

# **FIL Newsletter**

## **Forum for Interlending**

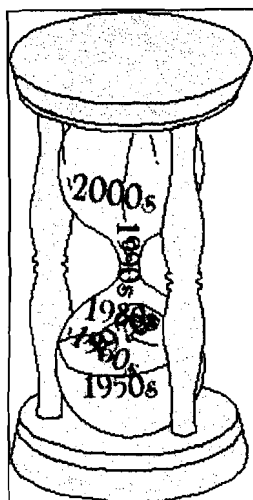
Issue 29

ISSN: 0966-2154

March 1999

### **DOCUMENT DELIVERY BEYOND 2000 (BRITISH LIBRARY - SEPTEMBER 1998)**

The main thrust of the keynote address, given by Professor Andrew McDougall (Dublin City Library) was that co-operation and collaboration must exist among libraries, suppliers and end users to enable a smooth transition to the digital library. Consideration in achieving this must be given to a number of factors including the overall context of the situation; individual and global requirements; internal and external priorities and finally practical objectives and strategies.



The second paper given by Terry Hanson (Portsmouth University) looked at the need to make investment decisions given the situation of a rapidly changing technological environment. In essence this paper provided an overview of the current document delivery (docdel) services and changes that are happening in this environment as well as examining a number of factors which need to be taken into account before investment decisions for the future could be reached. The areas touched upon included: access options; collection development; budgeting issues; user and access issues.

Then Ann Morris and Eric Davies presented an overview of some of the work carried out by the FIDDO project. It was relatively theoretical in content; touching on issues such as consideration of environmental factors; changes in docdel; the current scenario and concluding with findings from the FIDDO project. The next stage in the proceedings was a supplier focus comprising a series of short presentations by representatives from the BLDSC, SilverPlatter and Elsevier Ei Engineering Information.

User satisfaction with document delivery services was the theme of the next session. This speaker, Joan Stein, gave an overview of evaluation work undertaken at Carnegie Mellon using a SERVQUAL survey on the docdel services provided. Following this, Winners and Losers in an Access World, presented by Neil Jacobs of FIDDO, was essentially an overview of feedback from end users at a range of Midland universities. This was followed by another practical overview from Stephanie Taylor and Stephen Prowse, focusing on the concept and management of LAMDA using Kings College as a case study of a LAMDA supply library. Then Louise Edwards and Heather Woodfield continued the theme of current projects with a look at MANDOC which is the next stage to the BIODOC project undertaken at Cranfield University: its aims are to measure total in-house journal usage and to study the usage of full text ejournals.

*Continued overleaf*

#### **C o n t e n t s**

- **REPORT FROM THE IFLA CONFERENCE**

**AMSTERDAM - AUGUST 1998**

- Conference Announcement 1999
- Unity update

Higher Education Students Use Of Public Libraries

Library School Student Bursary

Library & Information Plans

- **FIL CONFERENCE DURHAM 5 - 7 JULY 1999**

## Copyright

Management information requirements (David W Larbey) and copyright issues in electronic document delivery (Mark Wing & Graham Cornish) were the issues focused upon in the next two presentations. Both topics were quite specialised and considered the areas in considerable depth. Following on from this was another case study: Andrew Wells of the National Library of Australia and Howard Amos of the State Library of NSW outlined an Australian based initiative, LIDDA (Local Interlending and Document Delivery Administration) and gave an account of the changes to the national Australian bibliographic network. The next paper in the session, presented by Terry Morrow gave a general overview of users requirements in relation to document delivery and demonstrated the BIDS Journals Online Service as a possible answer. The conference concluded with a paper that was in essence a rallying call from Mary Jackson of the Association of Research Libraries, Washington, for the implementation of standards within the ILL / docdel world interspersed with examples of how interlibrary loans are handled within the Ohiolink scheme.

## To infinity and beyond

In conclusion, papers tended to have a theoretical rather than practical slant and as such did not necessarily deal with how or what may be perceived as best practice in the field of document delivery. The overriding theme, both from the papers and from delegates attending, was that the whole market place is in a state of flux. The main inhibitors to any meaningful progress still remain the questions of legal deposit and copyright and the need for a stable economic model.

*Pennie Street  
University of Liverpool*

## LIBRARY SCHOOL STUDENT BURSARY

As announced at the last AGM, FIL has decided this year to provide two bursaries for library school students to allow them to attend Interlend'99. The bursaries will cover basic travel expenses to and from Durham as well as attendance at the conference. We hope in this way to promote both FIL and interlending in general to future LIS professionals. Library schools will be asked to nominate suitable candidates while the lucky candidates themselves will be required to write up a report for the Newsletter.

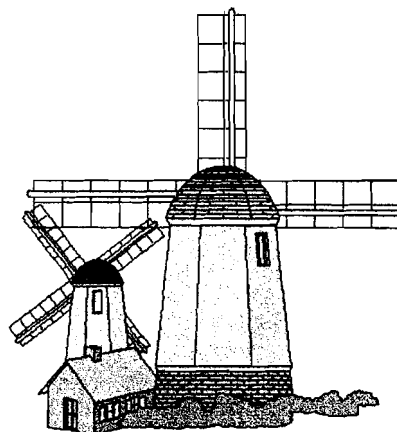
## HIGHER EDUCATION STUDENTS USING PUBLIC LIBRARIES

Are HE students using public libraries to request ILLs as a result of high charges and/or restrictions at their institutional libraries? Anecdotal evidence says they are and that this is posing a problem for public libraries, which are often in a worse financial position. FIL would like to get beyond general impressions to uncover some hard data, although initial findings suggest this may not be possible to the extent we would like. It is hoped however that the results from a survey we are currently undertaking with public library authorities will provide a lot of useful information, particularly if used in conjunction with Pat Clinton's survey of charging for ILLs in HE libraries. We will report progress in a future newsletter.

## REPORT FROM THE IFLA CONFERENCE AMSTERDAM AUGUST 1998

There's no doubt about it. More than two thousand librarians en masse can have an enormous impact, even on a city as major as Amsterdam! As I forced my way every morning onto the overloaded tram which made its way from the Rembrandtsplein to the Amsterdam RAI Congress Centre, I couldn't help noticing that virtually every other person on the tram was wearing an IFLA badge. This brought home to me the implications of how much hard work must go into organising such a major event as IFLA. The programme itself was a daunting seventy-seven pages long, with a selection of up to fifteen workshops or meetings going on at any one time!

Having had the good fortune to be given the opportunity to represent FIL at the IFLA Conference, I set about planning my schedule to incorporate as many sessions on interlending and related issues as possible during the course of the week. I was also determined to make the most of the wonderful social programme that was on offer, so by the end of the week I have to confess to being thoroughly exhausted! I met a huge number of people from all over the world, teaming up for most of the social events with a group of Australians - thus inadvertently procuring a mass of inside information on Australian life and libraries! The Dutch hospitality fully lived up to its excellent reputation, and we were invited to a different social event nearly every night - the highlight of my week being a cultural reception at the Scheepvaartmuseum (in plain English, the Amsterdam Maritime Museum) where we were treated to a delicious selection of foods from all over the world before being sailed across the harbour in a steamboat at sunset. Not to mention the free bar, courtesy of the City of Amsterdam! The final day of the conference was taken up with tours of the region, and I joined a coach trip which took us to the Kroller Mueller Museum, set in beautiful grounds near Arnhem. The museum has a staggering collection of Van Gogh paintings and a spectacular sculpture park, and I would strongly recommend a visit should you ever find yourselves in that part of the world. This was followed by a trip to the astonishingly flamboyant Loo Palace, the baroque seat of William of Orange. Throughout the week I did my utmost to publicise FIL, handing out leaflets and extolling its virtues to everyone I met. In retrospect, I would recommend that a member of FIL continues to attend the conference every year because, in addition to putting FIL on the world map, it also enables our members to keep in touch with what is happening on a global scale, and to



Going Dutch



FILLing people in

have an influence on important library policy and developments

I shall endeavour to give as straightforward a summary as possible of the more significant sessions which I attended. I have more details of some of the papers here at UMIST, so please feel free to contact me if you would like more information about the conference. You should also access IFLANET on the web for full text publications of the papers presented: <http://www.ifla.org>

**Sunday, August 16<sup>th</sup>**  
**The Newcomers'**  
**Session**



The Newcomers' Session, held prior to the main proceedings of the conference, seemed to be the most appropriate starting point, providing some useful advice on how to get the most out of the week's events. The various IFLA Sections and Committees were explained in some detail, and newcomers were exhorted to attend open forum discussions, sign up for workshops and to observe the Section Committees in action. It was explained that IFLA's mission was to influence changes in the library profession, to improve library services in individual countries and to make contributions at the highest level both locally and globally. The conference provided all delegates with the opportunity to share knowledge, to exchange ideas, to meet new people and to actively participate in the ensuing discussions and workshops.

