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FIL

FIL Newsletter

Forum for Interlending

Issue 30

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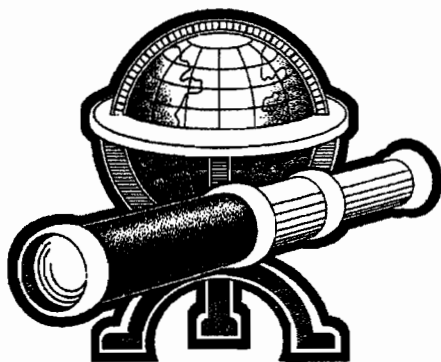
August 1999

UNIVERSITY OF LIVERPOOL
PIMCO LIBRARY

18 09 1999

REFERENCE ONLY

REPORT FROM THE CHAIR 1998/1999



I think the highlight of the year has been getting a member of the FIL Committee onto the Committee of the IFLA Section on Document Delivery and Interlending. Pennie Street is our representative and will attend her first meeting at this year's IFLA conference in Bangkok. This will mark a four-year commitment from FIL to IFLA and will ensure we have a stake in important document delivery projects. It will also provide FIL with a global identity.

On the home front we held an event at LASER headquarters in April with speakers from Surrey and Essex public libraries, and News International. We had been planning to hold a seminar at Libtech, following successful presentations in previous years, but with a major change in the nature and location of Libtech we felt it was no longer suitable.

An important strand of activity for us this year has been the promotion of FIL. The EMRLS invited us to their ILL workshop at Leicester University in March to talk about FIL. Both this and the LASER event served as opportunities to talk about our history, our current activities and future plans as well as how we can help members involved in interlending. IFLA will also give us the chance to spread the word about FIL and let people know of our work.

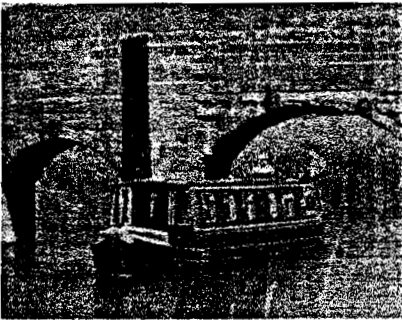
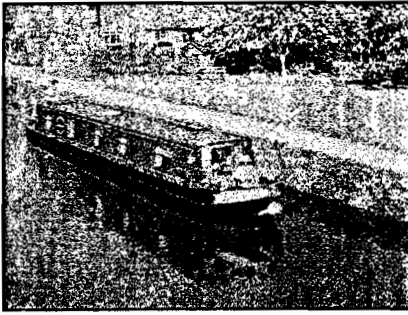
Collaboration is also of key importance in interlending, and this year we enlisted the help of CONARLS in conducting a survey on the use of public libraries for ILLs by students in higher education. The results have been published in the form of a report, which will be circulated with the Newsletter. The survey covered England, Scotland and Wales and provided information on charges, restrictions – or the lack of them – plus estimates and comments on HE use.

CONARLS was also active on our behalf in producing a short guideline on standards in ILL. This is a topic that no doubt all of you will remember surfacing in a somewhat provocative article by Norman Boyd in the FIL Newsletter a while ago.

What happens when the spirit of collaboration departs could be seen in the actions that the University of London Library took towards its fellow institutional libraries. Refusing to supply other University of London libraries with ILLs, except theses, the library is forcing its Colleges to go elsewhere or fork out for reader tickets. The FIL campaign for a return to normality featured as an item in the April issue of the LA Record, along with a response for the University Library that seemed to completely miss the point.

C o n t e n t s

- **UNIVERSITY OF LIVERPOOL DOCUMENT DELIVERY PROJECT AN OVERVIEW**
- Latest BLDS News
- Newsplan cash boost
- INTERLIBRARY LENDING:** common standards for best practice



*From Norman to Jean
with best wishes*

The end of another year means we have to say goodbye to some of our fellow committee members. Pennie Street will be stepping down from vice-chair but will remain as a co-opted member for the duration of her IFLA duties. Jean Johnson hands over the role of treasurer having built up a very healthy bank balance, While Norman Boyd is leaving as the result of landing a new job. They've all been excellent to work with and I'd like to thank them for their many contributions.

