

FIL Newsletter

Forum for Interlending

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ANNUAL 1996 *Report* 1997

This has been a year of lively activity, made possible because it has begun and ended with the full complement of a committed and positive FIL Committee.

The committee year begins in mid July and by the end of September two very successful events had been held. The first was an "Exchange of Experience" Workshop at Nottingham University. The second was a seminar at LIBTECH which attracted over 60 participants from several countries.

In October a situation arose in a university library which the committee felt required strong and urgent action. Because of staffing reductions and internal re-structuring the normal supply of ILL items for loan had been suspended. Worried that the situation could become permanent, with the backing of the committee, your Chair sent off letters to bodies concerned with ILL and university libraries. These included LINC, CONARLS, SCUNL, the DNH and the Library Association Record. Within a very short time the University had reverted to normal operation.

It is hoped that the campaign mounted by FIL to make the facts public will discourage other libraries in the future from dropping out of the ILL system.

In May FIL took the opportunity to take on a training role by playing a major part, along with IFLA and BLDSC, in running an ILL course for visiting librarians from Ghana. The participants reported that the course had been "perfect" for their needs, and returned home with all the information they need to set up an ILL system in Ghana.

The FIL Newsletter benefited from the work of two enthusiastic editors. The committee decided to fund their attendance on a course on the subject to give them even more ideas. Look out for the changes!

C o n t e n t s

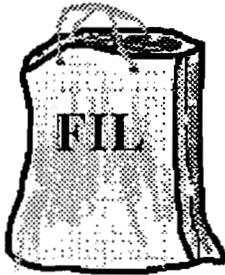
- **INTERLEND '97 FULL REPORT**
- Josiah Wedgwood and email
- Public Libraries and the Internet
- BL course attended
- Full Libtech Report
- Charging for services
- International ILL
- **NEXT: Exchange of Experience @ Birmingham**

Printed by the BLDSC

Meetings attended

FIL's interests were well represented through the year at LINC, CONARLS, Viscount and Unity meetings. We took part in the initiative investigating "Why Requests Fail" and attended an E-Lib MODELS seminar on access to distributed library resources. FIL was represented at an EMRLS seminar to plan the future of the region, and a seminar on the effects of the Local Government Review on ILL.

Risk-taking



Your committee felt strong enough to experiment this year, and to take a few risks. You may note the smart new bags emblazoned with our logo (dark green with gold lettering). Those of you who are unable to attend the Annual Conference will notice the change of dates and the upgrading of the accommodation provided. As with all activities carried out by the committee, your comments on these changes are welcomed.

I end my account of this year with a regretful farewell to Geraldine who has put in an enormous amount of work as chief organiser of both this and last year's conferences, as well as being vice-chair and our vocal representative at LINC and Viscount meetings.

I too shall be handing over to a new FIL Committee at the AGM. After over seven years working in ILL I have now moved into a new field of work. Having served two years as FIL chair, I doubt if I could achieve a higher honour in ILL in any case!

Miriam Robbins
FIL Chair

I'm sure the FIL Committee will join the Editors in wishing Miriam the very best for her new career direction and thank her and Geraldine for their sterling work on behalf of interlending staff everywhere



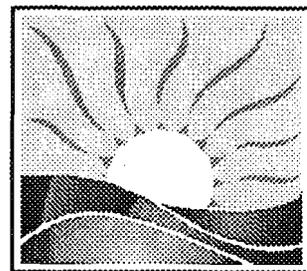
INTERLEND '97

Conference Report

How lovely it was to be at the FIL Conference as a punter again! Not having to worry endlessly about whether raspberry jelly was OK for vegetarians or whether the next speaker would turn up. It was just wonderful to simply do as I was told and enjoy the experience. Having helped organise FIL Conferences in the past though made me appreciate the organisers of this one. It went so smoothly and with no apparent hitches. Also I really admire Geraldine and her helpers for not appearing to be the least bit fraught.

As always the sun shone - if it wasn't for the fact that I like attending FIL Conferences I would make sure I booked my holiday during Conference week, it's always such good weather. The campus at Keele is huge and beautifully green. Although I did not get the chance to walk around them, I understand there are no fewer than 7 lakes. The leafy path to Keele Hall where we had our meals was full of wildlife, it was a lovely start to the day to walk along spotting squirrels before breakfast.

Registration was very relaxed and well organised, we didn't have to go far to our rooms, which were en suite and we all thought how lucky the students were who lived in them. I could sit at my window and watch a blackbird taking food back to her nest and a couple of rabbits playing on the grass. During the registration period we were able to have a look at the British Library's Inside service. If you have been touring a remote area of Tibet or something, and have not heard of it, Inside provides a document ordering and delivery service, password controlled and available on the Web. Much appreciated too was the posh green FIL carrier bag which I noticed was used by most of the conference delegates to carry the ever-increasing paper load. Also the water provided for everyone at each session rather than just the speakers was very welcome.



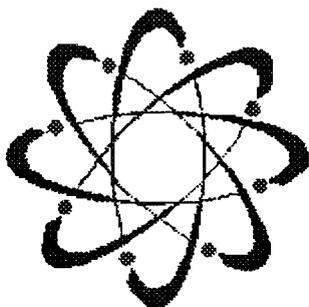
There were several changes to this year's Conference, the most successful in my view being the reorganisation of the second day which is traditionally when visits are arranged to appropriate places of local interest. This year there was one to the Wedgwood factory and one to the Library at Keele. The visits were moved to the afternoon which made the whole conference seem less tiring. The change from a weekend to a mid-week conference was also generally welcomed.

One of the other innovations was the after-dinner quiz, a fiendish little thing devised by Angela Faunch from the University of Kent. At first it seemed that no-one would take part, everyone disappeared to the bar at the earliest opportunity after dinner but then, after a few awkward moments, they all started to trickle back in. Librarians just cannot resist a quiz.

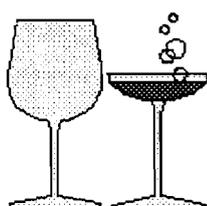
Day 1

The conference opened with a welcome by Allan Foster, Director of Information Services at Keele. He gave us a bit of background on the University including the astonishing fact that it has the largest campus in the UK.

Eric Davies



The keynote speaker was Eric Davies, a lecturer in librarianship and information studies at Loughborough University. His paper "*Bits, atoms and the knowledge society*" was designed to be both provocative and challenging. His ideas that ILL should be part of a collection management strategy and have its profile raised within the organisation was particularly interesting as normally ILL Librarians are too busy to keep banging on about how important their service is. We were told to be aware of the limitations and opportunities presented by IT and to make sure we do not simply automate what we do manually. Instead we should look at new ways to work using IT options. In fact one of the themes of this paper was to encourage us to look at managing ILL in a different way, to think more laterally. I found myself thinking "chance would be a fine thing" but I do realise that if we don't set aside time to think things through we can't expect to deliver the best service.



Another new innovation for the FIL Conference followed later that evening with a drinks reception in Keele Hall. It was all very civilised, sipping Pimms in such a stately setting. The Conference Dinner was a rather grand affair with beautifully laid tables and attentive service. Everyone seemed to enjoy the meal, even the vegetarians amongst us who sometimes seem to be a little neglected at these events. After dinner, drinks of course and the aforementioned after dinner quiz, at around midnight, Rose Goodier from UMIST and I could be seen staggering (in Rose's case because of her broken ankle and in my case, well...) back to our rooms via a "short cut" that Rose claimed to have discovered. After a few alarming detours with Rose confidently telling me to ignore signs pointing to our building, we ended up safely ensconced in our rooms. I was so tired even the roar of the far-off motorway could not keep me awake.

The first speaker of the day was Mike McGrath, BLDSC's Head of UK Marketing. To say it was only 9 o'clock in the morning, Mike was positively exuberant, I think he must be a morning person! He has just the right personality to make presentations seem both entertaining and informative and I really enjoyed this paper.

In an attempt to give an overview of the current state of ILL and DD the paper gave an idea of demand patterns and how they relate to the new methods of delivery. BLDSC are of course in the best position to do this, having the biggest customer base for these services, they can monitor use in such a way as to give a fairly accurate representation of current activity and also make a good guess at future requirements.

The relationship between publishers and librarians, which is becoming increasingly important, was explored as well as the role of subscription agents who are largely forgotten in this age of negotiating directly with publishers. Related to this was the growth of DIYers who, it is argued, disrupt the whole way in which literature is produced and distributed and add another dimension to the publisher/user relationship.