**Monday, August 17<sup>th</sup>.**  
**The Opening**  
**Ceremony and**  
**Addresses**

The Conference began in earnest, with a spectacular opening ceremony. This began with a procession which, when mounting the stage, grouped together to form a perfect replica of Rembrandt's "Nightwatch", complete with a very real barking dog! A welcome address was given by the President of the National Organising Committee, who informed us that "diversity" would be the central theme of the conference. In a short address, the deputy mayor of Amsterdam stated that plans had recently been completed for a new Central Library for the city, to be constructed on a site adjacent to Centraal Station. The Dutch State Secretary for Culture, Mr F. Van der Ploeg, then gave an enlightened speech which drew attention to the inequality of the world's libraries as a global problem, noting the ever increasing gap between the "Info Rich" and the "Info Poor." He urged library professionals to aim to strike a balance between copyright ownership and access to information - a particularly thorny problem at present. Other issues to consider included the preservation of library archives and the emergence of digitisation throughout the world.

Christine Deschamps, the current president of IFLA, gave an interesting presidential address, citing Copyright as one of the most crucial topics to be addressed at this year's conference. Other major areas of concern included globalisation and standardisation, worldwide

communications in general and the perennial topic of freedom of speech.

Mr P. Queau, the UNESCO representative on the IFLA Committee, concentrated on the issue of freedom of expression in his highly philosophical address, drawing attention to the fact that many countries do not have easy access to the Internet and are thus in danger of being left behind by more developed countries, thereby increasing the gap between the "haves" and the "have-nots". The concept of globalisation, although a "buzzword" to western society, may, in fact have had a negative impact on the information-poor, causing them to lag behind developed countries even more than before. He argued that concepts such as "the public interest" and "cultural development" are very difficult to measure, and that no-one in particular "owns" such concepts. Thus, he stressed, it is vital to examine these issues and to recognise the concept of the public domain.

Finally, the IBC's International Book Award was presented to Maria Jose Maura of Portugal, who has worked very hard in recent years to establish a public library programme which has been tremendously successful in combatting illiteracy in Portugal over the past decade.

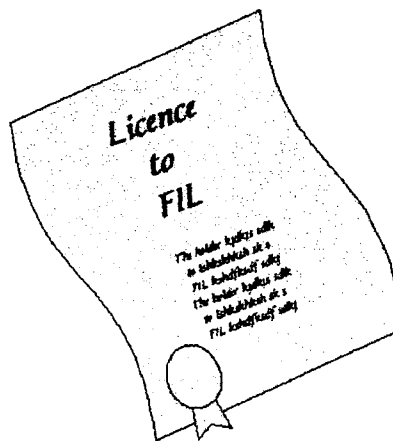
The Committee included representatives from the UK (Sandy Norman and Graham Cornish) Mexico, Spain, China, Japan, the USA, Finland and Estonia, so that a global perspective on the topic was ensured.

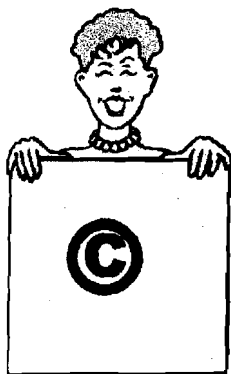
The Forum commenced with a proposal to ensure that IFLA produces an up-to-date position statement on copyright matters. Licensing was also singled out as a major issue. Everybody agreed that, in the current climate of multiple licence agreements, model clauses and so forth, there is a real need for clear information. Mergers were identified as a cause for concern, as publishers might be inclined to increase prices if faced with decreased competition. Problems have also arisen relating to the importation of information, as a result of the recently-signed Florence Agreement. It was agreed that a statement of concern should be drawn up by IFLA with regard to these matters. The Committee advised that as much relevant information as possible should be gathered on the topic of Copyright and Licencing. *(A note to FIL members: If you find any relevant information on the subject in journal articles, newspapers etc.. please make a point of sending the material to the IFLA office at Boston Spa.)*

It was proposed that a worldwide network of supportive experts - particularly in the Copyright field, but also in the wider field of librarianship and legal knowledge - should be established so that IFLA could call upon its members to assist with any future problems which might arise.



**Tuesday August 18th:**  
Copyright Open Forum





It was noted that IFLA already has a full statement on Copyright. Sandy Norman confirmed that this dynamic document, which was initially approved at the Beijing conference, would be scrutinised and that appropriate revisions would be made to it during the forthcoming year.

The drawing up of a set of guidelines on dealing with publishers and editors with regard to licensing issues was strongly recommended. It was noted that there had been some resistance to the proposition that Fair Dealing should be extended into the digital environment at the recently held International Publishers' Association Copyright Symposium - an obvious cause for concern.

Graham Cornish proposed that the legal framework of licences should be dealt with by the Committee for Licensing and Management (CLM) and that the finer details of licence agreements are a matter to be dealt with between individual publishers and their prospective clients. Finally, a request was made for the Committee to produce a document which could provide clear information on Fair Use. Next year's Open Forum in Bangkok will continue to address these issues.

**Weds. 19th August**  
Electronic Publishing  
and the Digital  
Environment:  
current state and future  
trends

This session was so well-attended that people were sitting in the aisles of the lecture theatre, proving just how significant the topic is considered by library professionals across the board. One of the main questions addressed in this session was: What are the future implications for docdel and interlending in the light of electronic publishing developments?

James Neal (Johns Hopkins University) stated that rapid expansion in the volume and scope of electronic materials is bound to have a dramatic impact on library operations, particularly interlending. The changing attitudes of library service provision over the past few decades were summarised as : "Just in Case", transforming later to "Just in Time" and now becoming "Just For You" - the latter term suggesting that libraries are increasingly customising their methods of information delivery to suit the reader.

He confirmed that the cost of journals is constantly on the increase. Moreover, there had been a 22% decline in book acquisition by New York libraries over a ten year period. The key issues arising from this situation include: an imbalance between the price and the value of the service material; the fact that researchers are in many cases relying on direct delivery of papers from colleagues throughout the world, and an imbalance in information ownership, authorship and property rights.

Consortia are becoming much more common as libraries group together to make available their joint information

resources and, in many ways, they are very effective. In the USA, SPARC (Scholarly Publishers and Academic Resources Coalition) has been established to create a competitive market place by initiating new publishing ventures. SPARC has joined up with ACS in an attempt to prove that there is some real competition with the commercial environment.

Project MUSE was cited as a new collaborative journal digitisation project ongoing between the Press and John Hopkins University, with initial funding from the Mellon Foundation. MUSE has been up and running for several years, with 45 libraries currently involved, and Neal stated that it had already been very useful in setting guidelines for the digital environment. Libraries are building hotlinks from their OPACs on to the MUSE page, and an important new customer base is being formed. MUSE has made a lot of progress regarding awareness of Fair Use and other related copyright issues. Neal's final prediction was that, in three to five years there would be a significant drop in interlending activity for the journals included in this project.

Mr Bjoernshauge argued that there were many obstacles to James Neal's vision of development, suggesting, in fact, that "Just Too Late" is often the state of affairs in many libraries. He stated that, on the contrary, many interlending departments were dealing with an ever increasing volume of requests as information seekers were becoming more and more dependant on their services. He stated that libraries have traditionally invested in the spirit of co-operation. The proper vision of libraries should be "free access to information for all", and interlending is a good example of true library co-operation. Although documents may be freely available from elsewhere, the staff costs incurred in tracking them down are often higher than the cost of the ILL service itself.