Although the FIL committee regularly changes, we were keen to find some stability where possible. The establishment of a FIL PO Box now provides a more permanent address for all FIL-Committee related items and overcomes the problem of former Committee members receiving mail for years after they have retired.

This year's conference sees the first award of FIL bursaries to LIS students. The bursaries enable students to attend the Conference while serving as promotion for FIL. Two bursaries were available and have been awarded as follows – one to Marianne Doig of Queen Margaret College, Edinburgh and one (shared) to Nicola Bachelor and Elizabeth Garman of the University of Sheffield – you'll be able to read their views on the Conference in a forthcoming Newsletter.

Stephen Prowse
FIL Chair

**FULL REVIEW OF
INTERLEND 99
WILL APPEAR
IN THE NEXT ISSUE**

HISTORY OF FIL

Elaine Dean of Sheffield University and Rose Goodier of UMIST – both former FIL committee members – have written an article which is to appear in a forthcoming issue of *Interlending and Document Supply*. The article should be of great interest to both long-standing and newer members of FIL.

Look for:

“Meeting of Minds: an account of the history, development and work of the Forum for interlending”

UNIVERSITY OF LIVERPOOL DOCUMENT DELIVERY PROJECT AN OVERVIEW

The University of Liverpool Library in common with most large UK academic libraries has been in the frontline of the so called 'serials crisis' for the last 10 years. The combination of ongoing growth in the rate of scholarly information publication, particularity in STM, & the escalating rise in journal costs proves a devastating cocktail.

In an attempt to move away from mere firefighting tactics & to offer a proactive strategic alternative to the research community a Document Delivery (docdel.) project was set up by the University of Liverpool Library. The impetus for the project was harnessed originally between the Scientific Faculties & the Library as a consequence of a 1996 user survey conducted by Faculty Librarians looking at *'The Use of Computer Based Information Sources & Access to Journal Papers in Engineering & Science: Current & Potential'*. One of the significant outcomes of the survey was the commitment & support of the faculties to investigate other means of information delivery & particularly the economic implications of potential changes to the traditional delivery model.

In brief the objectives of the project are:

- to investigate the economics of trading ownership for access in order that the most cost efficient and effective service balance between the two may be determined
- to investigate and evaluate existing and future document supply services to enable a well constructed and balanced supply base to be established
- to liaise, advise & propose viable options available to faculties concerning the delivery of information.

A series of *pilot* projects were set up with the collaboration of the scientific faculties (Engineering, Medicine, Science and Veterinary Science) to evaluate a range of document delivery services.

At the onset of the project over 30 services were evaluated, full details of which may be found in a previously published article ¹.

To evaluate the docdel services a series of performance indicators were developed taking into consideration both the requirements of the user community & the performance levels necessitated by the Library. One of the most

1 Introduction



THE UNIVERSITY
of LIVERPOOL

2 Pilot Projects

important indicators used to evaluate potential services was the subject coverage of the services. A detailed scoping study was undergone².



Besides collection coverage, other criteria utilized in the evaluation included the:

- stability and robustness of services
- ease of access
- functionality offered by the services which might contribute to perceived added value of access document delivery services over holding hard copy
- whether services allowed direct on-line ordering by the user
- whether material delivered directly to user
- mapping to local holdings
- financial transactions handling
- the level & quality of management information provision offered by the vendors.

Once the services had been selected for evaluation by the faculties an in-house web site was set up. An Access database was set up to manage both the audit trail and to facilitate management information provision. Training and documentation were provided for all participants.