Librarians and end users were discussed and it was acknowledged that at the moment ILL staff are involved in so many electronic document delivery projects that the impact on already overworked staff and on the service they provide to their users is enormous. This is something I agree with wholeheartedly and judging by the conversations I had with others at the conference I am not the only one. Perhaps if some of the issues Mike raised in this paper were addressed *before* these projects were set up it might make for fairer assessment of them by us.

This paper concluded that the complexity of setting up integrated services to end users is seriously underestimated as is the capital investment required and there is a danger that resources will be allocated to electronic services at the expense of paper. In addition the distinct benefits of browsing and serendipity are in danger of being lost as more sophisticated searching tools are developed.

The next speaker of the morning was John Dolan, Head of Library and Information Services at Birmingham. He is currently on secondment working as the project leader of the Public Libraries Networking Plan. I found this talk so refreshing because it showed that, after all the doom and gloom about public libraries, there now seems to be hope that they can go back to providing innovative services again.

Day 2
Mike McGrath



BLDSC

John Dolan

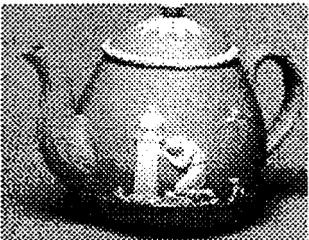


The Group was set up by the Library and Information Commission to look at a plan for public libraries to exploit IT opportunities. Membership of the Group includes journalists, business managers and government officials as well as librarians. They started by looking at key elements such as people, networking, finance and copyright. Then core values were established such as co-operation, dissemination of government information, the corporate role of public libraries within local authorities, support for business, education, leisure and tourism, as well as the more traditional roles like literature, arts and literacy support.

In order to achieve their aims the Group is looking at interactive networked communication, multimedia learning resources and electronic communication for communities. They acknowledge the need for extensive training of library staff in order that they can become educators rather than the usual passive, "impartial" role for which librarians are famous. The report of this group was due to come out in July 1997.

AGM

Next on the agenda was the FIL AGM where a vote was taken to elect new FIL Committee members. Sadly Miriam and Geraldine are moving on and I am sure they will be sorely missed. However it is always good to have new members on the Committee with new ideas, it's what keeps FIL from becoming stale.

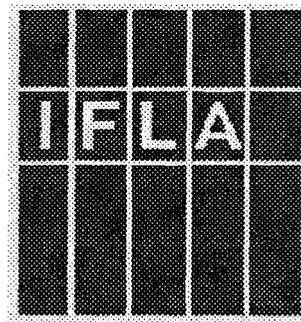


Lunch was followed by a visit to the Wedgwood Centre which was fascinating. They have an exhibition area where you can watch activities such as throwing pots, hand-painting plates and putting little pot roses together. One of our party had a go at hand-painting and made quite a good job of it. The visit made us grateful for our jobs when we found out that the people painting plates had to do 13 an hour! They had 10 minutes break in the mornings and half an hour for lunch in a day starting at 8 and finishing at 5.

Workshops

After dinner came the workshops; there were 3 to choose from, Public Libraries and the Internet, Charging for Library Services and the one I went to which was International Interlending. Sara Gould from the IFLA Office led this workshop. One of her office's claims to fame is the introduction of the International Payment Vouchers which were devised in response to a demand for an easy way of paying for ILLs internationally. We started by discussing the catalogues available on the Web for international searching as well as catalogues such as RLIN and OCLC. IFLA are in the process of compiling a list of national union catalogues.

A little moan about the cost of international loans done by Worldwide Searches followed, then we went on to discuss methods of payment. It was revealed that most libraries will supply items for loan abroad on an IFLA form and simply claim the postage, though some said they used International Reply Coupons. It was agreed that invoices are both time-consuming and impractical for this purpose and that is why so much international lending is done gratis. The International Voucher Scheme seemed by far the best option but lots of those attending the workshop had not heard of them.



Thursday morning we had a paper by Sandy Norman on electronic copyright which I found so helpful and informative. She began by highlighting the key issues such as the technology and infringement in the electronic environment and then she outlined the solutions that are being discussed.

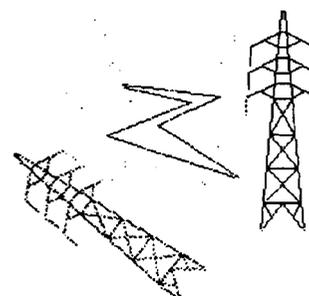
Day 3
Sandy Norman

Publishers are increasingly demanding individual contractual arrangements with users and do not seem amenable to the need for similar statutory exceptions for libraries as we have for printed works. As Sandy pointed out, if a contract is entered into, this overrides the copyright law so it is important to negotiate terms. The EU is looking at harmonising the copyright laws across all the countries which may or may not help with agreement over the electronic copyright issue. What is clear is that it is in the interest of all parties to reach an agreement as soon as possible.

Next was Robert Kimberley, Managing Director of ISI Europe who gave us a presentation on the services offered by ISI. The Institute for Scientific Information was founded in 1958 and is part of the Thomson Group. Each user of ISI services is covered by a contract, the university ones in the UK usually arranged through BIDS. ISI indexes over 16,000 journals, books and proceedings per annum. We were told of ISI's vision which includes providing access to all relevant information with free delivery to users' desktops and to see the web browser as the prevailing standard.

Robert Kimberley

Just as Robert Kimberley was about to show us slides on ISI's document delivery service "Document Solution", we had a power blackout. Well, we hadn't had the traditional fire alarm so everyone thought this was a substitute. However, due to the efforts of Allan Foster we were not in the dark for long and I must say Mr Kimberley was not the least perturbed and carried on as though nothing untoward had happened.



“Document Solution” is intended to provide a one-stop shop for searching and delivery. It is a 24 hour service with full copyright compliance and a reporting service for items not immediately available. Although the service is competitively priced, it is accepted that it cannot compete on price alone and relies on reliability and quality. Orders can be made via WWW, email, fax, telephone or post. Delivery is by fax, post, courier or Ariel software.

Allan Foster

We started with Allan Foster so it was appropriate to end with him too. His paper “Co-operation in a networked environment” covered areas such as the information environment, technological factors, electronic information markets, intranets and of course, co-operation. The framework for today’s document delivery is an environment where users have direct access to electronic data, niche information businesses are being set up and information professionals have little influence on these new markets. Information is increasingly being seen as a corporate asset. In this information chain where authors, publishers and data providers are communicating directly with the end user, what is the role of the information professional? The answer suggested was that information needs to be managed and we are the managers, able to organise, analyse and advise. The need for co-operation, it was argued, still exists and has been extended to include email and discussion lists, web sites and LIS initiatives such as eLib projects. The ever wider information needs of users, resource pressures and planning incentives such as Dearing make co-operation even more necessary.



Elaine Dean
Head of Inter-Library
Loans,
University of Sheffield

Well that was the FIL Conference for another year. Of course this little piece cannot give you an idea of the informal networking that goes on at these things which I think is sometimes more important and useful than the papers. For example, us Talis-ILL users got the chance to air our views and we agreed to try and establish a user group and Mailbase list. I also had the opportunity to discuss the CURL Monograph trial and LAMDA with other users. All in all the whole experience was very useful, relevant and fun!

Neil Jacobs sent the following to the LIS-ILL Mailing list on 30 October 1997:
Colleagues, Many of you know that, due to popular demand, I'm collating for the list ILL / Docdel charges made by academic libraries. I have responses from 17 libraries: If anyone else would like to contribute details of the charges they make, and any other restrictions they impose, then I would be glad to hear from you. Please mail me at the address below, NOT to the list!!
Many thanks, Neil Jacobs. Email: N.A.Jacobs@lboro.ac.uk Tel: 01509 222177
Project Manager: FIDDO (Focused Investigation of DocDel Options)
<http://dils2.lboro.ac.uk/fiddo/fiddo.html>
Department of Information and Library Studies, Loughborough University, Loughborough,
Leicestershire, LE11 3TU

PUBLIC LIBRARIES AND THE INTERNET

Leader: Robin Yeates, LITC South Bank University

On a warm summer evening after a good meal I was brought back to earth by Robin's greeting "This is a workshop so now you're going to work!". I don't know what the other members of the workshop were expecting but I suspect that like me it wasn't quite what we got. We were certainly made to work and to think about the scenario in a totally new way. Robin presented us with a new company for the millennium - ILL UK plc, for which we were to prepare a business plan. He outlined the world in which the company would need to work and the problems to be resolved as we moved from serving libraries to serving the end user and came into competition with information services etc., included technical issues, political problems, charging, copyright, user registration and there were also issues around administration, quality, staffing and research to be addressed.

