co-operative acquisitions and other services. A national workshop was held in Birmingham in November 1996 where the results of the project were supplemented by the views and recommendations of the participants.

The recommendations for a future framework for interlending comprised an Access Strategy Document which has made major recommendations to the Department of National Heritage and the Library and Information Commission in respect of the establishment of a national strategic framework for underpinning the development by libraries, library regions and related bodies of access strategies supported by an open networking infrastructure. Recommendations were also made on the need to monitor coverage of materials and to actively foster co-operation and new forms of collaborative development.

A further survey on the experiences of newly formed local authorities in respect of interlending services is planned for the latter part of 1997.



Project Partners

National Workshop

Access Strategy
Document

*Peter Smith
Deputy Director
LASER*

The BLDSC banker function

This letter appeared on *lis-ill@mailbase.ac.uk*
(May 1997)

“We are canvassing opinion on the BLDSC's banker function with a sample of our customers and some of you will be receiving a letter from us. For those not included in the sample - this is your opportunity to join in the discussion.

For many years the BLDSC has provided a banker function for UK libraries requesting from and supplying items to each other by the use of the BLDSC request form/number as a unit of currency used to pay for ILL transactions. On the assumption that most UK libraries want us to continue in this role, we are beginning to look at ways in which we can make the scheme more efficient and cost effective to operate.



One suggestion is that we develop ARTTel to allow libraries to request from other libraries using the messaging facility. Alongside this would be an accounting module which would keep track of all transactions and at regular intervals produce statements showing to what extent a library is a net lender or borrower. Net borrowers would be charged and net lenders reimbursed for the difference between their lending and borrowing activity. For customers with BL accounts, automatic crediting and debiting could be offered.

We would be interested in your views, both on the present system and possible ways in which it might be improved, e.g. as outlined above”.

*Katy King
Marketing, BLDSC
Boston Spa, Wetherby
LS23 7BQ
email katy.king@bl.uk*

National Library Catalogues Worldwide

Mark Perkins of the ODI Library has passed us the following information.



John East of the University of Queensland Library has been developing a web page which gives links to OPACs of National Libraries around the world. He hopes it will prove useful to ILL staff trying to identify difficult or obscure references.

The URL is: <http://www.uq.edu.au/~mljeast/>

Catalogues from Argentina to Wales via Iceland and the Vatican City are covered and tips are included where catalogue access is not straightforward. I've tried it and it's easy to use and should prove very helpful [AF Ed.]

LETTERS

Dear Editor

I disagree strongly with Brian Else's views on the use of BLDSC forms (FIL Newsletter 24). While I can see what he means about a "standard" form, I cannot see the comparison between a BL number and a banknote number. Surely the difference is that the BLDSC keep a record of numbers used and can link each one to a specific user, unlike a banknote. Also, in this era of automated systems, the use of a standard BL form for every transaction is not practical. Most ILL management systems simply do not produce a BL form.

I think it is a good time for the BL to be looking at more flexible ways of paying for documents and as I understand it more and more libraries are opting for a billing account rather than pre-buying BL forms, including ourselves. Buying forms in advance ties up a proportion of the Library's hard-pressed budget.

Going back to the old 3 part BL form would be a retrograde step, we need to be looking at ways in which the BLDSC "banking" role, which we all value so much, can be adapted to the needs of today's users. We are all having to make changes to fit in with new demands, for example accepting ILL requests by email to speed up supply. These changes cannot be made by insisting on outmoded procedures. We need to look forward, not back.

Elaine Dean
Head of Inter-Library Loans
University of Sheffield

Libraries Christian Fellowship lecture

C. S. Lewis and the evangelicals

As part of National Libraries Week (3-9th November 1997) the Librarians' Christian Fellowship will make an early contribution to the centenary of C. S. Lewis' birth planned for 1998, in the form of a public lecture. Colin Duriez is General Books Editor for Inter-Varsity Press and a former teacher and journalist. He will be talking at St. Michael's Church Hall, 52a Stonegate, York on Saturday 8 November 1997 beginning at 2.30pm, admission free, no pre-booking required.

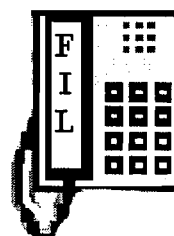
Contact Graham Hedges, whose details appear on page 13 of this issue.



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Kent CT2 7NU

or

Norman Boyd
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Norman
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Fax 0171 702 2023



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or
norman@viscount.org.uk

FIL MEMBERS ON THE WEB

We are planning to make available on FIL web pages a list of organisation names - **not personal contacts** - who are FIL members. We thought that it would be helpful for web users to see the sort of coverage FIL has. If any members have objections to this please let Andrew Wood know. Otherwise we will go ahead! Andrew can be contacted at Glaxo Wellcome on email agw23481@ggr.co.uk or by phone on 01920 882312.

LASER SUBJECT SPECIALISATION AND CO-OPERATIVE ACQUISITIONS WORKING PARTY

The Subject Specialisation and Co-operative Acquisitions Working Party, chaired by Margaret Hampson (West Sussex) has representatives from various LASER members as well as the British Library, SWRLS and the WMRLS.