The level of information kept & analysed for all participating faculties comprises of:

- order request number.
- date ordered/receipt of articles
- research group/department of requester
- service used
- delivery mechanism used
- journal/publication titles used
- year of publication
- cost of articles
- copyright fee of articles
- publisher
- subscription cost of journal
- impact factor of journal

Service Uptake

Since 1997 the level of uptake of the docdel. services have varied enormously amongst the faculties. As of a midpoint in 1999 the 3 of the 4 faculties are still piloting the services & the Faculty of Science has completed the pilot phase & now offers a document delivery service to its research community allocating funds from its journal budget. (Budgeting partly devolved to Faculties at the University of Liverpool)

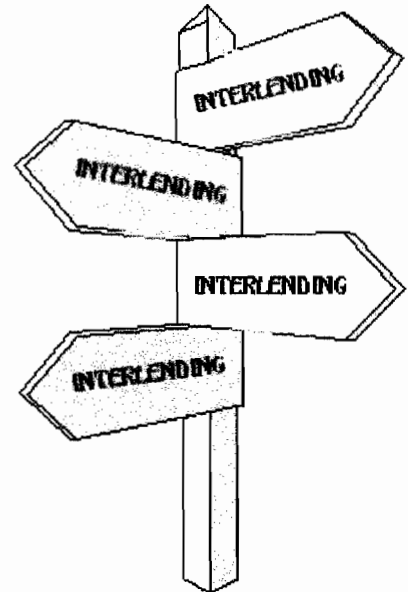
To give an idea of the size of the project the overall level of application till the end of May 1999 has been in the region of 1600 requests.

The work completed & the information gained has provided real insight (& a snapshot) into the information seeking habits of a section of the academic community. The data is being utilized in a number of areas, many of which are ongoing areas of development.

3 Outcomes to Date

They include:

- A valuable contribution to both the Library & Faculty investigations into access routes for obtaining external documents.
- Provision of a comprehensive overview of cost & performance of a range of docdel. services.
- Collection development - more informed decisions can now be made to ensure collections are reflecting the current research interests of the academic community.
- Provision of data to enable cost benefit analyses to be made re holdings/access economic models.
- Demonstration of a proactive approach to information provision by the Library & continued to foster good working relations between Faculties & Library.
- An illustration of the breadth of material consulted even within one department - highlighting again the ever growing chasm between the demand & expectations of the user community & what any academic Library can reasonably supply from in-house resources.
- Faculty funding mechanisms have been modified to accommodate docdel. within the faculty funding models.
- Correlation analysis has begun between journal cancellations & subsequent access activity.



Ongoing work continues at Liverpool into many of these areas addressing some of the complex issues that currently abound within the entire holdings/access debate.

References

¹ Davies, M, Boyle, F & Osborne, S. (1998) CAS-IAS services: where are we now? *The Electronic Library* 16(1)

² Boyle, F & Davies, M. (1999) Access versus holdings: document delivery realities. *The Electronic Library*. 17(2).

*Frances Boyle
Harold Cohen Library
University of Liverpool*





NEWS FROM THE BRITISH LIBRARY

The 6 millionth search was carried out on OPAC on 13 May, just under 2 years since its launch. Requests sent by automated means now total over 88% of all requests. Over the last few months the DSC calculation for satisfaction rates has been improved. Some categories of requests were previously excluded from the calculation eg reapplied requests. Now the figure takes into account all requests received, reflecting more accurately the overall position. The new overall satisfaction rate for supplied requests is 84% (against a target of 85%).

inside web

inside web version 1.3 was released in May 1999. A new option will be the facility to request e-mail delivery of diary search results daily, weekly or monthly. This is available at no extra charge to the current subscription price. Further enhancements are: the addition of a Table of Contents Service, which will enable users to view immediately the contents of a single title or a group of journals, and a new interface, offering the current search options on a single page.