We were divided into four small groups to work on the following tasks:

- **Group 1.** Rough out a mission statement and suggest a logo for the new company
- **Group 2.** Suggest 3 possible user targets for our services with proposals for publicising services to them
- **Group 3.** Prepare a SWOT analysis of the operation
- **Group 4.** Devise appropriate management and administration structures.

The results were as follows:

The mission statement would say that the company would provide equal access to all, support for users, keep abreast of new trends and be managed effectively and efficiently. The logo would depict a road leading through a keyhole.

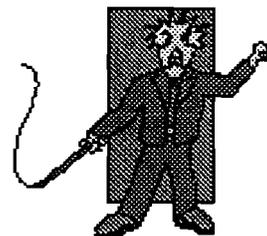
Target user groups were to be

1. Adult learners
2. People unemployed or on benefit and
3. The business community.

They would be targeted via local schools & colleges, local press, radio & TV, benefit offices, and the Internet.

Strengths:

- skilled staff
- experience of collaboration
- contacts
- existing good reputation and standing within the library community



Group 1

Group 2

Group 3.

- *Weaknesses:*
- Poor existing IT facilities
- lack of funding
- lack of marketing/publicity expertise

Opportunities:

- to expand the user base
- to publicise the service
- to generate funding

Threats

- competition
- lack of funding
- gaps in coverage of libraries

Group 4.

Management would need to provide:

1. full management commitment including funding
2. a team to put the project into practice
3. staff support and training for implementation
4. technical support and maintenance
5. transitional support during migration from one system to another
6. a culture of empowerment and self learning
7. time to experiment and evaluate

IT ISSUES

It will be necessary to extend existing networks to ensure access for all. Searching must be made easier with clumps on geographical or subject basis, ILL staff already know where the gaps are.

Z39.50 will enable systems to work together but there will be a need for more protocols for using open systems (making reservations etc).

OBSTACLES

The main obstacles to success were seen as:

1. Funding
2. Fragmentation through LGR
3. Downgrading of Library depts
4. Parochialism
5. Lack of national structure
6. IT problems
7. Lack of time

AGENDA FOR ACTION

The final task was to draw up an *agenda for action*:

1. Initiate a major national project with a national committee or working group
2. Obtain the necessary funding
3. Set up a marketing department & web site (run by ILL personnel)
4. Conduct a survey of IT in ILL depts
5. Conduct a survey of user needs

*Sandra Radmore,
WMRLS*

SO WHEN DO WE START?

CHARGING FOR LIBRARY SERVICES

Leader: Tony McSeán, British Medical Association

This workshop was based on the experiences of the BMA in charging for their photocopying service. To start the workshop Tony did a quick survey of the participants and who was charging for which services. Many of the libraries represented are charging for at least some services they offer, if not for interlibrary loan services. Tony went on to discuss the pressures on libraries to introduce charging.



Obviously the BMA perspective is quite different from academic and public environments, but some pressures are relevant to all types of library service:

- External pressures - if the library does not charge and so generate income, it could eventually be cut (in Tony's words, "do or die").
- Internal pressures - by charging for service you gain more control over your resources.
- If the resources that are allocated to the library can be allocated to the ongoing activity and the value-added services charged for (such as on-line searching, photocopying and ILL), then you do not have to allocate resources from your already tight budget to these services.

There are of course pros and cons to charging for library services. Tony expressed some of those of which he was aware:

Pros : Change is good for any organisation. It leads you to question why you are doing things and avoids a lazy attitude. Charging for services brings the opportunity to develop new staff skills e.g. Management and financial skills in determining costs and setting charges. Success in charging for services provides a demonstrable measure for the success of the library within the organisation. By generating revenue, the library is able to gain greater freedom in controlling its own future if the revenue is returned to library funds.

PROs

Cons:-Charging for services can distort the services provided and the priorities of the library service. Reliance on services which are chargeable can lead to them becoming top priority. Charging for services can create extra work. Administration costs may increase.

CONs

Tony explained how the BMA had set their price for their photocopying service, for instance.

Costing the service



Following a survey to time the whole process of supplying an item, the BMA established which elements should be involved in the costings, eg. Staff time, copier costs, postage, lighting. Excluded were the cost of the journal subscription (incurred regardless of the service), binding, premises etc. Once they determined which should be included, a price was set.

In the choice for methods of charging, Tony felt that most people prefer to have access to services which are free at the point of use. Subscription charging can be a better solution and is less costly to administer than transaction charging and avoids the handling of cash.

Tony stated that, overall, the methods of charging and how you assess the cost of your service must reflect the requirements of your working environment.

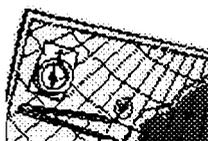
1. Is there a demand for the service?
2. Is there a strong competitor providing the service?
3. Will charging give you more control over your resources and how you provide the service?

Free for all?

Following this overview there was discussion amongst the workshop participants on the ethos of charging for services. Many people felt that information should still be “free for all” and by charging you create a tiered system where those who cannot afford services lose access to information. In some institutions charging for services did initially cause a decline in demand, but this has soon returned, and in some cases increased.

The workshop participants appeared to conclude that charging for services is inevitable. Hopefully, this workshop, although concentrating on the BMA’s experience, will have provided thought-provoking issues for people to consider when looking at how and why they might charge for services in the future.

Catherine Charnley
OCLC Europe



INTERNATIONAL ILL

Leader: Sara Gould, IFLA

This workshop was very well attended. Sara started off by saying that she knew many people would apply for international requests from the British Library using the Worldwide Searches Service. She pointed out that this was probably one of the simplest ways, but quite expensive. People in the audience also commented that it could take

some time to have their requests fulfilled. She did not claim to tell us the best way to apply for international loans, but would put forward the alternatives to British Library.

She explained that only the United Kingdom has a central repository for material that tries to collect all publications produced in the country. There are **Principles and Guidelines for Procedure on International Lending** which were agreed by the Standing Committee of IFLA's Section on Interlending but they have no "mandatory force".

IFLA Guidelines

Basically, these principles consist of 7 points:-

1. Every country should accept responsibility for supplying to another country, by loan or photocopy, copies of its own publications.
2. Each country should have a national centre or centres to co-ordinate international lending activity.
3. Each country should aim to develop an efficient national system.
4. As far as possible, photocopies or microfilms should be supplied in place of loans of original copies.
5. Fast methods should be used for supplying and returning items.
6. All requests should be dealt with expeditiously, having regard to accuracy, at all points: the requesting library, any intermediary used and the source library.
7. Standard and simple procedures should be developed and adopted, particularly procedures for requesting items and for reclaiming any payment.

Sara went through all the points in detail and said that if these guidelines were commonly followed in all countries there would be no problems. However, no other country has as efficient a system as the UK, so librarians have great problems obtaining material from abroad.



The main problem is knowing where to send the request. IFLA has tried to help by publishing a two volume work:- **Guide to Centres of International Lending 5th ed. 1995** **Guide to Centres of International Document Delivery 5th ed. 1996**. These guides give information such as full details on collections and union catalogues, addresses, phone numbers, types of request form that are accepted, charges etc

Where to find your book?

IFLA also has details of worldwide gateways to library collections on their Internet site:-

<http://www.nlc-bnc.ca/ifla/II/natlibs.htm>

(NB: the double capitals 'ii's not 'ones' - Ed.)

Discussion followed about how delegates found out where items were available. Some people had been using a site which lists details of National Library Collections, (<http://www.uq.edu.au/~mljeast/> -We told you about this one in Issue 25! [Ed])

Voucher scheme



Sara went on to discuss the IFLA voucher scheme which is an internationally accepted method for requesting material. This has been set up to overcome the problems of invoicing and making payments in different currencies. Each voucher costs \$8 (minimum purchase \$100) and can be obtained from IFLA at BLDSC. They can be used worldwide for loans from other participating institutions and can be redeemed at any time. Each lending library which uses the scheme charges one voucher to supply a standard item. The scheme has been in operation since January 1995 and appears to be working well.

This was a useful workshop which stimulated lots of discussion and has certainly helped me in my quest for those illusive items that are published abroad.

*Catherine Graham
Department of Health*

JOSIAH AND E-MAIL



Having spent the morning gazing into the electronic, networked, digital and bleeping future a large party of delegates decided to retreat into the past for the afternoon. Accordingly, we visited the Wedgwood Centre. As might be expected the Wedgwood Company have provided very professional facilities for their many visitors. An open air café beckoned encouragingly at the entrance but resolutely we made our way to the learning experience.