Following the survey of current policy and practice which was undertaken in 1996, work has continued in the following areas of:-

- | | |
|-----------------|---|
| Coverage | 1. coverage of materials acquired for the LASER subject specialisation collections |
| Comparisons | 2. coverage of materials overall acquired by LASER members and comparative surveys of materials acquired by BLDSC, the West Midlands Regional Library System and other library authorities participating in VISCOUNT |
| CD-ROM | 3. the development of a coverage CD-ROM which enables on-line interrogation and produces a flexible range of data on coverage in relation to subject specialisation collections, coverage overall in LASER and comparative data on overlaps with BLDSC and other Regions |
| Failed requests | 4. a survey of failed interlibrary loans (ILL) requests and their relationship to the subject specialisation scheme and coverage overall |
| LGR | 5. an assessment of the issues which local government re-organisation will bring to the future of subject specialisation schemes in order to preserve the co-operative framework within LASER and other parts of the UK to ensure adequate coverage in the future. This part of the work was done in conjunction with the Development Funding for Public Libraries Project on Local Government Re-organisation, Public Libraries and Interlending Services, which produced major recommendations to the Department of National Heritage (DNH) on the need to establish the necessary strategic framework to enable libraries to develop access strategies |
| V3.Online | 6. the requirements for the V3.Online system for showing subject specialisation responsibilities and for future analysis of coverage. |

The Working Party will make recommendations on the future of the subject specialisation schemes, on coverage overall and on future collaborative action in respect of cooperative acquisition, by the end of March 1998.

*Peter Smith,
Deputy Director, LASER*

EUSIDIC-EUROLOG Survey of Document Delivery Services in Europe 1996:A Review

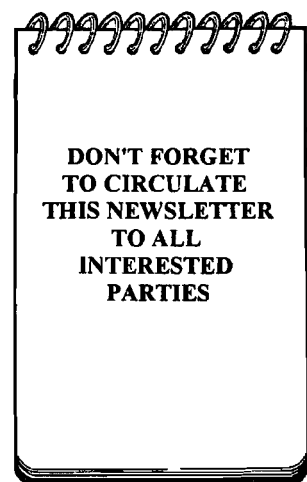
When a survey of document delivery services in Europe analyses over 7,000 requests made during one fortnight by organisations from 16 countries, the results cannot but be of interest to all involved in this area of work. The 1996 EUSIDIC-EUROLOG Survey comprises information from 189 organisations, both private and public (predominantly the latter), with the number of requests ranging from none (22 organisations) to over 50 (41 organisations).

7,000 requests surveyed

This survey is not, however, merely a record of who supplied what proportion of material (one would not recommend the outlay of £160.00 to learn that the British Library is the largest supplier); it analyses the types of items ordered, delivery delays, modes of payment, and the price of documents, and provides a discussion on each section of the report. Useful too is the summary of a parallel survey conducted in the USA during the same period. In my copy this was printed upside down! But perhaps this is appropriate given that the proportion of requests supplied by private rather than public sector suppliers is, if not directly inverted, at least substantially different to the European experience.

The purpose of the survey was 'to evaluate the type and quality of the document delivery services offered in Europe' and 'to collect data on the prices paid for documents.' To be worthwhile, however, such a publication must not just report the results, but provide analysis which enables those of us actually involved in using such services to evaluate their procedures and usage of suppliers. It is certainly consoling to note that in 1996 the average delivery time was significantly less than in 1995 (by around a day). The method of ordering and means of delivery are identified as greatly affecting this, and the discussion on this point is valuable.

Particularly surprising is the conclusion that suppliers are able to provide material as quickly via their own delivery services as by urgent delivery methods. It would be interesting to know precisely what is meant by 'urgent' requests, since I imagine the average delay of 4.7 days would not be considered as constituting a particularly swift response to properly urgent requests by most institutions.



Conclusions

Some useful inferences may be drawn from the report: the number of items not supplied due to incorrect references tumbled by a rather astonishing 44.3% between 1995 and 1996 (from 57.7% to 13.4%). Some of this may be due to more extensive checking of requests by suppliers; but one wonders whether requesting institutions themselves have available better quality tools for pre-order checking of requests, or if, simply, more time is being allocated to such checking. Certainly, we may infer that, where practicable, a little more time spent verifying request details prior to orders being placed with suppliers yields substantial rewards.

The survey confirms expectations that email has made a significant contribution to increasing the efficiency of document supply operations: compared with orders made by post, delivery times are reduced by almost three days. What the survey does not say, but which many of us know, is that email has contributed to releasing time which can usefully be used to verify bibliographical details prior to ordering items.

Although information is provided on average delivery time by ordering method, and average time by means of delivery, only the latter includes a category for urgent requests. Thus, whilst the most efficient means of ordering appears to be by telephone (2.3 days delivery time), and whilst users of the largest supplier (BLDSC) will recognise that orders placed by such means are 'urgent' ones, this is not actually stated. In the discussion of this table, therefore, it is simply concluded that 'telephone is the most efficient means of ordering...'

