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FIL Newsletter

FOR THE FUTURE OF THE FUTURE

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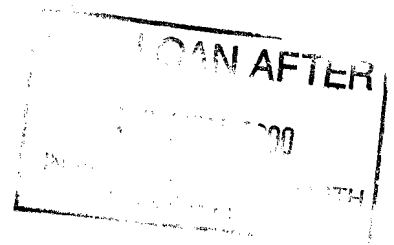
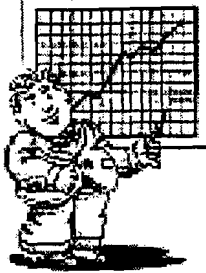


Find out what your region is up to

Events

What happened at the Preston Awayday?

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Chair's Annual Report 1999-2000

The year has been dominated by changes to ILL procedures introduced by the British Library. Although the price changes are not yet in force, members have been feeling the effects of changes in the transport of material and in preparing for October by starting billing and deposit accounts. The vouchers that have served interlending so well for so long are no longer being sold and libraries now have until the end of the year to redeem them. We have still to see whether libraries will adopt the new BL prices for ILLs between themselves or whether other arrangements will emerge.

As a result of these changes FIL held a Special General Meeting in London in April to find out further details and discuss their impact. The meeting was very well attended, no doubt a reflection of the concern felt by members regarding the changes as well as the desire for more information. With the possible exception of FIL's start-up this was the first time in FIL's history that a Special General Meeting had been held. Although FIL hadn't enjoyed quite the role we would have hoped to play in the introduction of important changes to ILL procedures, the Meeting showed that we could quickly put together a significant event for the benefit of our members.

Two other events were also arranged during the year – the first a joint venture with the National Library of Scotland in September. This was extremely well supported by our Scottish members (and even an English member) and covered some interesting developments in ILL-related matters across various sectors. Our second event was something a little bit different – an away day to Preston! This involved visiting different types of libraries in a select area of Lancashire to see how they do ILL. Hopefully the away day concept is one that we can take to other parts of the country and may repeat in Preston as well.

As you can see we've managed to have a pretty good year – a testament to the efforts put in by Committee members, particularly in the light of losing two key people. David Orman resigned after 3 years and Sheila Houldin resigned as FIL Secretary, after 2 years. This meant Peggy Eccles suddenly finding herself as Vice Chair with the task of coordinating the organising of this year's conference, and Andrew Ruston taking on secretarial duties. My thanks to them and to my other colleagues for making a difficult year so successful. As things can change very rapidly, what with Committee members resigning suddenly, I've been very concerned to leave the Committee in a healthy state. To this end I launched an appeal for candidates in an issue of the Newsletter and invited the respondents to a couple of FIL meetings so they could get a taste of what lies ahead. I'm very happy that we've generated sufficient interest to hold an election this year, but, at the same time, remain ever mindful of the need to seek out members with the potential to offer FIL an exciting future. Of course thoughts on the future of the Committee has also been prompted by the fact that I am now retiring, as is my colleague Angela Faunch. Angela has not only served a full stint of 4 years but also served a year beforehand as a co-opted member for the Canterbury conference.

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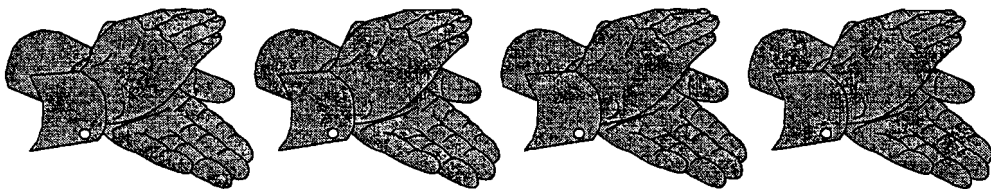
This experience has stood her in good stead, as she has been involved in the organising of every Conference since then. I'm sure that her infamous Conference quizzes will rapidly become part of FIL legend. She has also overseen the successful revamp of the FIL Newsletter and often had to battle difficult odds to ensure its production. She has been a great asset. In planning for the future I was also conscious of how far FIL has come in its relatively short life. Sadly, this year saw the death of Emma Cusworth, one of FIL's founding members. And although I didn't know Emma I do know that she played an important part in getting FIL established.

Two of our new ventures are continuing this year – one is the offer of two Conference bursaries, giving library school students the chance to attend the Conference and wallow in the richness of Interlend. In addition to studying, this year's two delegates are both practitioners of the black arts of ILL. The second venture is participation in IFLA. Pennie has been involved in the reformulation of principles and guidelines relating to international ILLs.

I've very much enjoyed my time on the Committee and now look forward to savouring FIL events from 'the other side'.

Stephen Prowse

On behalf of FIL we would like to thank Stephen for his contribution to the committee, especially his hard work as chair. (the Eds.)





All Change!

With this issue, a new editorial team takes over responsibility for the *Newsletter*. We would like to thank Angela Faunch and Norman Boyd for their work – we have a lot to live up to!

Your new editors are:

Jean Bradford

I have been Librarian in charge of the Inter Library Loan Section at the University of Bristol Library since 1977, so a lot of ILL requests have flowed past me....At our peak, in 1995, there were over 22,000 requests, but we introduced charges and that reduced demand. The present challenge is to implement the ALEPH ILL Module (the Library has chosen ALEPH as its computer system for all its operations) and to develop its potential. I have also taken on responsibility for our Serials Section, so I will be looking at all the ways in which we provide access to this form of information. I have been attending FIL events since the very first meeting, which led to the foundation of FIL. I have always found FIL a stimulating group to be involved with and have been very glad of the support that I have received from fellow FIL members.

Julie Pethick

I joined the Open University Library in 1990 after three years in a small library in a computer software company. In 1996 I became manager of the OU's Document Delivery service. Even though my short term is a microcosm compared to Jean's, inter-lending has changed so dramatically over the last four years that I feel I've been here since 1977!

Our number of requests peaked last year at over 16,500 requests. This has dropped this year to 14,500, I feel mainly because of our purge on subscriptions to electronic journals. It has given our users access to articles themselves, rather than coming through the traditional route. My present challenge (apart from editing this newsletter) is Endeavor's Voyager management system. We plan to go live this autumn, so I am busy testing and tweaking to make it Julie friendly.

I'd like to finish by saying I am privileged to be given the opportunity to become a FIL committee member, so thank you for voting me in, and I hope I do you proud.