A video introduction to the history of the Wedgwood Company and pottery techniques was followed by a well laid out and spacious museum. Browsing through this, and reading the commentaries provided lots of bits (*or should that be bytes*) of information of the sort which librarians love to accumulate.

“Did you know, for example, that Josiah Wedgwood, founder and guiding spirit of the enterprise over two centuries ago, was concerned with E-mail?”

Having always associated Wedgwood with white classical figures applied to blue, green or black backgrounds, it was quite a revelation to see the styles and colour treatments

that have been produced over the years. The products have ranged from tasteful to experimental, bold and exciting. And, let's be honest, a few items that verged on being mistakes, the "Carnaby Daisy" design and bulls covered in signs of the Zodiac spring to mind. For the most part though, this is a wonderful exhibition of the art and skill of the potter and of the changing fashions and demands of their market. It is too a social history of England; for example, Wedgwood struck medallions to aid in the fight against slavery, fashioned commemorative items for the 1952 Festival of Britain exhibition, and Josiah Wedgwood laid out a village for his workers in the eighteenth century.



After the museum came the workshop experience. Members of staff at individual workstations displayed the various techniques used in the production process. The skills on show were impressive. We were able to see the white relief figures produced and mounted on jugs and vases, background colour added to elaborate designs with no hesitation or error and floral transfers applied to tea sets.

One of the most impressive skills would appear to be the simplest; to paint a line around the rim of a cup without any wobbles or blotches, without lifting the brush, and make the ends meet perfectly. To do any of these jobs must require a high level of skill and concentration, to do them with a dozen or so visitors breathing down your neck must require in addition, nerves of steel. The demonstrators were also very ready to answer questions as they worked.



Visitors were then guided towards the exit, only accessible through the beautifully laid out and enticing shop. A huge range of goods were on offer from eggcups to complete dinner services, and trinket boxes large enough for one earring to your very own Greek urn. A range of Waterford Crystal was also on sale. Why Waterford Crystal? Because the Irish Waterford Company has bought the English Wedgwood Company. Librarians are such handy people to know, all sorts of information tucked away waiting to be useful.

Having exited the shop without any major damage to credit cards, we enjoyed the sunshine for a short while before returning to Keele for our workshops. A most enjoyable visit and our thanks to the organisers.

**EMAIL OMBRANT : porcelain decoration achieved by applying transparent glaze over design impressed in deep relief.*

*Sheila Houldin
Cheshire Libraries, Arts and Archives*

THE FUTURE - AN INSTANT REPLAY

FIL was back at Libtech again this year with - *'The Future is Now!: Electronic Document Delivery.'* If the future passed you by, here's a recap of what you can expect when you finally get there.

The underlying theme was that the trends and developments that we can expect to shape the next few years are already with us: e.g. eLib, commercial suppliers, electronic journals.

EDDIS

Our first speaker was David Baker, from the University of East Anglia. He talked about EDDIS (Electronic Document Delivery: the Integrated Solution), an eLib project that seeks to merge into one seamless whole, searching, ordering and delivery. In 1993 UEA were testing electronic document delivery with the British Library and with their 'do different' philosophy wanted to build on this. They looked around for suitable 'local partners' and, came up with...the University of Lancaster...and...the University of Stirling ! By the time you read this a beta test version of EDDIS will be ready. Over the next year David hopes that the partner libraries will have moved a significant number of ILL transactions to EDDIS prior to an official launch.

David talked about achieving a critical mass as being crucial to its success. To reach this, EDDIS will be offered free to university libraries, with charges coming for maintenance, upgrades etc. As he said, it's no use being the only person in the world with a telephone. EDDIS will use Z39.50 to enable users to search for items and find locations. Libraries will be able to set different levels of privileges to allow users different levels of access.



UNCOVER

Anna Rubery, the marketing officer for Uncover, gave us a demo of Uncover's Web interface. Having a data projector up near the ceiling, which had us all scrabbling about looking for the image before the start, meant that the PC screen was blank and what should have been on the PC screen was now on the wall screen. It also meant pointing the mouse at the PC but seeing the arrow displayed on the wall. Are you still with me ? The mouse was a mobile one i.e. it didn't have a tail (I just hope the editors can make some sense of this!). A mobile mouse, if you haven't seen one, looks like a remote TV controller, (except you wouldn't be able to get Channel 5, just like any normal remote TV controller in other words). but obviously requires many hours to master the technique of handling it.

Anyway, the Web interface is just over a year old. Uncover has about 18,000 journal titles, mostly STM but also business and social sciences. There is a 1-2 week delay between a journal being published and appearing in Uncover, and the average cost of an article is about \$20. Uncover Express, covering approximately 20% of the database, offers a 1 hour service.

Anna told us about a special 'gateway' service that organisations can purchase to increase connection speed. You could move to the fast lane of the information superhighway and avoid all those 'library Ladas' clogging up the slow lanes. It's obviously an option for those such as the person who said, in the Q & A session at the end, that she had given up with Uncover as the Internet was too slow.

John Sherwell, from SmithKline Beecham, identified 3 phases of ILL/document delivery -

SmithKline Beecham

1. Self-help - in which users fend for themselves
2. Mediated delivery - the traditional ILL we all know and love, and
3. The virtual library - in which the distinction between collection management and document delivery becomes increasingly blurred.

SKB employs about 50,000 people in about 120 countries. John said that information was the lifeblood of the pharmaceutical industry, yet even with streamlining the traditional/mediated phase was too slow. He said a 2 week delay in getting articles could cost something like £10m in lost drug sales.

Characteristics of the virtual library include the following - no corresponding physical collection and not kept in one place, documents are stored electronically and can be retrieved on demand. To bring about this virtual library, SKB have initiated 3 initiatives (well what else do you do with an initiative ?) -

1. The Electronic Library Prototype - in association with ISI and IBM.
2. Electronic journals
3. A virtual library management system

1. ELP, as those of you who attended Interlend '97 will know, is based on Current Contents and allows SKB users to browse and search by keywords etc., check contents pages of journal issues, and view articles if they are available in full text. Customer feedback has pointed



out the following criteria for success - it must be available at the desktop (at the moment limited to 3 workstations in the library), high resolution images are required, a critical mass of data is necessary e.g. 1-5 years, and it should be multi-disciplinary.

2. John commented on the lack of standardization in this area : some are free, some have abstracts, some are full text, some have controlled access etc. He saw library services role as evaluating sites and negotiating with publishers. SKB use the following criteria in deciding whether to subscribe : standard platform e.g. HTML, PDF formats, relevance to research and development, cost effective. Quite often they are available before the printed versions and so can give a competitive edge.

3. The new library management system will seek to integrate document delivery and collection management. SKB have entered into a partnership with Fretwell Downing to develop their OLIB system, as this was a best match for their requirements.

So that was it - plenty to digest and think about. It will certainly be interesting to see how the virtual library initiative develops and to look at EDDIS once it becomes available. It was interesting to notice that Mike McGrath, BL's Marketing Manager, although billed as a rival attraction, did attend part of our session!

*Stephen Prowse
King's College, London*

NEWS FROM THE BRITISH LIBRARY

Betty Lowery, Customer, Services Manager at BLDSC, attends FIL committee meetings as an observer and reports to us on recent activities and developments at the British Library. Here are some points of interest from her most recent report:

Automatch

A major system enhancement to Automatch (which routes serial requests to the appropriate store) has been developed to improve the accuracy levels for books. BOOKMATCH compares ART requests against book as well as serial records enabling stock holdings and on order records to be matched and requests routed appropriately. This will improve Automatch's overall accuracy levels to c95%. BOOKMATCH was due to go live in early October and will further reduce internal processing time at BLDSC.

Continued on Page 30



FORUM FOR INTERLENDING

EXCHANGE OF EXPERIENCE WORKSHOP

SPEAKERS: British Library on *Basic Procedures*
OCLC on *Electronic Collections Online*
Music ILL (subject to confirmation)

DATE: Wednesday 18th February 1998

VENUE: OCLC Europe
7th Floor, Tricorn House
51-53 Hagley Road
Birmingham

TIME: 10.45 Registration and coffee
11.00 Start of workshop
15.30 Finish



COST: £20 (payable to Forum for Interlending)

BOOKINGS:

Jean Johnson
FIL Treasurer
Doncaster Library and Information
Carcroft Library HQ
Skellow Road, Carcroft
Doncaster DN6 8HF
01302 722327

Number limited to 30

LETTERS

Re: The Standard Interloan Application Form

Elaine Dean and I have argued before over the question of the 'standard ILL form', and always begged to differ, so that's not new, but I have to offer some correction when she talks about "going back to the old 3-part BL form" as a retrospective step (FIL Newsletter 25): the 3-part form is the current standard. What is 'going back' is the plethora of different styles of ILL application. This is how it used to be with different regions using different forms. For equity's sake we need a national standard that is no less useful than the present standard, and one that does not add processing costs to the supplying library.