It was noted that technical developments in electronic publishing and the emergence of consortia has provided new opportunities for libraries to allow free access of information for their users. It is possible for licensing fees to be paid in co-operative ways, with improved services ensuing as a result. Mr Bjoernshauge stressed that funding must be made available for licences - otherwise libraries would be in danger of being overtaken by the commercial suppliers.

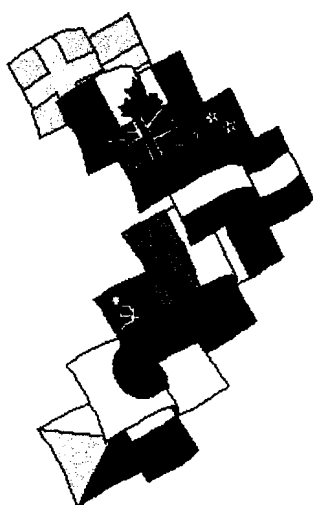
There were two possible conclusions to this address - the positive one being that consortia would produce scientific collections, the negative one being that publishers will take over and provide cheaper papers themselves tend users.



Lars Bjoernshauge:  
Document Delivery  
and I.L.L - to  
Document Access and  
I.L.L Collection



**Thurs 20th August:**  
Interlibrary Loans in  
Developing Countries :  
a half-day workshop  
organised by the  
University Libraries of  
Denmark



Ghana

This workshop provided a very useful and interesting insight in to a recent IFLA project involving a high degree of cooperation between Scandinavian and African libraries.

Niels Mark (State Director of Libraries, Aarhus) opened the workshop by providing a description of the background of this project. The idea of utilising new information technology to support areas of the world where materials and collections were inadequate was first formulated at the Barcelona IFLA Conference in 1993. After some discussion, it was decided that a group should be set up to concentrate on a particular third world country, and to lay down some basic rules and directives. The project was entitled The Docdel Project Africa.

At the 1994 IFLA Conference in Cuba, a more precise description of the project was delivered. The aims of the project were to establish a trial using new information technology in order to: a) find a method for establishing docdel to developing countries, and b) improve access to, and increase the flow of, information between different parts of the world. It was agreed that the project itself should aim to establish new electronic network links using the Internet; improve the competency of library personnel at the place where the project would be set up, and attain favourable bulk treaties.

In order to improve the librarians' competence and skills, it was decided an agreement should be set up with large docdel centres so that access to their collections could be enabled at reduced costs. A decision was made to commence the project in an English speaking country in Africa.

As the major decisions had been made by Danish members of the Committee, the project was regarded as a Danish Enterprise. At the same time, another leg of the project was set up in Norway. Ghana was chosen as an appropriate partner for Denmark, and Kenya was chosen as Norway's partner.

At the Istanbul IFLA Conference in 1995, the project plan was presented in more detail. Contact was made with the Balme University Librarian in Ghana. The project was split into two phases - a planning phase and the main project. A seminar was then held in Ghana, with such topics as the Internet, Docdel in general, African library systems, the IFLA Voucher Scheme and staff training needs being discussed. About 50 people attended the seminar, which proved so successful that it was decided to run the project for a group of six Ghanaian libraries. Since then, there has been ongoing close cooperation between the Danish and Ghanaian project groups. A steering committee was set up in Ghana. The Danish Project Group maintained



close contacts with the Norwegian Group and the IFLA Docdel Section. Feedback to Ghana was made frequently, and training sessions were set in motion.

BLDSC gave access to their services at a reduced cost and arranged a visit for the Ghanaian librarians. FIL made a contribution to this visit by organising some training for the librarians. The project is looking very successful in terms of working together, and could well be used as a model for other projects involving collaborations between countries. New Information Technology will be used for access and also to strengthen interlending between Ghanaian libraries and others in Africa.

The organising team was aware that such a project is very dependent upon commitment, communications and technical difficulties. A technical solution is still being sought, and we were given a very detailed description of the difficulties faced by the networking engineers who have been working on the project. Copyright issues may also create problems. It was concluded that, if the project has proved a success after DANIDA funding has run out, it might well work for a long time afterwards, but the outcome at this stage is impossible to predict. A midway project seminar is scheduled for early 1999. This will be held in Ghana, and will examine the thoughts that the participants have of it so far.

On the other hand, the Norwegian team were not so successful with their leg of the project. They decided to choose Nairobi University Library as a partner, using internet connections free of charge for the duration of the project. But in the past year they have discovered that they cannot establish a link. Commercial internet providers proved too costly, and the email system did not work properly so to date they have not managed to set the communication process up.

Knud Erik Skouby (Centre for Telecommunication, University of Denmark) then gave a refreshingly clear and understandable description of the way in which the telecommunications network has been planned in Ghana, highlighting the problems faced in such operations as cable laying throughout this difficult terrain.

Finally, Mr S.N Amanquah, the Balme University Librarian, gave an interesting talk on the project from a Ghanaian perspective. For a fuller description of the Project, you should refer to the DANIDA NEWSLETTER. August 1998.

## FIL training



F I L O N T H E W E B

Try <http://www.la-hq.org.uk/liaison/fil/introf.html>

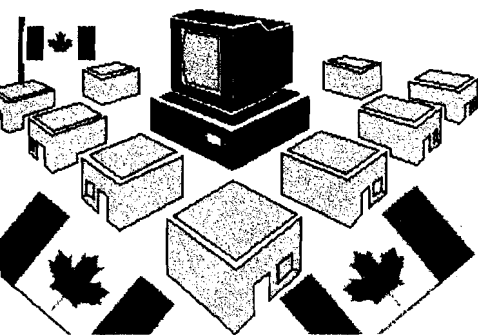


## Union Catalogues in Today's Libraries

A half-day workshop on the subject of union catalogues was organised by the UAP Core Programme in conjunction with the Sections on Serials and Document Delivery. The session dealt with a wide range of topics, from traditional union catalogues to specialised union catalogues for the visually impaired.

The first speaker was Hartmut Walvarens, the Director of Bibliographic Services at Berlin State Library. He spoke on the topic of the ZDB - the Zeitschriftendatenbank - a traditional Union Catalogue, wherein a number of German libraries forward their holdings information to a central database. The ZDB is linked to DBI-Link, which is the German request-handling system. It is therefore widely used in the field of interlending and document delivery.

## Virtual Canadian Union Catalogue



Carrol Lunau from the National Library of Canada then presented a paper on the Virtual Canadian Union Catalogue (vCuc), which has been working closely with Project Universe. This project has brought the concept of the traditional union catalogue up to date in the form of a virtual distributed catalogue. Co-ordinated by the National Library of Canada, vCuc has tested the use of Z39.50 to link disparate types of catalogue, and to mirror a centralised union catalogue. The results have demonstrated that the virtual catalogue is already effective for functions such as copy cataloguing, but further developments will be required in order to facilitate such processes as location finding for interlending purposes. Project Universe is funded by the European Commission Telematics for Libraries Programme. It has partners in seventeen countries and one of its main objectives is to produce software which will allow distributed library catalogues to be made available as a virtual union catalogue. It also aims to produce a demonstrator service among a group of some thirty test site libraries. The project is scheduled for completion in June 1999.

The next speaker was John Godber, from the Royal National Institute for the Blind in the UK. He gave a very interesting synopsis of the National Union Catalogue of Alternative Format Material (NUCAF) which includes a large number of records of items not normally included in library catalogues (eg. instruction manuals, chapters or sections of books etc.) The challenge, he stressed, is in creating records which are comprehensive enough to be of use to visually impaired people. Thus, a record for a Braille book should include the size of the Braille used, along with a description of the content of the book. Browsing, he explained is not an option for the visually impaired, and NUCAF goes some way in helping to improve access to material for this particular sector of society.