Interlend 2000: Looking Ahead

Reports on the conference and the workshops. Thank you to the volunteer contributors.

First report from Lynda Baidam, Newbold College, Berkshire

Trinity College, Dublin was the venue for this year's FIL conference. The surroundings, the sweltering weather, the food and the varied presentations all conspired to make it a most enjoyable experience. Before the conference began there was an opportunity to soak up the atmosphere by attending the Dublin Experience and visiting the Long Room, the spectacular location of 200,000 of the library's oldest books and manuscripts including the Book of Kells.

The theme of the conference *Looking Ahead* was a particularly relevant one for document delivery especially in the light of the developments and challenges involved with new tools, unmediated access, full text delivery and the effects of different suppliers.

After a brief welcome to TCD followed by a welcome by the FIL chairman, Stephen Prowse, we were well entertained by Terry Caffrey, a poet and writer, who with his interactive approach helped people to loosen up somewhat before the conference dinner! The dinner, preceded, by a Drinks Reception, was in a delightful setting and both the menu and the service were excellent. Following the meal each table took part in a series of highly competitive quizzes and prizes were duly awarded including booby prizes!

The conference proper began the following morning when Tom Graham, the librarian at the University of Newcastle gave the keynote speech entitled *New Wine? New Bottles*. The emergence and availability of new electronic products and services, the issue of competition and the British Library, and the death of the holdings vs. access argument set the context. The wine/bottle analogy was used to good effect when talking about the current provision where old wine in old bottles referred to the BL, local co-operative arrangements and regional library services. He went on to talk about the new vintage new bottles with the aggregators of primary full text seen as the new vintage where there is clearly difficulty with the new bottles, i.e. the publishers, and the general aggregators like SWETSNET and OCLC. Electronic TOCs, some of which are linked to full text delivery, fell into this category, highlighting the fact that all provide access and only some provide delivery. One of the main issues raised was the debate between end-user control and library mediation. How much control and how much mediation? Other issues included the financial responsibility for document delivery. Should it be based on subscriptions or pay-as-you-go? Other issues raised included copyright problems, competition and the infrastructure requirements. The end-user's requirements are tending more towards delivery to the desktop and more control over ordering. Clearly the arguments against giving control to users are largely financial. However, there are IT and copyright implications as well as licensing problems to be confronted. If users are given freedom or

self-service opportunities, isn't the library's role being eroded? If users are much more likely to want delivery by email attachments, post or directly from a desktop than having to go the traditional route, although having to foot the bill themselves may make this a less attractive option. The future of document delivery seems to lie in several directions and it seems like success will be largely dependent on the way we integrate access to resources from both traditional sources and developing ones. The impact on the library and its response will be worth following but there will still be a role for the library in terms of support, selection and access. The trends towards more user control over access and delivery raise the issues of licensing and payment and also the viability of the technical infrastructure required. So although the prospect of new wines and new bottles is an exciting one, it is prudent to remember that the old wine is "still much more than drinkable!"

Andrew Wood from Glaxo Wellcome R&D Library Services spoke to us about document delivery in the private sector. At Glaxo they are trying to implement technology to provide a seamless service to users. Users in this context include researchers, staff and administrators all based in different locations. As well as physical libraries Glaxo Wellcome provide desktop services for end users across the Intranet giving access to the library catalogue, their CD-ROM network, searchable databases and electronic journals. Speed of response is vital for their document delivery service but they will only supply items not already held in the user's site library or items unavailable electronically. However because Glaxo is an international company and there are different copyright and royalty regimes in operation local suppliers are used wherever possible. The electronic publishing revolution raises the now familiar issues of end user control, competition over primary suppliers and financial responsibility. The attractions of self-service, one stop, immediate access are obvious but it does cut out the intervention of library staff. New roles for library personnel need to be forged to bring added value to the service and to provide some type of user support e.g. reports available electronically could have links to the cited documents, useful URLs could be posted. Expectations are sometimes unrealistic; not everything is available electronically. Glaxo identified some key issues: licensing agreements will require clear definitions of sites and users, specific technology will be required, end user control will encourage increased spending but will users have the time to access their own material? They have noticed a 13% drop in requests since the wider availability of electronic journals. The way forward for document delivery at Glaxo includes education, to assist people in using and exploiting electronic journals; increasing usage by exploring the gains that can be made from linking and cross referencing; administration in the processing of traditional requests; and negotiation ensuring that the best deals from suppliers are utilised.

Following a break for refreshments was the opportunity to attend one of the three pre-booked workshops:

Katie Birch, University of Leeds
(katie.birch@fdgroup.com)
Documents Direct Project

Jean Naylor, BLDSC
Distance Learning

Christine Almond, Bury Metro Libraries
Homework Heaven

Continued overleaf

Katie Birch, a project officer for the Documents Direct Project, conducted an interactive workshop to encourage delegates to engage with the challenges involved in a document delivery service and to appreciate the variety of stakeholders and their requirements. The aim of the project was "to investigate and evaluate mechanisms for the discovery and delivery of full-text journal articles and similar material" to provide an unmediated document delivery service to academics and researchers. The rationale behind Documents Direct included both external and internal factors. Rising journal prices, increased user expectations, decreasing budgets, the customer ethos, the diversity of subjects covered, savings on library resources and the 24/7 culture were major factors. The project was funded for 12 months. The workshop group split up into smaller groups to work on several short tasks. We looked at deciding the key tasks for the project and how to prioritise them. This was a useful way of gaining input from the group and using collective expertise. It was also interesting to compare our group work with the Documents Direct Project. Katie spoke about choosing suppliers and mentioned several points that were taken into consideration:

- Scope of the subject covered
- Delivery formats
- Current awareness services
- Method of ordering
- Authentication
- Document Delivery charges
- Payment options
- Service levels

Once suppliers were chosen a risk assessment was scheduled and challenges and solutions analysed. The trial was launched in June and by September only 12% of the budget had been spent. The initial user group of four schools in the university was then expanded to include research students. Data showed that no title was ordered enough to justify a subscription. Only 6% of requests could have been satisfied locally and between June and February 1467 orders were placed from 846 different publications. Most users preferred postal delivery to fax because of the print quality and experienced next day delivery. Users appreciated being able to keep in touch with where their order was in the delivery process. Sixty one percent of the requests cost less than £10.00 although the highest copyright fee amounted to almost £25.00. An unmediated request worked out at roughly £13.00 compared with the normal ILL basic cost of approximately £15.00.