The present standard offers more than a 'cashing-in' device. It has recognition; equal use in processing; and a common value at the end of the process. If we can devise a computer-generated standard that offers all this, I will be quite content. To reiterate: "We need to look forward, not back."

On another note, after 22 years in interlending, I am now redeployed into the Reference Department at Wakefield Library HQ (following cuts and a restructuring exercise) so FIL will lose another experienced practitioner. Interlending responsibilities have been subsumed into a general 'stock management' style post, so I don't anticipate that there will be a named successor. It is unfortunate that interlending is still not regarded sufficiently highly to warrant specialised staff; neither is professional expertise considered a necessity any more. Such is the "state of the art".

Brian Else, Wakefield Library HQ

Please don't feel that this is a personal correspondence between Brian and Elaine!- we'd be interested to hear other opinions on "the standard interloan application form". [Ed.]

FILers

Comments

The last issue of the FIL Newsletter saw some dramatic changes in layout and design. This prompted some email and comments on the phone:

"The new look made the Newsletter enjoyable reading"

"Much brighter design"

The conference speakers were very flattering about the event:

"I very much enjoyed the conference at Keele - very stimulating and informative" - Eric Davies Loughborough

"I thoroughly enjoyed meeting you all over dinner and also... participating in the workshop" - Tony McSean

Change your bookmarks

Librarian's Christian Fellowship now has its own Web Site:

<http://churchnet.ucsm.ac.uk/lcf/lcfhome.htm>

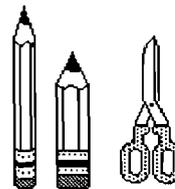
Rival publications in co-operation

Norman Boyd has had an article published: "Towards access services: supply times, quality control and performance related services", *Interlending & Document Supply* Vol 25 (3), 1997, pp118-123

Accounting for the accounts

If there are any members of FIL who would like to see the accounts for the previous financial year these can be obtained from:

Jean Johnson (Treasurer)
Doncaster Library and Information Services,
Carcroft Library HQ
Skellow Road, Carcroft
Doncaster DN6 8HF
Tel 01302 722327
Fax 01302 727293



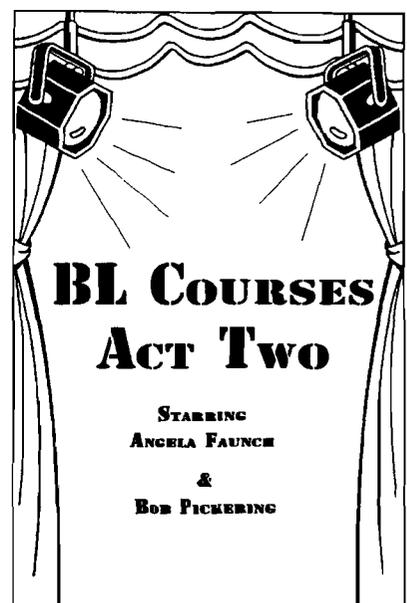
EXCURSION TO BOSTON SPA

In response to Kate Hutchinson's "Countdown to First Night at BLDSC" (Newsletter 25) there follows a review of the British Library's long-running hit "Day Course for Staff Engaged in Interlending", a performance of which I attended at the end of September. It was not the first time I had seen the "Yorkshire play". Six years ago, when I first became involved full-time in Interlibrary Loans, I made the long journey to Boston Spa and found the experience both enjoyable and enlightening. A new assistant joined my department in the spring and I felt she too would benefit from a visit to BLDSC. I thought it would be a good idea for me to accompany her as I anticipated seeing a new cast and perhaps some amendments to the original text of the play, as much has changed in the interlending world since 1991.

Knowing that this production is usually a "sell out", we responded to the pre-publicity in May and booked our tickets early. The "curtain-up" time necessitated travelling to York the day before, but this facilitated some pre-performance shopping, and tea at Betty's to enhance the overall experience! We spent a comfortable night at a "BL recommended" hotel and our carriage awaited us at York Station the following morning to deliver us to the rural venue for the day's proceedings.

Our compere for the day was Bob Pickering, understudying Kate Hutchinson, who was taking a well earned rest from her role as director. The small but select audience was seated in the auditorium and made to feel most welcome. Bob opened the show with some facts about the Document Supply Centre which helped to illustrate the scale of the British Library's operation there. 1200 players are employed some of whom have been redeployed to the "provinces" from London in recent times. For instance, all cataloguing of London stock is now carried out at Boston Spa. We were most impressed by the revelation that 4 million requests for material are received every year, averaging 16,000 per working day. Some staff now work through the night to deal promptly with overseas requests from distant time zones.

Bob was also the central character in Act 1 - subtitled "Getting requests into the system". This covered both postal request which some libraries are still using, and Arttel2 requests which now comprise 84.5% of all UK requests. Amanda Lumsden took the stage to lead us through Automated Request Transmission and the different methods available. Dot and I were glad to hear that we



Getting requests into the system

seem to be doing it all right at our end. Fifteen minutes after an ARTTel file has been transmitted, it is filtered through Automatch, which recognises serial titles, matches the shelfmark and prints out the request in the right store. We heard that Bookmatch was to be launched in early October, to speed up the book requests in the same way. It sounded like a magic act to me!

“Grand Tour”

A-Z

A short coffee interval built up our strength before the next act which involved some audience participation, namely a tour through the maze of floors and corridors which make up BLDS. I'm glad we had such an able guide or we'd have been lost before long. We visited Serial Accessions, Serial Store, Premium Services, Monograph Store and Despatch. Along the way some of the other players gave thumbnail sketches of their daily routine to show how our requests are processed. One of the main features which struck me (and had also done so 6 years ago) was the necessity to keep things simple in such a vast environment. Monographs are shelved alphabetically and colour-coding is used in many aspects of the daily routine. Automatch and Bookmatch are obviously bringing improved online tracking of requests but the tried and tested methods were still much in evidence. The despatch room was eerily quiet at that time of day, but promised to be a hive of activity later. A complex of lifts, moving belts and colour-coded boxes ensures the prompt onward journey of material. Our guide likened it to the post room of a large mail order company except that the parcels contain books instead of bedroom slippers etc! This area had been revamped since my last visit and we were told streamlining had speeded up delivery time. We also saw a demonstration of Adonis, another innovation since my last visit. A large bank of articles is stored digitally and an operator matches titles and prompts printing direct from the digitized version, once again improving speed of delivery.

ILL Rosetta Stone
required?

Excellent refreshments were served in the long interval, and the audience had a chance to exchange ideas and extract further information and trade secrets from the actors. A second tour followed - to Special Materials, Monograph Acquisitions, Microfilm Store, Reprographics and Customer Services. Seeing all these departments in operation and hearing explanations, whys, hows and wherefores certainly helps it all to fall into place. We can now understand what's behind some of those checking and location hieroglyphics on the B copy!

£££

Back in the auditorium we were greeted by a double act - Hiroko Brittan, Serials Acquisitions and Mike Hodgson, Monograph Acquisitions. Among many interesting things

Hiroko explained that 45,000 current titles are held at BLDSC with a science, technology and medical bias and at research or scholarship level. Three failed requests will prompt acquisition of a new title if it meets these criteria. Mike told us that 18% of all requests are for monographs and 2000 requests per week are for items which BLDSC consider purchasing. About 600 per week are actually ordered at an average cost of £35.00. Foreign language titles are not now being purchased by Boston Spa, but can often be borrowed from the British Library in London.

We next enjoyed a witty and interesting rendition of "Special Records" from Sam Tillett. She spoke with great enthusiasm about her speciality which is report literature. The Document Supply Centre has built up what its probably the largest, most comprehensive central collection of unrestricted reports available for public use anywhere in the world. This includes both British material, ranging from Official Publications through to local authorities and independent organisations, and overseas material particularly from the US. She threw down the gauntlet and challenged us to request anything, however obscure we might think it is - there's a good chance that BLDSC might hold it or be able to obtain it.

