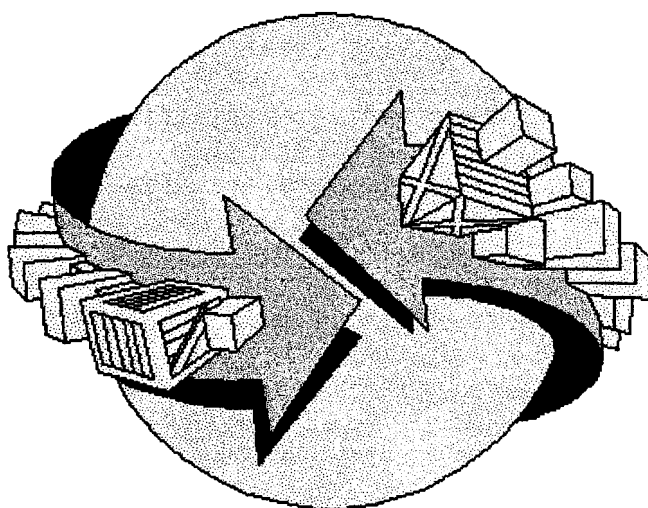


TRANSPORT SCHEMES WHY BLDSC HAS STOPPED USING THEM

It was with sadness and concern that many members of regional transport schemes received the news that the schemes were no longer to be used by BLDSC for the delivery of its loans and photocopies after 30 September 1999. The Transport Schemes provided the British Library with a good and valued service for many years, over 20 years in most cases, and it was by no means an easy decision for the Library to make.

From the early nineties it was becoming increasingly apparent that the amount paid by the Library for the transport schemes' delivery service was considerably more than it would have to pay if it used a mix of postal and courier delivery. The courier/carrier market was becoming highly competitive and the Library could not justify continued use of the schemes unless it paid prices comparative with those charged by commercial companies. Following lengthy discussions with the Regions in 1995 a three year contract was agreed on the basis of rates much closer to those the Library would be charged by the Royal Mail and couriers. This contract ran from April 1996 to March 1999, but negotiations for its renewal began in the autumn of 1998, during which BLDSC agreed with the Regions new rates that would be written into any further contract.



Because of the potential size, in money terms, the total contract (sum of the individual regional contracts) the EU Directives on tendering and the Government's own newly agreed Financial Memorandum together dictated that this work had to be put out to competitive tender or be justified through a business case for single tender purchase. The Library opted for the latter course, basing part of its argument on the fact that it had already agreed "competitive" rates for a further contract. The business case was referred up to

DCMS but at the end of the day was unsuccessful and the work had to be put out to competitive tender. During this time of uncertainty the original three year contract was extended by three months to 30 September 1999.

Three transport schemes submitted tenders but none was successful. On 1 October the delivery of all items previously carried by the schemes transferred to Royal Mail and two courier companies, suppliers who already delivered to the 80% of the Library's UK customers who were not members of transport schemes. The Library will be able to make significant savings and at the same time achieve next day delivery in over 95% of cases.

C o n t e n t s

- | | |
|---------------------------------|--------------------------------|
| • FIL CONFERENCE REPORTS | • INTERLEND 99 DURHAM |
| • Bursary students reports | • THE ROAD TO KNOWLEDGE |
| • IFLA REPORT Bangkok | • LIFELONG LEARNING |

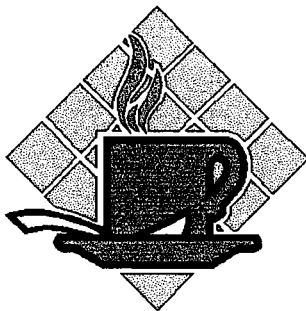
The changeover has clearly brought difficulties to some customers who had become used to set drop-off points at particular times of the day and these have now changed. All BLDSC's affected customers were advised in September to contact our despatch staff in case of difficulties or problems. These staff are doing their utmost to help in these cases and are finding that there usually are solutions. We are confident that we are all experiencing what are only teething problems in what has been, after all, a very big change for all of us!

Martin Rae
BLDSC

Editor's Note: We would like feedback on this item. Please let us know how this change of arrangements has affected your library. Comments and letters will be published in the next issue of the Newsletter.

INTERLEND 99: CONFERENCE REPORT

We were both delighted to accept the bursary offered by the Forum for Interlending for us to travel to Durham to attend Interlend 99. Arriving at Collingwood College we confess to feeling a little nervous but were soon put at ease, and would like to thank everyone for making us most welcome. The conference provided a great opportunity for us to meet with professional librarians working in the area of Interlibrary Loans and Document Supply.



Share The Vision

Following registration we were shown the way to our accommodation and accustomed as we are to student quarters were pleasantly surprised to find it bright and comfortable, even having our own tea making facilities! We then proceeded to hear Stephen Prowse's welcome speech and the keynote speaker Niels Mark giving a paper entitled "Interlending in the Hybrid Library". Niels Mark stressed the complex nature of interlending services in the future and identified the need for library staff with a broad spectrum of knowledge, technological competence and initiative.

Despite not winning the quiz we thoroughly enjoyed the conference dinner and were able to introduce ourselves to a number of delegates. With dissertations looming on the horizon we were anxious to gather as much relevant information as possible. Our projects were concerned with the promotion of reading, and library services to the visually impaired. We were particularly keen to listen and talk to David Owen and John Godber and learn about "Share the Vision and the Disability Discrimination Act". They argued that it is the negative attitude of everyone else that is the

main barrier that prevents the blind and partially sighted having equality of access to information. There is a clear need for the standardisation of library services to ensure materials are available to everyone in whatever format is required. We were most impressed by David Owen's ability to continue his presentation, precariously balanced on a wall, having been forced outside by the interruption of a fire alarm!

Mike McGrath, Stephanie Taylor and Eric Davies chaired a lively discussion called, "Is the British Library redundant? A consideration of the future role of the BL's monopoly on interlending". It was suggested that organisations such as Lamda may represent a threat to the British Library but Stephanie Taylor claimed that they offer a complementary service responding to the needs of higher education and offering customers a range of choices. The real threat to the BL would seem to come from publishers who are now in a position to exploit technological developments.