The conclusions Katie drew indicated that surprisingly users did not order unnecessarily, neither did they use the urgent access unnecessarily. The project offered a high quality, premium service, giving researchers control and encouraging single article delivery instead of a journal subscription. It remains to be seen whether users' behaviour would be different according to the department that they are in.

PowerPoint notes were made available to delegates from the other workshops enabling everyone to benefit from the variety of presentations. In addition to her notes Christine Almond gave out copies of the booklet *Webcrawler Index: Learning Information for Everyone*, a compendium of useful websites.

The speaker after lunch, Cathy Evans from the Prison Libraries Group, gave us an insight into document delivery in prisons, in her lively presentation, *Beyond the Walls*. Many of the customers in this context are first time library users and need support in basic skills and also in their expectations of service delivery. One of the problems for longer stay users is that collections become stale and so document delivery allows the library service to give its users similar access to information as those on the outside. The prison librarian filters any requests although users are not charged for document delivery. With the current culture of Lifelong Learning and access to information for everyone interlending is obviously an important service for those users beyond the walls.

The last presentation of the day was given by Michael Long, manager of Information North. He set the context by telling us about Information North and explaining the different library regions, which are discreet areas and are not the same as government regions. Members of these regions include nearly all public libraries and include public and private sector organisations, and funding is by subscription and income generation. He then looked at the purpose of interlibrary loan and asked if regional delivery was the best option and also wondered if BLDSC should have the monopoly on document delivery. Michael, part of the report team, furnished us with copies of the draft of the Carpe Diem, Seize the Day Research Report: Modelling Futures For Library Regions in a Changing Cultural Environment, looking at key issues facing regional libraries. In the light of current legislation it seems prudent to consider how libraries can enhance service provision to meet new expectations. The PowerPoint presentation was informative and the handouts gave everyone the chance to get to grips with the issues involved in Information North. Challenges for document delivery in this arena include costs, the impact of ICT and Electronic Document Delivery, regional library provision, and the viability of the regional transport schemes.

For further information you are invited to contact Michael by email at ce24@dial.pipex.com

Wednesday evening concluded with a choice of walking tours around the city of Dublin. The group divided up to join either the Historical or the Literary walk. It was a fine evening and *our* guide furnished us with some interesting information about famous Irish literary figures.

The last morning of the conference came around all too quickly. Anne Morris of Loughborough University gave some insights on the results of the FIDDO Project, a project designed to investigate document delivery options. The background for this project lay predominantly in the growth in document delivery access, the Follett report, JISC and eLib document delivery projects. Different options for document access and delivery were considered and a FIDDO web site was set up to encourage discussion. End users' requirements and librarians' requirements, although extensive, centred around 24/7 availability, quality, speed and cost. Options used in this project included: local holdings, BLDSC, BL *Inside*, ProQuest Direct, SearchBank, EiText, and Geo-SilverLinker-BLDSC. Information was collected via end user trials and interviews with library managers, including experiments to evaluate the speed of the services and a citation analysis to check on coverage. Results were tabulated on availability, speed, subject coverage, document quality, ease of use, costs and technical issues. Not surprisingly the project concluded that there are many options and new opportunities but there are also challenges as we look ahead. The main areas for concern highlighted were authentication procedures, copyright and financial management and systems support.

Kate Arnold gave an overview of the development of a virtual library in the BBC in her presentation. The changing research environment and the users' needs (there are over 23,000 staff) have meant that there is a real need for a good quality, speedy and direct document delivery option. Desktop access is vital. Time spent on research is high and competition for deadlines is fierce. The challenges are being met by the launch of Information & Archives (May 2000), an online service for BBC staff. Training on how to best exploit the service is an ongoing process with floorwalkers coaching at desktops. Promotion of the scheme also helps to ensure awareness of the potential of the service. There are plans to keep updating the site and to provide a centralised Helpdesk. Access to news information and stills is catered for by NEON and ELVIS respectively, and the latter ensures copyright procedures are clearly publicised and adhered to. Kate Arnold can be contacted at kate.arnold@bbc.co.uk

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The conference was concluded by the presentation of the final speaker Fionnuala Hanrahan, County Librarian, Wexford. Attention was drawn to the booklet published by The Library Council, *Joining Forces: Delivering Libraries & Information Services in the Information Age, Executive Summary*. An overview is given of the services in Ireland and emphasis is placed on the need to manage change and to join forces. Fionnuala mentioned the need for co-operation and understanding other people's agendas. In terms of document delivery there are several challenges in Ireland. These include developing the IT infrastructure, widening access to be more inclusive, developing a research culture and extending partnerships.

The Interlend 2000 was a great opportunity to network, share ideas and make contacts. The variety of presenters gave us the opportunity to address current issues and to see some of the options facing us in document delivery as we continue to look ahead and find ways of facilitating access to information. Being awarded one of the conferences bursaries was a rewarding and enriching experience.



Second report from Vicky Brearley, Leeds Metropolitan University

The conference was well attended considering it was being held overseas - perhaps the excuse for a holiday in Dublin was part of the attraction! We stayed in Trinity College which proved to be an ideal venue, situated in the centre of the city close to all the shops and pubs.

The Annual General Meeting

It was interesting to see how active this group is and how much of an opportunity it gives for co-operation between librarians of different sectors. The Chair's report looked ahead to changes in the FIL committee but it also covered changes to the British Library procedures which are important this year.

The Pre-Dinner Speaker

Apparently a new feature for the conference this proved a great success. The Liverpuddlian poet and writer Terry Caffrey was very good at breaking the ice by asking for assistants. It is a comforting thought that if Librarianship doesn't work out, my career as a backing singer is assured!

Keynote Speaker Tom Graham "Looking Ahead: New Wine? New Bottles?"

This was a solid introduction to the conference.

The overall feeling was that the immediate future is not going to see a great deal of change to the way inter library loan and document delivery systems operate. The BLDSC and local networks are still central to any document delivery service: "old wine in old bottles". Carrying on the analogy, "new bottles," or new ways of delivering services are already being employed through schemes such as Lamda. However, with the continuing development of new electronic services, such as those covered by FIDDO and those provided by publishers, it is also true to say that new vintages are emerging and these "new wines in new bottles" were worthy of consideration. An interesting point here was the suggestion that the "holdings versus access" debate should not be given too much importance: for the user, access to a journal is the same as a library holding it.