The finale again called for audience participation - a question and answer session led by Betty Lowery, the Customer Services Manager (a familiar face to me from FIL committee meetings). She answered queries arising from what we had seen and heard during the day and clarified other BL procedures which might have been puzzling us. For me, Betty personifies the friendly and approachable face of the Document Supply Centre . One of the main benefits of the visit in my view, is to see the work in action and meet the faces behind the names - it dispels the mystical aura of Boston Spa which can be rather daunting to some. Obviously, an operation on such a large scale must have "rules and regulations" but at the end of the day the main aim of staff is to help us, the customers, find what we are looking for.

As the final curtain came down, Dot and I agreed that this had been a well written production with some fine acting from both the leading and supporting actors. The pace of the action was well measured for the audience to gain maximum advantage from all the information set before us. I suspect that this production will continue to attract audiences from far and wide in years to come.

*Angela Faunch
University of Kent*

"Special Records"

The BL Lady:
Betty Lowery



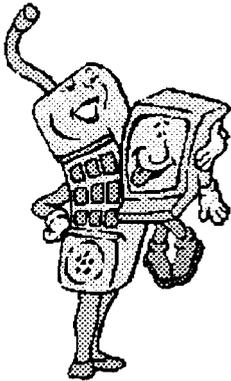
LAMDA

E-LIB PROJECT : A SUCCESS STORY!

The LAMDA (London and Manchester Document Access) Project was approved by FIGIT (Follett Implementation Group on Information and Technology) in May 1995 and received HEFCE funding as part of the Electronic Libraries (E-Lib) programme.

Member libraries

The purpose of the LAMDA experiment was to foster co-operation between member libraries, and share resources. This was to be achieved through the use of appropriate technology. The project concentrated on the sharing of journal resources. The founder member libraries were: British Library of Political and Economic Science, King's College London, University College London, University of Westminster, John Rylands University Library Manchester, Manchester Business School, Manchester Metropolitan University, Salford University and UMIST. These now form the nucleus of the LAMDA project, the supply libraries. A tenth supply library has recently been added - Leeds University Library. LAMDA now accepts "requesting only" members and currently reaches 43 sites.



Journal articles are scanned and transmitted electronically using Ariel software developed by RLG (Research Libraries Group). The supply system requires a scanner and a PC, and provides optimum quality facsimiles. Requesting libraries require only a PC loaded with Ariel and a Laser printer. Ariel software is provided free of charge to HE institutions in the UK. Each transaction costs the requesting library £3.60. The project aims to run on a cost recovery basis after the E-Lib project funding ends in July 1998.

Support Offices

In April 1997 Support Offices were created in London and Manchester to co-ordinate LAMDA activity. Since that time a one-stop search facility (accessed via the Internet) has been developed, and centralised invoicing through the Support Offices began in August 1997. There is a new version of Ariel software available which runs on Windows 95 and Windows NT.

Here, Stephanie Taylor of the Manchester Support Office looks at how the LAMDA system has been incorporated into three very different interlibrary loan departments.

During the past two years LAMDA has aimed to offer a flexible operation which can adapt to the individual ILL systems of the participating libraries.

The supply libraries pioneered these developments and after two years in the project, the diversity of operations reflects the variety of LAMDA's membership. There is no typical LAMDA member. Multi-sited, single-site, specialist, new and traditional institutions, all are active, though different participants. However, they all have one thing in common: through interlibrary co-operation, they aim to maximise the use of Higher Education resources as a whole, in an increasingly cost-conscious age.

At the University of Westminster, a multi-sited new university library, LAMDA operations are evenly split between requests and supply. Westminster has seven library sites using LAMDA. Sue Jutley, the LAMDA operator at the New Cavendish Street site, turns to LAMDA first to satisfy requests for journal articles and she is pleased with the results: "The quality of the documents is of a high standard and the delivery time is usually within 48 hours." The staff use their experience as requesters to enhance their other role as a supply library: "It's made us more aware of all the processes," Sue explains.

Membership of LAMDA has also proved beneficial to the library in areas other than those directly linked to document supply: "All the members of staff have gained great experience in the use of up-to-date technology," says Sue, "which is valuable training in an increasingly high-tech world". The Ariel software itself has also proved to have added benefits; it is widely used for inter-site transmission of documents between the seven libraries. Each site has one or two members of staff trained to operate LAMDA equipment, and over the past two years they have come to feel very much part of a team. "It is a very interesting and exciting project to be part of," says Sue, "It is a convenient method of supplying and requesting and easy to use."

The new technology used by LAMDA has also benefited the Manchester Business School (MBS) - a single site library serving a specialist readership. Membership of LAMDA has offered a way of sharing their collection with other libraries. Karen Bradshaw, the LAMDA operator at MBS, feels that as a specialist institution they can offer a useful supplement to the resources of other LAMDA members. Karen runs the LAMDA operation at MBS on her own, and finds that this is the best way to organise the LAMDA service in her library. She initially thought that LAMDA would be too labour intensive to fit into her interlending department, but she has found the new technology easy to learn and efficient to use. For requests, Karen uses the on-line Union List to speedily check all the articles against the holdings of other LAMDA members.

University of
Westminster

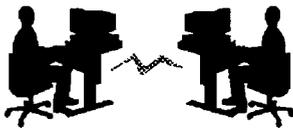


Manchester Business
School

The articles she has received have proved to be a fast and inexpensive addition to the ILL service at MBS. Karen also considers the Support Office, set up in April 1997, "to be a good addition to the project." It now provides a single point of contact for any LAMDA queries, which saves time (and potential confusion!) both for her own library and others in the scheme.

King's College

For Sheridan Dunkley, who runs the LAMDA operation at King's College London's Coleridge site, LAMDA has been a catalyst for co-operation between libraries. One of four King's sites involved in the project, Coleridge specialises in Education, Nursing and Gerontology. Talking to colleagues who hold complementary material has been useful. "As a whole it's made me much more aware of special collections in other libraries," Sheridan says. This has widened her knowledge of her subject areas and has also, by sharing resources with other libraries, improved the service she offers to her readers. Requesting through LAMDA, she can deal directly with the suppliers of more specialised titles. Using LAMDA is also easy on Sheridan's ILL budget; "We've saved quite a bit of money," she explains, which benefits users as a whole.



She is equally enthusiastic in her role as a supplier. Since LAMDA first started, Coleridge has seen a steady increase in the number of requests received. Sheridan operates LAMDA alone at the moment, which is possible thanks to the speed of the new technology. However, she thinks that she may need another pair of hands in the future. Sheridan is pleased that LAMDA is expanding and hopes to share Coleridge's resources with more libraries in the future; "I'm all for anything that helps libraries to work together!" she says.

*Stephanie Taylor
LAMDA Admin Support
Officer
Manchester*

Since the creation of the Support Offices in April, "requesting only" membership has grown substantially and LAMDA is always pleased to expand its HE membership base. It is also looking into the possibility of supporting libraries other than those traditionally involved in the Higher Education sector. A business plan is currently being implemented to enable LAMDA to continue independently, on a cost recovery basis. This will ensure that the co-operative spirit of the original project is allowed to flourish to the benefit of all those who choose to participate in this innovative venture.

For more information visit our home page at:

<http://wwws-a.ucl.ac.uk/Library/lamda/lamda.htm>

or contact the Support Offices:

Sarah McGivern (London), Tel: 0171 419 3584 E-mail: lamdahelp@ucl.ac.uk

Stephanie Taylor (Manchester) Tel: 0161 247 6675 E-mail: s.r.taylor@mmu.ac.uk

EARL GOES FROM STRENGTH TO STRENGTH

EARL, the consortium for public library networking, now has 126 partners, with 25 Scottish authorities and a number of new unitary authorities including Luton, Stoke-on-Trent and Brighton and Hove having recently signed up. Hatrics have also become partners and the National Forum for Information Planning, the British Library and Plymouth City have all become associate partners.

More partners

EARL has recently recruited a number of new staff to the team: Susi Woodhouse joined EARL in September as Development Manager, Membership and Shared Services, to coordinate and develop membership and promotional activities. She is also heavily involved in the work of the Task Groups, Readiness (Research and Development in Networking Subject-based Services funded by the British Library Research and Innovation Centre), and developing new services. Jenny Dick joined EARL in June as the EARL IT Development Manager, and is developing and implementing new systems and software for EARL and new services for Readiness. Alison Holder, who recently graduated from Liverpool John Moore's University with a Postgraduate Diploma in Information and Library Management joined EARL in October as Information Officer and will liaise with and support EARL members and assist with the management of the EARL web pages.