Premium Services

Both Urgent Action and Lexicon services are currently undergoing a programme of change. New features are:

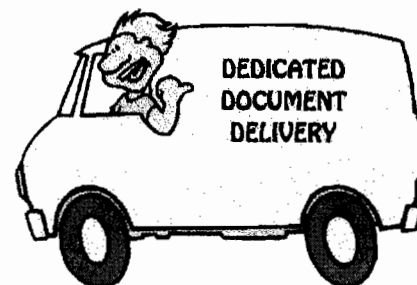
- Urgent Action service is now available around the clock
- Fax surcharges in the UK reduced from 1 unit to 0.4 units for both Urgent Action Service and Lexicon Easy Order services
- Electronic Delivery by Ariel is now available for requests through both the Urgent Action and Lexicon Easy Order Services – for the same price as mail
- Urgent Action Service is now available through OCLC's ILL system (PRISM)
- Free courier delivery for Urgent Action Service consignments of 6 or more items and Lexicon Easy Order consignments of 10 or more

Digital Library Progress

A major step towards the British Library's Digital Library plans took place when access to the Elsevier electronic titles store (christened ESTAR) went live at the beginning of May. This now provides access to the electronic Elsevier titles covered by the BL's agreement both for remote supply of documents and for reading room access.

The current contracts of the five transport schemes that deliver DSC's loans and photocopies to customers in different regions of England are due to expire on 30 September 1999. Following discussions with the Department of Culture Media and Sport, and in line with European procurement directives, it has become necessary for the BL to proceed with competitive tendering for this work. This is now underway. Bids will be sought only for that part of the current transport scheme activity that involves the collection from DSC and delivery to its customers of loans and photocopies originating at DSC. The return of loans to DSC and the carriage of items on the intra- and inter-regional transport schemes are not included in the tendering process.

UK transport schemes



The Document Supply Centre pages of the British Library Web site have been redesigned in order to make the pages more user friendly and to present clearer information about products and services. The pages also provide easier access to online document search and order services. The pages will be used to seek opinions from time to time on various topics by putting questionnaires and feedback forms on the Web site at:

Communicating via the Web

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

The British Library has signed a sponsorship agreement with Amazon.co.uk, the UK arm of Amazon.com – the world's biggest online bookstore. The sponsorship arrangement provides a direct web link from the BL's OPAC 97 to Amazon.co.uk's stock of 1.2 million UK-published books and a selection of 300,000 of the best-selling US titles.

The BL and Amazon.co.uk

As part of its ongoing programme of copyright reform, which is aimed at harmonising the laws of different member states, the European Commission has made some radical proposals to reform the laws governing the copying and transmission of copyright material. Electronic materials would be virtually excluded from any special arrangements. The UK and Ireland's idea of "fair dealing" is seen by the Commission as unnecessary, as all access and use of electronic materials can be managed by technical devices. The BL has joined with other major libraries in Europe to lobby politicians and legal officials to improve this draft legislation. More information can be found on the EBLIDA Web site at: <http://www.eblida.org>

European copyright reform

The British Library has benefited as a partner in the £5 million award to NEWSPLAN for the microfilming of historical local newspapers at risk, and to investigate the digitisation of newspaper text for online access.

Newspaper Library

Universe

The new Universe software to provide a prototype Web gateway, being developed by Fretwell Downing, is currently being tested by 30 libraries across Europe in a variety of ways. In the UK Leeds, Bradford, Hull, Sunderland and York universities, along with the British Library, are taking part in the trials. The tests were to be completed by the end of June 1999.

St Pancras

The British Library's new building at St Pancras became fully operational on 16 June 1999 when the final reading room, for the study of patents, opened. This brings to an end the biggest Library move in history which began on 2 December 1996 when the first books arrived in the storage areas at St Pancras.

Information about services and opening times can be found on the Library's web pages:
<http://www.bl.uk/>

£5,000,000 CASH TO SAVE NEWSPAPERS IN PERIL

LINC NEWSPLAN Panel has been awarded £5 million (subject to the normal conditions of grant) by the Heritage Lottery Fund (HLF) to start the process of saving 3,500 fragile local and regional newspapers dating from 1800 to 1950.

"We are absolutely delighted by the award and by the enlightened decision of the Trustees of the HLF", said Panel Chair Dr Ann Matheson. "This is the largest preservation grant ever made in the United Kingdom. It will fund the preservation microfilming of local newspapers which are most at risk and in danger of disintegration, in every part of the UK, and will be of enormous benefit to current and future generations."