Andrew Wood-Glaxo-Wellcome Research and Delivery. Document Delivery in the Private Sector

This talk explained where the library service fits in to this very large company. As far as inter library loans are concerned the BLDSC still accounts for 81% of the items supplied. However by 2006, if current trends continue, it is likely that 75% of journal articles needed will be available electronically. With this in mind, there is a move towards desktop delivery with the library fulfilling the role of a guide to finding information rather than a supplier of information. However, issues of availability, technical limitations, increased demand and therefore higher cost remain as yet unaddressed.

Document Delivery Workshop, Katie Birch

This workshop provided an opportunity to move away from the discussion of issues to the actual implementation of a project and was based on Katie's experience of working on the "Document Direct" Project at the University of Leeds. The project's main objectives were: to find a more cost effective way of delivering articles than expensive journal subscriptions and to give the user unmediated control of ordering and receiving articles.

The BLDSC remained the most popular source of journal articles but via their "Inside" service direct to the user, rather than via a traditional inter library loan. Over 9 months the 100 users who trialed the service spent £13000 with the average cost of an article £10.30 as opposed to £13.30 for an article via traditional Inter-library Loan. An analysis of the types of articles requested also showed that document delivery was more cost effective than journal subscriptions for the same articles would have been. The project is now being expanded to cover other academic departments.

Cathy Evans, Chair of the Prison Libraries Group: Beyond the Walls

This very interesting talk gave an insight into how difficult it can be trying to make a prison library to resemble a public library as closely as possible given the restrictions placed upon the service.

Michael Long, Information North: All Change! A Future for Library Regions in Virtual and Cultural Environments?

The regional library networks remain strong despite calls for moves towards a single national delivery service. These networks also remain an important way of delivering the government's agendas to the regions including social inclusion, education and lifelong learning, modern government, access to information and economic development.

However, the political shape of the regions is currently changing and so the library regions will have to change to reflect this. Another recent development is that museums, libraries and archives have been brought together under one council called Resource. The regions will be the focus for modern government and the libraries can be the driving force behind this. The question remains whether this will be with or without museums and archives. Michael Long suggested that a way of coping with all this change would be for the library regions to separate strategic management and operations management.

Anne Morris Loughborough University: Results of the Focused Investigation of Document Delivery Options Project, (FIDDO), Elib Project

The results provide a timely resource for the Inter Library Loan field as academic libraries become more dependent on Document Delivery and Document access as opposed to their own holdings. One of the project's objectives was to provide library managers with up-to-date information about the options open to them.

The traditional British Library Document Supply service remains the strongest of the suppliers considered by the project because of the subject coverage offered but it does take an average of 5 days.

Their new Inside service is better, but the "fast track" service is very expensive.

Continued overleaf

Find out what happened in the workshops you missed...



Workshop One

DOCUMENTS DIRECT PROJECT AT LEEDS UNIVERSITY LIBRARY

Workshop leader: Katie Birch, Project Officer.

INTRODUCTION

As the attendance at this workshop was rather large Katie began by dividing us into groups and telling us that we were going to do some of the work. She also warned us that she was going to be provocative by asking that question which strikes terror into the hearts of ILL staff – “should we allow unmediated end-user requesting?” I’ll leave you to answer this for yourselves.

BACKGROUND TO THE PROJECT

Katie began by telling us the aim of the project –
“to investigate and evaluate new mechanisms for the discovery and delivery of full-text journal articles and similar material to academic staff and researchers of the university”.

We were then asked, in our groups to discuss “why now?” We looked at both internal and external factors and came up with various lists which Katie then matched with hers. This list included periodical price increases, electronic access to titles, adding value, increase in publishing, economic climate, workload and WWW technology. Katie also added another factor which had been of particular importance to Leeds University Library, this was the new customer service ethos.

We also touched briefly on the concept of the hybrid library and the place within it of document delivery/ILL. Are we considered a core component or a second best service?

PLANNING THE PROJECT

We moved on to discuss the project workplan, the groups were asked to consider the following questions –

- What are the key tasks?
- How would you go about them?
- In what order?

Again we managed to come up with the “correct” answers! Katie’s project workplan included develop assessment criteria, assess suppliers, analyse user requirements, establish a user group, documentation and training, demonstration phase and evaluation.

We looked at some of these in more detail, firstly we discussed criteria for choosing suppliers. Katie looked at scope of coverage, delivery formats, current awareness services, method of ordering, authentication, charges, payment options and service levels. Eventually six suppliers were chosen, three multidisciplinary ones (DocUTrans, Inside Web and UnCover) and three subject-specialised ones (AskIEEE, BioMedNet and RSC).

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IDENTIFYING RISKS

So once we'd established why we were doing the project and had chosen some suppliers it was time to look at some of the risks involved and to try and find some solutions. The main risks were excessive spending by the users and duplication rather than substitution ie users ordering material which was available within the library. The solution to the first was to limit numbers of requests and to have some reserve funding, to the second to provide an internal copying and delivery service. It was also decided to monitor the use of urgent action services.

USERS

Once the risks had been dealt with it was time to select the users. Four schools had been chosen for the trial (Biology, Chemistry, Civil Engineering and Electrical and Electronic Engineering) and it had already been decided that it should be limited to academic staff and researchers. So, within these criteria how would we recruit our initial group? Word of mouth, a webpage and emails were the selected methods. Thus a self-selected group of 98 individuals was "chosen" for the six month trial. However between June and September 1999 only 12% of the budget was spent so the steering group decided to include more researchers bringing the total number of users to 155. The project was also extended to nine months until February 2000. Not surprisingly there was a massive increase in use in the October.

RESULTS

These are some of the key points from the results which struck me –

The average number of requests placed was 12

No journal was ordered enough to justify a subscription

Users did not also use traditional ILL service for photocopies, though some did for loans
61% of requests were placed using Inside, which was by far the most popular service both for the users and for the library

Users became much more aware of the costs involved in document delivery!

Talking of which, £13000 was spent on the project of which 56% was for service costs and 44% for copyright fees.

The average cost of a request was £10.30 compared with £13.30 for a traditional ILL.

CONCLUSIONS

Going back to the risks we discussed – excessive spending didn't occur (apart from one user who was dealt with!), and urgent action wasn't much used. Researchers were found to be a valid target group. The subject-specialised services were not much used. It was fortunate that the risk of duplication versus substitution had been recognised as the internal copying service was the second most popular accounting for 19% of requests placed.

Overall then it was felt that the service was a valid alternative to the traditional methods of holdings and ILL.