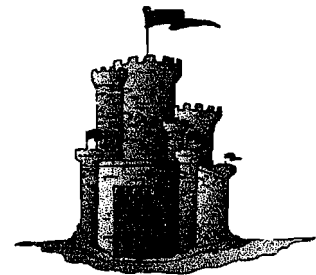
We enjoyed a pleasant Tuesday afternoon looking round Durham Cathedral and Castle. Escaping from the Castle crypt we indulged in a little retail therapy, and returned to Collingwood College in time for dinner. In the evening a number of workshops were offered, but we opted for "Access awareness : is the community being served?". This developed into an ongoing discussion with John Godber and David Owen about the issues raised at their initial lecture.

The final day began with the chance to learn about a topic which was completely new to us through Malcolm Lewis's talk on key issues in music interlending. This gave considerable insight into the quality and professional expertise of music librarians. He emphasised the necessity to create a national unified online system to ensure the accessibility of music. Considerable debate followed this presentation, and it is obviously an area of interest to many within the library profession.

The penultimate paper was given by Dan Bye from Sheffield Hallam University, and was called "Distance learning : the Internet as a tool for access". Dan highlighted many of the problems faced by distance learners, such as isolation and time constraints, and the social and psychological issues raised by distance learning. He emphasised that new initiatives must be led by customer needs and a hybrid approach rather than driven by new technological developments.

"Nurturing tomorrow's cauliflowers for the information age : professional education and training prospects" was the intriguing title of the final paper. Eric Davies, the speaker, however assured us that, "a cauliflower was nothing but a

A range of choices



cabbage with a college education". Leadership, business and communication skills were identified as key requirements for librarians to meet the demands of the information era. He concurred with Dan Bye that distance learning would become an increasingly important phenomenon. Self-development was perceived by Eric Davies as crucial to maximise the full potential of the professional librarian whilst meeting the goals of their employers.

After a most enjoyable and informative three days we headed for the railway station, and home. We consider that the bursary given by the Forum for Interlending has been most beneficial, and we hope that you will continue with this initiative in the future.

*Nicola Bachelor
and
Elizabeth Garman
University of Sheffield*

WORKSHOPS

DISTANCE LEARNING: EXPLORING OPPORTUNITIES (OR POTENTIAL THREATS!)

Leader : Jean Naylor - British Library

The increasing numbers of distance learning students are very much a reality for the Higher & Further Education sectors so it was not surprising to discover a large attendance at this workshop, each no doubt burdened with their own worries relating to this development.

What is it?

We began by analysing what we really understood by the term "distance learning". We quickly recognised that these were not simply "part-time" students we were discussing (although many of their needs are related) but that these were scholars learning in new ways often significantly removed from their institution and its traditional services. For their learning experience to be a success, it is essential that they are able to access course and related material without having to visit the campus. As we ascertained their needs we moved on to consider the following topics:

The difficulties distance learning presents to the library or information service

This section of our workshop took the form of a "brainstorming" session in which our various ideas were added to a list. We then re-visited them to rank them in order of importance. This provoked an interesting discussion because of different perceptions within the group about the problems involved. We eventually settled on the following key issues:

- cost of providing suitable services (and who pays for them)
- access issues
- copyright problems
- technological developments
- VAT complications
- equal opportunities (for both distance learners and traditional students)
- document delivery of supplementary materials

It thus became clear that librarians have a key role to play as intermediaries for distance learners and that increasingly services geared towards these students would have to become part of our "mainstream" activity.

What can the British Library do to help?

Jean reminded us of the project undertaken by the British Library last year looking at the needs of distance learners and outlined some of the services the Document Supply Centre could offer that were tailored to their needs. These included:

- separate billing accounts for overseas distance learning students
- capped rate for budgeting for overseas students
- use of ADD address service for delivery in the UK.

Opportunities for the future

We finished our session by creating a "wish list" of future developments that could solve some of the problems raised by distance learning. Some of us had obviously started daydreaming by this stage, as top of the list had to come:

- plenty of money
- no copyright restrictions.

Other slightly more achievable aims included:

- acceptance of electronic signatures
- rights of access to all libraries
- direct document delivery from home
- equality of access to technology (all students to have a PC)

So we were able to finish our evening's work confident at least that we had successfully faced the issues involved in distance learning. Jean Naylor must be thanked for leading a lively debate in which most of the participants were able to make a contribution and from which all of us were able to learn something.

*Neil Dalley
Reading University Library*

HOW THE INTERNET CAN HELP YOU SERVE YOUR USERS

Leader : Norman Boyd - Barking College of FE

This was a very lively workshop with a lot of active participation by those who attended. The aim, Norman told us, was to draw up a list of URLs which would be useful for ILL librarians and would cover all the different needs we have for information. Norman had already picked out a large number of web sites and was interested in hearing our suggestions for other useful web resources.

Norman asked us how much experience we had in using the Internet and most people had some. He then asked if each of us would come up with a web site which we had found useful in our work and we would see if they matched up with the web sites he had selected. Many of them did correspond, but people mentioned additional sites which were not familiar to us all.

Here is a flavour of the web sites mentioned:

- **ILL definitions.....** We all need to keep up-to-date with new developments and definitions. Helpful sites include the IFLA web site and the E-Lib web pages.
- **Bibliographic databases** were essential for checking of ILL requests and didn't necessarily cost anything to access. Examples of databases we all agreed were useful were Amazon, OPAC 97, and Europe's National Libraries.

- **Special libraries** were an important source of information, e.g. the Victoria and Albert museum and the Science Museum.
- **Document suppliers**, such as ARIEL and UNCOVER have websites which provide necessary technical information.
- **Professional issues** are covered by organisations such as ASLIB and the LA. Norman also mentioned the use of Mailbase lists such as *Lis-ill* which help keep us up to date with what is going on in the ILL world. We need to be aware of technical issues such as the ILL protocol and IFLA vouchers. Appropriate web sites give information on e-lib matters.