Finally, Sara Gould from the IFLA Office for UAP and International Lending at Boston Spa gave a paper alerting delegates to the launch of the IFLA World Directory of National Union Catalogues. This new finding tool should help library staff to identify which major catalogues exist in any country of the world, and should prove a very useful aid in tracing holdings and locations. The directory, which is still in its development phase, can be looked at on IFLANET. Delegates were urged to contact the IFLA Office should they have any comments or suggestions for additions and amendments to the directory.

Further details of the projects and catalogues discussed in this workshop can be found at the following website addresses:

ZDB via DBILink <http://www.dbilink.de/en/homepage.htm>  
 Universe: <http://www.fdgroun.co.uk/research/universe>  
 vCuc: <http://www.nlc-bnc.ca/resource/vcuc/index.htm>  
 IWDNUC: <http://www.ifla.org/VI/2/duc>  
 NUCAF: <http://www.rmib.org.uk/>

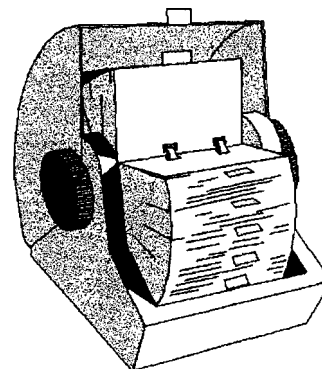
There follows a brief summary of the main topics discussed by the Section, of which FIL is a corporate member:

There will be an update on the Ghana project at next year's IFLA Conference in Bangkok. This should include a forecast on the sustainability of the process in the future. There will also be a speaker on the topic at the 6th International Interlending Conference, to be held in Pretoria in 1999.

It was confirmed that the most well attended session of the Amsterdam Conference had been James Neal's presentation on Digitisation and the Future of Interlending.

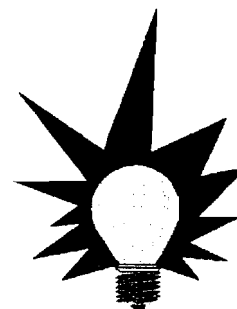
New projects to be looked at by the Section include the Electronic Request Form Project - to be dealt with by the IFLA Office at Boston Spa. A guidance leaflet on faxed request forms has already been produced by the IFLA Office, so it was envisaged that a similar type of publication should be written on the subject of electronic request forms. It was agreed that a small amount of funding should be given to Graham Cornish's office to carry this out.

It was proposed that the Section should officially co-operate with the IFLA Copyright Committee to develop appropriate statements on Copyright and Interlending. It was also suggested that the Section should liaise with the Acquisitions Section due to the fact that the signing of licence agreements by acquisitions librarians invariably has a knock-on effect on the interlending departments.



**Friday 21st August:**  
 Report from the  
 Meeting of the IFLA  
 Document Delivery  
 and Interlending  
 Section.

New projects





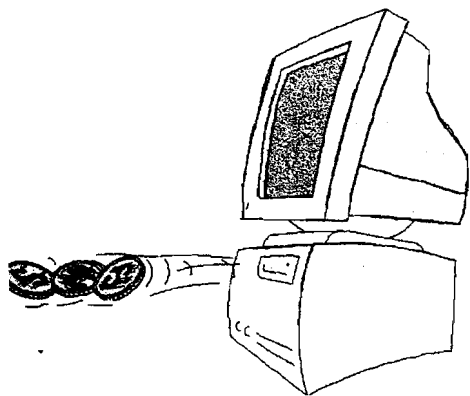
Emerging from the Licensing Workshop, a discussion group on licensing had been set up, to hold its first meeting at Bangkok in August 1999. The meeting would address organisational issues, and it was decided that a member of the Interlending Section Committee should attend. James Neal agreed to follow the subject closely over the next twelve months, and confirmed that he would attend the meeting on the Section's behalf.

Celine Menil (University of Le Mans) talked about the difficulties of location finding in French Libraries. She advised the other delegates that a Union Catalogue for books in France was likely to be published in about two year's time. In the meantime she agreed to begin work on the compilation of a list of French Libraries who were willing to participate fully in the interlending process.

Graham Cornish gave a synopsis of recent developments at the IFLA Office at Boston Spa. The ongoing work included the organisation of the Interlending Conference to take place in Pretoria in October 1999 / the project concerning electronic materials for the visually impaired / the IFLA List of World Union Catalogues / the search for more funding for the library twinning process / Ongoing work on bibliographies and reviews / the examination of national acquisitions policies / the future publication of a Directory of Electronic Contents Pages, with relationships to document delivery.

Agneta Lindh, the current Chair, summarised the new issues to be dealt with by the Section Committee as:

1. ILL email request form protocol
2. Copyright and other legal matters
3. The planning of a conference on Libraries and Indigenous Minority Languages - exploitation, promotion and website users. (It was noted that the planning of this was still in the formative stages and that Russian libraries in particular should be interested in the conference).
4. The possibility of using a numeric scheme to supersede the IFLA Voucher Scheme. Some Swedish Libraries have agreed to work on this idea, attempting to develop a bank of numbers which can be passed around as an "electronic coin" between libraries. (It was noted that there would be legal and operational difficulties to be overcome before this process could work properly)
5. The revision and updating of the Section's brochure. Volunteers were sought to translate the brochure into more languages.



It was announced that nomination forms for the elections to the Section Committee were due to be sent out in November 1998. FIL, as a corporate member of IFLA, would be entitled to nominate an individual for election, providing that the nomination was seconded by a separate IFLA member. The Chair stated that they would welcome a British member on the Committee. The voting will take place at the Conference in Bangkok in 1999.

These brief summaries of the sessions I attended should have given you an idea of the topics relating to interlending which were discussed at IFLA '98.

There was, of course, a much wider range of subjects dealt with, and I suggest that you take a look at the IFLA webpage, as I recommended earlier. Finally, I would like to thank the FIL Committee for giving me this wonderful opportunity to attend such an interesting event on behalf of the organisation. Hopefully, other FIL members will be in a position to continue to attend the annual IFLA Conferences which are held in future years.

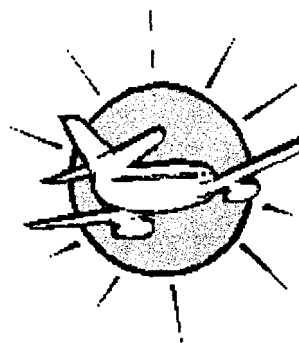
*Rose Goodier*  
*Docdel Group Leader*  
*UMIST Joule Library*



## NEWS FROM THE BRITISH LIBRARY

**inside web** recently completed its first year of service. A new release **inside web 1.2** was made available to subscribers in November. This includes a series of upgrades to citation displays, password creation and the ordering mechanisms associated with the service. In keeping with BL policy of listening to customers, most of the enhancements were prompted by feedback from customers during this first year of service. **inside web** is now also being provided through the United States Department of Defense Technical Information Center (DTIC) via their Secure SITNET web site to Defense Agency staff. This reciprocal arrangement allows the BL to receive over 20,000 official reports per year from United States Government collections held in Washington, thus enhancing the collection of grey literature.

DSC received numerous expressions of interest in this project following the article in September 1998's DS News. The programme focuses on the ILL needs of distance learning students in the UK and overseas. A seminar was held in November at Boston Spa with over 40 participants from UK universities, information centres and the British



inside web

ILL for distance  
 learning

Council, to explore the opportunities and challenges of providing access for distance learning.

#### Patent Express

Patent Express is in the process of implementing an automation programme which has made significant progress in recent months. Additional patent series have been installed on the CD-ROM jukebox: 60% of all requests are now satisfied in this way, resulting in quicker response times for customers. Also, the majority of remote patent orders are now processed through an automated order management system. This enables the tracking of orders and gives a faster response to customer queries, as well as accurately monitoring performance levels. Other developments in the pipeline include a World Wide Web ordering facility and a 24 hour auto-faxback service.