AFTER THE PROJECT

This has now become a trial service with an additional six schools/research units involved, only one supplier, Inside, is being used. Each school has its own account and budget and the service is managed by the faculty librarians not the ILL department.

AND FINALLY...

I found this a very interesting and stimulating workshop with lots of useful ideas and pointers. I would advise anyone contemplating a similar experiment to look at the project's website (<http://www.leeds.ac.uk/library/docdel/home.htm>) which includes a list of publications which cover the project in more detail.

Teresa Hampson, University of Bradford



Workshop Two

Distance Learning – are we virtually there?

This Workshop was led by Jean Naylor, currently one of the regional managers in marketing at BLDSC. Jean was back by popular demand as she had led a Workshop on the same topic at Interlend 99 in Durham. The Workshop was an exchange of ideas and different practices. It aimed to look at what had happened last year, to review new developments, British Library activity, in fact “what’s new and what’s next!”

Jean began by reviewing last year’s Workshop when the group had attempted to define distance learning, but found this difficult due to differing perceptions. The group had concluded that there was no single definition and that distance learning meant different things to different people. We then looked at the difficulties that we all experienced in providing a service to distance learners. Some delegates described the problems that occurred at their own institutions.

Jean listed activity at the British Library that was relevant to distance learning. This included the new accounting system, reduced prices for articles to be sent overseas, end user access, secure credit card payment control and BL Net.

The discussion was thrown open to the floor and we talked about distance learning provision from the perspective of the organisation. Lack of funding, poor promotion, communication issues and social change all featured in this discussion. One delegate raised the issue of increased usage of public libraries by distance learners, another the unrealistic views of the course providers. We discussed the needs and expectations of distance learners.

Jean then went on to describe developments at the British Library, such as the availability of free access to inside Web for all higher education sectors (funded by JISC). This will allow free access to the electronic table of contents database in the autumn, the new British Library Catalogue with improved interface searching and, in the future, Athens authentication as part of a seamless searching interface.

We ended the Workshop by looking at predictions for 2005. It was suggested that distance learners would not be a separate category of student and that the location of a student would be irrelevant. This would mean that courses could be held anywhere leading to a virtual university. A fiercely competitive commercial environment might exist and we considered whether public libraries would cooperate, or compete, to provide services for distance learners.

We discussed subjects such as end user charging, funding, prices, interactive TV and publishers as providers but concluded that the information rich/ information poor divide would still exist. In all, this Workshop was very useful with plenty of discussion and it was interesting to see how distance learning provision varied between institutions. This subject will be with us for a long time.

Linda Clark
University of Leicester



Workshop Three

Homework Heaven

by Christine Almond, Learning Support Librarian, Bury Metro Libraries.

The title of this workshop may sound like a contradiction in terms, but the story of the lifelong learning service in Bury Metro Libraries proves that with an energetic and dedicated staff almost anything is possible.

In this stimulating workshop Christine Almond, Learning Support Librarian with Bury Metro Libraries, described how educational facilities were developed for young people within the broader framework of Bury Libraries' learning support service.

Learning in libraries is a new and growing area and libraries themselves are considered a key component of the government's Lifelong Learning "Access for all" and "Social Inclusion" agendas. Public libraries can provide study support and access to education to people of all ages, and develop co-operative partnerships with schools, colleges and universities. They are no longer perceived solely as centres for leisure because their educational role which was long recognised by librarians, is now being appreciated by government departments, community bodies, and members of the general public. Funding is now becoming available for developing the libraries in this role.

Under the management of Cultural Services director, John Carter, Bury libraries have introduced dynamic and wide ranging services for people of all ages in the area of learning. Acting on their belief in the educational value of the public library, they were the first council in the UK to appoint a Learning Support Librarian and have since won the Charter Mark in recognition of their services. In this workshop, however, it was their work in the area of study support for young people which was explored.

The Department for Education and Employment defines study support as "learning outside normal lessons which children take part in voluntarily. Its purpose is to improve young people's motivation, build their self-esteem and help them to become more effective learners". It has a vital role in raising standards of achievement. Homework enables children to learn independently, carry out research and consolidate information. It develops self discipline, and helps children learn through work and activities not suited to a classroom situation. The library provides the ideal setting for work of this kind, particularly in areas where domestic constraints prevent children from doing homework in the home.

Bury libraries opened their first Open for Learning Centre in Unsworth in 1994, and soon after, another in Ramsbottom. It was their homework centre for young people in Whitefield Library, however which was to become the model for all further projects.

The priority in Whitefield was to create a relaxed and welcoming environment where young people could feel at ease. The centre was painted in vibrant colours, and contained study carrels, multi-media materials and a computer with internet access. It was provided with a wide range of resources including National Curriculum texts, revision guides both in book form and on CD-ROM, magazines, and information on careers and on social skills such as writing CV's and doing interviews. There were also books dealing with social issues of concern to teenagers, like bullying and sexual problems. Texts were shelved in subject, but not Dewey, order.

Specially trained library staff run the centres, and their work is supplemented by students from local colleges who work as homework helpers for a small fee. Coming up to exam times, tutors from local schools give revision courses and provide expert advice on exam methodology.

The homework centre provides a relaxed atmosphere where young people can study on their own or work as part of a group. As Christine says, the broad category grouping of resource materials allows easy, understandable access for all library users. The relaxed, non-threatening environment supports the learning ethic and offers opportunity for those young people who may not have such supportive environments at home. Free use of IT facilities offers "socially inclusive" opportunities to all young people to access new technology.

During her talk, and the discussion which followed, Christine highlighted the importance of the following:

Teamwork: It is vital to have a manager who has the vision to appreciate the educational role of the libraries and the motivating force to fulfil it in a dynamic and imaginative way. The manager will then need a team of library staff who recognise the vision and support it. It is important too to utilise the individual skills of each team member, so that both staff and borrowers benefit. Staff training is essential, not just in ITC and other areas relevant to the learning needs of young people, but also in communication skills so that staff can work confidently and effectively with both individuals and large groups.

Partnerships: Partnerships should be built within the community, with youth workers, teachers, local businesses and health workers. Contacts can be made between academic and public libraries. It is particularly important for libraries to work with teachers in a genuine partnership. Teachers can provide invaluable advice to libraries on the most appropriate stock for their collections, and in return libraries enhance the teacher's work by providing a supportive study environment for their pupils. Brochures and prospectuses in the library will guide members of the public to the colleges which teach the subject which interests them. Distance learning courses via the World Wide Web are becoming increasingly popular, and a typical example of co-operation takes place when students gain access to their college coursework via the internet terminals in their local library.