Norman highly recommended **BUBL 5.15**, which is a catalogue of Internet resources which would help us get started in areas about which we are less knowledgeable.

He finished the session with a flourish (wella knot actually!). Norman finally convinced me of the marvellous nature of EARL (just as he was leaving LASER!). **EARLweb** is EARL's reference tool for key information resources on the Internet using a clear topic based approach. The online enquiry desk covers a marvellous variety of topics, one of which Norman demonstrated - he rounded his session off with an informative picture showing us how to tie a bowline... it appeared under the heading Knots for Scouts! Well... I have been asked about odder things!

Editor's Note: Norman Boyd's workshop with links to websites mentioned can be found on: www.geocities.com/Athens/Pantheon/1630/FILWksp.html

Susan Richards
Queen Mary Westfield College
University of London

ACCESS AWARENESS: IS THE COMMUNITY BEING SERVED?

Leaders: John Godber - RNIB and David Owen - Share the Vision

One of the highlights of this year's FIL Conference for me was David Owen standing on a wall continuing his session on "*Share the Vision and the Disability Discrimination Act*" while we all waited for the fire alarm to be over. So I looked forward to this Workshop, as I knew that both David and John had earlier proved themselves to be entertaining and provocative speakers.

The evening Workshop built on the morning session as all participants took the opportunity to discuss some of the issues raised during the earlier session. The first question concerned consultants - are there people whom librarians can contact to get advice on the design of services for the visually impaired? John replied that the RNIB can provide this type of consultancy, as well as awareness training for staff. He went on to describe the mobile unit which RNIB have developed as a pilot project. This can be taken to different locations to demonstrate the provision of information in alternative formats.

John also described how those, whose sight is deteriorating, might feel when they approach libraries for services. They will be reluctant to acknowledge that their needs are 'special'. The RNIB have about 40,000 active members, but John thought that there are probably nearly 1 million people whose sight impairment means that the traditional library service is difficult for them to use. Libraries need to develop ways of reaching out to them. One way of doing this is to tell sighted people and let them know what services exist, so that they can tell their visually impaired friends and neighbours. People, whose sight is deteriorating, may have been used to using the library already for their information needs. The public library service can act as an information broker for them and other people.

The issue of standards was raised. Where you live may make a great difference to the service which you receive. However, there is a danger that any standard set may become the minimum, and libraries which provide more may be under pressure to reduce what they do. This is definitely an area where vigilance is needed. On their own, standards are not a panacea.

The discussion moved onto the design of OPACs and websites. It may not be necessary to have special terminals set aside for visually impaired people, which would create the impression of a 'ghetto'. It should be possible to make all library terminals customisable with the facility for screen magnification or voice output, if required. There is a problem since the firms, which develop such access technology, are small and there can be incompatibilities between different software. One of the roles which Share the Vision has undertaken is to bring different providers together to minimise these kinds of difficulties.

Another form of access is to know what is available in an alternative format and which library holds it. This is why it is an important development that NUCAF (National Union Catalogue of Alternative Formats) is now loaded onto UNITY and Viscount V3. But with all this talk of technology, we were urged not to overlook the role that large print books can play.

Experience in Birmingham libraries has shown that improving the provision of large print books increased the number of issues greatly - a democratic format, which all can use. We spent some time thinking about copyright and how fears that legislation may be breached is a constraint on developing services for visually impaired people. One encouraging piece of news is that Graham Cornish, the British Library's Copyright Officer (and former Workshop leader at FIL Conferences!) and the next Library Association President, is on the Board of Share the Vision. He is well placed to understand the various concerns, especially those about the implementation of the latest EU Directive on Copyright and represent these to the DTI, which is the government department responsible for this.

As a footnote to the Workshop, those of us who work in academic libraries were reminded how students were attracted to Manchester because it was known that Manchester Public Library had good facilities for visually impaired users. There is a challenge to academic libraries as well as public libraries and also scope for collaboration between sectors to improve provision.

The topics raised repeated some of the themes from the morning, but gave us all a chance to focus on the ones in which we were particularly interested. The discussion was relaxed and informal and we all learnt a lot from the chance to share each other's experience.

Jean Bradford
University of Bristol Library

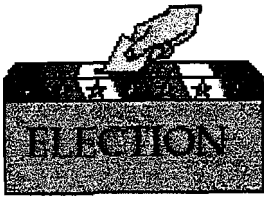
NEWS FROM THE REGIONS

We would like to include a regular section in the FIL Newsletter giving news of projects, activities and forthcoming events in all the library regions. Please send relevant information to:

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IFLA CONFERENCE IN BANGKOK – AUGUST 1999



FIL is now a member of IFLA and was asked, by the Library Association, to nominate a member from its committee to serve on the Standing Committee for Document Delivery and Interlending. I was selected to be FIL's representative and was successfully voted on to the committee for a four-year term. Each Section holds two committee meetings during the conference period: one before the official start of the conference and one on the day after its closure. Given the wide geographical dispersal of committee membership, the conference is the only opportunity for committee members to actually meet up, hold formal sessions and make future plans. As a result of this, a large amount of work and planning is done via email. The current committee is made up of members from Norway, Canada, Italy, Russia, Denmark, Singapore, USA, SWEDEN, France, Germany, Finland, and UK.

What is IFLA?

The primary function of IFLA is to encourage, sponsor and promote research and development in all aspects of library activity, and to share its findings with the library community as a whole. With this in mind, membership of IFLA, both from an information and a PR point of view, is valuable to any organised group involved with one or more aspects of library activity.