#### Journal acquisition

The BL expects that it will be able to continue the duplication of the most important science and technology journals between London and Boston Spa in the 1999 subscription year. But, with further substantial savings still required, in order to keep duplication of high use titles at a similar level to that of 1997 and 1998, some low use, non-duplicated titles in London and Boston Spa will have to be cancelled. At DSC the value of the cancelled titles is around £850,000 (approximately 6,500 titles), a quarter of which titles are held at backup libraries.

#### Blaise and OPAC

Blaise and OPAC will be replaced by new versions with a new interface later this year. Blaise will continue to be subscription-based and will only be accessed through a web browser. OPAC will remain free and will be renamed the British Library Public Catalogue.

#### BL Strategic Review

Over 1,200 responses to the consultation paper were received from customers, readers and other interested parties from the information community as part of the Library's strategic review exercise. Public opinion has asserted the importance of the BL collections as the foundation for services; that the principle of free access to the reading rooms and to the Library's catalogues on the World Wide Web should be preserved; that digital documents should be part of the collection; and that the need for and use of the BL is likely to increase. In the autumn, the BL Board reviewed the responses and submitted a case for additional funding to its parent government department, the DCMS in order that the Library might be able to meet the needs expressed by its users. It has also undertaken a review to prioritise its services in the expectation that government funding will remain insufficient to carry out all the activities it would ideally like to do. Already the BL Board has reiterated its commitment to retaining free access trading rooms and to remote document supply as a core service

A summary of the Strategic Review responses has been produced and is available on the BL web pages at [www.bl.uk](http://www.bl.uk)

## WHY REQUESTS FAIL AN EXCHANGE OF EXPERIENCE

The report *Why Requests Fail*, published by Information North for CONARLS, looked at interlending and document supply request failures in the UK and Ireland. Inevitably, it made particular reference to BLDSC's processes as they play a significant role in the interlending network in the UK. Certain recommendations were made, many of which have already been implemented, and it was agreed at the beginning of last year that it would be useful to follow up the report by taking a fresh look at procedures through some libraries participating in 'an exchange of experience'.



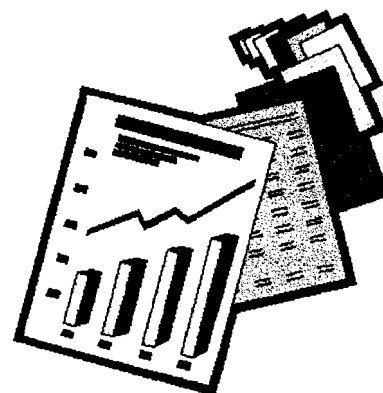
Representatives from Doncaster Libraries' Bibliographical Services, Sheffield University Library, Yorkshire and Humberside Library Service Headquarters and the BLDSC all agreed to pilot an exchange to facilitate greater awareness of operational practices. Jean Johnson (Doncaster) and Betty Lowery (BLDSC) spent 3 days looking at each other's organisations and then looked at how the work of a university library and regional library headquarters fitted into the picture. All agreed how useful the exercise had been, many questions were raised, some changes implemented, and there was a heightened awareness of the environment in which we work. The report and the findings of the exchange experience were to be reviewed at a future CONARLS meeting.

*Reproduced with permission from Document Supply News*

## LIBRARY AND INFORMATION PLANS: AN ENDURING CONCEPT

"Library and Information Plans: an enduring concept", the latest in the *Issues in Focus* series, has been published by LINC, the Library and Information Co-operation Council.

Written by Nick Fox, immediate past Chair of the National Forum for Information Planning (NFIP), *Issues in Focus* No.15 charts the history of the Library and Information Plan (LIP) concept and its continuing relevance in the current context.



"We've seen a number of new information planning organisations emerging in recent years, notably in Shropshire, Kent and Northamptonshire," says LINC Chair Chris Koster, "and cross-sectoral collaboration is widely acknowledged as essential to optimise access to the total library and information resource". Nick Fox points out that "LIPs are ... part of the national approach to the co-ordinated and strategically planned provision and exploitation of information. They are the grass-roots level,

feeding into and supporting any regional level, which in turn should support the national level".

LIPs can be geographic or subject based, and can be national, regional or local in scope. "Cross-sectoral" can refer to different sectors within the library and information sector (e.g. Local authority and academic) or between library and information sector organisations and those outside it (e.g. education and business/industrial sectors).

"Can't the answers all come out of an IT box? Not yet," argues Nick Fox, setting out the case for collaboration and the benefits to be derived from it. He also points out that "...information planning can be on various levels and can start very modestly, developing as resources permit". The LIP methodology is explained and practical issues are addressed, such as key success factors and possible activities and outputs, based on the experience of information planning organisations over a number of years. He also poses some questions and answers on LIPs, with advice on "dos and don'ts".

*LINC News Release*

## **LIBRARY AND INFORMATION PLANS DIRECTORY**

The National Forum for Information Planning (NFIP) has issued its first membership directory, covering 17 geographic-based and 8 national subject-based Library and Information Plans (LIPs) and similar organisations.

The *NFIP Directory of Members '98/99* gives detailed information on constitutions, aims and objectives, membership and funding structures, activities, services, and full contact details. Among the organisations covered are ARLIS (The Art Libraries Society UK & Ireland), BLIP, DEVLIP (Development Studies LIP) and Grampian Information.

Compiled by former NFIP Chair Nick Fox from information supplied by the 25 organisations, the Directory is underwritten by the Library and Information Co-operation Council (LINC), NFIP's parent body.

*NFIP News Release*

*NFIP Directory of Members '98/99* by Hatrics in A4 ring-binder format, looseleaf, to facilitate revision and updating (95pp, ISBN 1 85975 228 4).

Copies of the Directory, £30 (+£3 p&p), are available from Hatrics, 81 North Walls, Winchester SO23 8BY. Tel: 01962 846 077. Fax: 01962 856 614. Email: [libsntf@hants.gov.uk](mailto:libsntf@hants.gov.uk)

The National Forum for Information Planning (NFIP) has elected a new Chair and Vice Chair to serve for the next three years (1999-2001).

Carl Clayton, Director of SINTO: the Sheffield Information Organisation, is the new NFIP Chair, in succession to Nick Fox, and Dr Irene Campbell, Honorary Secretary of SASLIC (Surrey and Sussex Libraries in Co-operation), takes over from Ian Malley as Vice Chair.



## UNITY LOOKS TO THE FUTURE

Immediate steps are being taken to reshape the future development of Unity, the Combined Regions Database, following the news that Libris Computing Limited, the supplier of Unity Systems, ceased trading from 4 September 1998.



At a meeting hosted by the British Library on 15 September, the strategic arm of Unity, the Unity Co-operative Council (UCC) reaffirmed its strong commitment to the Unity concept and project. The council is using the opportunity presented by the new situation to assess the potential for Unity to be repositioned within a client-server environment, incorporating interlibrary lending management systems and, if appropriate, Z39.50 protocols.

Acknowledging that there would be a temporary standstill for the Unity Database, it was stressed at the meeting that the Unity Co-operative Council, the Management Board and the Technical Board has much work to undertake in the coming months: agreeing new strategic objectives, assessing the implications of potential futures, and evaluating any new systems.

"With over 200 user libraries in the UK and Ireland, and over 450 libraries contributing data to the database", comments Unity Chair Alan Marchbank, "Unity demonstrates a solid body of achievement. It's a working partnership of participating libraries, with a rich resource of up to date reference, enquiry and research information".

Alan adds: "Given the debate that's now evolving on resource discovery, national information policy and the People's network, we will work hard to position Unity clearly within the national agendas"

### What is Unity?

Unity is a formal co-operative of five of the seven English regional Library Systems (RLSs) and five national services. It supports interlibrary lending, co-operation and access by merging current catalogues of its members' libraries into a single database- creating a unique bibliographic tool. Unity contains over 9 million catalogue records and more than 30 million locations. It records current holdings of books, music, audio/visual materials, newspapers, periodicals and special collections.