The huge preservation programme, involving newspapers in local and national collections in libraries and other centres all over the country, is expected to take between three and four years. Preservation microfilming is the only recognised international standard for the archiving of newspapers.

The lottery-funded microfilming programme is stage one of the national Local Newspapers in Peril Initiative, co-ordinated by the NEWSPLAN Panel. The initiative is the culmination of nearly 15 years of collaboration between the ten NEWSPLAN Regions working under the aegis of the British library. Together they identified the 3,500 newspapers most at risk.



A feasibility study in 1997, also funded by HLF, recommended that a nationally co-ordinated programme of preservation microfilming, to the necessary archival standard, was required for the most fragile items not yet filmed and that a bid should be made to the HLF to save them. In addition to the £5 million awarded by the HLF, a further £2.5 million is to be raised from the newspaper industry, suppliers and the library sector.

John Byford of the British Library, and NEWSPLAN Panel Secretary, commented: *"I'm very pleased at the successful outcome of the bid. The programme will make a major contribution to lifelong learning and opening up access to unique heritage materials"*. Dr Dennis Griffiths, Chairman of the London Press Club, emphasised the enthusiastic help received from the newspaper industry for Local Newspapers in Peril. *"The approval expressed by newspaper people has been very gratifying"*, he said, *"and an important element in the success of the bid to HLF"*.

HLF Director, Anthea Case, commented: *"The Heritage Lottery Fund recognises the importance of preserving these titles as an invaluable resource into the study of our past. They provide a detailed record of the changing social patterns of community and national life, important material for genealogical studies and an intrinsic record of the development of the UK press. Local newspapers provide extensive information about local events and the way in which each community perceived them at the time"*.

The project will install 800 microfilm readers, with disability access in libraries throughout the UK for the benefit of school children, teachers, students and researchers. It also aims to make available, via the Internet, information on library newspaper holdings.

*Reprinted from
NEWSPLAN NEWS
Summer 1999*

65TH IFLA CONFERENCE IN BANGKOK

This conference to be hosted by the Thai Library Association takes place in Bangkok from the 20 - 28 August 1999. The main theme of the conference is, *"On the Threshold of the 21st Century: Libraries as Gateways to an Enlightened World"*.

As mentioned in the Report from the Chair, Pennie Street has been elected as a member of the committee of the IFLA Section on Document Delivery and Interlending. She will be attending the conference as the representative of FIL, participating in committee activities, attending relevant sessions and generally publicising FIL.



INTERLIBRARY LENDING COMMON STANDARDS FOR BEST PRACTICE

A Code of Practice issued by CONARLS (on behalf of the UK and Ireland Library Regions, the British Library and the Forum for Interlending)

BORROWING LIBRARY

Materials generally excluded from Regional Schemes...

- Quick reference material, current yearbooks, annuals, directories, encyclopaedia, bibliographies
- Items which are in print and cheaper to buy than borrow
- Some regions have a monetary limit. eg. exclude popular books in print costing less than £15
- Fiction in English in print, though some libraries may be willing to supply if not in demand by their own users
- Children's books in print, though some libraries may be willing to supply if not in demand by their own users

Untraceable items...

- Requests for items which cannot be bibliographically verified should be sent only to the requesting library's own Regional HQ, although if they have a specific geographical bias they may be sent to appropriate regional HQ. Note: such requests may also be sent to BLDSC

Obtaining locations...

- When obtaining locations from Regional HQs use fax or e-mail where possible to save time
- Only use the phone to request locations for up to three items at a time
- Locations for items in foreign languages should be requested in writing

Forms...

- Type or write clearly; typed requests should be checked for accuracy
- Details on **FRONT** of form should include: author, title, edition, editor, translator, imprint, ISBN / BNB / LC numbers, source of reference
- Photocopies of a reference should identify the source, including date if from a serial publication
- Ensure that there is adequate space on the form for supplying libraries to put the date and their report on the request

- Do not add compliment slips or other unnecessary pieces of paper
- ISBNs or other standard control numbers, where known, should be on the front of the form (it is over-optimistic to assume that a busy ILL assistant will ferret through several attachments to find this information)
- Forms sent outside own Region must include a BL Form Number

Chasing requests...