Outreach: While libraries may have wonderful resources, there is no point in having them if the public don't know about them. Christine found that the most successful way to market the library was to go into the community and talk to people in person. She visited schools, talked to teachers and told them what the library could do for them, and invited teachers and their classes to visit their local library. They could then see for themselves that the library provided a friendly environment which had been created with their specific needs in mind. Other ways of promoting the library included having colourful and attractive promotional literature, keeping a high and positive profile in the media, and inviting local dignitaries and politicians to inaugurate new services and projects. An effective way of enhancing the library's image is for library staff to present themselves as highly trained and skilled professionals - even the use of a simple business card can present this image effectively.

The idea that education should be free and available to all, and a means of personal as well as professional development, seems inherent in the work of the service. Finally it was the description of the commitment, energy and efficiency of the Bury Metro staff in providing the means for forwarding this ideal that most deeply impressed the participants in this valuable and practical workshop.

Geraldine McHugh
Librarian
Dun Laoghaire-Rathdown County Council Public Library Service.

Finished 'Looking Ahead', now let's head to the regions

News From The Regions



Yorkshire Libraries and Information

Following the adoption of the new arrangements for Transport Schemes in October 1999, BL suggested that the Regional Schemes might consider arrangements for Recorded Delivery for returning loans to Boston Spa that are classed as rare or valuable. Yorkshire Libraries and Information – the Regional System for Yorkshire and Humber – are introducing a service for Recorded Delivery. A suitable voucher has been introduced. These are numbered and BL staff will sign for the list of numbers corresponding to the Recorded Delivery parcels received. The service started on 4th September 2000 for a trial period. If this is successful, it is hoped to extend the scheme to include Recorded Delivery to other Regions also.



North West

Key into Music - Resources via the Internet:

The NW Music Librarians Group, in partnership with the NW Open Learning Group invited information providers from across the UK to *Key Into Music* - a seminar to support Music and Open Learning Departments to expand the services they offer. Demonstrations of flexible learning packages which support music education were shown as well as different types of searchable resources available to information providers via CD and Internet. By the end of the day the PC's were playing a wonderful chorus ranging from Beethoven to Travis! You can experience the day with all the links via our web site: www.nwrls.org.uk (On home page select GROUPS: NW Music Librarians Group - the programme from the event has links to a wonderful selection of internet resources for music).

University for Industry - Awareness day:

The NW Open Learning Group is currently planning an awareness day to promote the activities of the Ufi (University for Industry), which is a new kind of public-private partnership intended to boost the competitiveness of business and the employability of individuals. Working with businesses and education and training providers, it will use modern technologies to make learning available at a time and place to suit the learner - at home, in the workplace and through a national network of learning centres, some of which will be based in public and academic libraries. The event will take place on 15th November 2000 at Bury College. Further details will be distributed in the near future.

Interlending of Alternative Formats



The North Western Regional Library System has been successful in establishing a national inter-lending system bringing together the library sector with the existing national agencies such as RNIB (Royal National Institute for the Blind), CALIBRE (Cassette Library for the Blind and Print Disabled), TNAUK (Talking Newspaper Association of the UK), and NLB (National Library for the Blind).

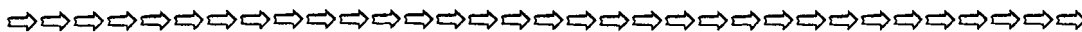
From January 2000 visually impaired people have had the choice to either directly use the services of the agencies or to access them through their local library. This in itself has made a significant contribution to the enhanced level of service libraries can now offer, and the ease with which visually impaired people can access them.

The Accessible Library Partnership would like to take the opportunity to thank all the Interlending departments and front line staff for their help and support in rolling out this service nationally. NWRLS has received lots of positive feedback from Service Users, Libraries and National Agencies and most importantly service users.

The development of this scheme has been timely to support libraries to meet the demands of the Disability Discrimination Act (1995) and most recently the consultation paper on Public Library standards which state that "... an authority should allow requests for items in alternative formats which meet the needs of disabled people."

David Owen, Executive Director Share The Vision said about the work NWRLS is undertaking :

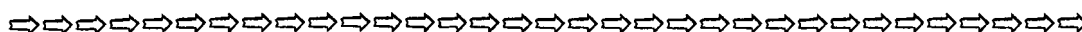
"When I put together the programme which Share The Vision recommended the Library and Information Commission to fund from the £200,000 grant ... I was looking to put in place 'the essential building blocks' which would begin to establish a national infrastructure for library services for visually impaired people. An obvious requirement was to develop an interlending system. If anybody could do the job NWRLS could do it. They did not let me down. We now have a national interlending system which means that all libraries can meet their responsibilities under the Disability Discrimination Act. But that is a minimalist approach to equal opportunities and social inclusion. NWRLS is about more than the minimum and that is why I am pleased to attend its Accessible Library Partnership meetings which are an exemplar of regional partnership working, addressing social inclusion issues. A lot has been achieved in a short time but NWRLS can and will go further."



Advert

<http://thecombineregions.com>

For all you want to know about Unity and its latest news and developments.



V3.Online

V3.Online has been running a full live ILL service since 14th January 2000. We have put c.100 users onto the new system across London and the South East, West Midlands and parts of South Wales. Uptime has been at over 93% since the service went live over nine months ago. Currently, up to 1000 requests per day are being initiated onto the system, which at peak times represents one request made every 4 seconds.

Web version and Z39.50 (search protocol) for V3.Online

LASER is developing a Web version of the V3.Online system and adding the Z39.50 protocol for networked searching between different systems and services. This will provide the basis for end-user developments, for cross sectoral links with higher education and other sectors and also provide XML facilities for linking with the museums and archives sectors. These developments will be ready for testing in the Autumn.

Pilot project for end-user access to V3.Online

LASER is developing a pilot for providing end-user access to V3.Online with c.6 London Borough members who have expressed interest in these developments.

ILL (Inter-library loan) portal

A web based ILL (inter-library loan, resource discovery and document delivery) 'portal' is being developed by LASER. This will provide a 'portal' to major sources and services - UK wide and international, concerned with resource discovery, document access and ILL. It will also relate 'traditional' documents with a range of electronic documents and services.

BLDSC charge increases for locations and returnable items

LASER is offering an enhanced location and document delivery service from 1st October 2000, in response to BLDSC's plans to introduce charges for locations and increased charges for monographs and other returnable loans. These new services will be UK wide and include access to international resources, where required. Details of the new service are being circulated to members and other libraries in the UK.