### BLCMP to provide Unity service

The Unity Co-operative Council has accepted BLCMP's proposal to provide the Unity service as an interim solution. The initial contract is to replicate the current service as provided by Libris until 31 March 2000. BLCMP is well placed to provide the service libraries are used to receiving, having built its reputation on the co-operative sharing of records, building on its success and reputation as an

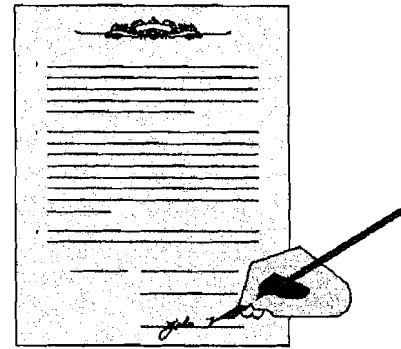
automated library systems supplier. Further enhancements to the Unity system will be considered by the Unity Co-operative Council during the coming year.

A service level agreement and contract is at present being drawn up between BLCMP and the UCC. Due to the quick response to the situation by the UCC and their business partner BLCMP Unity users can look forward to receiving the next update at the end of February 1999. This will mean that only one update will have been missed from the full Unity systems.

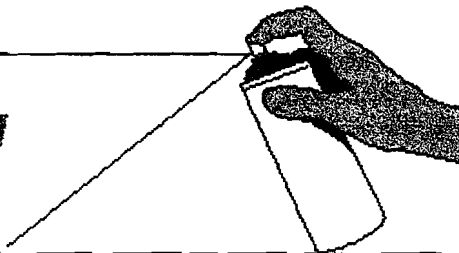
Peter Wright, Operations Director at BLCMP said; "There is an excellent fit between the business objectives of the Unity Council, the Regional Systems and BLCMP. We have pledged to provide a high quality service to customers, and anticipate being able to exceed expectations.

Enquiries from users of Unity systems and products should be made to Deborah Ryan, Unity -Co-ordinating Office, North Western RLS, Central Library, St Peter's Square, Manchester M2 5PD. Tel: 0161 234 1947 Fax: 0161 236 3813. Email: [nwrls@nwrls.bdx.co.uk](mailto:nwrls@nwrls.bdx.co.uk)

*NWRLS Press Release*



**NEW**



Frank Warren of Instant Information Systems ([www.docdel.com/info.html](http://www.docdel.com/info.html)) sent the following message to FIL:

**Subject: New DocDel Listserv**

A new DocDel Listserv provides an open forum for those who use document delivery services, provide documents, or just have an interest in docdel.

Postings to the list are light - one or two every week - but informative.

Recent posting include:

- details on the demise of the InfoStore
- "nine questions to ask a prospective document provider"
- where on the Web to find comparative lists of docdel services
- a status report on the UnCover copyright case (by a consultant for the plaintiff's attorney)

Further information about the list, and how to subscribe can be found at:

<http://www.docdel.com/>



**FORUM FOR INTERLENDING  
INTERLEND '99**

**UNIVERSITY OF DURHAM  
5 - 7 JULY 1999**

**Changing Libraries**

*Changing patterns of learning:  
implications for libraries and  
users*

**ALL ENQUIRIES TO:**

Susan Walsh (FIL Conference)  
NWRLS  
Central Library  
St Peter's Square  
Manchester M2 5PD  
Tel: 0161 234 1947  
Fax: 0161 236 3813  
Email: s.walsh@nwrls.bdx.co.uk

**SPEAKERS**

1. Niels Mark (*Statsbibliothek, Aarhus, Denmark*) Interlending in the hybrid library
2. David Owen (*Share the Vision*) & John Godber (*RNIB*) Disability Discrimination Act - access to materials: are libraries serving the needs of communities?
3. Malcolm Lewis (*Nottinghamshire County Library*) Music Interlending
4. Dan Bye (*Sheffield Hallam University*) Distance learning: the Internet as a tool for access
5. Eric Davies (*Loughborough University*) Educating the librarians of the future

Mike McGrath (*BLDSC*) - Stephanie Taylor (*LAMDA*) - Eric Davies (*FIDDO project*)  
Is the British Library redundant? A consideration of the future role of BL's monopoly in interlending      Followed by a chaired discussion on these presentations

**WORKSHOPS**

- Speaker to be arranged (*BLDSC*) Distance learning research project
- John Godber (*RNIB*) Access awareness: is the community being served?
- Norman Boyd (*LASER*) How the Internet can help you serve your users

**VISITS**

- Durham Castle (guided tour)
- Durham Cathedral and Durham University Library

**RATES**

For en suite accommodation, meals (including drinks reception and conference dinner) & visit

Resident	£250 (FIL members)	£270 (non-members)
Non-resident	£70 per day (members)	£80 (non-members)

## FIL PUBLICATIONS

### PROCEEDINGS OF FIL ANNUAL CONFERENCES.

*Interlend '97: Evolution or Revolution? The challenge of resource sharing in the electronic environment.*

Edited by David Orman ISBN 071231107 6<sup>+</sup>

- Bits, atoms and the knowledge society Eric Davies, Loughborough University
- Resource sharing: hype and realities - the view from BLDSC Mike McGrath, BLDSC
- The People's Network: revolutionary evolution in Public Libraries John Dolan, Birmingham Libraries / LIC
- Technology and the law: electronic copyright issues Sandy Norman, Library Association
- A document solution for electronic libraries Robert Kimberley, ISI
- Co-operation in the networked environment Allan Foster, Keele University

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

Edited by Stephen Prowse ISBN: 0712321446<sup>+</sup>

- Signals from Westminster (Peter Beauchamp, DNH)
- Northern Informatics (Michael Long, Information North)
- Sharing the Vision: a New Initiative (Peter Craddock, Share the Vision)
- Information Rich & Poor: a View from the Third World (Jonathan H Chingwalu, Malawi National Library)
- Information Access: Policy into Practice (Ray Templeton, Library Association)

*Interlend '95: Access to resources - a library strategy or a library lottery ?*

Edited by Helen McNabb ISBN: 071232142X<sup>+</sup>

- Public Libraries and the Internet (Chris Batt, London Borough of Croydon)
- Newspapers on Microfilm (John Lauder, Scottish Newspapers Microfilming Unit)
- The Digital Dimension: access or dead end? (Andrew Braid, BLDSC)
- Local Government Review and Public Stocks (Pauline Dyer, Avon County Libraries)

*Interlend '94: W(h)ither interlend*

Edited by D. Lawrence ISBN: 071232111X<sup>+</sup>

- Follett Report: Implications for Interlending & Document Supply (Elaine Dean, Sheffield University)
- BLDSC's Future Role: Document Supply at the Crossroads (M Smith, BLDSC)

*Interlend '93: Well connected : library networks in the '90s*

Edited by Mark Perkins ISBN: 0712321004<sup>\*</sup>

- Well Connected (Geoffrey Hare, Essex County Libraries)
- The Role of Regional Library Systems in an Age of Electronic Networking (Joan Unsworth, NWRLS)
- Electronic Transmission of Documents (Andrew Braid, BLDSC)
- Networking in the USA: An Overview (Lee Ann George, George Washington Univ.)

*Interlend '92: "Assuring quality" : proceedings of a conference held at Bath University between 9th and 11th July 1992.*

Edited by Brian Else ISBN: 0712320946<sup>\*</sup>

- Assuring Quality (Roger Stoakley, Somerset County Library)
- Total Quality in BLDSC (Hilary Shaw, BLDSC)
- Measuring our Success: Performance Indicators for ILL (Christine Abbott, Aston Univ)
- Maintaining the Quality (Brenda Moon, Univ Edinburgh)

*Continued..*

*Interlend '91: Surviving success - politics promotion and PR: proceedings of a conference held at the University of East Anglia on the 12th and 13th of July 1991*

Edited by Emmeline Cusworth ISBN:0712320938\*

- From Inter-Library Loan to Document Delivery (David Baker, Univ East Anglia)
- Strategies into Practice (Hilary Hammond, Norfolk Library & Information Service)
- Can We Survive? (David Bradbury, BLDSC)

*Interlend '90 : the interlending network - 1992 and all that: proceedings of a conference held at Edinburgh University on the 29<sup>th</sup> and 30<sup>th</sup> of June, 1990*

Edited by Robin Green ISBN:0712320822\*

- The Interlending Network (Fred Friend, UCL)
- Interlending: the International View (Graham Cornish, BLDSC)
- Informal Networks (Hilary Jackson, Redbridge District Health Authority)

*Interlend '89 : who pays? : papers presented at a 2-day seminar on interlending and charging.* Edited by Robin Green ISBN:071232075X\*

- Interlending - Who Pays? (Lynne Brindley, Univ. Aston)
- Should BLDSC be Privatised? (David Bradbury, BLDSC)

The above items are still available for purchase.