New staff

EARL has now developed some new networked services - MagNet (<http://www.earl.org.uk/magnet>) was launched in July 1997 by the EARL Serials Task Group as a collaborative pilot serials service on the web. The present pilot provides access to the holdings of about 20 public libraries, with onward links to their home pages. It provides keyword searching by title, by selected libraries, individually or in groups; separate public and staff interfaces and facilities; email request forms; direct connection to networked full-text or abstracting services, such as FirstSearch and Ebsco Masterfile and to journals and serials already on the WWW. If you would like to contribute to MagNet and have a list of your serials holdings in electronic form, please contact the EARL Office.

MAGNET

A web-based directory of the family history resources in every public library authority in the UK called Familia (<http://www.earl.org.uk/familia>), also launched earlier this year, has been developed by the Family History Task Group. Familia lists library addresses; research services;

Familia

record offices; holdings of major indexes of births, deaths and marriages; census returns; telephone directories; electoral registers and poll books; the International Genealogical Index (IGI) holdings; unpublished indexes; parish registers; periodicals and much more. About 75% of entries are now complete, and responses are being sought from authorities that have not yet submitted an entry. Guides, clickable maps and links to other sites are also included in Familia, and work has begun on developing search mechanisms for the service.

READINESS

EARL has recently been awarded a grant from the British Library Research and Innovation Centre to fund Readiness, a two year project to investigate the needs and procedures for the development of networked subject-based services by UK public libraries. This project will concentrate on developing two of EARL's subject Task Groups ; the Family History Task Group will develop Familia and the Community Information Task Group will develop a project related to Lifelong Learning. Each group will assess potential services, using new and emerging technologies, and implement a range of pilot services with formal evaluations and disseminate their findings.

Ask a Librarian

A new national on-line reference enquiry service for members of the public organised and run by public librarians as an EARLWeb service, is being developed by EARL and Sheila Harden of Richmond Libraries. Ask a Librarian (<http://www.earl.org.uk/earlweb/ask.htm>), is a high-profile, low cost demonstration of the potential for the development of new services using networking technology and provides a way for members of the public to make factual enquiries via email. Ask a Librarian is a collaborative effort by members of EARL and all the participating reference libraries are volunteers. Enquiries are received centrally through a form on the Ask the Librarian web site and each working day they are routed to one of the participating reference libraries. The service guarantees a response within two working days, although the target is a same day response. Using their library reference resources, librarians respond with an answer and a note of their source of information, or if unable to establish a satisfactory answer, the enquirer is referred to other sources. If the enquiry is not factual, or cannot be answered briefly, the enquirer is sent a standard response suggesting that they contact their local library. It is proposed to automatically assemble enquiries and answers into a FAQ (frequently asked questions) page on the web site.

For more information on EARL please contact Helen Copeman, EARL Manager or Alison Holder, EARL Information Officer at EARL, 4th Floor, Gun Court, 70 Wapping Lane, London E1 9RL.
Tel: 0171 702 2020;
Fax: 0171 702 2019;
Email: info@earl.org.uk

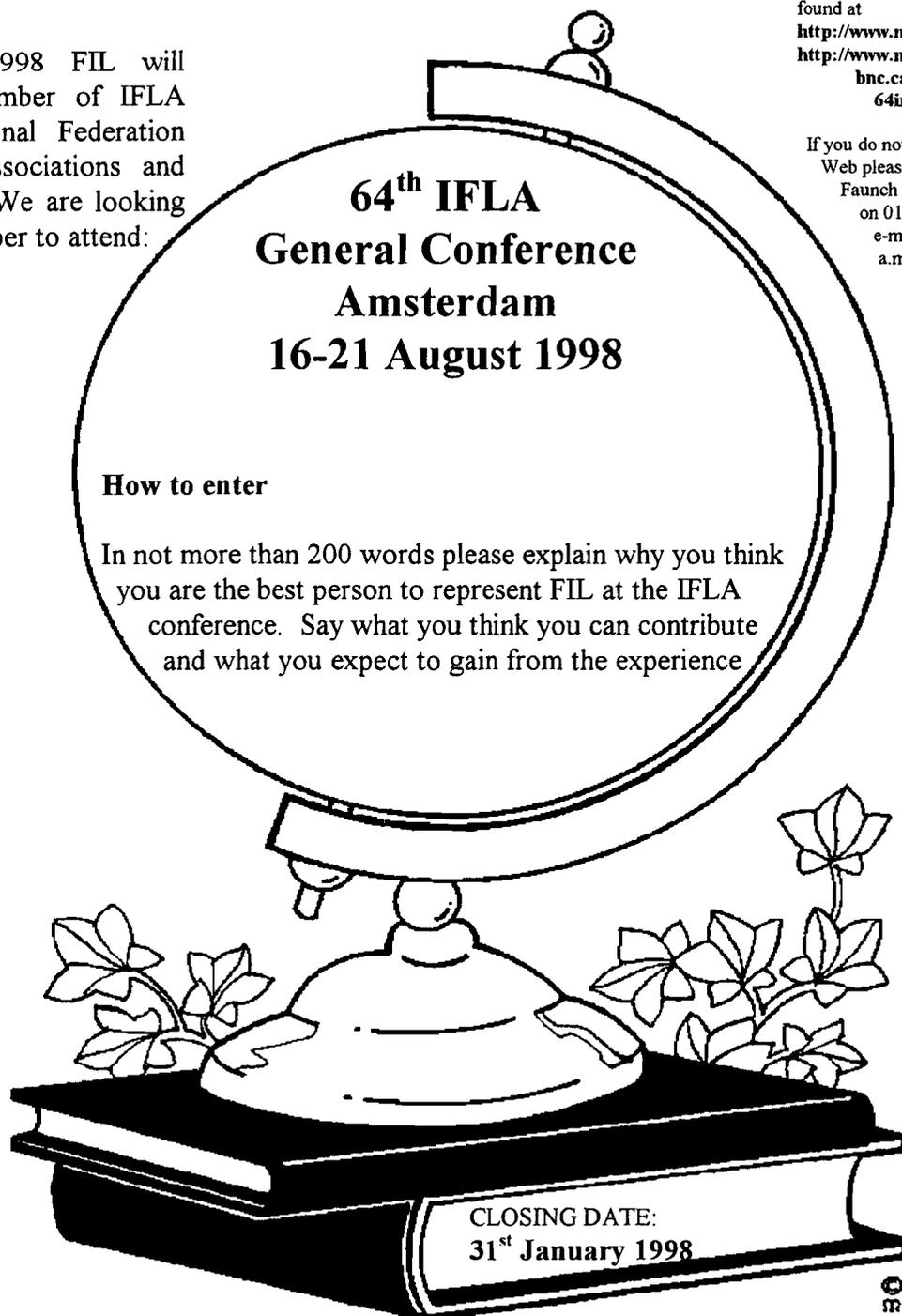
COMPETITION

In January 1998 FIL will become a member of IFLA (the International Federation of Library Associations and Institutions). We are looking for a FIL member to attend:

Information about IFLA and the forthcoming conference can be found at

<http://www.nlc-bnc.ca/ifla/> and
<http://www.nlc-bnc.ca/ifla/IV/ifla64/64invite.htm>

If you do not have access to the Web please contact Angela Faunch for a printed copy on 01227 823566 or e-mail to a.m.faunch@ukc.ac.uk



How to enter

In not more than 200 words please explain why you think you are the best person to represent FIL at the IFLA conference. Say what you think you can contribute and what you expect to gain from the experience

CLOSING DATE:
31st January 1998

The competition winner will be sent as a representative of FIL to this conference. All travelling and accommodation expenses and conference fees will be paid. The successful candidate will be expected to take an active part in meetings and collect information of interest to FIL. He or she will also be expected to produce a report on the sessions attended and the benefits of taking part in the conference.

Please send three copies of your entry to:

Stephen Prowse, FIL Chairman, ILL Department, Kings College London, Strand, London WC2R 2LS by 31ST January 1998

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NEWS FROM THE BRITISH LIBRARY

Continued from Page 18

inside web

A total of nine customers from different types of organisations worldwide participated in a beta trial of the *Inside Web Service*: two in the United States, one in Belgium, two in France and four in the UK. Valuable feedback has been obtained on all aspects of the product and service, both from the trial site customers and the internal review of procedures and processes. The *Inside* product development team are now acting on the views and comments made and hope to have the final product ready for launch later this year.