IFLA works through two types of units:

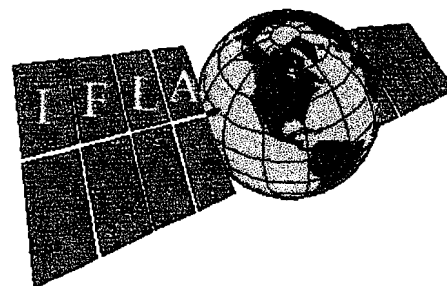
- The professional groups of 32 Sections and 12 Round Tables – grouped in 8 divisions – for type of library or library activity.
- 5 Core Programmes:
 1. Universal Bibliographic Control and International Marc (UBCIM)
 2. Universal Availability of Publications (UAP)
 3. Preservation and Conservation (PAC)
 4. Universal Dataflow and Telecommunications (UDT)
 5. Advance of Librarianship in the Third World (ALP)

The Section on Document Delivery and Interlending

The Section on Document Delivery and Interlending is one of the five that constitute the Division on Collections and Services. The principal goal of the Division is to improve collection building and service to readers. Other sections are:

- Acquisition and Collection Development
- Serial Publications
- Newspapers
- Government Information and Official Publications
- Rare Books and Manuscripts

- The Section on Document Delivery and Interlending is the forum in IFLA for libraries and associations concerned with making information in all formats available all over the world through a variety of resources sharing and document supply techniques. The Section works closely with the IFLA Office of International Lending in support of the Universal Access to Publications (UAP) Core Programme.



The Section's primary objective is to extend and improve document delivery and interlending both nationally and internationally through the use of new technologies and increased co-operation among libraries and document suppliers. The Section monitors developments and provides information to its membership through a twice-yearly newsletter, programmes at IFLA conferences, supports of document delivery workshops, and co-operative projects with the IFLA Office of International Lending and other international organisations.

- Optimising international access to document location information.
- Monitoring the impact of electronic publishing and other forms of automation on document delivery and ILL.
- Monitoring the impact of copyright and other legal matters on document delivery in all forms.
- Developing principles and models in charging for document delivery and interlending.
- Addressing the special problems of document delivery and interlending in developing countries.
- Providing regional seminars and other forms of training for specialists in document delivery and interlending.
- Training to meet users needs (satisfying the user).
- Developing and implementing protocols and standards.
- Developing statistical methods in document delivery and interlending.
- Monitoring the application of new digital technologies as they effect access to information. The Standing Committee has representatives on the IFLA Committee on Copyright and Other Legal Matters, supports the application of ISO standards and protocols for use in interlending software, and is working with the IFLA Office of International Lending on development of an electronic voucher scheme.
- The Section has, over the years, been discussing interlending problems in the developing countries and how to improve the situation. On the basis of these discussions, a pilot project dealing with the establishment of electronic document delivery in a number of research libraries in Ghana was initiated.
- Formulating recommendations for interlibrary loan response codes. The background to this lies in the fact

Goals of the Section –
1998-2001

Document Delivery
and Interlending
Section:
Current Projects

that, worldwide, there are many different sets of codes in use between libraries for use with interlibrary loans. As interlending is becoming increasingly more international there is the problem of the requesting library using different languages or even alphabets. The Section has been asked to create a comprehensive list of responses that might be given to ILL requests.

- Development of guidelines for sending ILL requests by email.
- The Section is also a sponsor, with the IFLA Office of International Lending, of the biennial International Conference on Interlending and Document Supply.

IFLA CONFERENCE REPORT 1999

The Document Delivery and Interlending Section

Each Section is responsible for putting together two activities for the annual conference: a half day programme (a formal thematic session with speakers) and a half day workshop, designed to be more informal and interactive, again with a themed approach.

1. Section programme: Document Delivery and Interlending

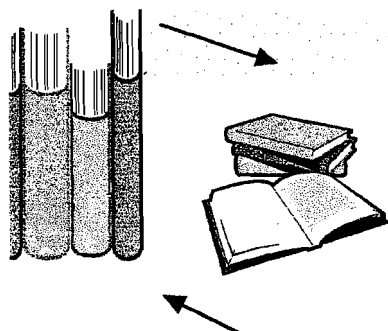
The Section's programme element of the conference was entitled *An Outsider's Guide to Document Delivery in SE Asia* and took place on the Wednesday, 25th August, 9.00-11.20. The programme comprised three speakers and a discussion period.

Dr Paul Poon (Director of the Library at City University, Hong Kong).

Interlibrary lending is a time-honoured activity among the university libraries in Hong Kong. With the information explosion, proliferating amounts of published materials, soaring prices of monographs and serial subscriptions, as well as tightening budgets, the role of ILL in supplying research materials to meet the needs of staff and students becomes more and more important. This paper aims to review the evolution of ILL activities in Hong Kong and, at the same time, to answer some of the questions that outsiders may find interesting by using the City University of HK as an example.

Dr Raja Abdullah Yacob (Dean of the Library and Information School at the MARA Institute of Technology in Kuala Lumpur)

The 1990s witnessed a momentous development in the information industry in Malaysia. Although the economic downturn has adversely effected the opportunity for students to get education and training abroad, it has given a new impetus to the creation of a vast local homegrown education infrastructure. Growth of universities and colleges has meant more libraries but, being at the infancy stage,



most of them have needed to rely heavily on resource sharing for their information consumption. This paper explores the current role of interlending and document supply and the attitudes of both librarians and students towards it. It also touches briefly on ILL services and usage in Malaysia and the extent to which these services are rendered.

Ms Boontharee Phoonchai (Head of Reference, Asian Institute of Technology in Bangkok)

This paper aims to provide background information and an account of the development of interlibrary loan services in Thailand. The role of interlending and supply is reviewed as a practical tool for supplementing the collection of an academic institution. The presentation covers both national and international document supply and ILL systems as currently used in Thailand.