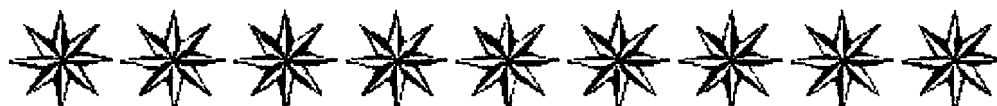
Items marked \* are available direct from FIL at £18.00 each.

Please send orders to:

David Orman, FIL Publications, Document Supply Unit John Rylands  
University Library of Manchester, Oxford Road, Manchester. M13 9PP.

Items marked + should be ordered direct from the distributors:

Turpin Distribution Services Limited, Blackhorse Road, Letchworth,  
Herts. SG6 1HN.UK. Tel: +44(0)1462 672555, Fax: +44(0)1462 480947.  
E-mail: turpin@rsc.org



### Miscellaneous FIL publications

Goodier, Rosemary, Elaine Dean and Jill Evans. *Charging for Inter-Library Loans: results of a FIL survey*, FIL.1994.

Dean, Elaine, Jill Evans and Rosemary Goodier. *Theses Interlending in the UK*, FIL. 1994.

Osborne, Susan, Mary Davies and Will Russell-Edu in collaboration with Maria Heijne. *Report on Document Supply Services and Projects*. Edited by Elaine Dean. FIL 1995

If you wish to obtain any of the above publications please contact: David Orman Tel: 0161 275 3741 Fax: 0161 273 7488

## NEW SERVICES FROM EARL

Public Internet Access  
in UK Public Libraries  
<http://www.earl.org.uk/access/>

In the light of the Government's response to "New Library: The People's Network" which supports the development of electronic services and networking in libraries, EARL: the Consortium for Public Library Networking, presents its **Public Internet Access in UK Public Libraries** webpages as an essential guide for the public and information professionals alike. It is envisaged that this Web resource will become an essential reference tool for those who wish to take advantage of the ongoing developments in electronic access to resources in public libraries.

The new service from EARL lists all UK public libraries offering public access to the Internet. The list is indexed by the name of the town or locality in which the library is situated, and also by Local Authority to enable users to search for other libraries with access in their area. Each entry includes details such as contact address and telephone number of the library with a link to the authority's website where one exists.

Euroguide  
<http://www.euroguide.org/>

**Euroguide** is a subject gateway to websites which contain information about the European Union. It offers access to authoritative sources by means of 60 subject categories which have been chosen to represent terms actually used, rather than "Eurojargon". The site can also be searched by organisation name. **Euroguide** has been developed by Essex County Libraries with input from members of the EARL European Task Group. The site will make it easier for the citizens of Europe to find information on the web, and will also provide a more efficient way for public libraries to help users make best use of the Web.

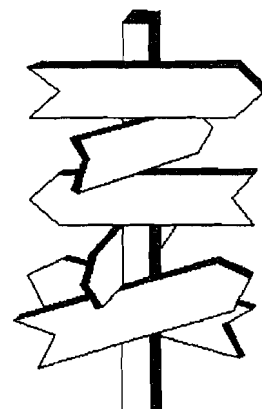
Signposts  
<http://www.earl.org.uk/taskgroups/signposts/index.html>

**Signposts** is a Web based directory, maintained by WMRLS and the EARL Language & Literature Task Group. It provides information sources for the supply of materials in languages other than English. The site is indexed by language and provides links to many different types of source, among them libraries, bookshops, book suppliers and published journals.

*EARL Press Release*

"I've been on the WWW since 1993 and repeatedly found that the 'EARLWeb' page is a really good jumpstation to valuable resources such as dictionaries, people finding and library specific resources - so much so that I set it as my opening page on starting up my browser".

Norman Boyd Co-Editor



## THE BLACK BOOK OF ILL

It is of course of great concern to FIL if everything is not rosy in the garden of interlending. So it was with some dismay that the Committee recently heard a number of reports of a distinct lack of cooperation being exhibited by some libraries, poor consideration to fellow ILLers and even a seeming disregard for the concept of interlending. It is therefore with some sadness, tempered only by a small pleasure in 'outing' such shoddy practices, that we expose this murky world to the harsh light of the wider FIL membership.

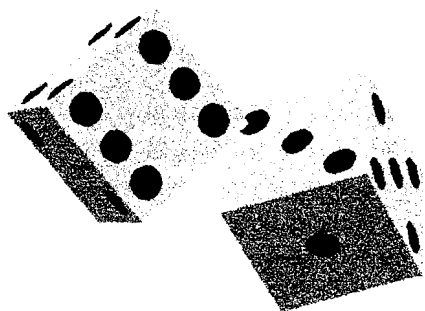
The worst case lies in a recent change of policy on the part of the University of London Library (LO/U-1) towards other libraries in the University. While previously happy to supply any item, it will now only lend theses – no more book loans, not even any photocopies of journal articles. Libraries outside the University however can still enjoy the benefits of paying double the normal charge to borrow via ILL, but absurdly no libraries within the University may borrow from the University Library. At stake is the question of finance, of course. University of London Colleges pay the Library an annual sum to allow readers borrowing or reference rights. Being essentially a humanities library, the requirement to use it can vary considerably. At £80 per person to borrow, £55 for reference, with smaller fees for shorter reference periods, this is not insignificant. But it seems the Library feels that this is open to exploitation through obtaining material via the much cheaper option of ILL and so has closed the door. So much for interlending.

We have also heard of the problems experienced by public libraries borrowing from academic libraries. Is there a reluctance to lend, and where lending does occur, is there more of a requirement for reference use only than would be the case amongst academic libraries? With public libraries continually facing threats of closure and reductions in opening hours such stipulations can obviously cause problems, particularly if no warning is received beforehand. If you have any experiences or comments on this matter then let FIL know.

As for the 'Black Book' – next time it could be you.

*Stephen Prowse,  
Chair of FIL,  
on behalf of the FIL Committee*





## **IT COULD BE YOU: LIBRARIANS, THE LOTTERY AND SUNDAY WORKING**

**LIBRARIANS' CHRISTIAN FELLOWSHIP  
CONFERENCE**  
*SATURDAY 17<sup>TH</sup> APRIL 1999*

**70 CLUB ROOM,  
CARRS LANE CHURCH CENTRE,  
CARRS LANE, BIRMINGHAM**

Like many others involved in statutory & voluntary services, librarians are increasingly looking to the National Lottery to provide funding for new services, new buildings, and new training opportunities. This trend is likely to create problems for many traditional Christians who have been brought up to believe that gambling is a social evil or at the very least, something to be avoided.

Keith Tondeur, Director of Credit Action will be giving the first conference address and asking the question "What price the lottery?"

Rod Badams, recently of Christians at work will speak on the subject of "Keeping Sunday special in the contemporary workplace culture"

### **Further details from:**

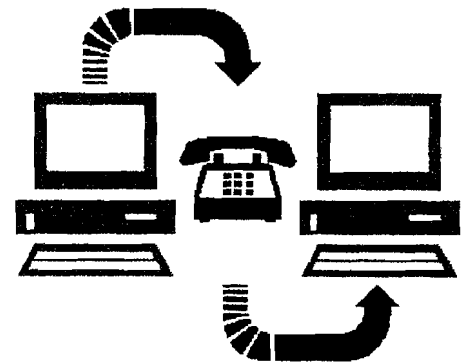
**Graham Hedges**  
Secretary  
LCF  
34, Thurlestone Avenue  
Ilford  
Essex IG3 9DU  
Home phone: 0181 599 1310  
Work: 0181 870 3100  
Email: fm128@viscount.org.uk

## **BUILDING THE NEW LIBRARY NETWORK: LASER's SEMINAR ON CONTENT, TRAINING AND THE NETWORK INFRASTRUCTURE**

LASER's seminar *Building the New Library Network*, was held in Westminster on Thursday 28th January and attracted more than 100 attendees. The seminar was hailed as an outstanding success and centred around the New Library Network's three programme strands of network infrastructure, content and training. Representatives from Public Libraries, DCMS and the Library Association came to hear and to question Matthew Evans, Chairman of the Library Information Commission, John Dolan, Head of Central Library Information Services Birmingham Public Library and Grace Kempster, Head of Libraries, Information, Heritage and Cultural Services Essex County Library.