ARIEL

ARIEL document delivery, either by ftp or MIME, is being operated on a trial basis to a limited number of customers in the UK. Although BLDSC is not yet in a position to extend those trials, an assessment of the market for such a service would be helpful. Anyone interested in receiving documents by this method should contact Katy King on 01937 546059 E-mail: katy.king@bl.uk

UNiverse

The UNiverse project, which aims to link many bibliographic databases in several countries using the Z39.50 protocol and document ordering and delivery, entered its second phase in July. During this time the technical partners will design and build the software which will enable users to search remote catalogues and place requests within the same user interface. The library partners will be establishing user groups to evaluate the system in the third phase. The British Library is coordinating a UK national user group. There will be various levels of participation - minimum requirement for running a UNiverse WWW client will be a Pentium with Windows 95 and 16Mb RAM.

Those wanting further information on involvement in the user group or on the project as a whole, should contact Suzanne Ward at BLDSC 01937 546040 E-mail: suzanne.ward@bl.uk There is a project page at <http://www.fdgroun.co.uk/research/universe>

Loan/photocopy split

The British Library's consultation established that 70% of all customers (representing 65% of demand) are against a change to the current pricing of the loan/photocopy service. The reason is not solely price - ILL staff appreciate the simplicity of a single priced service as it keeps administration costs down. Given the strong opposition to the change, BL has decided to retain the current price structure for the time being.

Since its launch on 20 May, OPAC 97 has received positive feedback from users worldwide, and is a major step in making the British Library Catalogue more accessible. Over the next 18 months the British Library is to develop a replacement OPAC based around the Z39.50 protocol. In addition *Blaise*, the British Library's Automated Information Service, is to be replaced as part of the Corporate Bibliographic System.

British Library
OPAC 97

The British Library Website, Portico, has been redesigned and the Web server upgraded. The new design should make it easier to find services from the home page and the new server should make access to pages faster. The URLs of some pages have changed. Here are the principal addresses:
Portico home page

<http://www.bl.uk> (or <http://portico.bl.uk>)

DSC home page

<http://www.bl.uk/services/bsds/dsc/>

Current serials page

<http://www.bl.uk/serials/>

Patent Express

<http://www.bl.uk/services/bsds/dsc/pexpress.html>

PORTICO

OPEN LETTER TO INTERLENDERS

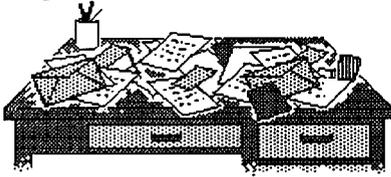
Dear ILL Staff

Re: ILL Practices

A friend recently asked whether she could interview me for her assessed work in Careers counselling. She wanted to know what I do all day - not a simple task. However, describing just one part of my work (which I do irregularly when covering staff sickness and holidays) I felt it was time to get something off my chest. This coupled with the day I found myself folding British Library forms, into C5 envelopes with windows, so that the addresses would show, made me aware of how many silly practices there are in the interlending world which do not add to an efficient service.

Firstly, look at the envelopes. I have been stupid enough to try and squeeze a BL form with many attachments (from the requesting library) into an envelope half the intended size. I can deal with this at LASER HQ by purchasing better envelopes, but what of others? Some libraries (and regional HQs - not online to VISCOUNT) send hand-written envelopes with requests in them. Wouldn't it speed up their work if they printed some labels, for regular use, addressed to LASER HQ?

To:
ILL Staff
c/o FIL
Anytown
Anywhere



Next take a look at what arrives with the request. I know from experience what nice people ILL staff are, extremely polite and keen to solve end-users' problems. But my patience is strained when on a Monday morning I end up with a pile of compliments slips and staples before even starting on the work the requester wants me to do. Then attached to the request itself will be a sheet of paper saying "please could we have the following item:" (with the details from the BL form repeated!). But here's the next stumbling block.

When the details do not coincide I then have to do some basic bibliographic checking, even though the requesting library has done some already, as well as the British Library staff! I presume that the original requesting library has put initial details on their ILL system and then sent the request to the British Library where corrections have been made. However, perhaps these have not been entered onto their ILL system. Who can tell? Am I glad that all I have to do is give locations from an electronic database!

Codebreaking

Ah! But here comes the next rub! What is expected of me? I know how to write regional codes and BL library codes, but where do I give you the information? The printed BL forms (not the ARTTel output forms) have a grid printed on the back and we are encouraged to write potential rotas on these. But...once completed who do I send the form to? I had some help here from LIS-ILL mailing list where the 'Black Hole' debate raged some time ago. Each participant stated their reasons for wanting forms with rotas sent to either the first library on the rota (and if unsuccessful to the next) or back to the originating library so they have control on a one to one basis at all times. It doesn't take a genius to see where I'm going now! In the former scenario the form will only be forwarded on a rota if everyone knows that's the thing to do - they don't! This way of doing things is helpful if you do not want to manage your requests but merely want successful items to turn up or, eventually, the unsuccessful form. (By the way! You are aware that these forms represent money aren't you?). In the latter scenario (rota filled requests go back to the originating library), the requester is able to fully manage the request. However he/she will have to unpack the same request from an envelope with information attached (maybe!) and deal with those staples again and again!

Before you get the impression I think ILL staff around the country are fully to blame, let's think about the BLDSC. The British Library do a fine job as a central bibliographic checking organisation. They obviously hope to be able to find the proper record which will lead to them supplying the

item. But this is not always so. Their role now is a benefactor to the whole ILL scene. If you read their "Directory of Library Codes 1997", you will see they advocate a process for the requesting of materials. It is very clearly stated, but before I dish out OTT compliments, can I mention that their workings on the forms would be easier to understand if they added a printed sticker (or even amended the current form, now it's decided that the BL form is here to stay!) This would not only help them internally but give us a fighting chance to see if they have checked all the tools we would check (if they are available to us). A simple check box would help enormously, and apparently they are looking into this as a result of the 'Why requests fail' findings.

But once their hieroglyphics lead to some suggested locations and these are listed, what do the BL do with the form? They follow route 'B' described above - go back to the originating library. Could we not all adopt this policy as a default unless we want a form sent on a rota. (Here come those compliments slips and staples again!). I know that internally within the LASER region we forward any paper requests (i.e. non-VISCOUNT) on a rota, but we are able to handle training for those member libraries. But look at the BLDSC's "Directory of library codes 1997" again. Page 13 states that for incoming requests (on BLDSC forms):



"if it is not possible to satisfy a request the BLDSC form should be forwarded to the next library on the rota (written on reverse of the 'C' copy) or returned to the requesting library." That word 'or' does not help clarify matters.

My friend (remember her from the first paragraph!) phoned last night to say she had passed the probationary stage of her career path in career counselling, but her supervisor commented on her report of my work day. She said: "It sounds horrendously complicated!". That was only the vaguest description of what I do all day. Imagine if they realised the above was just one tiny bit of what I do!

I would like to see the various national groups set up a standard for this paper shifting, (until the day we get one national electronic messaging system). CONARLS would seem the most appropriate body; meanwhile I know that FIL is looking to provide a formal structure for detailed training of new (or existing) ILL staff.

*Norman Boyd
LASER*

Any comments on postcards only please!

Our webpage is at <http://www.fdgroun.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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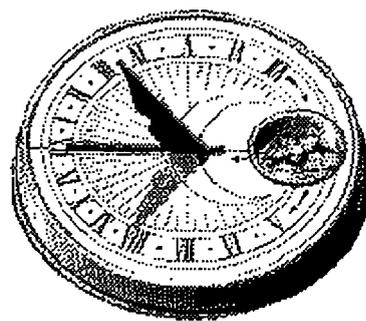
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PEOPLE'S LOTTERY WHITE PAPER

The Library and Information Co-operative Council (LINC) has responded to the Department of Culture, Media and Sport (DCMS) invitation to comment on 'The People's Lottery' White Paper. LINC welcomed the proposed New Opportunities Fund, pointed out the 'glaring omission' of Lottery funding for public library buildings, and supported proposals for a more planned approach to the allocation of Lottery funds.

LINC welcomed the proposal that the first three initiatives should be ICT training for 500,000 teachers and 10,000 library staff, out of school activities and a network of healthy living centres. These proposals would provide an opportunity for public libraries to address the development of existing services.

The investments in ICT training and out of school activities were directly linked to the proposals to increase levels of literacy, numeracy and ICT skills outlined in the White Paper 'Excellence in Schools'. LINC welcomed the synergy between the two White Papers which underlined the role of public libraries in improving educational attainment standards through partnership working and opportunities for lifelong learning.

*LINC Press Release
October 1997*