LAMDA pilot with LASER

The Higher Education electronic document delivery service (LAMDA) and LASER have agreed to undertake a 'pilot' electronic document delivery service for periodical/serial literature and electronic documents.

DfEE

The DfEE has invited LASER to sit on the Forum which has been established to develop a 'virtual librarian' portal for the government plans to establish 'UK Online'.

'Making the Links'

Peter Smith is a representative on the Working Party, which was established following the 'Making the Links' Seminar on the 12th June. The Working Party will examine the potential for interconnecting the major interlending and document delivery systems in the UK, including BLDSC, CURL, DNER, LASER, Unity etc.

LASER Annual Event and AGM

This year's LASER Annual Event will take place on 29th November at 1 Great George Street, SW1.

This year's event is called 'The Culture Club' and will explore the developing Culture Agenda and the roles of libraries, museums and archives and the Regional Cultural Consortia. Speakers include Lord Evans, Chair of Resource, Lynne Brindley, Chief Executive, British Library. Michael Holroyd, Sir David Watson (Chair, SE Regional Cultural Consortium), and Graham Hitchen GLA.

4th National Newsplan Conference

LASER is working with Ed King of the British Library and LINC National Newsplan Conference Secretary in organising the 4th National Newsplan Conference. This is to take place on 19th and 20th March 2001 at the Euston Plaza Hotel.

LASER Newsplan

LASER and GLAN (the Greater London Archive Network) are jointly organising a seminar on 'Lifelong Learning through local newspapers' which is planned to take place in the early part of 2001. Details will be circulated in September.

British Council Event

LASER is organising an international event on Information Systems in the 21st Century, which will take place in London between 29th January and 2nd February 2001 in conjunction with the British Council. The focus on the Cultural Agenda. A wide range of speakers have been engaged.

'Carpe Diem'

Following the publication of the CONARLS 'Carpe Diem' Report on future models for regional library services a dissemination event is planned for 26th September in York at which LASER will present a paper on how it is addressing current issues and future plans for regional library structures and services.

LLNG London Learning Network Group

LASER is a member of the Steering Group of LLNG and is currently involved in planning LLNG annual seminar in December and in the Resource Discovery and Content Creation Task Forces.

Projects

LASER is currently undertaking the following UK and European Union sponsored research and development projects

- a) **PRIDE**
The PRIDE project successfully underwent the final European Commission Review in June and has now introduced a web-based demonstrator of X.500/LDAP networked directory software, Web harvesting and collection description facilities. LASER is to build on this project, in conjunction with UKOLN, EARL and LASER's own developments for establishing standards based network directories.
- b) **COVAX**
LASER is a partner in this European Union 5th Framework project, which is developing an XML pilot to integrate libraries, museums and archives data.

Continued overleaf

c) CAPITAL

LASER has commenced the British Library Co-operation and Partnerships sponsored award into the study which will analyse gaps in monograph provision in LASER, V3.Online regions, BLDSC and in collaboration with the higher education sector. The scope for collaborative partnerships in organisations, retention and the LASER Subject Specialisation Scheme will be explored.

LASER is also collaborating with the University of London and the Wellcome Institute on a related project on coverage of bio-medical materials in the UK.

d) Social Exclusion Portal

LASER, John Pateman (ALCL Co-ordinator - Social Exclusion Group), the Social Extension Action Group Planning Network, Management Research Centre (University of North London) and Leeds Metropolitan University are to meet in September to discuss further, the development by LASER, of a web-based 'portal' for matters relating to Social Exclusion.

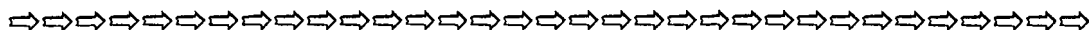
LASER is adding the stock of records and locations of the National Library for the Blind (NLB) to the NUCAF (National Union Catalogue for Alternative Formats) database on V3.Online. This also includes the stack of RNID and other serious available to the visually impaired.

e) LONGITUDE

LASER is the project head of the Resource sponsored EARL 'LONGITUDE' project which will examine end-user needs for networked services from the Peoples Network and other related network services. Westminster, Luton and Norfolk are the test libraries. CIPFA Plus, the Public Record Office and CERLIM (University of Manchester) are also partners in the project, which will commence on 1st September 2000.

Visitors

Following a request from the British Library, a Japanese official from the National Diet Library is to visit LASER on 22nd February to discuss co-operation and to see LASER services. The chair of LINC has also been invited to attend the meeting.



Cheaper - yes, **cheaper** - ILLs from 1 October

Very aware of the furore caused by the various changes in BLDSC procedures and charges and in consultation with their member libraries*, CONARLS, The Circle of Officers of National and Regional Library Systems, has been investigating various possible alternatives. At their meeting on 5 September, the Officers agreed to recommend to their constituent (i.e. member libraries). In outline, these recommendations are that, without prejudice to any pre-existing ILL arrangements, for *inter-regional* ILL requests,

1. **Loans** requested between 1 October 2000 and 31 March 2001, be transacted at a rate of £4.67 per item and, from 1 April 2001, at a rate of £5.00 per item. The latter figure will be reviewed annually;
2. **Loans** can be requested (a) by using BLDSC "between libraries" forms valued at £4.67 (whilst stocks last) or (b) on regional ILL request forms, including UNITY, V3 and other system printouts, provided they carry (a simple, firmly affixed sticker is recommended at least in the meantime) the requesting library's BLDSC Customer Code (87-xxxx), a request reference number unique to the requesting library and the inter-regional value of the form (i.e. £4.67 or £5.00, depending on the date when the request was initiated). Similarly, libraries wishing to make inter-regional requests by e-mail or other 'non form' methods where use of a sticker is not feasible, may do so *provided* they include the same information required in 2 above **and** clearly stated their regional membership (e.g. NWRLS member);
3. The supply of **photocopies** be transacted at the BLDSC rate pertaining at the time of requesting, which can be done as per 2 above;
4. It is assumed that libraries in membership of a regional / national library system which do not agree to the inter-regional rates detailed above, and all other libraries which are not regional library system members, will transact their loans at the BLDSC rate (£6.20 from 1 October) between each other and inter-regionally. Equally, libraries which charge over the normal rates (e.g. 2 BLDSC forms), should expect to be charged at that rate, not one of the lower options.
5. On a reciprocal basis, provision of **locations** by most regional/national library systems will be provided free until at least 31 March 2001 on the same basis as at present and will then be reviewed in the light of demand experienced. LASER has already announced its intention to charge for the provision of locations and supply of items to non-member libraries; contact LASER for details.