The main problem with this survey is that the analysis of suppliers is dealt with separately so that, for instance, the reader is not able to identify what the most efficient means of ordering from UMI is. Indeed, the only supplier in relation to which any conclusion may be drawn is BLDSC, simply by virtue of the fact that it received 2,806 requests compared to its nearest rival's 293 during the survey period.

Despite some reservations, this survey is of value, if for no other reason than to learn that, despite the attention it receives, 'on the basis of responses, "the Internet" is not a major delivery vehicle at this time', whilst, in general terms, 'the information superhighway ... is not yet a reality.' It will be interesting to see whether, in the 1997 Survey, such services as the E-Lib originated LAMDA has made any significant contribution to changing this.

EUSIDIC-EUROLOG
Survey £100 (members)
£160 (non-members)

Orders to: EUSIDIC,
PO Box 1416,
Luxembourg L1014
<http://www.vito.be/eusidic>

David Orman
Head, Document Supply Unit
John Rylands University Library
Manchester

Our webpage is at <http://www.fdgrouop.co.uk/introf.htm>

The *Forum for Interlending* is an organisation designed to enable those library staff involved in interlending and document supply to exchange ideas and views. FIL is run by an elected committee of members who are themselves involved in interlending.

Activities include:

1. Annual conference
2. Exchange of experience workshops
3. Liaison with regional and national organisations involved in interlending
4. Membership of / representation on national bodies (e.g. LINC, CONARLS)
5. Newsletter, reports and publications covering matters of importance to ILL staff

MEMBERSHIP

- Both institutional and individual members are welcome.
- Subscription for both categories is £20.00 per annum.

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

Susan Richards (FIL Membership Secretary),
Queen Mary and Westfield College Library,
Mile End Road, London E1 4NS
Tel 0171 775 3314
Fax 0181 981 0028
email s.f.richards@qmw.ac.uk

- *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

Email

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

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Fax 01937 546333
email betty.lowery@bl.uk

Alan Cooper
Library Association
7 Ridgmount Street
London WC1E 7AE
Tel 0171 636 7543
email alan@la-hq.org.uk

CONARLS Representative
Varies according to venue of meeting

YOU HAVE SEEN THE PUBLICITY,



YOU USED THE NETWORK OPAC,

HAVE YOU USED THE NEW OPAC97?

<http://opac97.bl.uk/>

The British Library launched the new Web interface to the collections of the British Library in May 1997.

They plan to take the Network OPAC down in August 1997.

Will you miss it? Do you find one easier to use than the other? How speedy is access on the Web compared to the Network version?

Send your comments to us at FIL Newsletter, see page 2 for details, or direct to the BL: OPAC 97, NBS, The British Library, Boston Spa, Wetherby, W. Yorkshire, LS23 7BQ, Telephone: +44 (0) 1937 546585, Fax: +44 (0) 1937 546586, Email: opac97@bl.uk

Attention: Academic Libraries and Special Libraries



We welcome contributions on all subjects relating to interlibrary lending and document delivery.

See page 2

Libtech

international 97

University of Hertfordshire (Hatfield Campus) 10 - 11 September 1997

FIL EVENT ~ THURSDAY 11 SEPTEMBER PM The future is Now! Electronic Document Delivery

SPEAKERS

John Sherwell SmithKline Beecham

- *Electronic document delivery in a special library*

Anna Rubery Marketing Officer, UnCover

- *Commercial document delivery*

David Baker University of East Anglia

- *Case history of EDDIS and Virtual Document Exchange*

Cost £10 (pre-booking essential)

Contact: David Orman, ILL Dept., John Rylands University Library,
University of Manchester M13 9PP

Tel: 0161 275 3741 Fax: 0161 273 7488 Email: david.orman@man.ac.uk

Other events at Libtech International 97

Electronic Publishing of Educational Materials (Midas-Net)

Web Building - All you need to know (LAITG)

Netskills - the Internet Training Service (Netskills)

Safe as houses? - Security and safety in the Library (LA UC & R London Group)

Automated Acquisition Systems for Libraries (National Acquisitions Group)

Online Issues - Offline Discussions (ASLIB Computer Group)

Dataset Update from CHEST (CHEST)

Music Libraries and the Net (IAML[UK])

JIBS towards the Millennium (JIBS User Group)

The eLib HELIX Project - Images for Education (eLib Helix Project)

The Garden of Forking Paths (eLib Formations Project)

Basic Dewey - a course and workshop (LA/CIG)

Information Skills: time to transfer (AAL)

Too much Information! (LA Information Services Group)

The Library & Information Training and Education Network (Listen Forum)

Learning about Open Learning and New Technologies (LA Public Libraries Group)

The Internet - Utopia or the Road to Hell? (SPIN)

Information for all - don't NISS out! (NISS)

Further information on: <http://www.herts.ac.uk/Libtech/web1.html>