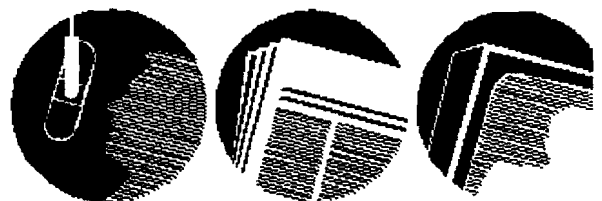
In his opening remarks, Matthew Evans, speaking about *The Infrastructure, How it Will Take Shape and The Library Role* stated that "we can forget about the vision, we can forget about the hype, we need now to roll it out". Matthew spoke of an IT Development Division which would be set up and integrated within the Library Information Commission. The specification for the new Division was already in draft form and that they were soon to advertise for someone to head this important body. He reported that there would also be an advisory group with representatives from all areas who would help the implementation. Matthew Evans concluded that the Library Information Commission had become closely identified with the New Library Network and that the time was coming soon when LIC would have to hand it over, as there were many other areas of work LIC was involved in. Public libraries themselves now needed to come forward and "take ownership of the New Library Network".



Neville Mackay, from DCMS informed the audience of some key government developments. He clarified the ongoing discussions and impending negotiations with OFTEL concerning reduced telecom tariffs and he also explained that the DCMS is exploring the scope for exploring economies of scale by developing consortium arrangements, possibly by using Regional Library structures.

Speaking on *Content, What is it? and How do we Proceed?* John Dolan's powerful opening message to the audience was that "We have to change, it will not come from outside" and that "To create the capacity we need to re-shape the organisation."

John also confirmed the need to work with other groups or enter into partnerships, locally and nationally. Libraries need powerful partners and he spoke of many emerging partnerships, particularly in the education sector. John also noted other consortia which already exist, such as EARL and local structures such as the Regional Library Systems. However he indicated that relatively few were playing an active part. More members must get actively involved in creating a reality out of the New Library vision. Finally he laid down the challenge that libraries should be preparing to get started, as "the time for action is now"!





Grace Kempster explained the issues concerning *Training, The Opportunity and the Reality*. She spoke of the need to have staff who are not only familiar with IT, but who are comfortable with it enough to educate others. Currently there is still a considerable gap between those who have skills and those who do not. Although the remit of the New Opportunities Fund is for ICT skills only, other skills need to be encouraged, such as marketing, project management and negotiating skills. She emphasised that each authority will have the power to decide who takes on the IT roles, and that libraries themselves will have to provide a training plan, to decide how the training is allocated. There could be real opportunities in this area for joint training.

Grace acknowledged that there were a number of challenges facing libraries on the issue of training such as the fear of traditional library roles under threat, the issue of staff pay and that the greatest challenge of all could be the time needed for training, as staff release costs were high. However, one of the benefits of a re-skilled workforce would be that the skills would be marketable and could be sold within a mixed economy.

In her summary, Grace stated that training needed to be a partnership and although there were national next steps, libraries could be doing many things right now for themselves. Grace acknowledged that the path would not be easy but concluded the need to take up the challenge now, as *"In implementing New Library, we will not get this opportunity again"*

There followed a session of question and answers which were put to the panel and a period of lively discussion with members of the audience before the meeting concluded.

*LASER Press Release*

---

---

#### **FIL HAS A NEW ADDRESS**

Forum for Interlending  
PO Box 35  
Manchester  
M13 9FU

This address means that if mail is addressed to an individual and they no longer serve on the committee, we will be able to forward the mail to the relevant person!

---

---

Our webpage is <http://www.la-hq.org.uk/liaison/fil/introf.html>

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 Walsh  
NWRLS  
Central Library  
St Peter's Square  
Manchester M2 5PD  
Tel: 0161 234 1947 or 0161 228 7524  
Fax 0161 234 3813  
email: [susan@nwrlshq.bdx.co.uk](mailto:susan@nwrlshq.bdx.co.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 alterations or new information about yourself or your organisation.*

## FIL COMMITTEE

**Stephen Prowse (Chair)**

Humanities Library  
King's College London  
Strand Campus  
Strand  
London WC2R 2LS  
*Tel 0171 873 2133*  
*Fax 0171 873 2133*  
*email stephen.prowse@kcl.ac.uk*

**Pennie Street (Vice-Chair)**

Periodicals/ILL Librarian  
Sydney Jones Library  
University of Liverpool  
PO Box 123, Liverpool L69 3AF  
*Tel 0151 794 2689*  
*Fax 0151 794 2681*  
*email pstreet@liverpool.ac.uk*

**Sheila Houldin (Secretary)**

Cheshire County Libraries,  
Bibliographical Services/ILU,  
91 Hoole Road,  
Hoole,  
Chester CH2 3NG  
*Tel:01244 606048*  
*Fax:01244 313079*  
*email: ches@qlp4.bdx.co.uk*

**Jean Johnson (Treasurer)**

Doncaster Library and Information  
Services, Carcroft Library HQ  
Skellow Road, Carcroft  
Doncaster DN6 8HF  
*Tel 01302 722327*  
*Fax 01302 727293*

**Susan Walsh (Membership Secretary)**

North Western Regional Library System  
Central Library  
St Peter's Square  
Manchester  
M2 5PD  
*Tel:0161 234 1947 or 0161 228 7524*  
*Fax 0161 234 3813*  
*email: susan@nwrlshq.bdx.co.uk*

**Angela Faunch (Co-Editor Newsletter)**

Document Delivery,  
Templeman Library,  
University of Kent, Canterbury  
Kent CT2 7NU  
*Tel 01227 823566*  
*Fax 01227 827107*  
*email a.m.faunch@ukc.ac.uk*

**Norman Boyd (Co-Editor Newsletter  
& Web Pages)**

LASER, Gun Court,  
70 Wapping Lane  
London E1 9RL  
*Tel 0171 702 2336*  
*Fax 0171 702 2023*  
*email norman@viscount.org.uk*

**David Orman (Publicity, Publications,  
Conference proceedings editor)**

ILL Department  
John Rylands University Library  
University of Manchester  
Manchester M13 9PP  
*Tel 0161 275 3741*  
*Fax 0161 273 7488*  
*email david.orman@man.ac.uk*

**Jenny Chambers**

ILL, Pilkington Library  
Loughborough University  
Loughborough LE11 3TU  
*Tel:01509 222365*  
*Fax:01509 223993*  
*email: j.a.chambers@lboro.ac.uk*

**Peggy Eccles**

Lancashire Library Services  
County Library HQ  
Bowran St  
Preston  
PR1 2UX  
*Tel: 01772 264029*  
*Fax: 01772 264200*  
*Email: lancs-co-lib-hq@mcr1.poptel.org.uk*

**Stephanie Taylor**

Lamda Support Office  
Minshull House  
47-49 Chorlton Street  
Manchester  
M1 3EU  
*Tel: 0161 247 6675*  
*Fax: 0161 247 6352*  
*Email:s.r.taylor@mmu.ac.uk*

**OBSERVERS****Betty Lowery**

Customer Services  
BLDSC  
*Tel 01937 546339*  
*email betty.lowery@bl.uk*

**Alan Cooper**

Library Association  
London  
*Tel 0171 636 7543*  
*email*  
*coopera@la-hq.org.uk*