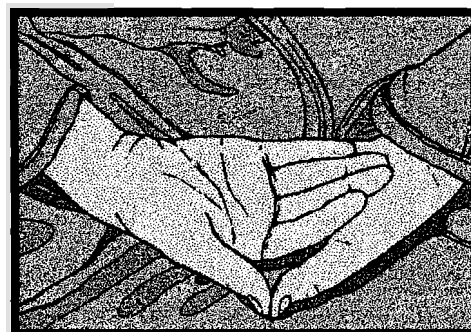
The Section's workshop element of the conference was entitled The Current State of Document Delivery in SE Asia: measuring progress since the 1995 Workshop in Bangkok and took place on the Thursday, 26th August, 9.00-1.00. The workshop comprised a series of country reports and was introduced by Graham Cornish, UAP Programme Director and organiser and chair of the 1995 Workshop. The background to this workshop was the UAP Workshop held in Bangkok in 1995 to consider the state of library development in SE Asia. This allowed participants from many countries to describe the situation in their own region with an emphasis on document supply.

The idea behind the 1999 Workshop was that it should be a follow up event with representatives from the same countries coming back to explore if and what progress has been made since 1995. In reality not all the participants were able to make the 1999 conference but the 5 speakers able to attend provided a full and diverse overview of events in South East Asia and a lengthy and interesting discussion ensued.

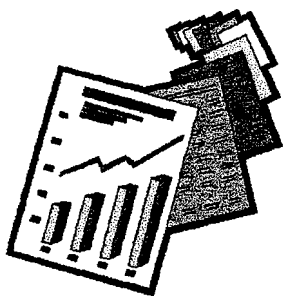
The first meeting took place on Saturday, 21st August, 9:00-11:50. Firstly, to break the ice, new members were welcomed to the committee and everybody introduced himself or herself. Apart from myself, new members were Poul Erlandsen (Denmark), Beth Hanson (USA) and Suzanne Santiago (France). The usual Chairman's report and financial report followed. The following areas were discussed:

- Finalising matters concerning the Sections programme for the Bangkok conference.
- Planning a programme and workshop theme for the Jerusalem 2000 conference.

2. Section workshop: Document Delivery and Interlending



Standing Committee
meetings:
Interlending and
Document Delivery



Revision of the Section's action plan for 2000-2001.

- Report on plans for the International Conference on Interlending and Document Supply to be held in Pretoria in November (two of the Section's members are chairing a workshop and presenting a paper).
- Report on ISO/ILL Protocols from Mary Jackson (US member). This report was an update on the project, entitled "Expediting the Implementation of the ISO/ILL Protocol", which was proposed to the Section as a suitable project theme in 1997. The first part of the project, the development of a model presentation, was successfully tested at the Copenhagen conference. The project was planned to continue with a workshop at the Bangkok conference where three vendors would demonstrate the use of the protocol. A decision was taken to defer it from this slot due to concerns that the audience would be less familiar with technical terms and less fluent in English than audiences at the previous conferences (Amsterdam and Copenhagen). The project will, instead, be presented as the workshop programme at the Boston conference in 2001.
- Report from the IFLA Office for International Interlending. This centred on the following areas: email guidelines and ILL response codes; international ILL statistics; price of IFLA paper request form. It was reported that the voucher scheme was going well with 350 libraries in 16 countries using it. IFLA are keen to develop an electronic version and are looking at the possibility of a pilot trial.

The second committee meeting took place on August 27th, 10:30-12:00. The following areas were discussed:

- The action plan for 2000-2001 was finalised. This process involved looking at the goals of the Section (see earlier) and re-appraising the activities associated with each goal. Activities were either deemed completed, ongoing (and possibly amended in the light of new developments) or new activities were assigned to specific goals.
- Plans were finalised for the Sections involvement in the Jerusalem 2000 conference. A half-day workshop would be run exploring the themes of copyright and licensing principles with the aim of providing an overview of these components for effective interlending and document supply. The presentations by speakers (to be planned) will focus on how these issues impact on ILL/DD and offer possible strategies to overcome the barriers. It was suggested that the theme for the formal half-day programme be "Interlending and document delivery in the Middle East" and that speakers should be drawn from Israel, Turkey, and Cyprus.

JERUSALEM 2000



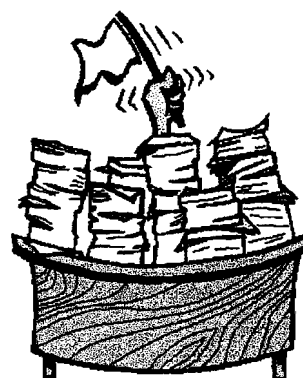
- The possibility of an Arab boycott to the conference was discussed. Section members from the Middle East would be approached by the committee for possible ideas and themes.
- Advance plans were made for the Boston conference in 2001. The workshop theme will be ISO/ILL protocol with vendors demonstrating the use of ILL protocols. The programme theme will explore the area of end-user input into document delivery. Since this will have a European bias it was suggested that initiatives in Scandinavia, Germany, UK etc should be considered. I have intimated a willingness to be involved since this will provide an opportunity for FIL to look at the UK situation and feed information into the wider European perspective that the programme intends to provide.
- Feedback was given on the Section's programmes for the Bangkok conference. General feeling was that the sessions went well although there had been problems in co-ordinating Asian speakers for the workshop. This was largely due to communication problems between the Committee and potential speakers (this area of the world does not have the easy access to email that we take for granted).
- Web page content and layout and Newsletter schedule were discussed. A promotional brochure for the Section had been produced. This will be translated into Russian, French and German.
- Discussion occurred on updating the IFLA Guidelines (ILL charging being an area covered). This would be co-ordinated by Sarah Gould but it was felt that input from a variety of countries would be useful. I have volunteered to assist from the UK perspective along with members from US, France and Denmark.

*Penelope Street
University of Liverpool*

BOSTON SPA 2001

NEWS FROM THE BRITISH LIBRARY

Demand between April and the end of August 1999 was 1,689,239 requests received, 1.1% down on the same period last year. Requesting through OPAC 97 is still increasing with about 3.3% of requests received this way. Requests sent by automated means have now reached 89% of all requests. Numbers of items supplied electronically through Ariel continues to rise with over 6,600 supplied during June alone. 1999/2000 total is expected to double to 40,000 the Ariel requests supplied in 1998/9.



inside web

inside web's new Table of Contents service and email delivery of search results has attracted much new interest. The British Library is now taking part in one project with a number of law firms based in Washington DC and another with Leeds University. The latter offers unmediated article requesting to selected academic and research staff and students and includes inside web as one of its information sources. The project began in June and will run for six months. Full details can be found on its website at: www.leeds.ac.uk/library/docdel/home.htm Ariel was also added as a delivery option on inside web at the beginning of September.