BLDSC has agreed to process the 'C copies' resulting from any of the above transactions through its 'banking function' at the value written onto the forms when received by it for processing, until at least 31 March 2001. It would be helpful to BLDSC and speed the banking process if, when submitting 'C copies' (or equivalents), libraries would batch the same types of form / prices together and not intermingle them.

To assist in identifying libraries which use the inter-regional rate, CONARLS will list them on its website.

For more information on this scheme, contact your local regional / national library system.

* the regions are at varying stages in their consultation process.

Making the links: improving the UK's ILL system

FIL was represented at Making the Links, a seminar organised under the auspices of the British Library's Co-operation and Partnership Programme

Panizzi Room, The British Library, Euston Road, London. 12 June 2000

Seminar chair: David Bradbury

Director General, The British Library, Collections and Services

Summary: The purpose of the seminar was to explore the opportunities for greater integration of the networks involved in supplying books and similar returnable items on interlibrary loan, with a view to improving the service UK libraries can provide to all engaged in research and/or lifelong learning; and to agree on practical steps which can be taken to implement any opportunities for improvement which were identified.

Four speakers gave presentations on current arrangements and key issues. Wide-ranging discussion ensued, covering the impact of government agendas, user needs, access issues, standards, human and financial resources, the collective resource, and a national ILL strategy. There was consensus that pointers to the way forward had emerged and it was agreed that there was scope for working together. It was also agreed that a small group should take forward the issues identified for further study and action, and establish priorities.

As well as the David Bradbury's introduction, the following presentations were made :

Models for interlibrary loan

Malcolm Smith, Director, Public Services, The British Library

Defining the issues for partnerships in acquisitions, coverage and retention of printed materials

Peter Smith, Deputy Director, LASER

ILL interoperability: systems or people?

Peter Stuble, Assistant Director of Library Services, University of Sheffield

The international context for UK interlending and document supply

Nancy Elkington, Program Officer, Research Libraries Group

A group has been formed to take forward these issues, and FIL will be monitoring the outcomes closely, although we are not a member of the group.

If you would like a copy of the full report, please contact the editors.

Events...

We have tried a different format of FIL event this year with the...

Away Day at Preston

Members from the Forum for Interlending were invited to take part in an away day at Preston, Lancashire. Delegates from across the UK representing both Public and Academic Libraries were given the opportunity to visit the bibliographical services unit of one of the largest County Libraries in the UK which serves a population of over 1,140,000. David Lightfoot, County Library Manager welcomed visitors and spoke about the history of the County Library and its more recent developments through cross sectoral partnerships. The Inter Library Loans department was a hive of activity and the staff very willing to exchange experience and information.

One partner Lancashire County Library works closely with is the University of Central Lancashire, a major academic library which provides a learning resource service, supporting 23,000 students and 2,000 staff. A stock in excess of 400,000 volumes, 2,500 periodical titles, 100,000 AV items and 100 CDROM networked titles. Kevin Ellard, Head of Library & Learning Resource Services arranged a tour of the new state of the art resource unit. Again, delegates were given plenty of opportunity to talk to staff and compare procedures. Finally we were taken to the Harris Library which is the busiest library's in the county, which works in partnership with Preston College to provide an Open Learning Centre, with full tutor support.

The day was aimed at taking delegates away from the 'sit and listen' environment, instead they were provided with a coach tour visiting the workplaces of other providers of ILL services. I must admit the day was exhausting but the benefits of seeing how other information providers operate was definitely worth it!

...If you would like to host a similar event, or have other ideas for events, please contact the committee.

Future Events...

Future Events...

FIL EVENT PRELIMINARY NOTICE

24th January 2001 at University College Dublin

Topics addressed will include New developments in location tools, Copyright, BLDSC forum, and Third party lending.

Watch the FIL website for full details, which will also be available from avril.patterson@ucd.ie.

Emma Cusworth - an appreciation

Many FIL Newsletter readers will know or know of Aston University's Emma Cusworth, a former Chair of FIL, and have heard of her unexpected death at the beginning of February. As one of the members of the FIL Committee at the same time as Emma I have been asked to write a short piece about her.

Emma's achievements and considerable service over many years on behalf of Aston University and the profession generally have already been noted by Jean Plaister in the Obituary section of the May Library Association Record).

I think it fitting to balance the professional record with a personal recollection of Emma. I believe that one of the major reasons for FIL's success over the years is that ILL staff in different institutions get to know each other and professional contact becomes personal as well. I hope the following very subjective memories will spark remembrance in those who knew her, and give those who didn't a glimpse of her as a person.

I think of Emma as a strange balance of the formidable and fond. She was physically robust, direct and assertive in manner. She was a Lay preacher, and though I never heard her speak I'm sure she had a persuasive delivery! When she became FIL Committee Secretary she immediately stated that unless anyone demurred she would produce action minutes' with no record of discussion, just measures agreed, tasks to be carried out and the names of those responsible. I also remember how accomplished she was at ensuring the action points were followed up! At the same time she had a broad sense of humour which incorporated a wry appreciation of some of our profession's absurdities. She was also interested, concerned and sympathetic about colleagues' professional and personal circumstances.

Emma's enthusiasm and willingness to get involved were boundless. Over the years I had numerous telephone conversations with her about circulation and document delivery issues, and she always seemed to be involved with trials (particularly IT developments), new initiatives and reorganisations. She viewed with great cheerfulness and relish the challenges and additional workload they gave her. It was with the same attitude that she took over, at very short notice, as Chair of FIL in 1991. A number of the original FIL Committee members were moving on to other professional roles and left at a time when FIL had just established itself on the national ILL scene and needed both to consolidate and move forward. She managed this with her usual understated competence.

Two of her varied non-professional interests were history and golf. Paul Jeorrett, FIL's first Chair, recalls meeting her at Scrabster ferry terminal 'armed with golf clubs and maps' on her way to explore Orkney's prehistorical and golfing attractions.

I was in touch with her late last year, to make a very awkward request on behalf of a researcher. Typically, her response was 'leave it with me, I'll see how we can do it'.

Friends and colleagues in the ILL world will miss Emma.

Robin Green
Head of Information Services
University of Warwick Library

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