- Do not chase postal requests before six weeks
- Users of automated requesting systems should follow the system guidelines on chasing

Other Points...

- Requesting libraries should observe loan periods (which vary), and should not allow borrowers to renew an ILL beyond the loan period set by the supplying library without first consulting that library
- Follow specific instructions for music sets, play sets, CILLA items, etc
- Fiction – either the JFR location or other locations found on union databases may be used, though the latter may be subject to restrictions imposed by the holding library
- Consider buying books which are in demand over a period of time

Transport Scheme...

- Before opening parcels, check they are all addressed to your library – redirect immediately any that are not
- Any unsolicited items received should be returned at once to the owning library

And...

- The borrowing library is responsible for loss or damage to any item

Continued overleaf

BORROWING LIBRARY

FIL ANNUAL ACCOUNTS (1998-1999)

A copy of the FIL Annual Accounts is available on request from:

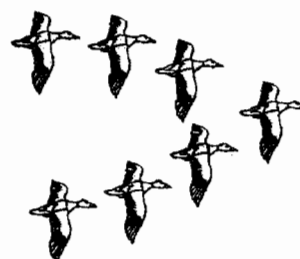
Jenny Chambers (Treasurer)

FIL

PO Box 35

Manchester

M13 9FU



SUPPLYING LIBRARY

SUPPLYING LIBRARY

Can...

- Refuse to lend an item
- Impose conditions of use
- Determine the replacement cost for lost or damaged items

Should...

- Use standard codes in replying; use BL codes where possible when replying to out of region requests
- In replying "O/L", give the date due back and/or indicate willingness to reserve. Negative replies (NIS, D/L etc) should be given as quickly as possible and the form passed on to the next library on the rota or returned to the requesting library
- Report on requests clearly and legibly so that they can be easily interpreted
- Use the rota boxes on the back of BL forms where possible
- Attach information if other editions with locations are found
- Detach unnecessary compliment slips etc before sending the request onto another library

Should not...

- Add locations to the rota; the requesting library will not know where the request is; however, if you do find more locations it is helpful to include them in your report

Transport Scheme...

- Ensure that the destination is served by a transport scheme
- Address items clearly
- Use correct vouchers
- Cancel all old addresses and vouchers when re-using packaging
- When sending music or drama sets in more than one box please write the title of the work on the outside of the box and "box 1 of 3", etc. so that sets can be kept together and directed without unpacking. Each box must carry a transport voucher

BRITISH REGIONAL LIBRARY SYSTEMS

AN CHOMHAIRLE LEABHARLANNA

Tel: +353 (0)1 676 1167/1963

Fax: +353 (0)1 676 6721

<http://ireland.iol.ie/~libcounc/index.htm>

ASSOCIATION OF YORKSHIRE AND HUMBERSIDE
LIBRARY SERVICES

Tel: +44 (0)1924 302210

Fax: +44 (0)1924 302245

Email k.holliday@geo2.poptel.org.uk

EAST MIDLANDS
REGIONAL LIBRARY
SYSTEM
Tel: +44 (0)1473 583 719
Fax: +44 (0)1473 583 700
Email
emrls@libher.suffolkcc.gov.uk

INFORMATION NORTH
Tel: +44 (0)191 232 0877
Fax: +44 (0)191 232 0804
Email: ce24@dial.pipex.com
<http://www.ris.niaa.org.uk/heritage-north/info-north/>

LASER
Tel: +44 (0)171 702 2020
Fax +44 (0)171 7022019
Email laser@viscount.org.uk
<http://www.viscount.org.uk/laser>

NORTH WESTERN
REGIONAL LIBRARY
SYSTEM
Tel: +44 (0)161 234 1947
Fax: +44 (0)161 236 3813
Email nwrls@bdx.co.uk
<http://www.nwrls.org.uk/>

SOUTH WESTERN
REGIONAL LIBRARY
SYSTEM
Tel: +44 (0)117 927 3962
Fax: +44 (0)117 923 0216
Email
bpowell.swrls@ndirect.co.uk

WEST MIDLANDS
REGIONAL LIBRARY
SYSTEM
Tel: +44 (0)121 303 2673
Fax: +44 (0)121 303 2613
Email wmrls@dial.pipex.com
<http://www.wm-libraries.org.uk/wmrls.htm>

REGIONAL MEMBER

Should...