Digital Library Progress

The British Library has been exploring alternative solutions to its digital library requirements. A programme of developments to enhance discovery, requesting and delivery systems has been embarked upon. It is hoped that this digital library programme will help to improve existing services and enable the introduction of a range of new services for customers in due course.

ESTAR

In May 1999 ESTAR, the Electronic Storage And Retrieval system at DSC was switched on for remote document supply. The system stores over 950 full-text Elsevier journals in electronic format and is used to provide copies for remote customers, as well as users of the BL Reading Rooms. The agreement with Elsevier provides access to all journal issues from January 1999. The implementation of this first stage in Digital Library development has been a great success, with over 300 remote requests a day. Enhancements to the system are being carried out to allow for future expansion.

ISO Protocol

Fretwell-Downing Informatics Ltd has been working on an ISO Gateway to the Automated Request Processing system that will allow acceptance of requests in the ISO ILL protocol standard format. Beta testing of the ISO Gateway was completed in the summer and interoperability testing with Lancaster University Library has started. Successful completion of these tests will enable the processing of live requests through a new service called ARTISO. The Interlibrary Loan Protocol Implementors Group is near agreement on the practical aspects of how systems from different suppliers will implement the profile to guarantee interoperability. The profile that the British Library intends to implement can be found at a link from the web page <http://www.bl.uk/is/>



As part of the review and enhancement of services, the British Library has offered some price reductions on Premium Services effective from 1 October 1999

- The URGENT Action Service is now per article regardless of length (3 units for customers in the US and UK, 4 units the rest of the World)
- The price for LEXICON's EasyOrder service will be 2 units per article regardless of length.
- Electronic delivery by Ariel is available on both services at no additional charge. Fax delivery on both services is an additional 0.5 units (0.4 in UK)

FREE courier delivery if the consignment contains more than six articles (Urgent Action) or more than ten articles (LEXICON EasyOrder)

In 1997 a revised set of coded replies was implemented in response to customer requests. Most customers considered these to be an improvement on the previous list of codes but, since the introduction of customer satisfaction monitoring, some customers have expressed the need for the list to be further simplified. A short list of replies in plain English (translated where required) has been prepared, initially for those who use ARTTel and who access replies via Replies Inray. Details are available on the BL web pages.

On 13 September, British Library Net was launched, offering a free dial-up Internet service to UK customers. This provides unlimited and reliable access in the UK for the price of a local call. Users will be able to have direct access via the Web to a world-wide range of information resources. Copies of the installation CD-ROM can be requested by contacting:
britishlibrary-net@bl.uk or by fax (01937 546586) or phone (01937 546585). Access is also available direct from the web site: <http://www.britishlibrary.net>

The British Library's Strategic Review in 1998 drew attention to the need to align the Library's co-operative approach more closely with the strategies being developed by other organisations in the sphere of library and information services.

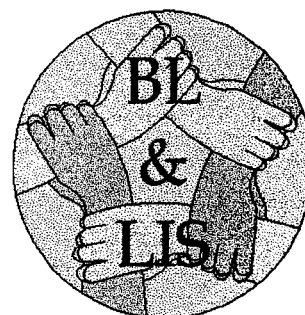
As a result of this renewed emphasis on co-operation, and to strengthen its commitment to working in partnership with those in the library and information sector, the Library's Co-operation and Partnership Programme was set up in April 1999. The role of the newly-formed team is to define and develop a programme of co-operation in five major areas: collection development; preservation and retention; access; bibliographic services; and record creation. A fund has been set up to support co-operative and partnership initiatives and a Call for Proposals was issued in November 1999.



Short List of Replies

British Library
- Internet Service
Provider

Co-operation and Partnership Programme



Copies of a briefing document about the Co-operation and Partnership programme can be obtained from: Colin Day, Co-operation and Partnership Programme, The British Library, St Pancras, e-mail: colin.day@bl.uk

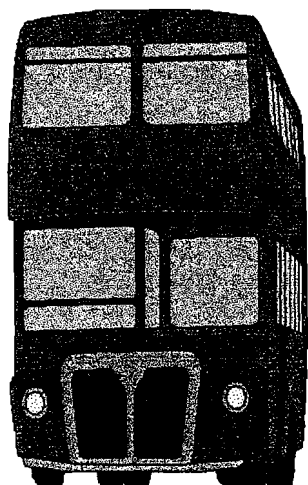
NEWSPLAN

The recent £5 million award from the Heritage Lottery Fund will now enable NEWSPLAN to save a significant quantity of titles in peril. This is the largest preservation award ever made in the United Kingdom; the three UK national libraries, public libraries and the newspaper industry will provide partnership funding. The microfilming programme is stage one of a longer programme which also includes the provision of microfilm readers to facilitate access to the text of these newspapers; and investigations into the digitisation of newspaper text to provide online access.

Year 2000 Compliance

In a large scale programme of work, BL systems and services, including ARTTel, inside and associated document delivery services have been guaranteed fully Year 2000 compliant. By the end of the year the remaining work will be completed and a full statement of compliance is available on the BL web pages (www.bl.uk). For information contact the Date 2000 Programme Manager on email: vanessa.harris@bl.uk or by fax: 01937 546872

LIFELONG LEARNING THE ROAD TO KNOWLEDGE



In August, Albert Square, Manchester played host to a cavalcade of transport bringing information about access to lifelong learning. The North West Open learning Group invited people to come along to the exhibition entitled Lifelong Learning - The Road to Knowledge.

Anyone wishing to acquire new skills or to improve existing ones by using the flexible courses available in areas such as business, technology, health and leisure as well as GCSE and A level curricular courses, were invited to come aboard the Open Learning Bus! 'A great day with everyone learning and exchanging ideas towards a common goal - life long learning' said Alan Rudman from North and Mid Cheshire TEC, who had brought the purpose-designed Open Learning Bus equipped with state of the art multi-media facilities; PC workstations, TV and video.

Librarians and providers of information services were given the opportunity to browse and select the latest materials available.

Participants

Among the other exhibitors were:

The North West Open Learning Group, providers of Open Learning services from public, academic and support organisations.

RNIB Mobile Transcription Unit, designed to provide demonstrations of how to produce accessible formats for visually impaired persons.

The North West Regional Library System, which organises co-operation between libraries in Cheshire, Lancashire, Greater Manchester and Merseyside.

The National Library for the Blind, which is committed to supporting lifelong learning and provides a free postal lending service of books in embossed and electronic formats.

The Farries Flyer, with its special stock for all to browse and **Manchester Public Libraries Mobile Libraries Vehicle**, which provides access to learning materials throughout the city.

Established in June 1997. NWRLS identified a need to provide a platform to bring together providers of Open Learning services from public, academic and support organisations, to share experience and ideas and to be an informal network to support Open Learning Services in libraries.

For people with a serious sight problem one of the greatest barriers they face is gaining access to information. Visually impaired people often have to make arrangements well in advance or rely on the goodwill of friends and relatives to relay information, especially when attending exhibitions or events. The aim of the RNIB Mobile Transcription Unit is to provide alternative formats when and where they are needed most. Documents can be produced in Braille, large print, on cassette or on computer disk on location.

The North Western Library System was set up in 1935 to organise co-operation between libraries in the area covered by Cheshire, Lancashire, Greater Manchester and Merseyside. We are a member driven organisation overseen by an Executive Committee elected from its membership, with over 50 members and growing, from all kinds of libraries. We have links to the national co-operative network. NWRLS provides access to Unity: a unique bibliographic resource tool. Unity's purpose is to support interlibrary lending, co-operation and access by merging the current catalogues of its member libraries into a single database. Unity provides over 9 million titles and 40 million locations which are updated regularly and cover the member libraries of 5 of the 7 English regions and 5 national services.

For further information please contact Susan Walsh, Customer Liaison Officer NWRLS (Tel: 0161 234 1947) or George Turnbull, Wythenshawe Library (Tel: 0161 935 4050)

NWRLS Press Release

North West Open
Learning Group

RNIB Mobile
Transcription Unit

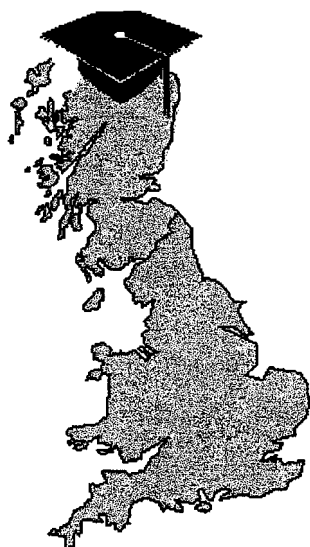
North Western
Regional Library
System

A WORLD OF KNOWLEDGE, A WAY OF LEARNING

Great Partnership

Great Partnership was the theme of the recent LASER Annual Event opened in London on 19th November by Lord Dearing, Chair of the University for Industry (Ufi) Board. The event attracted an audience of over 100 including MPs, representatives from Government offices, a wide range of regional organisations, further and higher education, the British Library, the Library Association, the Campaign for Learning, archives and museums.

The annual LASER events following the LASER AGM for an invited audience have become a 'must' for cross-sectoral strategic networking, and those present heard about partnerships with libraries from four very different perspectives.



Lord Dearing described how the Ufi is nothing but a partnership, relying on national partners such as the BBC, regional ones such as LASER and local ones such as public libraries, to deliver access to lifelong learning for everyone from everywhere. He reminded the audience that Britain must aspire to be best at the game of learning throughout life, or we will lose our way in the gale of change. He feels strongly that learning must fit people's lives and not make people go out of their way to find it. 7 million people in the UK may be illiterate, and even more largely innumerate, so education cannot afford to be 'precious' and rare, or our society will fracture and the economy will be drained of £5bn to £10bn every year. Lord Dearing said that partnership gives flexibility and responsiveness to the Ufi, the success of which will depend on massive promotion. Libraries in Hoxton, Tolworth, Guildford, Coventry and Birmingham will be among the 70 Ufi Development Centres leading the way. But the vision is for ubiquitous access to lifelong learning. As Lord Dearing ended, "even if you go to prison, we are there too".

Constructing a learning network

Professor Clive Booth, Deputy Chair of the South East Development Agency (SEEDA) then spoke about Regional Development Agencies (RDAs) working in partnership. He asked whether Britain might follow the path of rolling regionalisation taken by Spain, suggesting that in 15 years the South East may conclude the regionalisation process in the UK. Professor Booth outlined the Regional Economic Strategy in the South East, and gave examples of where libraries may have a role, such as in creating the Wired Region, where SEEDA and LASER are already working closely together, providing contacts with consumers, contributing to a learning network, integrating arts, culture and heritage with urban renewal and enhancing community information provision in rural areas.

Key issues needed addressing, he said, such as how libraries might overcome their image as middle class services. He challenged librarians present to consider three things: have we thought through the library role? Have we omitted anything from the Regional Economic Strategy or got it wrong? How can SEEDA and LASER work together in partnership?

Jean Sykes, Librarian and Director of Information Services at the London School of Economics, described the UK higher education context and impressive range of initiatives and services developed over the last ten years, including JANET, the eLib electronic libraries research and development programme, the M25 consortium and the London Learning Network Group. This last body has eight members, including LASER, co-operating in support of lifelong learning in London. It started in April 1999 and includes public library, local museums, archives and further education representatives.