- Notify additions and deletions to stock to Regional HQ regularly, including extra-MARC material, and/or co-operate in the development of virtual catalogue clumps
 - Supply ILL statistics/nil returns
- Observe regional ILL procedures
Inform Regional HQ immediately of amendments to contact details

REGIONAL HQs

Do...

- Maintain union catalogues: automated, manual, general and specialised
- Receive requests by post, fax, e-mail etc
- Check union catalogues and supply locations for members and non-members by post, fax, phone, e-mail etc
- Provide advice and training
- Hold meetings for members

May...

- Receive requests by phone
- Rota requests for members if wished for by member
- Provide bibliographic checking for in-region requests
- Process subject requests for members
- Provide subject searches/bibliographic research for members
- Arrange loans (for urgently required items)
- Administer subject specialisation schemes
- Provide bibliographic checking for out-of-region requests
- Do not...
- Maintain a record of requests received (with some exceptions)
- Rota requests from other regions (occasional exceptions)

Note: The regional HQs response times vary according to method of working; please see individual region's codes of practice.

CYDFENTHYCA CYMRU-INTERLENDING WALES

Tel: +44 (0)1352 704 408/409
Fax: +44 (0)1352 704 442/410
Email s.dodd@cciw.demon.co.uk
<http://seren.newi.ac.uk/cciw>

INTERLIBRARY SERVICES
NATIONAL LIBRARY OF SCOTLAND
Tel: +44 (0)131 466 3815
Fax: +44 (0)131 4663814
Email: ils@nls.uk
<http://www.nls.uk/>

WHY A CODE OF PRACTICE?

Across the UK and Ireland library network, resource sharing through Interlibrary Lending (ILL) and Document Supply remains a significant area of collaborative activity. Quite apart from the one million or so items supplied to them by the British Library Document Supply centre, organisations in membership of the Library Regions interlend amongst themselves around a further 0.5 million items in a typical year.

The support services provided by each Library Region, based on the two main shared systems (Unity and VISCOUNT), make a major contribution to the comprehensive access which public libraries are obliged to provide.



Following "*Why Requests Fail*", the research project sponsored by the British Library research and Innovation centre, CONARLS members have attempted to develop some common standards for ILL activity to encourage greater efficiency and effectiveness.

This code of practice focuses on the things that the HQ of a Regional System, a regional member, a borrowing library or a supplying library might be expected to do, or not do, regardless of which sector or network it might belong to. Additional to these, there will be rules and standards applicable within individual regions or groupings. You should ask your regional HQ about what you, as a member organisation in your particular part of the UK and Ireland, are expected to do.

*Geoff Warren and
Sandra Radmore
West Midlands
Regional Library
System*

We hope this very basic guide will improve the everyday operation of ILL. It also contains contact information for the Regional Library System HQs, to whom any comments should be addressed (details below).

LIBRARY SCHOOL STUDENT BURSARY

The Interlend '99 conference saw three special visitors - library school students who were awarded bursaries to assist them in attending the Conference.

They were asked to submit their overview of the Conference and their report will appear in the next issue.

FIL

Forum for Interlending

WHAT IS FIL ?

FIL

Forum for Interlending

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
Forum for Interlending
PO Box 35
Manchester
M13 9FU
Tel: 0161 234 1947 or 0161 228 7524
Fax 0161 234 3813
email: 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

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

Jenny Chambers (Treasurer)
ILL, Pilkington Library
Loughborough University
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Fax: 01509 223993
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St Peter's Square
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M2 5PD
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Fax 0161 234 3813
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Templeman Library,
University of Kent, Canterbury
Kent CT2 7NU
Tel 01227 823566
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