Tim Mason, Chief Executive of the Museums and Galleries Commission, rounded off the proceedings, with comments on the daunting world ahead, the incredible breadth of scope and value of museums but the anxiety in the museums world about the forthcoming Museums, Libraries and Archives Commission (MLAC). He talked about synergies in areas such as education, ICT and collection management, but also referred to the often very different perspectives of organisations from the various cultural sectors covered by MLAC. He challenged those involved to identify who will carry out functional tasks if the new MLAC body is a lean and mean strategic body. He also expressed concern about the future place for advice services currently offered by MGC to museums, such as security, conservation and valuation. In essence, MLAC will need to deal with vertical issues as well as cross-sectoral ones, he stressed. However, Tim Mason finished on an upbeat note which seemed to sum up the whole occasion. Museums contain objects, which are real things to be admired, studied or interpreted, making them different from libraries. Libraries might use information and communications technologies to act as gatekeepers promoting access. They could be 'gateways to reality', offering everyone access to an exciting future.

Academic contribution

Libraries as gateways to reality



For any further information please contact
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70 Wapping Lane
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LASER Press Release

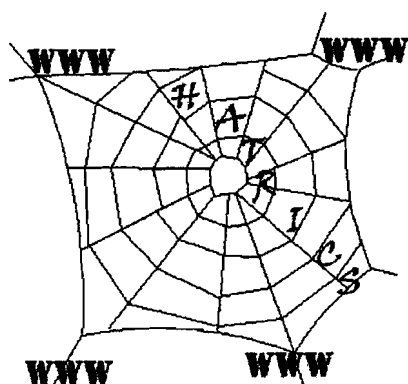
Information Intertrading

LIBRARIES ADD VALUE TO BUSINESS

A study of library collaboration in support of the business sector recommends action across the board to improve current arrangements. *Information Intertrading: Successful partnerships in library and information services* directs important recommendations to government departments, specifically the Department of Media, Culture and Sport and the Department for Trade and Industry, the Library and Information Commission, Local Authorities, Regional Library Systems, Regional Development Agencies, Government Offices, and Higher Education institutions. In effect, *Information Intertrading* sets out a national strategy to meet the information needs of business and promote economic development.

The project was commissioned by the British Library Research and Innovation Centre, as part of its programme on the value and impact of library and information services (LIS) co-operation, in collaboration with Hatrics – The Southern Information Network. Research was carried out by Capital Planning Information Ltd. The project investigated the economic value of LIS co-operation, cross-sectoral arrangements and multi-local authority working, using Hatrics as a testbed. *Information Intertrading*, the project report, identifies the critical success factors that characterise the long-established Hatrics partnership, and draws lessons from its experience which are transferable to other areas of the UK.

Future of Hatrics



Hatrics is a 330-member network of commercial and industrial companies, public and health service libraries, further and higher education institutions, government organisations and research bodies in a wide area of Southern England. *Information Intertrading* makes recommendations for the future of Hatrics as a web-based service in the context of Best Value in local government, changing political factors, and national ICT initiatives such as the New Library Network. The recommendations include service level agreements, performance indicators, marketing, training, and acting as a gateway to the Internet.

“The research shows how highly its users value Hatrics’ services”, comments CPI’s Managing Director David Barton. “It proves the importance of cost-effective LIS support for a thriving business culture, drawing on cross-sectoral alliances between information providers, mutual co-operation and the pooling of resources under a single umbrella.”

Bernard Naylor, project Head and Librarian, University of Southampton, says: “The study shows that political will is a prime factor in creating and maintaining the partnership

necessary for providing high quality, premium information services, which are clearly valued by business and industry”.

Paul Turner, Hatrics Hon. Secretary and County Librarian, Hampshire, adds: “The lesson of the Hatrics experience can be extrapolated to the national scene. They highlight the need for joined-up thinking and action at all levels. They focus on the importance of evolving networks of organisations to maximise the available information resources in support of economic development”.

Copies of

Information Intertrading: Successful partnerships in library and information services by Capital Planning Information Ltd and Hatrics – the Southern Information Network (British Library Research and Innovation Report 158, ISBN 07123 9747 7, ISSN 1336-8218)
£38 inc.

are available from

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Winchester SO23 8BY

Tel: 01962 846 077 Fax: 01962 856 615

Email: libsntf@hants.gov.uk

SUMMARY OF REPORT RECOMMENDATIONS

National government departments should:

- recognise the importance of local, sub-regional and regional library and information networks in providing specialist services to business and industry
- facilitate their development by providing funding for special collection maintenance and specialist staffing

DCMS should:

- commission the preparation of guidelines on the establishment of partnerships and premium services targeted at business and industry
- encourage and support the incorporation of these approaches to service delivery through its Annual Plan process
- encourage DETR to require inclusion of the practice in its Best Value requirements of local authorities
- ensure that co-operative supporting business are eligible to bid for challenge funding

DTI should:

- require its Business Link network to review its relationship with the LIS sector



- commission further research into the channelling of information within business which will be of value to business information suppliers



The Library and Information Commission should:

- appoint a specialist adviser on business information services to industry
- encourage academic, public and specialist libraries in all sectors to work together in partnerships
- publicise examples of good practice in LIS support for economic development

Local Authorities should:

- seek to provide premium services to business and industry
- where their resources are sufficient seek partnerships with academic bodies and other appropriate agencies
- ensure that all programmes developed to support local businesses include library service input

The Regional Library Systems should:

- be aware of, and in touch with, business information services in their region and should seek financial support to undertake necessary audit and research programmes

Regional Development Agencies and Government Offices should:

- recognise good practice approaches to business information support
- support essential user consultation on the needs of their business communities
- provide regional funding to support partnership working

The Higher Education System should:

- encourage academic institutions to participate fully in local and regional networks in support of business

Hatrics should:

- produce documented service level agreements
- determine key performance indicators and common standards
- develop a common marketing strategy
- re-develop its training and development role
- with the implementation of the Web-site Hatrics should extend its services to a wider geographical area
- be proactive in developing dialogue with Regional Development Agencies, Regional Library Systems, Government Offices and national bodies



*Press Release
from the
National Forum for Information Planning
, a panel of LINC*

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: s.walsh@nwrls.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 _____

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

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